

# PDLP Student Device Information Kit

YISHUN SECONDARY SCHOOL  
We Seek We Strive We Soar

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# 1a. Acer



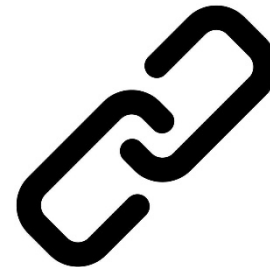
Help Desk Number:  
6895 6278



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](mailto:acercare.sg@acer.com)



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



# Service Centre



Note: Device Collection will be at this 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](mailto:acercare.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

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# 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"><li>a) Fire</li><li>b) Lightning</li><li>c) Power Surges</li><li>d) Accidental e.g. water spillage, drop etc</li><li>e) Theft due to forcible entry</li><li>f) Robbery</li></ul>	<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.*



# 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.



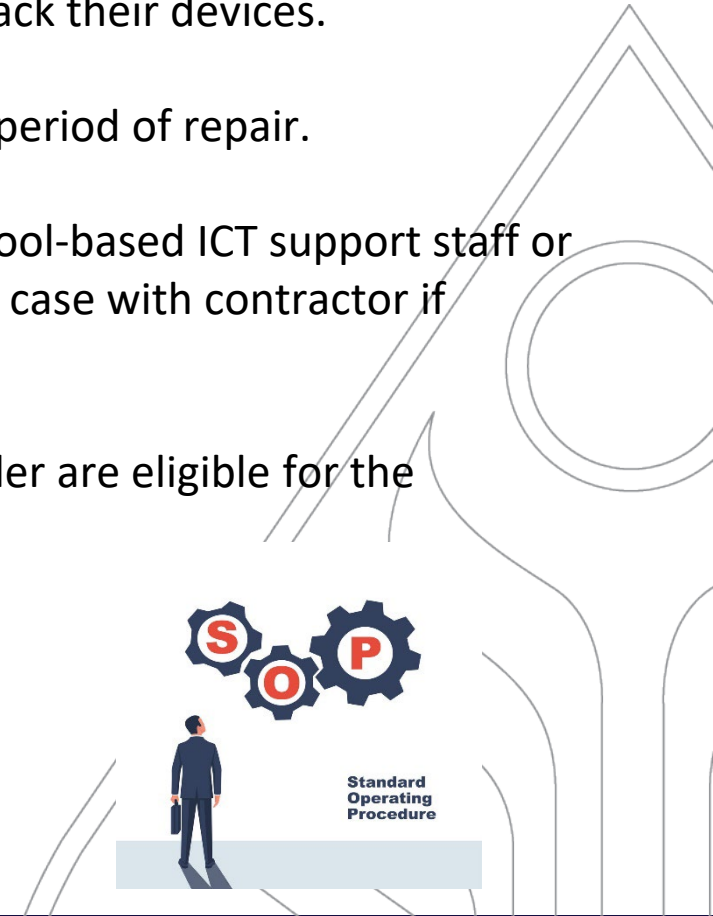
# 2. Standard Operating Procedure

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

- i. Parents/students to contact relevant Contractor/School for device issues. Parents/students will need the following information such as their device serial number, brand and model of the device, school, their name, contact number and description of problem to log a case with the relevant parties.
- ii. The relevant parties will advise parents/students on any further actions required (e.g. bringing their devices to the service centre for diagnosis or assessment of damage).
- iii. Parents/students can also use the fortnightly collection service provided by the contractors to schools to send in their devices. Parents/students should only pass their devices to the school-based service desk on the collection day as there is space constraint to store devices in school.
- iv. School-based service desk personnel will liaise and confirm the fortnightly collection date and time with the contractor. Contractor will pick up the devices from school on the arranged date and time.



- v. 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).
- vi. School-based service desk personnel will inform the students when they can collect back their devices.
- vii. Students can loan a device from the school common pool for daily lessons during the period of repair.
- viii. If students encounter issues with their devices in school, they may approach their school-based ICT support staff or service desk for assistance. They will perform basic troubleshooting and assist to log a case with contractor if needed.
- ix. Please note that only personal learning devices procured under PDLP device bulk tender are eligible for the fortnightly collection services provided by contractors.





## 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 contact and inform the device contractor via their helpdesk or service centre or insurer. 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).
- iii. The contractor's helpdesk/service centre/insurer will advise parents on the insurance claim procedure.
- iv. Parents should also inform school of the lost device. School's DMA Administrator to remote lock the device.
- v. School will loan a temporary device from the common pool to students.
- vi. 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.
- vii. 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.



## c) Replacement/Change of Device

- i. Students are to inform their school-based service desk whenever there is a replacement/change of device.
- ii. Replacement/change of devices can be under any of the circumstances listed below:
  - Replacement of device covered under insurance by contractor
  - Replacement of device by parents for device not covered under insurance or insurance period has ended
  - Students who are using their own devices which were not procured from PDLP Device Bulk Tender changing to another device
- iii. This is to facilitate the installation of the DMA into the new device.
- iv. School DMA administrator will enrol the new device to their school's DMA.
- v. 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.



# 3. DMA Support

For assistance on DMA matters, please contact

- IT Support Team
- ICT Manager
- Form Teachers – They will direct you to the school personnel



# 4. School-based ICT Support

Students can seek basic troubleshooting support in school from:



School ICT support staff



School-Based Service Desk

Operating Day(s): School days

Operating Hours: 8:30 am to 4:30 pm



# 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 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.





# Caring for your PLD



Pointers to ensure a responsible and safe usage of your device

1. Ensure that your device is **updated accordingly**
2. **Charge your device fully** and unplug before you go to sleep
3. Ensure that **your device is in the protective case** before leaving
4. **Pack your accessories securely** in your bag before leaving the house

## At Home



## During Lessons

1. Ensure that your device is **connected to the school's WiFi** correctly
2. **Mute** your device during lesson time
3. Remember to **save all your work**



# Caring for your PLD

Pointers to ensure a responsible and safe usage of your device

## Outside of lessons



1. **Keep your device/accessories** securely with you all the times
2. **Ensure your device is fully prepped** for the next lesson
3. When heading home, do remember to **bring home your device to charge**
4. **Close any applications** to conserve as much battery as possible



## Outside of School

1. **Ensure that your device is attended to** at all times
2. **Keep food and drinks away from your device** to avoid water damage or dirtying it
3. Only connect to **secured and trusted WiFi**



# PLD Routines



Pointers to ensure a responsible and safe usage of your device

- Charge your device sufficiently before coming to school
  - Make sure your device is ready for use daily
- Seek help when facing issues with your device
  - Check with your peers, teachers or ICT staff for any technical issues
- Be alert safeguarding your device
  - Ensure that your device is attended to at all times
  - Classroom must be lock when there is no one in the class (e.g. recess, lunch, PE lessons, etc)





# PLD Routines



Pointers to ensure a responsible and safe usage of your device

- Make sure your hands are clean before using the device
  - Maintain good hygiene
- Organise your files and apps on your device
  - Using folders, Google calendar to keep track of your own activities
- Remember your password and keep them safe
  - Use phrases to help you to remember your password
  - Do not leave papers containing your password lying around
- Keep yourself ready for lesson
  - Be ready to use your PLD during your lesson

