

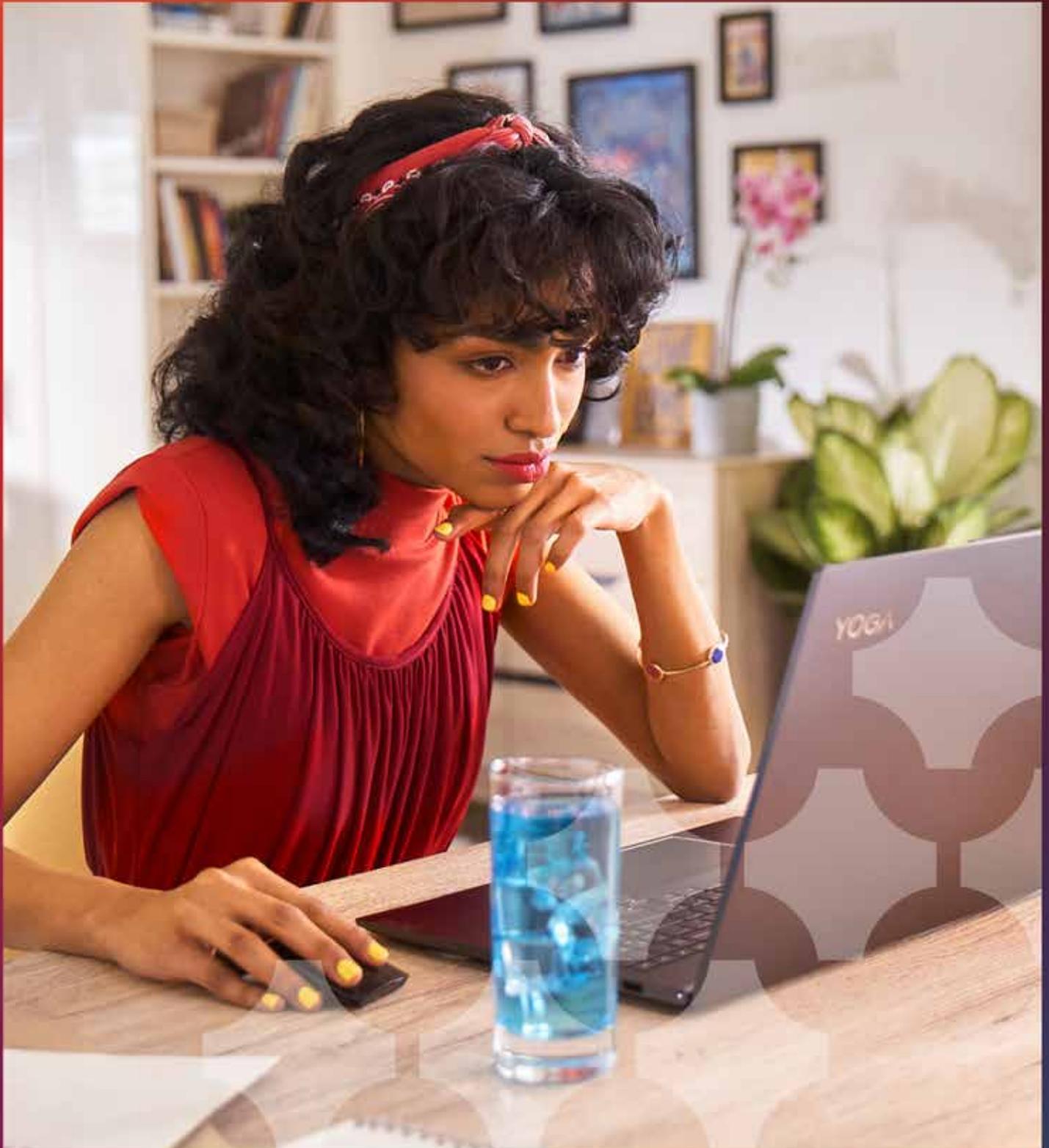
Lenovo Premium Care Plus

Smarter support & security for your PC

Smarter
technology
for all

Lenovo

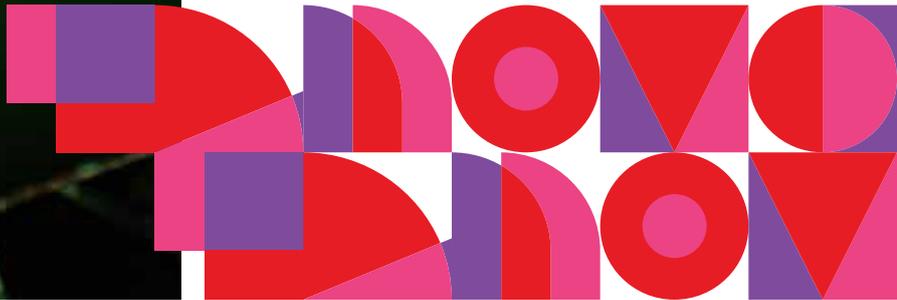
Lenovo Premium Care Plus is the ultimate PC support experience with you as our priority 24/7. Enjoy personalized hardware and software support from a global network of elite technicians, along with accidental damage protection, extended battery warranty support, data migration assistance, and smart performance solutions that ensure optimized PC performance and security.





A one-stop solution for comprehensive PC support.

In today's ever-evolving landscape of work and play where your PC is your tool for productivity, Premium Care Plus ensures a smooth and worry-free experience with Lenovo's top-of-the-line suite of hardware and software support solutions.



Accidental Damage Protection

Coverage against accidental drops, spills, bumps, structural failures, electrical surges and damage to the integrated LCD screen with no additional repair costs.



24/7 Prioritized Support

Elite technicians are available 24/7 to provide comprehensive hardware and software support. If it cannot be resolved remotely, onsite visits or expedited repair solutions will be deployed.



Enhanced PC performance & security

Lenovo Smart Performance software will diagnose and resolve performance and security issues, thus giving your PC a boost while keeping it away from harmful malware.



Extended Battery Protection

Sealed battery warranty offers a one-time replacement if the battery fails after the first year, or when it fails to meet performance standards after 2-3 years of usage.



Easy data migration

Lenovo Migration Assistant is a simple, fast, and seamless tool that moves important data and settings to your new PC — all done securely via your internet connection without the hassle of any external drives.



Scan to find out more
lenovo.com/premium-care-plus



How is my PC experience elevated?

You are protected on all fronts so you can create, share & thrive without a second thought.

Accidental Damage Protection

(No additional accidental damage repair cost)



Drops



Spills



Bumps



Structural Failures



Electrical Surges



LCD Screen Damage

Sealed Battery Warranty

(One-time battery replacement)



Battery failure after 1 year



Fail to meet standards after 2-3 years

Your PC is optimized automatically with Lenovo Smart Performance while you go about your day.



Tuned PC performance

Reduces PC start up time, improves stability and enables faster launch of applications.



Regular performance checks

Proactively checks and fixes possible issues automatically.



Virus/malware removal

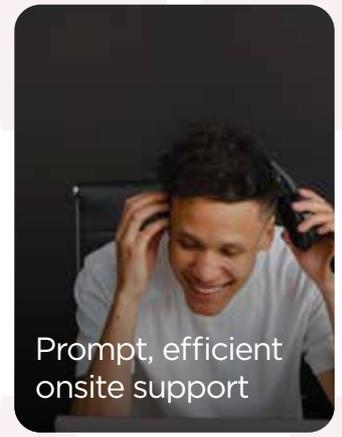
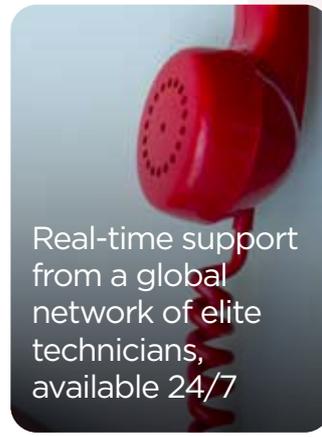
Detects and removes spyware, malware, adware, and other complex infections.



Boosted internet performance

Enhances browsing experience and improves upload/download speeds.

Stay productive and connected with 24/7 prioritized support from elite technicians.



You can easily transition to a new PC by moving data & settings using Lenovo Migration Assistant.



Transfer using WiFi connection

Move files and settings online instead of manual data migration using external drives.



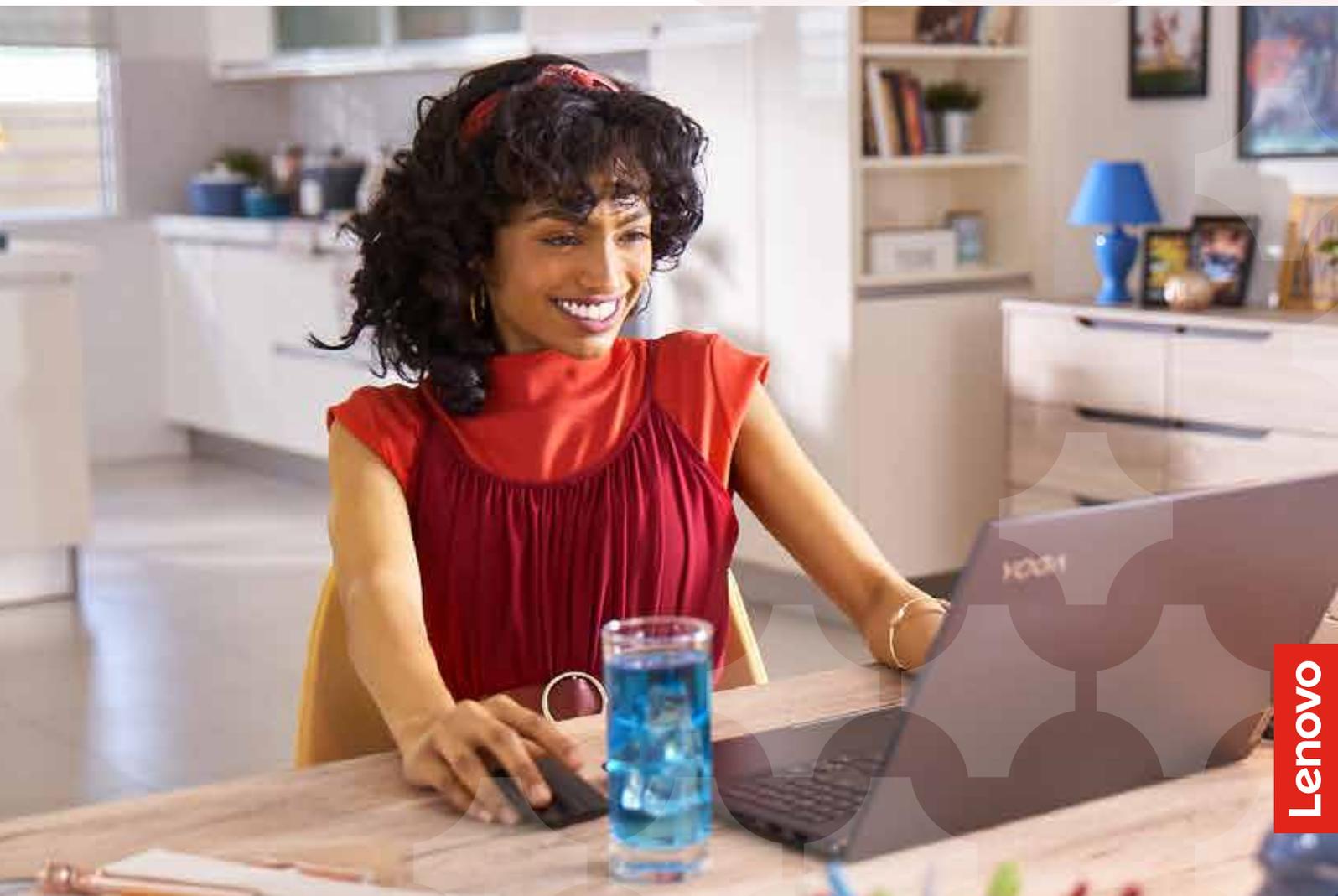
Simple migration instructions

Duplicate preferred settings on your new PC by following user-friendly how-tos.



Fast file migration

Transfer files safely and quickly with the help of your internet connection.



The next level in device protection, assistance & maintenance

| Features | Standard Support | Lenovo Premium Care | Lenovo Premium Care Plus |
|---|------------------|---------------------|--------------------------|
| Available through phone, chat and email | Business Hours | 24/7 | 24/7 |
| Getting started & how-to assistance | | ○ | ○ |
| Onsite support ¹ | | ○ | ○ |
| Software & hardware support | | ○ | ○ |
| Annual PC health check ¹ | | ○ | ○ |
| Accidental Damage Protection ^{2,5} | | | ○ |
| Automated virus or malware removal ³ | | | ○ |
| Automated performance checks ³ | | | ○ |
| Access to prioritized repair and support | | | ○ |
| Data migration assistance ³ | | | ○ |
| Sealed battery warranty ^{4,5} | | | ○ |

1- Features currently not available on Chromebooks and Lenovo Android Tablets

2- Feature not available on desktops. There is a 30 day wait period to make a claim after purchase

3- Only available for Windows PC

4- Only available on products with sealed battery, not applicable to desktops and not available on Tablets.

5- No additional fees for accidental damage repair or battery replacement.

How to get started?

Select Premium Care Plus as an add-on service for new devices on [lenovo.com](https://www.lenovo.com) or ask your sales representative to attach it to your in-store purchase.

Already purchased your device and have Premium Care?

Upgrade to Premium Care Plus by visiting www.lenovo.com/supportservices, or get it by purchasing a physical activation card from partner stores.

For more information, visit:

www.lenovo.com/premium-care-plus

1. Some markets may not have 24/7 support capability and will follow the best available SLAs.
2. Customer can make an ADP claim only after 30 days of purchase. Incidents not covered by Lenovo Accidental Damage Protection include: cosmetic damage (scratches, dents, or cracks not affecting product functionality or structural integrity); equipment loss or failures due to use outside normal operating conditions; data loss or business interruption; intentional damage and misuse; removal or alteration of parts/accessories; theft; fire damage; damage to peripherals or third-party products (even if sold by Lenovo). Lenovo Tablets will get Accidental Damage Protection for only one instance in case of any accidental damage.
3. Lenovo Chromebooks do not include Smart Performance features (annual PC health check, automated virus or malware removal, and automated performance checks) and Migration Assistant supported through Lenovo Vantage app.
4. Sealed Battery Warranty and ADP coverage is available in country where coverage was purchased and is not transferable should the system travel to another country. Sealed battery warranty is available only for Lenovo PCs for a period of 3 years and is not applicable to Lenovo Tablets and Desktops.

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