

IBM International Warranty Service

International Warranty Service (IWS) is available for eligible IBM Machines 1) that are currently covered under warranty, and 2) which were announced by IBM as IWS-eligible. Clients who relocate IWS-eligible Machines are entitled to warranty service in another country during the stated warranty period. Clients are required to report the Machine and location information to their IBM Business Partner or IBM representative.

Features and benefits

IWS provides warranty service in any country where IBM provides Service for that Machine.

- The warranty period will remain that of the country in which the Machine was originally purchased. A relocation does not change the warranty start date.
- The type of warranty service (Client Replaceable Unit or On-site Repair) and service level (9x5 Next Business Day or 24x7 Same Day) in the destination country may be different from that which is provided in the original country of purchase. The types of warranty service and service level are subject to local practice. IBM reserves the right to change or modify its type of warranty service and service level by country at any time without notice.
- Warranty service may be performed by IBM, IBM service providers, or third parties approved by IBM to perform warranty service, depending on the country.

IBM's obligations regarding its machine warranty and licensing are as provided in the [IBM Statement of Limited Warranty](#) or the IBM agreement under which the Machine was acquired.

Machine Eligibility Determination

The IBM machine type must be announced as eligible for International Warranty Service.

- To determine machine type eligibility, select a product group for a listing:
- [IBM PureSystems](#)
- [IBM Power Systems](#)
- [IBM Storage](#)
- [IBM z Systems](#)

Specific Machine Type and Serial IWS Eligibility

- To determine the IWS eligibility of a specific machine type and serial number, visit [Warranty lookup](#)
- International warranty will either state “Eligible”, “Not Eligible” or “Unavailable” are typically non-IBM products.

Precautions

Electrical power and plugs vary throughout the world. Client must ensure that 1) Machines are compatible in the new country, and 2) the Machines are acceptable under the laws in the country of relocation. IBM does not advise Clients on legal and regulatory matters. Client is encouraged to consult its own counsel regarding regulatory matters.

Additional Information

Learn more about International Warranty Service by reviewing the [Product Announcement Webpage](#)

Please reference the following announcement numbers:

- [U.S.](#) - 116-082
- [Canada](#) - A16-0564
- [Europe, Middle East, and Africa](#) - ZG16-0108
- [Asia Pacific](#) - AG16-0084
- [Japan](#) - JG16-0105
- [Latin America](#) - LG16-0106

International Cross Border Movement Instructions

IBM's standard business practice is to have Clients source Machines and Services in the country where they are to be installed and used. However, IBM realizes that there are legitimate business reasons why a Client may purchase Machines in one country and export those Machines to another country. IBM has several contracts and internal business processes that support this non-standard business model. Standard Warranties apply only in the country or region in which the Machine is purchased, so Clients should not buy an IBM Machine with the expectation that warranty will transfer after a move. However, IBM will endeavor to honor a warranty transfer provided that the following conditions are met:

- Subject to receiving countries standard method of service
- Product announced, parts available and trained IBM Service Representatives
- Receiving country has capacity to perform warranty services
- Still time remaining under the original warranty period
- Customer is the first user
- Equipment is transferred within the customer's enterprise (or those approved under ESA program)

Note: For information in a specific country click [PLANETWIDE](#)

Software Transfer Rules

Software Maintenance cannot be transferred outside the country of purchase except in certain exceptions: 1) in the situations where a Power Software Maintenance Agreement (SWMA) transfer is done within the same enterprise within Europe; and 2) for SWMA included in an ESA Solution for all brands.

Initiate Cross Border Move

Client's IBM Representative or Business Partner must send the appropriate movement form (see attached forms) to the export task id - Export.Coordinator@sk.ibm.com or katarina.hurcikova@sk.ibm.com



Cross Border
Movement Form.doc



ESA Movement of
Equipment Form.doc