



# Lenovo Basics 101

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## Training Requirements

Lenovo Authorized Service Provider technicians must complete the training courses required. Additionally, ASP Admins, ASP Admins L2 and ASP Technicians must complete the Admin and Basics certifications, as well as Service Managers, that should also pass the RWST106 course.

- **RWST106 - Lenovo Service Support Guide:** this course must be taken by the ASP Admins, ASP Admins L2 and ASP Technicians of the location and it establishes that you have read and understood the Lenovo Service Support Guide (SSG).
- **CPRW161 ADMINS - Service Partner Portal-Security and Access:** this course must be taken by the ASP Admins, ASP Admins L2 and ASP Technicians of the location to get a User ID to access the Services Portal.
- **CPRW168 CASES - How to invite users or create contacts in NGSP:** this course must be taken by the ASP Admins, ASP Admins L2 and ASP Technicians of the location to get a User ID to access the Services Portal.
- **CPRW169 WORK ORDERS - Service Partner Portal-Work Orders and Other Functions Assessments:** this course must be taken by the ASP Admins, ASP Admins L2 and ASP Technicians of the location to get a User ID to access the Services Portal.
- **RAService - Warranty Service Authorization Exam:** this course is required by Technicians to be qualified to service Lenovo products and ASP Technician users.
- **RWST239 - Accidental Damage Protection: For North America Authorized Warranty Service Providers:** this course is required by Technicians servicing Lenovo products, ASP Admins, ASP Admins L2 and ASP Technicians users submitting ADP work orders.

## Warranty Entitlement

Lenovo Authorized Service Providers must validate a unit's warranty entitlement prior to submitting a Work Order; some items **not** eligible for warranty replacement are listed below.

- Physical damage as a result of abuse (e.g. cracks due to mishandling, damaged LCDs, spills, etc.)
- Cosmetic repairs, including those associated with end of lease (e.g. normal wear and tear, scratches, missing parts, etc.)
- Repairs associated with non-Lenovo options, adapters and memory
- Software problems and updates, including operating system, application programs, firmware and BIOS; installation, configuration and setup; running diagnostics if no hardware problem is found; telephone support and customer training.

If after entitlement validation, you notice that the warranty start date does not match the unit's purchase date, the purchase invoice may be presented to the Registration team as a proof to update the unit's entitlement, at:

**<https://support.lenovo.com/us/en/servicerequest?ProblemType=/warranty/>**.

A valid proof of purchase may be an invoice for products sold to end users, a sales or cash register receipt showing:

- The Lenovo Business Partner name and address.
- The end user product purchase/delivery date, as this is the start date of the warranty period.
- Invoice/transaction number: A unique control number that you use for each sales transaction. (Not required for cash register or credit card receipts).
- Machine serial numbers and product description. If your invoicing system does not automatically print serial numbers, the servicer must hand write the serial number on the original receipt, sign and date it.
- Name and address of your customer. (Not required for cash register or credit card receipts).

## Warranty Parts Ordering

- **Shipments:** Orders received by the following cut off times are usually shipped within the same day, depending on stock availability:
  - ❖ 3:30 PM EST for Canada (Consumer and Commercial Products)
  - ❖ 4:30 PM EST for US Territories (Consumer Products)
  - ❖ 5 PM EST for US Territories (Commercial Products)
- **Returns:** Returnable parts must be returned within 30 days since the replacement part is shipped to ensure the completion of the claim cycle, labor reimbursement processing, and to avoid being invoiced for the part.
  - **Pre-Paid Return Labels:** To receive credit for the returned parts, the prepaid return shipping labels issued by Lenovo must be used. If a reprint of the return shipping label is required, you may request a new one by contacting the SMSC at [smsc@lenovo.com](mailto:smsc@lenovo.com) and providing the claim order number.
  - **Recovery Media:** Recovery Media may be ordered under warranty whenever a hard drive requires replacement. Recovery Media must be ordered through <https://pcsupport.lenovo.com/us/en/lenovorecovery> and cannot be ordered through the Lenovo Services Portal.

## Service Management Support Center

The SMSC is available from 9 A.M. to 5 P.M. Eastern Time, Monday through Friday. You may find listed below the SMSC contact channels:

- E-mail: [smsc@lenovo.com](mailto:smsc@lenovo.com)
- Phone: 800-426-3391