



PDLP

Student Device

Information Kit

*- For Devices
Purchased from
2026 Onwards*

Updated in January 2026

Contents

1. Device Contractor's Information
(Warranty & Insurance, Service Centre Location, Claim Process)
2. Support Services & Point-of-Contact
3. Important Reminder: Always Back Up Data and Organise Files to Prevent Data Loss Due to Device Failure or Factory Reset

 1

Warranty and Insurance

PDLP: Key Terms of the AppleCare+ for Schools for iPad

1	AC+ for Schools for iPad Coverage	<ul style="list-style-type: none">• AC+ for Schools covers only iPad, its original included accessories, one Apple Pencil, and one Apple-branded keyboard• Apple Pencil and Apple-branded keyboard must be purchased together with the iPad to enroll and qualify for AC+ for Schools• The 2-, 3-, and 4-year plans include coverage for two eligible accidental damage incidents during the plan period.• Free extended warranty with no service fees over the 2-, 3-, or 4-year coverage, including battery service (covering defects in materials or workmanship and batteries retaining less than 80% capacity).• DAC price excludes GST
2	No Repair Service Fees	<ul style="list-style-type: none">• AC+ for Schools for 2,3,4 years comes with No Service Fees• Repair Service Fees will be waived (limited to x2 ADH per coverage period - for iPad of S\$42 for Screen repair and S\$148 for other damages will be waived including \$42 service fees for Apple Pencil)
3	Accidental Coverage	<ul style="list-style-type: none">• Number of accidental coverage will be counted towards both iPad and Apple Pencil and Apple-branded keyboard• Once the x2 ADH is consumed, customers will pay the standard Out-of-Warranty fees for iPad, Apple Pencil and Apple-branded keyboard• Refer to https://support.apple.com/en-sg/ipad/repair for iPad and Accessories Out-of-warranty fees
4	Accidental Repair Exceptions	<ul style="list-style-type: none">• iPad, Apple Pencil and Accessories with missing components, and are beyond economical repairs or any unauthorized repairs by 3rd party providers prior, will not qualify for accidental repair coverage. Standard Out-of-Warranty fees will apply.
5	Repair locations	<ul style="list-style-type: none">• Repairs can be done at any ASP locations and also Apple Retail Stores globally.
6	New Part Numbers for AC+ for Schools for iPad plans	<ul style="list-style-type: none">• New AC+ for iPad for Schools part numbers for the various plans will be provided to the awarded partner of the PDLP tender.• Letter of Authorization (LOA) will be provided by Apple with the specific T&CS on the coverage will be provided to the awarded partner.

Apple Warranty & Insurance



Authorized
Service Provider

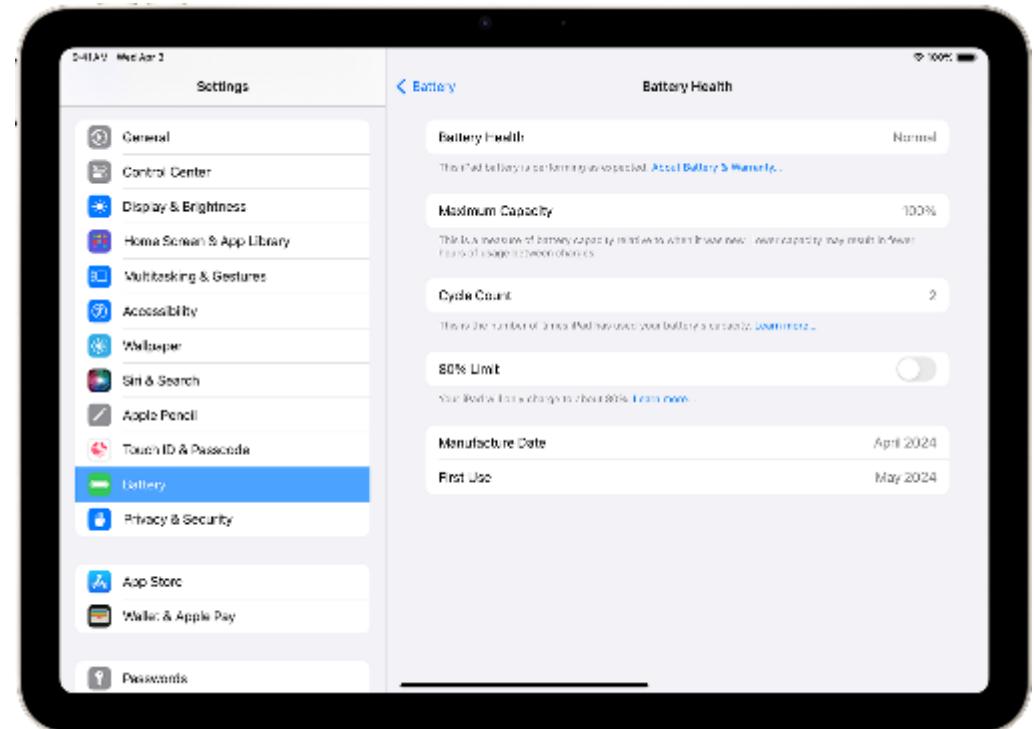
iPad Battery Replacement Eligibility:

The capacity of the Covered Device's battery to hold an electrical charge is **less than eighty percent (80%)** of its original specifications.

Settings> Battery> Battery Health

For tips how to charge and **maintain your iPad Battery**:

<https://support.apple.com/en-ie/118418>



Insurance



Repair/Replacement Limits Table

Duration of Insurance Coverage	No. of Repair/Replacement Allowed
1 Year	1 Repair / 1 Replacement
3 Years or 4 Years	2 Repairs / 1 Replacement

Coverage

- Covers iPad and Apple brand accessories
- 2 Repairs service fees will be waived
- Once 2 repairs consumed, out-of-warranty charges are applicable

Exclusion

- iPads and Accessories with missing components
- Any unauthorized repairs by 3rd party providers prior

Apple Service Centre Locations



1  **RECOMMENDED**

1.4Km from Redhill MRT

AsiaPac Apple Service Centre
Blk 219 Henderson Road
#05-01 Henderson Industrial
Park
Singapore, 159556

2

220m from Changi Airport MRT

**Apple Retail Store @ Jewel Changi
Airport**
78 Airport Boulevard #02-234
Singapore, 819666

3

400m from Orchard MRT

**Apple Retail Store @ Orchard
Road**
270 Orchard Road
Singapore, 238857

4

220m from Bayfront MRT

Apple Marina Bay Sands
2 Bayfront Avenue,
B2-06
Singapore, 018972

/2

Support Services & Point-of-Contact

Support Services & Point-of-Contact



School Device Collection



- Before 12pm, engineer will schedule NBD collection
- After 12pm, engineer will collect the following day



AsiaPac Service Centre

- Operation hours: 8.30am – 5.30pm (Mon – Thurs), 8.30am – 5pm (Fri)
- Sat and Sun Closed



TECHNICAL SUPPORT

PDLP Technical Support

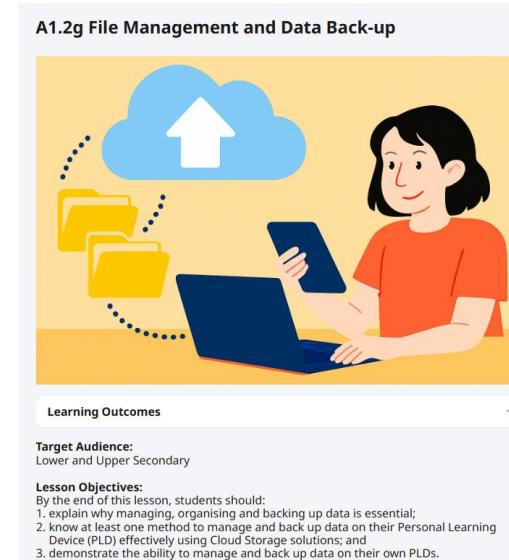
- Pdlp.support@asiapac.com.sg for technical enquiries

Important Reminder: Always Back Up Data and Organise Files to Prevent Data Loss Due to Device Failure or Factory Reset

1. Please access and complete the **A1.2g File Management and Data Back-up**, an SLS self-paced module at <https://go.gov.sg/sls-dlts-8>, or from the SLS MOE Library:



<https://go.gov.sg/sls-dlts-8>



The screenshot shows the title "A1.2g File Management and Data Back-up" at the top. Below it is a cartoon illustration of a person sitting at a desk with a laptop, holding a smartphone, and interacting with a blue cloud icon containing an upward arrow, symbolizing data backup. The background is yellow. At the bottom, there are sections for "Learning Outcomes", "Target Audience", and "Lesson Objectives".

Learning Outcomes

Target Audience:
Lower and Upper Secondary

Lesson Objectives:
By the end of this lesson, students should:
1. explain why managing, organising and backing up data is essential;
2. know at least one method to manage and back up data on their Personal Learning Device (PLD) effectively using Cloud Storage solutions; and
3. demonstrate the ability to manage and back up data on their own PLDs.

2. This SLS module introduces you to the basics of digital file management on PLDs. Through this module, you will:
 - a. understand that managing and backing up data is essential;
 - b. learn tips to organise files using folders and appropriate file names;
 - c. demonstrate the ability to **manage and back up data on your own PLD**.