



Sealed Battery Warranty

Sealed Battery Warranty - All notebooks come with a one year battery warranty no matter the duration of the system warranty unless the Sealed Battery Warranty is purchased. Available for selected PCs, it extends the 1 year sealed battery warranty to 3 years.

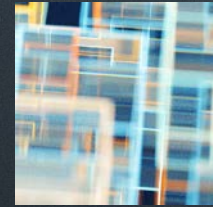
3 year Sealed Battery Warranty may be purchased at the time of the hardware purchase or up until the end of the original battery warranty period (1 year) if the battery is in good working condition.

The extension to 3 years entitles the customer to one battery replacement in the event of a failure. Lenovo recommends the upgrade to onsite when purchasing the Sealed Battery Warranty to minimize frustrations from waiting on mail service, to and from the depot.

Key Benefits

- **Battery warranty** coverage is limited to one year unless the upgrade is purchased to extend the coverage to 3 years
- A very inexpensive solution to an otherwise expensive battery replacement should the battery fail past the 1st year mark
- Provides one replacement in years 2 and 3 (1 replacement in the 24 month period)

International Warranty Upgrade: Can be purchased in addition to one or more applicable services (ADP, Sealed Battery Warranty &/or KYD) to extend coverage outside the users home country. Note: One International Upgrade covers one or all three services.



Customer Pain Points

- Systems with the standard base warranty or those with an extended warranty will only have a 1 year battery warranty.
- Customer's need complete coverage on their laptop including the battery. They need the battery warranty to match the system warranty.
- Most customers do not have discretionary funds for unexpected and expensive battery replacements (+/- \$200).

Typical Customer

- Any customer who purchases a system with 3 or more years of system warranty.
- Users who require limited or no exposure to unexpected and expensive out of warranty costs.
- Sealed Battery Warranty is very inexpensive. All customers are candidates for Sealed Battery Warranty

Qualifying Questions

- Would you like to ensure minimal exposure to unexpected and expensive battery replacement costs beyond the 1 year battery warranty?
- Do you have discretionary funds for out of warranty replacement costs?
- Should the sealed battery fail out of warranty how would you handle the cost?
- Would you like your warranty on the sealed battery to match the 3 year warranty on the rest of the system?

