



Recovery Media Orders

Date: June 23, 2023

Updated in: December 2025



Index

Recovery Media Overview	2
How to order.....	2
Finding the FRU Number for Recovery Media.....	3
Downgrade Rights	3
SMSC contact Information.....	3

Recovery Media Overview

Lenovo warranties do not include coverage for software-related issues. Recovery media orders are authorized only when a unit's hard drive or system board requires replacement through the Lenovo Services Portal, and the recovery media is necessary to complete the repair process.

For recovery media requests for devices that are out of warranty, please reach out to the appropriate team based on your product brand.

- **Think Products:** Please contact the SMSC (refer to page 3 for contact details).
- **Consumer Products:** Send an email to LenovoPFSLeads@sutherlandglobal.com including the following information:
 1. Company Name
 2. Contact Person's Name
 3. Shipping Address (PO Boxes are not accepted)
 4. Email Address
 5. Unit's Serial Number
 6. Unit's Product Number
 7. Quantity of Recovery Media Required

How to order

Recovery Media cannot be ordered through the NGSP Portal. Instead, requests must be submitted via the following link: <https://pcsupport.lenovo.com/ar/en/lenovorecovery>

To successfully process a Recovery Media order, please ensure you have the following information available:

- Unit serial number
- Language

If you experience any issues, please contact the Recovery Media team at recovery@lenovo.com

Finding the FRU Number for Recovery Media

Commercial Devices (Think Series)

To locate the FRU number for Recovery Media, first perform a warranty lookup in the NGSP Portal. The lookup will display the required FRU number as well as the original operating system installed on the device.

If the FRU number is not shown, you can also search for it using the eSupport Parts Lookup tool: <http://support.lenovo.com/us/en/partslookup>

Should the FRU number not be available there, click on Internal Resources from the top menu and download the Matrix for the supported operating system.

Downgrade Rights

For additional information and documentation regarding Microsoft Downgrade Rights, please refer to the following link:
http://www.microsoft.com/OEM/en/licensing/sblicensing/Pages/downgrade_rights.aspx

Service Management Support Center (SMSC)

The SMSC is available Monday through Friday, from 9:00 A.M. to 5:00 P.M. Eastern Time.

The following contact methods are available:

- e-Mail: smc@lenovo.com
- Phone: 800-426-3391