

Lenovo Warranty handling Process

This document is to support DCC partners and their customers in handling Lenovo systems with need of Warranty update. These instructions are the Lenovo guidance for Warranty update.

Many systems sold via DCC are sold as re-manufactured product with Lenovo Authorization and with Lenovo Limited Warranty, do to this; the warranty start date in the Lenovo Warranty Lookup website will often give misguided information on the Warranty status of the system. <http://support.lenovo.com/uk/en/warrantylookup>

Lenovo Warranty Lookup database will normally have 3 stages of warranty:

Active = the system is within the base warranty period, if the date do not match your purchase date, use this link. [Incorrect Warranty dates? Click here for help?](#) on the Lenovo Warranty Lookup website.

Information needed

Needs to be followed by POP (Proof of Purchase) Invoice).

POP needs to contain serial number of the system(s).

Start day:	End day:	Type:	Status:	Serial number/IMEI:
2015-05-31	2018-05-30	TP1	Active	R90G1UUW

Expired = the system is out of base warranty period, to get the system back in base warranty with correct date use the link. [Incorrect Warranty dates? Click here for help?](#) on the Lenovo Warranty Lookup website.

Information needed

Needs to be followed by POP (Proof of Purchase) Invoice).

POP needs to contain serial number of the system(s).

Start day:	End day:	Type:	Status:	Serial number/IMEI:
2014-07-23	2015-09-20	12C	Expired	R90G1UUW

NON Expired = No warranty from Manufacture:

Contact your DCC sales persen.

Start day:	End day:	Type:	Status:	Serial number/IMEI:
2014-04-10	2014-04-10	NON	Expired	R90G1UUW

Information needed

Invoice Number

Go direct to the form: <http://lenovoemea.force.com/warranty?lang=en>