

CHANGE IN LENOVO AUTHORISED SERVICE CENTRE – FAQs



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1. What is the reason for the change in the Lenovo Authorised Service Centre?

We are transitioning to a new service centre provider, **Servlink**, to enhance repair quality and customer experience. Servlink, our current Onsite Authorised Service Provider, has consistently delivered excellent service, and we expect this change to bring operational efficiencies and greater convenience for our customers.

2. What are the key dates for this transition?

- **Soft Launch (For MOE PLD Customers Only):** 16 October 2024
- **Official Go-Live (For All Customers):** 11 November 2024



3. Where is the new Lenovo Authorised Service Centre located?

The new service centre is located at:

Servlink Technologies – Lenovo Authorised Service Centre

Address: 2 Kallang Avenue #09-01, CTHub 1, Singapore 339407

This central location is more accessible and convenient for customers, with good public transport links and nearby amenities.

4. How do I get to the new service centre?

- **By MRT:**
The nearest MRT station is **Bendemeer Station (Downtown Line)**. It's about a 5-minute walk to CTHub from the station.
- **By Bus:**
Bus services **13, 23, 67, 125, and 133** stop near CTHub
- **By Car:**
CTHub offers parking facilities. Enter via **Kallang Avenue**, and parking is available at an hourly rate.

5. What are the operating hours of the new service centre?

- **Monday to Friday:** 9:00 AM – 6:00 PM
- **Saturday:** 9:00 AM – 1:00 PM
- **Closed on Sundays and Public Holidays**

6. Who can use the new service centre during the soft launch?

The soft launch on 16 October 2024 is targeted for a smaller group of customers, specifically MOE PLD (Personal Learning Device) customers, to ensure a smooth transition to the new team. We will accept walk-ins during this period, but it will not be a full-scale launch for all customers. All other customers will be able to visit the new service centre from the official go-live date on 11 November 2024.

7. Do I need to book an appointment to visit the new service centre?

No, there is **no need to book an appointment**. The new service centre operates on a self-service concept, designed to minimise waiting time for customers. Simply walk in during operating hours to receive assistance.

8. What are the contact details for the new service centre?

You can reach the new Lenovo Authorised Service Centre at:

- **Hotline:** +65 6817 1435
- **Email:** Svcctr@servlink.com.sg

9. Will the Tai Seng service centre remain open during the transition?

Tai Seng Centre will still remain operational as a drop off location, but customers are strongly encouraged to proceed to CTHub for faster service

10. How will this change benefit customers?

- **Improved repair quality:** Servlink has a proven track record of delivering excellent service and repairs.
- **Convenient location:** The new service centre at CTHub is centrally located and easily accessible by public transport and car.
- **Seamless transition:** No service disruption is expected, as the Tai Seng Service Centre will remain functional during the transition.

11. If I have Onsite, Premium Care, or Premier Support, should I go to the service centre?

No, if you have **Onsite, Premium Care, or Premier Support** warranties, you do not need to visit the service centre. These warranties offer **onsite service**, where engineers will perform repairs at your preferred location. For faster support, please refer to:

<https://pcsupport.lenovo.com/sg/en/contact-us>.

12. Who will be impacted by this change?

Customers with **Carry-In warranty** will be impacted by this change, as they will need to visit the new Lenovo Authorised Service Centre for repairs. There should be no impact to customers with **Onsite, Premium Care, or Premier Support**, as these entitlements include onsite repair services.

13. What should I communicate to customers during this transition?

For MOE PLD customers, inform them that they can begin walking into the new service centre at CTHub from 16 October 2024 onwards. For all other customers, the new service centre will be fully operational from 11 November 2024.