

Procedures for Device Issues

Contents

1.	Device Contractor's Information <i>(Contacts, Insurance & Warranty)</i> a) Acer
2.	Standard Operating Procedure a) Device Issues (hardware issues/damages) b) Lost Device c) Replacement/Change of Device
3.	DMA Support
4.	In School Support
5.	Frequently Asked Questions

Acer PLD



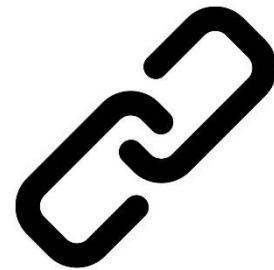
Help Desk Number:
6895 6278



Help Desk Operating Hours:
Mon to Fri: 8.30am to 5.30pm
Sat, Sun and Public Holiday:
Closed



Help Desk Email:
pldsvc.sg@acer.com



Website:
<https://secured.acer.com.sg/pld>
(For buying of accessories)

Service Centre



Note: Students should proceed to this service centre to collect the repaired devices

Location:

29 International Business Park
Singapore 609923
(1.1km from Jurong East MRT)

Help Desk Number: 6895 6278
Email: pldsvc.sg@acer.com

For any service case, please **first** write to the email above with:

Subject header: MOE PLD <Student Name> <School> <Serial Number>

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

Insurance and Warranty

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 4 years.</p>

** The insurance coverage is only applicable to situations of damages and loss where the student has exercised duty of care and taken precautions to safeguard the device. Acer will make the necessary assessment for claim eligibility.*

Insurance and Warranty

Enhanced Device Bundle

- ✓ 4-year insurance + 4-year warranty
- ✓ Allows for 2 repairs or 1 replacement

Note:

Once insurance is claimed for a replacement device, the insurance coverage will cease and the replacement device will not be covered by insurance.



Information



	Issues	Actions
1	Adhoc purchase of Device	✓ Request at ICT Student Service Hub
2	1 to 1 Exchange within 7 days from unboxing	✓ Log a case at ICT Student Service Hub
3	Lost Device	✓ Make a police report ✓ Make a report at ICT Student Service Hub ✓ Email Acer Service Centre (pldsvc.sg@acer.com)with police report
4	Device Repair	Hardware issue ✓ Log a case at ICT Student Service Hub ✓ Wait for further information for collection in school Software issue/Unsure ✓ Log a case at ICT Student Service Hub
5	Insurance Claim	✓ Log a case at ICT Student Service Hub

2. Standard Operating Procedure



a) Reporting of Device Issues (hardware issues and damages)

1. Students can walk-in during school days between 9:00 am to 4:00 pm to look for school's ICT Manager.
2. Please bring the defective or damaged device to the ICT Student Service Hub at Level 2.
3. ICT Manager will assess the damage/defect and help student to log a case with the contractor.
4. The time taken for repair and replacement may take from 3 to 6 weeks depending on severity and availability of parts.
5. During this period, student can loan a temporary device from school to continue with lessons. Please note that loan devices require time to be configured for individual students and are subjected to availability and parents' acknowledgement.

b) Reporting of Lost Devices



- i. Parents to make a police report for the lost device.
- ii. If the lost device is covered under the circumstances listed in the device's insurance coverage, parents should write-in to the contractor at pldsvc.sg@acer.com with:
 1. Subject header: MOE PLD <Student Name> Bukit Panjang Government High School <Serial Number>.
 2. Student's full name, class, index number,
 3. Device serial number,
 4. Brief description of the problem,
 5. Person to contact, and
 6. Attach the police report.
- iii. The contractor's helpdesk/service centre/insurer will advise parents on the insurance claim procedure.

b) Reporting of Lost Devices (Continue)



- iv. Parents should also inform the school of the lost device. School's DMA Administrator to remote lock the device and arrange a temporary device for loan to students.
- v. Contractor will 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.
- vi. 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.

3. DMA Support

For assistance on DMA matters, please contact the
ICT Manager, Ms Dewi at
dewi_rosyati_sheik@moe.edu.sg



4. School-based ICT Support

Students can seek basic troubleshooting support in school from:



ICT Manager: Ms Dewi
Desktop Engineers: Mr Aliff and Ms Nithiya



School-Based Service Desk:

Venue: ICT Student Service Hub (Level 2)
Operating Day(s): School days
Walk-in Hours: 9.00am to 4.00pm

5. 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: https://secured.acer.com.sg/pld](https://secured.acer.com.sg/pld)).

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 .