

Procedures for Device Issues

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1a. Acer



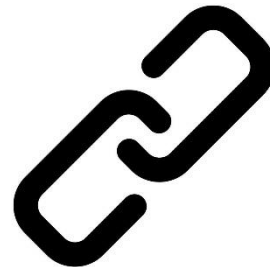
Help Desk Number:
6895 6278



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

Insurance and Warranty



Insurance*

The device insurance coverage includes:

Damage to or loss of device from the following which are non-manufacturer defects or internal mechanical faults:

- a) Fire
- b) Lightning
- c) Power Surges
- d) Accidental e.g. water spillage, drop etc
- e) Theft due to forcible entry
- f) Robbery

Warranty

This warranty warrants that the product will be free from manufacturing defects in materials and workmanship for the limited warranty period of 3 years.

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

Insurance and Warranty



Enhanced Device Bundle

- ✓ 3-year insurance + 3-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	✓ Inform School ICT Team
2	1 to 1 Exchange within 7 days from unboxing	✓ Inform School ICT Team
3	Lost Device	✓ Make a police report ✓ Inform School ICT Team ✓ Email Acer Service Centre ^A with police report
4	Device Repair	Hardware issue ✓ Log a case to School ICT Team for fortnight collection service in school Software issue/Unsure ✓ Inform School ICT Team
5	Insurance Claim	✓ Inform School ICT Team

2. Standard Operating Procedure



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

1. Students can either book an appointment through school's ICT Portal. (URL is: <https://go.gov.sg/ict-bpghs>), or walk-in during school days between 9:00 am to 4:00 pm to look for school's ICT Manager. Appointments will be given priority.
2. Please bring the defective or damaged device to block B level 3 MMR on the appointment time slot or when walking-in.
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 requires time to be configured for individual students and are subjected to availability and parents' acknowledgement via PG.

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 AcerCare.sg@acer.com with:
 1. Subject header: MOE PLD with Bukit Panjang Government High School.
 2. Student's full name, class, index number,
 3. Device serial number,
 4. Brief description of the problem, and
 5. 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 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



School-Based Service Desk

4. School-based ICT Support

Students can seek basic troubleshooting support in school from:



School ICT support staff:

Mr Bryan Chng, ICT Manager



School-Based Service Desk:

Venue: MMR Level 3

Operating Day(s): School days

Walk-in Hours: 9.00am to 4.00pm

Book Appointment at <https://go.gov.sg/ict-bpghs>

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 .