




Lenovo Premium Care

Advanced Support from Real People.
Real Fast.

Lenovo



We get it. New computers are exciting. From the moment you unbox your new Lenovo device, you want to get the most out of it. Yet even the most technical among us struggle with setup and support. Lenovo Premium Care is the hassle-free solution for all your technical support needs.

INTRODUCING LENOVO PREMIUM CARE

Premium Care is the new standard for advanced technical support. Our helpful technicians are ready to help you with any issues with your Lenovo device, peripherals, and even software.

With this front-of-the-queue and straight-to-the-experts customer support service, Lenovo provides you **peace of mind** and **faster solutions**, allowing you to get the best from your new device.



REAL PERSON

Choose how you want to reach us - through the phone, chat or email - our expert technicians will take care of you. Real person support for your PC issues.



REAL FAST

Highly trained technicians will provide you **real-time solutions**, whatever the issue, **on your first contact**. If needed, our team will schedule an onsite visit for the next business day.



HASSLE-FREE

'Getting started' and 'how-to' assistance for hardware and software. **Easy solutions** that are **simple to reach** - that's how Premium Care delivers you the ideal support experience.



PC HEALTH CHECK

Free annual PC Health Check that allows our experts to spot issues before you do so they can resolve them quickly and help you **avoid PC problems**.



'HOW-TO' ASSISTANCE FOR HARDWARE AND SOFTWARE

Whether you need setup advice or help adding a printer, Lenovo Premium Care has got your back. Now, you will have a go-to place to keep you connected and able to use your device to do the things you love.

Besides offering the highest level of hardware support and making sure you have 'how-to' assistance anytime you need, our team is always ready to answer questions about the software applications you use every day. That's Premium Care - designed to delight and make your life easier.

SUPPORTED SOFTWARE



Windows® OS



McAfee



Skype



MS Office



Microsoft



Norton - Internet Security



Adobe® Photoshop®



Adobe Acrobat®

Supported software: Windows® OS, Lenovo™ SHAREit, Lenovo OneKey™ Recovery, Lenovo REACHit, Lenovo Photo Master, McAfee® LiveSafe™ (30-day trial), Adobe® Photoshop® software, Adobe Acrobat® software, Cyberlink Power DVD, Chrome OS, Dropbox, Intuit Quickbooks, McAfee, MS Office, Windows, MS Works, MS Works Plus 2008, Norton AnitVirus, Norton Internet Security, Roxio Creator, Skype

HASSLE-FREE SUPPORT EXPERIENCE

| | Standard Support | Lenovo Premium Care |
|---|------------------|---------------------|
| Available through phone, chat and e-mail | Business hours | 24/7 |
| 'Getting started' and 'how-to' assistance | - | ✓ |
| Onsite support and fast repair | - | ✓ |
| Support for hardware and software | - | ✓ |
| Preventive PC Health Check | - | ✓ |

HOW TO BECOME PREMIUM

Select **Premium Care** as an add-on service for new devices at lenovo.com or ask your sales representative to attach it to your in-store purchase.

Already purchased devices and need to add Premium Care? Visit lenovo.com and check **Lenovo's Warranty Lookup** option or buy it through physical activation cards in partner stores.

For more information, visit:
www.lenovo.com/premium-care



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