



# PDLP

# Student Device

# Information Kit

*- For Devices  
Purchased from  
2026 Onwards*

Updated in January 2026

Contents	
1.	Warranty and Insurance Coverage
2.	Battery Replacement Eligibility
3.	Claim Process
4.	Support Service
5.	Important Reminder: Always Back Up Data and Organise Files to Prevent Data Loss Due to Device Failure or Factory Reset

# Warranty & Insurance Coverage



	Base Bundle	Enhanced Bundle
Duration	N/A	3 years (4 years with upgrade from 2026 onwards)
No. of repair / replacement	N/A	2 repairs/1 replacement
Coverage	<ul style="list-style-type: none"><li>• All types and all kinds of accidental damages such as: Fire, lightning, power surges, accidental such as water spillage, drop &amp; etc.</li><li>• Theft due to forcible entry, robbery: Submission of a police report will be mandatory.</li><li>• Coverage also applies to battery, power adapter, active stylus.</li><li>• Replacement unit will bear one year insurance for theft / robbery only.</li><li>• No excess</li><li>• Sum insured equivalent to unit price of device.</li></ul>	
Non-claimable / Excluded	<ul style="list-style-type: none"><li>• Intentional damages (scratches, dents, or cracks not affecting product functionality or structural integrity);</li><li>• Theft or Loss/ Robbery</li><li>• Software-related Issues</li><li>• Removal or alteration of parts/accessories; damage to peripherals or third-party products (even if sold by Lenovo)</li></ul>	
Full T&C	<p><a href="https://www.acer.com/sg-en/support/warranty">https://www.acer.com/sg-en/support/warranty</a> (Warranty)</p> <p><a href="https://secured.acer.com.sg/pld/Support/ExtendedWarranty">https://secured.acer.com.sg/pld/Support/ExtendedWarranty</a> (Insurance)</p>	

# Battery Replacement Eligibility



A notebook battery will be eligible for replacement when it has less than half an hour of charge. Here are some general guidelines for battery health percentages over the first three years, based on battery checkup status data from any of the following:

1. Acer Control Center preloaded in Acer product or
2. Acer Diagnostics Suite Toolkit or
3. For Windows to use **powercfg/energy**
4. For Chromebook to use **Crosh>battery\_test 1**

	<b>Battery Health</b>	<b>Replacement Criterion</b>
<b>First Year</b>	Ideally, the battery should maintain at least <u>80-100%</u> of its original capacity.	If the battery health <b>drops below 80%</b> , it might be considered for replacement under warranty.
<b>Second Year</b>	The battery should still be in good condition, maintaining around <u>60-80%</u> of its original capacity.	If the battery health <b>falls below 60%</b> , it might be considered for replacement under warranty.
<b>Third Year</b>	By the third year, the battery health might naturally decline to around <u>50-60%</u> .	If the battery health <b>drops below 50%</b> , it might be considered for replacement under warranty.

# Claim Process



School staff logs case with SSOE2 Service Desk to report device issue to Acer Service Centre (e.g. 1 Oct 26).

Acer Service Centre creates CaseID and schedules device collection (e.g. between 2-3 Oct 26).

Logistics picks device from school and sends to Acer Service Centre (e.g. 6-7 Oct 26).

Acer Service Centre checks device and writes to school staff on issues found and advise if can be repaired or replaced (e.g. 8-9 Oct 26).

Upon receiving school staff's confirmation to treat the device, Acer Service Centre proceeds to act (e.g. 10-13 Oct 26).

Repaired device scheduled to return to school (e.g. 17-20 Oct 26).

# Support Service



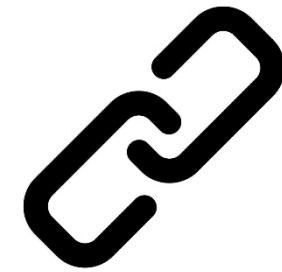
Help Desk Number:  
6895 6278



Help Desk Operating Hours:  
Mon, Tue, Thu, Fri: 0845 – 1715  
Wed: 0845 – 1945  
Sat: 0900 – 1200  
Sun and Public Holiday: Closed



Help Desk Email:  
[PLDSVC.SG@acer.com](mailto:PLDSVC.SG@acer.com)



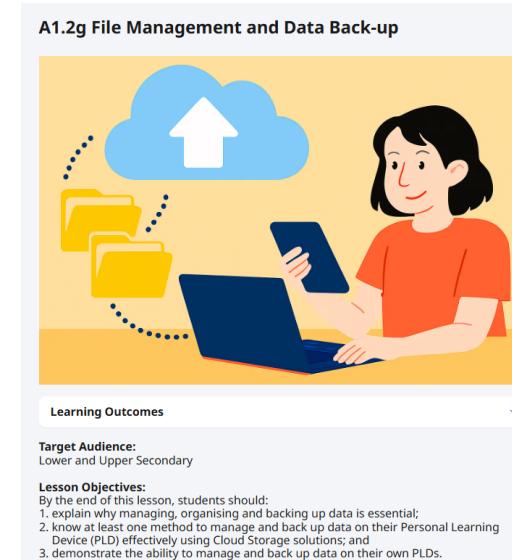
Website:  
<https://secured.acer.com.sg/pld>  
(For buying of accessories)

# 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 upload. 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**.