

Smarter technology for all

FAQ

SMSC | smc@lenovo.com

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TRAINING

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- **Where do I take the mandatory training courses?**

You may find the mandatory training courses in our Lenovo Learning portal:
(<https://learning.lenovo.com/pages/201/na-service-partner-education>).

- **How can I get credentials to the training site to take courses?**

You will receive an email from Lenovo Learning Support with your login credentials for the Learning Portal 48-business hours after your location's Admin has created a user and/or contact for you in the NGSP portal.

Should you be unsure whether a user/contact has been created for you, consult with your location's ASP Admin. They will be able to confirm this by reviewing your location's relationships in the NGSP portal (Account Center > Relationship Management).

If you already have a user/contact in the NGSP portal and have not received your Learning Portal credentials within 48 business hours, please complete this form:

<https://app.smartsheet.com/b/form/d991db3757924d67848ee87b0d2a3b2c>.

- **How do I login to the Lenovo Learning Site?**

Go to <https://learning.lenovo.com/learn/signin>. Your username will be the email used to create your user/contact in the NGSP portal. Keep in mind that your Lenovo Learning password should have been sent to you 48-business hours after your user/contact for the NGSP portal was created.

If you can't remember your password, please click on "Forgot your password?" at the bottom of the sign in page. You will be sent a new password for Lenovo Learning to your email address. Should you not receive your automatic password reset email, please contact the Lenovo Learning Support team by clicking on the Help option at the bottom of the site or by sending an e-mail to lgpesupport@lenovo.com.

• **What training courses do I need to take?**

The mandatory courses you need to complete depend on your Business Partner (BP) role and whether you have a user or contact for the NGSP portal. Below you may find all BP roles and the course codes required:

ASP ADMIN – ASP ADMIN LEVEL 2

- RWST106 - Service Support Guide Assessment
- CPRW161 – Admin information and functions - Exam
- CPRW168 – NGSP cases – Exam (covers courses listed below)
 - NGSP Intro & Basic Navigation (CPRW151)*
 - NGSP – Cases (CPRW152)*
 - NGSP – PD Features (CPRW153)*
 - NGSP AWSP Bath Uploads (CPRW155)*
- CPRW169 – NGSP work orders - Exam (covers courses listed below)
 - Next Generation Service Portal Security and Access (CPRW156)*
 - NGSP- Work Orders (CPRW158)*
 - NGSP- Service Management Entities (CPRW162)*
 - NGSP- Reports and Dashboards (CPRW164)*
 - NGSP- DOA Work Orders (CPRW165)*
- RWSW239 - Accidental Damage Protection

• What training courses do I need to take?

ASP TECHNICIAN

- RWST106 - Service Support Guide Assessment
- CPRW161 – Admin information and functions - Exam
- CPRW168 – NGSP cases – Exam (covers courses listed below)
 - NGSP Intro & Basic Navigation (CPRW151)*
 - NGSP – Cases (CPRW152)*
 - NGSP – PD Features (CPRW153)*
 - NGSP AWSP Bath Uploads (CPRW155)*
- CPRW169 – NGSP work orders - Exam (covers courses listed below)
 - Next Generation Service Portal Security and Access (CPRW156)*
 - NGSP- Work Orders (CPRW158)*
 - NGSP- Service Management Entities (CPRW162)*
 - NGSP- Reports and Dashboards (CPRW164)*
 - NGSP- DOA Work Orders (CPRW165)*
- RWSW239 - Accidental Damage Protection
- RWST217 - Warranty Service Authorization Exam ASP
 - Courses required to unlock RWST217:*
 - CSWi21Y - Lenovo Diagnostics
 - RWSW206r2 - System Board Service
 - RWST106 - Service Support Guide Assessment

- **What training courses do I need to take?**

DEALER SERVICE TECHNICIAN (CONTACT)

- RWST217 - Warranty Service Authorization Exam ASP

Courses required to unlock RWST217:

- CSWi21Y - Lenovo Diagnostics

- RWSW206r2 - System Board Service

- RWST106 - Service Support Guide Assessment

- RWSW239 - Accidental Damage Protection

- **I have completed all mandatory courses for the NGSP portal, but my user status is “Waiting for authorization” or I get a “user not authorized” error message when trying to create work orders.**

Once you have completed your registration in the NGSP portal and all mandatory training, you need to contact the SMSC (smsc@lenovo.com) so we can activate your user to start creating Cases and Work Orders.

- **I have completed all mandatory courses for dealer service technicians, but I am showing as not qualified when my contact is selected in the NGSP work order.**

It takes 24 hours for the training course completion to be updated automatically in the NGSP Portal. Once the courses are updated, your contact ID should show up as qualified to perform the repair. If the 24-hour period has passed and you are still showing as not qualified, please contact the SMSC with your certificates so we may update your contact.

- **Do I need to submit my COMPTIA A+ Certification?**

CompTIA A+ is not a mandatory certificate for the AWSP Program so you are not required to submit your certification, and its completion will not be reflected in your Services Portal contact.

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NGSP PORTAL

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- **How do I access the NGSP Portal?**

The portal's URL is <https://ngsp.lenovo.com>

- **Who can invite new Users to the NGSP Portal?.**

ASP Admins and ASP Admins level 2 are the only user roles authorized to invite new users to the NGSP portal. Both roles may invite users whose BP roles are lower than their own. For example, ASP Admins can invite ASP Admins Level 2 and ASP Technicians, while ASP Admins Level 2 can only invite ASP Technicians.

ASP Technicians, on the other hand, are not able to invite new users nor edit profiles.

- **There is no one in my Location with an ASP Admin/ASP Admin level 2 role to send invitations. What should we do?**

If there are no users with an Admin role in your Location, please notify this to the SMSC (smc@lenovo.com), providing the name and email address of the new contact that requires an invitation, so they can indicate you how to proceed.

- **Can Service Technicians create cases and work orders?**

Only Service Technicians who have an ASP Technician user in the NGSP Portal can create cases and Work Orders.

- **I am experiencing difficulties with some of the portal functions or getting error messages**

Before contacting the SMSC team to report technical issues in the portal, please clear your browser's cache and cookies. Clearing cache and cookies forces your browser to re-load the most recent version of the page and re-establish a clean session with the server—often resolving glitches, loading errors, or unexpected behavior. Should the error persist, please contact the SMSC (smsc@lenovo.com) indicating that you have completed the troubleshooting steps and providing a full screen screenshot of what you are seeing.

In addition, please ensure that pop-up blockers are disabled for the NGSP portal, as certain features rely on pop-up windows to function properly. To avoid inconsistent behavior, we also recommend using your login credentials for only one active session at a time—do not log in simultaneously from multiple browsers or devices.

- **Where can I get a report with all my completed work orders? Can it be sent to my e-mail address?**

You can access a variety of reports—including those related to completed work orders—in the Report Management section of the NGSP portal. Please note that reports are no longer sent via email and must be retrieved through the portal.

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WARRANTY WORK ORDERS

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- **How can I request the initial Activation of my Location?**

To initiate the activation of your location and begin servicing Lenovo products, all required users—the designated Admins and Dealer Service technician—must first complete the mandatory training outlined during the enrollment process. Once training is completed, please notify the SMSC team at smc@lenovo.com. We will then escalate the request internally to activate your location in the system.

- **How do I select my Location ID when creating a Work Order**

In the NGSP portal, your current Location ID is displayed at the top of the page. If you are registered under multiple locations, be sure to select the correct one from the drop-down menu before proceeding with the Case and Work Order submission. This ensures that the parts are ordered for the correct location.

- **Do I have to create a case to order parts?**

To order parts in the portal, you will first need to create a Case, which will contain the information of the unit being serviced and your customer's. Once the case is created, you will be able to generate a Work Order, where you can select the parts you wish to order.

- **What should I do if the unit shows an expired entitlement, but I have a proof of purchase?**

If you have a POP to validate the unit's entitlement, please contact our Registrations team prior to creating the case in the NGSP portal, so they may update the unit's warranty start and end dates. For US locations, please send the unit's SN, MTM and POP to thinkpls_us@lenovo.com. For CA locations, please send the unit's SN, MTM and POP to thinkpls_ca@lenovo.com.

- **Where should I attach the POP?**

Once you have created the case and work order in the portal, please go to the Case and click on POP Update to upload your proof of purchase. The work order will display a "POP Submitted" message and remain on "Awaiting order release" status until an SMSC agent reviews the POP and either approves or rejects the work order. If approved, you will receive an email notifying that the POP has been approved, so you can dispatch your Work Order.

Please note: Orders for Option parts always require a valid proof of purchase to be submitted for each case.

- **Where do I find my Work Order number?**

After completing the Work Order information, the Work Order number will be listed at the top of the page, above the Case title.

- **How do I place a Labor Only work order?**

The NGSP Portal has a specific service type for labor only work orders. When processing a work order, just select "Labor Only" as the Order Type, and fill out the information required. Bear in mind that you will need to include a Lenovo Service Tip to validate your order, since Labor Only work orders are subject to manual audit.

IMPORTANT:

Make sure to provide a full description of the service performed in the "Repair Notes" field when processing this type of work orders, as well as selecting the service tip from "View PD Guide" button within "Initial Diagnostic".

Lenovo will reimburse labor costs for these orders, provided they comply with our Labor Only Work Order policies. Labor-only services should be related to hardware warranty defects. Examples of valid labor-only work orders include resetting loose circuit boards or cables and performing mechanical or electrical adjustments. For more details, please refer to our Service and Support Guide.

- **How do I create a work order for a docking station (Think products only)?**

Docking Stations, such as most external option parts, have their own warranty terms and should be ordered using their own machine type. They are considered "Option parts" and should be requested through the NGSP Portal from the following way:

- When creating the case, set the Options field to "yes" and complete only the MTM field with the product ID starting with 40XX
- Once in the Work Order page, select Order Type "Option Claim"
- Select desired FRU from listed parts
- Complete remainder of work order as usual
- Return to the case and attach a copy of the POP

- **How do I select a Technician on a Work Order?**

When creating a work order, you'll see a field labeled "Technician Name" where you can select the technician assigned to perform the repair. You can update this information at any time before the work order is dispatched. However, once the work order has been dispatched, the technician's name can no longer be changed.

- **I don't have a Diagnostic Code, but the system is asking me to enter one. What should I do?**

The NGSP Portal is used globally, which is why the Diagnostic Code field is required at the system level. However, when creating your case, the "Used Lenovo Diagnostic" field will automatically be set to "No," and you do not need to change it.

- **How do I create a work order for a replacement monitor?**

You will need to go to <https://support.lenovo.com/contactus> and enter the serial number of the monitor you need to service. There will be a "Contact Us" option listed in the left-side menu, where you will find the option to "Submit a New Ticket". Please, make sure to fill in all the required fields.

In the "Problem Description" field, please add a comment with a description of the troubleshooting that has been performed and a note with your AWSP Partner ID (E.G., below).

"AWSP - Partner ID 1210xxxxxx"

In the "Attachment" section, please upload a picture of the monitor's label showing the unit's serial number and barcode. Once this process is completed, you will receive an automatic email with a case number. A contact center agent will review the case details and contact the submitter if additional information is required.

- **I received a DOA/DIT part, how do I order a replacement?**

If you have received a warranty replacement part that is damaged or inoperable on arrival, you may order a new replacement part by submitting a DOA work order.

When submitting a DOA work order, the system will allow you to only order the FRU received in the previous work order. No additional parts may be added when submitting DOA work orders.

In the event of having subsequent DOA Work orders, please make sure to always include original CLW/ADP Work order within the “Original DOA WO Number” field, to ensure that you are reimbursed for labor in all DOA scenarios (if applicable).

- **I cannot submit a DOA work order.**

The system allows for a 30-day period between the original work order delivery date and the replacement DOA work order to be processed, after which the possibility of ordering the replacement part as DOA will not be an option.

When completing the Work Order, make sure to Select Order Type DOA and to include the “parent” work order in the Original DOA WO number field.

In the Repeat Repair Reason, please select Part DOA and in Diagnostic Notes include information about the DOA situation and repair. Lastly, please make sure to use the same Actual Service Type selected in the Original Work Order.

- **Can I change the information included in a work order?**

If your work order has not yet been dispatched, certain fields can still be edited. At the bottom of the work order, you'll find an Edit button that allows you to update the following information:

- Technician Name
- Order type
- Repeat repair reason
- Diagnostic notes
- Repair notes

Additionally, if needed, you can cancel the work order before dispatch and create a new one. If your order has already been dispatched, you won't be able to modify or cancel it.

IMPORTANT:

If you included incorrect information in your order or require its cancellation post dispatch, please contact the SMSC team for assistance.

- **How do I know if a unit/part is out of warranty prior dispatching?**

It is the partner's responsibility to verify a unit's entitlement information before creating a work order in the NGSP portal.

To do this:

- Visit our eSupport site and search for the unit's serial number. Within the "Warranty and Services" tab, you'll find the complete entitlement details.
- Alternatively, in the NGSP portal, go to the "Service Management" tab and use the "Entitlement Check" feature. Enter the unit's serial number to view its warranty status. Once you've reviewed the entitlement information, you can proceed by clicking on "Create Case" to begin your order.

Once the case and the WO have been created, when selecting the parts, under the "Parts List" section, there is a column named "Warranty". This column may show one of the following sentences:

- Base Warranty
- Extended Warranty
- Out of Warranty

If one or all parts requested have the "Out of Warranty" message, once dispatched, the work order will request for a Proof of Purchase.

**Note - If a part shows as OOW (out of warranty) you can cancel the single item that shows the warranty expired and dispatch the rest if they are listed as base or extended warranty.*

• How can I cancel a work order?

You can cancel a work order only if it has not yet been dispatched. At the bottom of the work order, you'll find a “Cancel Work Order” button. This allows you to either:

- Cancel all parts along with the labor reimbursement, or
- Cancel a specific part number only.

Once the order has been dispatched, it can no longer be modified or canceled. If you entered incorrect information or need to cancel the order after dispatch, please contact the SMSC team for assistance with the work order number, part number and cancellation reason.

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PARTS SHIPPING

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- **I placed a work order and the part is in on hold; What does this mean?**

If a part is listed as “On Hold,” it means there is currently no available stock to fulfill your order. To confirm the estimated time of arrival (ETA) for the part, you can either:

- Visit the SMSC site. On the homepage under the "Order Status" section, you can search using your Work Order Number, Location ID and the specific Part Number.
- Contact the SMSC team directly at smc@lenovo.com to request the ETA.

PLEASE NOTE:

Warranty work orders processed before the times listed below are targeted for same-day shipping, with delivery typically on the next business day:

- 3:30 PM EST – Canada (Commercial and Consumer Products)
- 4:30 PM EST – U.S. Territories (Consumer Products)
- 5:00 PM EST – U.S. Territories (Commercial Products)

Orders placed after these cut-off times will ship the following business day.

Shipping timelines depend on part availability. If no ETA is available or the delay is critical, you may request an escalation for quicker resolution. Please contact the SMSC team for assistance.

- **Where can I find the tracking number for my work order shipment?**

Once your order has shipped, the tracking number can be found in the “Parts List” section of your work order, just below the “Status” field.

You can also click on the Part Number to open a pop-up with detailed part information. Under the “Shipped Part” section, you’ll find the Waybill Number listed beneath “Outbound Carrier From Lenovo”. If no tracking information appears within 24 to 48 hours after creating your order, please contact the SMSC team for assistance.

- **I see my part is marked as “returnable,” but I didn’t get a return label. What should I do?**

All returnable parts come with a pre-assigned return label for sending the defective part back to Lenovo. If the return label is missing, please contact us to request a reprint. Do not create your own labels, as this could delay the return process and result in potential charges due to non-compliance.

- **How do I return a part unused?**

If you have processed a warranty work order and realized you will not use the part to repair the unit, it is possible for you to have the part returned unused.

No special labels are required for this. Make sure not to open the plastic seal and simply use the part's pre-assigned return label to return it to Lenovo checking the "unused" checkbox on the label. If such checkbox proves to be missing, please simply write "UNUSED" somewhere visible on the box. We recommend informing us when returning parts unused for proper work order analysis and/or adjustments.

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PAYMENTS

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- **When does the payment cycle begin, and when will I receive my payment for closed Work Orders?**

The payment cycle begins when a claim's status is updated to "Closed". Payments for closed claims are processed monthly and are issued by the third Friday of the month following the month in which the claim is closed.

- **How can I obtain a detailed report of paid work orders?**

Once payment has been processed, a Payment Report will be available for download in the NGSP Portal. To access it, navigate to "Report Management" in the left-hand menu, select All, and scroll down to find the "Payment Report".

You can also search for "Payment Report" in the "Report Name" search box. This report will include all work orders with a Closed status. You can filter by closing date to view orders paid in a specific month. Once payment is completed, the paid date and bank confirmation number will be included in the report.

- **How do I request the reimbursement amount before the payment is made?**

Before payment is processed, the Projected Payment Report will be available for download via the NGSP Portal. To access it, go to Report Management in the left-hand menu, select All, and scroll to find the Projected Payment Report. You can also search for "Projected Payment Report" in the Report Name search box. You can also filter by closing date to view the list of claims that are projected to be paid in a specific month.

- **What should I do if travel reimbursement is missing from my On-Site work order?**

Travel reimbursement isn't applicable to all parts. Eligibility depends on the part tier and unit brand (e.g., Think or Lenovo). You can find more detailed information about eligibility in our SSG guide. The additional reimbursement will be automatically calculated on work order submission when "On-site" is selected.

Additionally, when submitting same-day orders for the same location, be sure to select the "On-Site" Actual Service type in only one work order, to indicate that travel is required.

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BILLING

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- **Why was a part returned to me with a warranty invoice?**

If a part has been returned to your location along with a warranty invoice, it means the return did not meet the Terms and Conditions of the AWSP Program. Common reasons include:

- The part was returned more than 30 days after the replacement part was delivered.
- The part was identified as Customer Induced Damage (CID) and the unit does not have Accidental

Damage Protection (ADP).

- The part was from an Out-of-Warranty (OOW) unit and should not have been requested through the warranty portal.

If you believe the invoice was issued in error, please contact ag_billing@lenovo.com to dispute it.

- **I received an Overdue Invoice Notification, but I've already made the payment. What should I do?**

If you've already submitted payment for an invoice listed in the notification, please contact ag_billing@lenovo.com and include proof of payment in your message. These notifications are automatically triggered if the invoice has not been cleared in our system by a certain date, even if payment has already been made. Your prompt communication will help ensure the issue is resolved quickly.

• How do I pay a Warranty invoice?

Warranty invoices can be paid using any of the available payment methods listed below.

If you wish to pay by credit card, please contact the Accounts Receivable team at:

- US: 800-426-9735

- CA: 1-866-426-4004

FOR US BUSINESS PARTNERS

FOR HARD COPY CHECKS

Lenovo (United States) Inc.
PO Box 643055
Pittsburgh, PA 15264-3055

OVERNIGHT ADDRESS

Fedex # 412527305
PNC Bank - Lenovo Lockbox 643055
500 First Avenue
Pittsburgh, PA 15264

FOR WIRE TRANSFERS TO PNC. (preferred)

Lenovo (United States) Inc
500 First Avenue
Pittsburgh, PA 15219
Bank Contact: Maya Barbery
Telephone: (1-704) 571-0651

ABA Routing Number: 043000096

Depositor Acct # 1019279309

Swift Code: PNCCUS33

Taxpayer Identification Number (TIN): 52-2449153

Credit Card

A/R 1-800-426-9735

FOR CANADIAN BUSINESS PARTNERS

FOR HARD COPY CHECKS

Lenovo (Canada) Inc.
P.O. Box 4228
Postal Station "A"
Toronto, Ontario, M5W 5N9

OVERNIGHT ADDRESS

Toronto Wholesale Remittance Department
4 Prince Andrew Place
Toronto, ON M3C2H4
Lenovo (Canada) Inc - Lockbox# T42282C
or (Lockbox# T42282U for USD)

FOR WIRE TRANSFERS TO PNC. (preferred)

Bank: Citibank N.A., Canada
Bank Contact: 416-947-4174 / 1-877-977-2484
Bank Address: 123 Front St. West, Toronto, ON M5J
2M3
Bank Number: 0328
Transit Number: 20012

ABA Number: 032820012

Swift Code: CITICATTBCH

Account Code: 2015078007

Taxpayer Identification Number (TIN): 52-2449153

CREDIT CARD

A/R 1-866-426-4004

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ESUPPORT

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• **What is the eSupport website?**

The eSupport website provides access to confidential product support content for all Authorized Service Providers. You can access it here: <https://pcsupport.lenovo.com/>

Some of its key features include:

- Drivers & Software: Tools, diagnostics, hardware maintenance utilities, and BIOS updates.
- Documentation: Product-specific Hardware Maintenance Manuals.
- How-Tos & Solutions: Troubleshooting guides and service provider-exclusive tips.
- Warranty & Repair: Entitlement status lookup and repair-related resources.

• **How do I log in to the eSupport website?**

Each service location should have its own Lenovo ID, which must be shared with all team members who require access to the eSupport site. If you don't have the login credentials, please reach out to your location's Service Manager or contact the SMSC team for assistance.

To log in, go to the upper-right corner of the page and click "Sign In". Make sure to log in using your authorized Lenovo ID to access the appropriate content.

- **How do I search for my product?**

Once you're logged in to the eSupport site, you'll find a search box on the homepage where you can enter the unit's serial number. After entering it, you'll be redirected to the unit's dedicated support page, where all relevant information will be displayed.

- **How do I find a part number or FRU?**

Once you're on your unit's dedicated support page, click on "Parts" from the left-hand menu. You'll see a list of all Field Replaceable Units (FRUs) compatible with that specific unit. You can search by:

- As-Built: Displays the original part specifications or BOM (Bill of Materials) parts.
- Model: Displays all parts compatible with your unit's MTM.

It's recommended to check the As-Built tab first, as it reflects the original components shipped with the unit. For confirmation and accuracy, always verify the correct part number with Technical Support.

- **How do I download a driver?**

Once your product has been selected, go to "Drivers & Software", then switch to "Manual Update". From there, select the component you're looking for. Use the "Components" drop-down menu to filter results and navigate between hardware driver categories. You can either download files directly or add them to your download list for future reference.

Bear in mind that you will only be able to access this information if you are logged in with your location's authorized Lenovo ID.

- **How do I download Hardware Maintenance Utilities?**

Once you've selected the appropriate product, go to the "Drivers & Software" section and switch to "Manual Update". Then select the "Software & Utilities" tile to view all available maintenance utilities. Ensure that no option is pre-selected in the "Operating Systems" drop-down menu to see the full list of downloads.

Bear in mind that you will only be able to access this information if you are logged in with your location's authorized Lenovo ID.

- **Where do I find the Hardware Maintenance Manual for a product?**

Once you're on the product's dedicated support page, click on "Guides & Manuals" from the left-hand menu. There, you'll find a direct link to the Hardware Maintenance Manual specific for the unit.

- **How do I troubleshoot a unit?**

From the homepage, navigate to the top menu and click on "Lenovo Service Utilities". Under this section, select "Troubleshooting", then choose "Troubleshoot Solutions".

If you've already searched for a specific product, the system will direct you to that product's Documentation page. There, you can filter results using options such as:

- Operating System
- Categories
- Symptom
- Article Type

For further technical assistance, please contact the Technical Support team at 877-453-6686.

- **How do I look up the warranty for a unit?**

Once you have selected the corresponding product, within the “Warranty and Services” tab, you’ll find the complete entitlement details. If the warranty needs to be registered, you can click on “Update Warranty” or contact our Registrations team (page 13).

- **Where do I find Engineering Change Announcements (ECAs)?**

After selecting your product, go to the “How-To’s” tab, click on “View More” and use the “Categories” drop-down menu to select “ECA/QI/Technical Tip”. This will display any relevant Engineering Change Announcements for the product.

- **How do I get the FRU number of an option part?**

Enter the product type in the search box and select the correct product from the results. Once on the product’s support page, click on the “Parts” section from the left-hand menu to view available FRU numbers.

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OTHER

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- **Can I request Recovery Media for a repair?**

Lenovo warranties do not cover software-related issues. Recovery media is only provided under warranty if the hard drive has been replaced, and the media is needed to complete the repair. In other cases, recovery media must be purchased (see section below).

- **How to order Recovery Media**

Recovery media can't be ordered through the NGSP Portal. Requests must be submitted through the eSupport site (<http://pcsupport.lenovo.com/us/en/lenovorecovery>) and you must be signed into the website with your location'sn Lenovo ID

To place a request, you will need:

- The unit's serial number
- The preferred language for the media

If the unit is not eligible for a free recovery media request, the system will notify you and provide a "Contact Us" option for additional assistance.

Please note that only one recovery media request is allowed per unit.

- **How do I request a quote for an out-of-warranty part?**

Out-of-warranty part pricing is not available through the NGSP Portal. However, you can request a quote in the following ways:

For single or low-volume orders (fewer than 50 units): Visit pcsupport.lenovo.com and look up the part on the eSupport site.

For bulk orders (50 or more units): Email your request to lenovoparts@lenovo.com. Make sure to include the part number and any relevant details to receive accurate pricing.

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thanks.