Lenovo ISG Warranty Process NZ

WARRANTY PROCESS

# Lenovo ISG products have a base warranty of 2-3 years Manufacturer’s Warranty

 All DOA or faulty units must be logged with Lenovo directly.  
  
**Lenovo ISG (previously DCG)**

URL: <https://datacentersupport.lenovo.com/nz/en/>

**Numbers to call**

If you have Premium Support 0508 412 627

If you have Standard Support 0800 733 222

**Warranty Activation**

Warranty Activation is very important for multiple reasons

1. There are 2 parts to registering
   * You need to register the device to the End User.
   * You need to register the warranty to the device.
2. If for some reason there is an issue with your server then if Lenovo knows where it is in the country they can have spares in the closest facility.
3. If you purchase a warranty extension and or upgrade, then these need to be registered, otherwise they will not be active when you need them.

Link: <https://support.lenovo.com/us/zh/productregistration>

**New Service request - What to have ready:**

* Lenovo Customer number, Main Switchboard Number, Site Code, Site ID or Company Name
* Contact name - First and Last name
* Telephone number (area and country code where applicable)
* Address where the Machine is physically located

1. Machine Type (4 digits) and Serial number (7 digits)
2. Severity of the Problem
3. Problem Description summary

**Premium Support - Placing a Service Call**

After you have gathered the appropriate information, you are ready to place a call.

Dial 0508 412 627. You will be connected to your Lenovo Premier Support Centre Representative, who will help you each step of the way till we resolve your issue.

**Calling back regarding an existing service request - what to have ready:**

* Lenovo Customer number – 10 digits
* The service call reference number

**Standard Support - Placing a Service Call**

After you have gathered the appropriate information, and you are ready to place a call.

Dial 0800 733 222 . You will be connected to Lenovo's Remote Technical Support Centre Representative, who will help you each step of the way till we resolved your hardware break/fix matters. The Service Delivery Manager or National Duty Manager can assist you with any service issue which is not meeting your expectations or requires escalation .

Calling back regarding an existing service request - what to have ready:

The service call reference number.