Lenovo Support Services

Service that's ready when you aren't

Lenovo Premium Care

Getting a new laptop can be a truly exciting and empowering moment. With your new Lenovo device, the power to express your creativity is right at your fingertips. But amidst all that excitement, many of us tend to overlook some very important things — setup and support. And when crises strikes, you're left without a plan.

But with Premium Care, you can carry on with your carefree ways because we're here to get you right back on track when things don't go according to plan.

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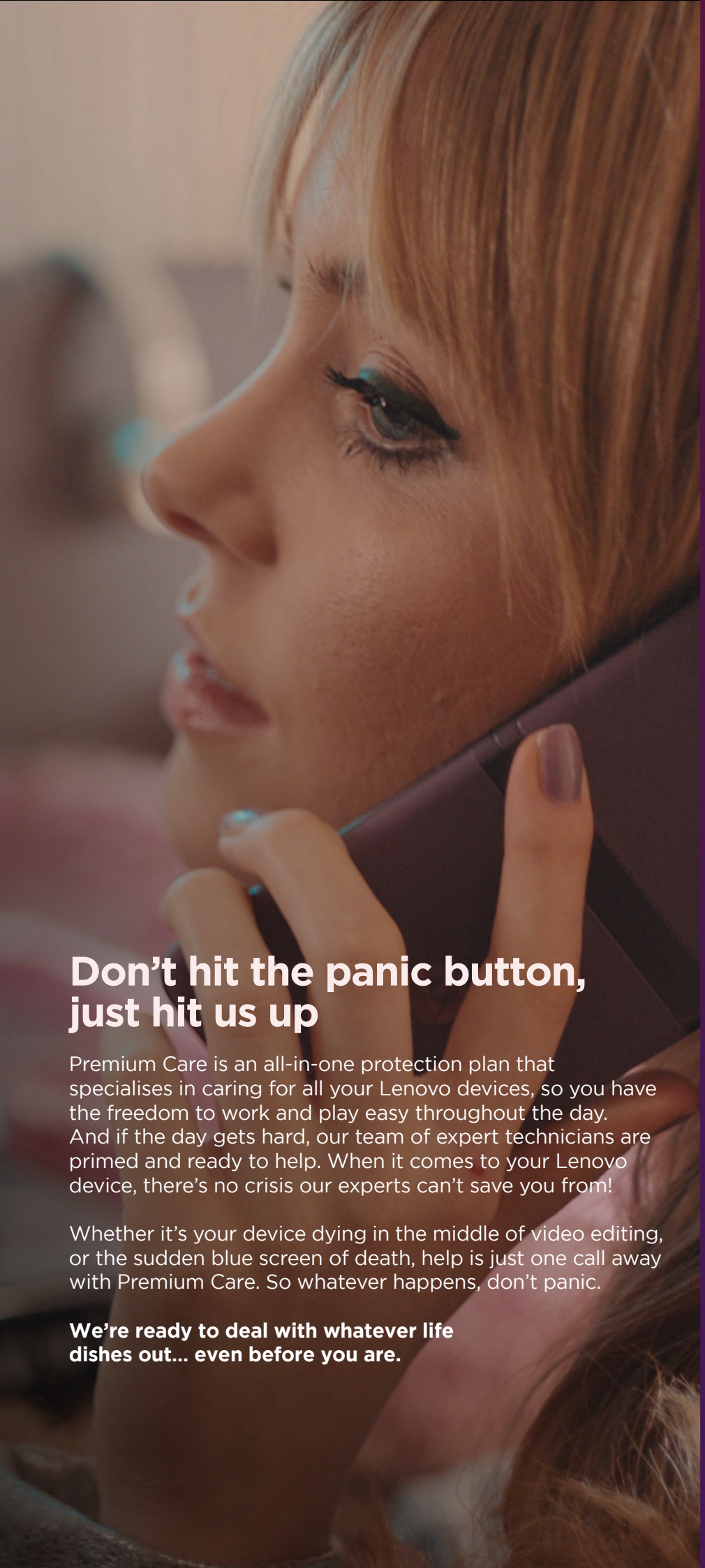

Don’t hit the panic button, just hit us up

Premium Care is an all-in-one protection plan that specialises in caring for all your Lenovo devices, so you have the freedom to work and play easy throughout the day. And if the day gets hard, our team of expert technicians are primed and ready to help. When it comes to your Lenovo device, there’s no crisis our experts can’t save you from!

Whether it’s your device dying in the middle of video editing, or the sudden blue screen of death, help is just one call away with Premium Care. So whatever happens, don’t panic.

We’re ready to deal with whatever life dishes out... even before you are.

Experts who are ready when you call

Don’t let emergencies disrupt your flow. Our experts are always ready to provide personalised support and solutions for that untimely SOS moment.

Ready with solutions from A to Z

Your creative streak never dies; why should your tech? Our always-on team solves a wide range of problems — from simple connectivity issues to the dreaded blue screen of death.

Future-ready PC security

Is your PC ready against ever-evolving malware attacks? An Annual PC Health Check keeps defenses up for your peace of mind.

Ready to go the extra mile

If our technicians are unable to fix your problem by phone, chat or email, we’ll send one of them over to deliver the exact solution you need.

Ready solutions, rapid response

No one really enjoys being on the phone. That’s why we keep ourselves prepped and ready to provide faster, more effective support from the moment you reach out.

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‘How-to’ assistance for hardware, software and accessories

Perhaps you’re a master when it comes to Adobe applications but you just can’t figure out how to connect to a wireless device. Not to worry, Premium Care has got you covered.

Aside from providing solutions to all your big IT issues, our expert team is always ready to answer questions or assist you in various tasks. Whether it’s a complex task or a simple one, you can count on Premium Care to guide you throughout your PC journey.

Ready to help you roll with crises and surprises

Features	Standard Support	Premium Care
Available through phone, chat and email	Business Hours	24/7[1]
At your doorstep support[2]	—	●
Getting started & how-to assistance	—	●
Access to Annual PC health check[3]	—	●
Software & hardware support	—	●
Access to prioritised repair and support	—	●

1. Some markets may not have 24/7 support capability and will follow the best available SLAs.
2. Feature currently not available for Chromebooks and Lenovo Android Tablets. The service levels may vary between carry-in, pickup & return, or depot in specific geographic locations.
3. Annual health check feature is not available on Tablet devices.

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Upgrade to Premium today

Premium Care is applicable on our range of Lenovo Tablets and PCs for the consumer segment. Select Premium Care Plus and Accidental Damage Protection as an add-on service for new devices at lenovo.com. For further protection, get Premium Care Plus. Or ask your sales representative to attach it to your in-store purchase.

Already purchased your devices and need Premium Care?

Visit pcsupport.lenovo.com to upgrade your existing warranty to Premium Care. Or get it by purchasing a physical activation card from partner stores.

For more information, visit:

http://lenovo.com/premium-care

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