

Student Device Information Kit

1. School Helpdesk

Help Desk Number:	6758 3912 ext 301 or 316
Help Desk Operating Hours:	Computer Lab 2 Mon to Fri: 1500 – 1600 Sun and Public Holiday: Closed
Help Desk Email:	ang_toon_siew@moe.edu.sg ang_hui_jun_edwin@moe.edu.sg

2. Acer Helpdesk

Help Desk Number:	6895 6278
Help Desk Operating Hours:	Mon, Tue, Thu, Fri: 0845 – 1715 Wed: 0845 – 1945 Sat: 0900 – 1200 Sun and Public Holiday: Closed
Help Desk Email:	acercare.sg@acer.com
Website:	http://edu.acer.com.sg/pld (For buying of accessories)

3. Service Centre

Location:	29 International Business Park Singapore 609923 (1.1km from Jurong East MRT)
Service Centre Number:	6895 6278
Service Centre Email:	acercare.sg@acer.com For any service case, please first write to the email above with: Subject header: MOE PLD Content: School, Device model, Serial number, Brief description of problem, Person to contact and Contact number
Opening hours:	Mon, Tue, Thu, Fri: 0845 – 1715 Wed: 0845 – 1945 Sat: 0900 – 1200 Sun and Public Holiday: Closed

4. Insurance and Warranty

Enhanced Device Bundle
<ul style="list-style-type: none">• 3-year insurance + 3-year warranty• Allows for 2 repairs or 1 replacement <p>Note: Once insurance is claimed for a replacement device, the insurance coverage will cease and the replacement device will not be covered by insurance.</p>

Insurance*	Warranty
<p>The device insurance coverage includes:</p> <p>Damage to or loss of device from the following which are non-manufacturer defects or internal mechanical faults:</p> <ul style="list-style-type: none">a) Fireb) Lightningc) Power Surgesd) Accidental e.g. water spillage, drop etce) Theft due to forcible entryf) Robbery	<p>This warranty warrants that the product will be free from manufacturing defects in materials and workmanship for the limited warranty period of 3 years.</p>

**The insurance coverage is only applicable to situations of damages and loss where the student has taken precautions to safeguard the device.*

5. Standard Operating Procedure

Reporting of Device Issues (hardware issues and damages)
<ul style="list-style-type: none">a. Parents/students to contact school's helpdesk in Computer lab 2, 3 PM to 4 PM for device issues. Parents/students will need the following information such as their device serial number, brand and model of the device, their name and contact number to log a case with the helpdesk.b. The devices (depending on the parts availability) will be fixed and returned to school the next fortnightly collection service day. If there are follow-up actions required, contractor will contact parents/students directly (e.g. the damage is not covered under warranty and need consent to claim insurance to get the repairs done).c. School-based service desk personnel will inform the students when they can collect back their devices.d. Students can loan a device from the school common pool for daily lessons during the period of repair.e. If students encounter issues with their devices in school, they may approach their school's helpdesk for assistance. They will perform basic troubleshooting and assist to log a case with contractor if needed.
Reporting of Lost Devices
<ul style="list-style-type: none">a. Parents to make a police report for the lost device.b. If the lost device is covered under the circumstances listed in the device's insurance coverage, parents should contact and inform the device contractor via their helpdesk or service centre. They will need to furnish the contractor with the police report for insurance claim. (Applicable only if the device is still under insurance coverage period).c. The contractor's helpdesk/service centre will advise parents on the insurance claim procedure.d. Parents should also inform school of the lost device. School's DMA Administrator to remote lock the device.e. School will loan a temporary device from the common pool to students.f. Contractor to send the new replacement device to school and school to pass to student if device is covered under insurance. Parents can opt for doorstep delivery but with delivery charges.g. If the device is without insurance coverage or the loss is due to clause(s) not covered under insurance, parents can seek school's assistance to procure a replacement device.
Replacement/Change of Device
<ul style="list-style-type: none">a. Students are to inform school's helpdesk whenever there is a replacement/change of device.b. This is to facilitate the installation of the DMA into the new device.c. For all new devices where the DMA enrolment was not done during the device handover exercise in school (including all devices collected from contractor's service centres), the school DMA administrator will do a factory reset before enrolling the new device into the DMA.

6. Frequently Asked Questions

Does the insurance cover the accessories too (e.g. styluses, keyboard cases)?
Insurance coverage is for the main device only and does not cover accessories.

How do I replace a missing accessory?
Parents can buy replacement accessories from the Contractor's Portal (URL can be found under Contractor's information).

Can students still send their devices to their contractor's service centres for repairs after the end of the warranty period and how will the charges be imposed?
After the expiry of the device warranty period, students can still send their device to the contractor's service centre for repair. The charges quotation will be provided by the contractor's service centre and students/parents will have to assess the reasonableness of the charges and decide whether to take up the repair. Alternatively, students can consider going to other shops to perform the repairs after the warranty is over.

How long do I need to keep the device original packaging box before discarding it?
Please keep the device original packaging box for at least 7 days in case of any 1-to-1 exchange.