Student Device Information Kit

Updated 30 June 2021

Vendor Information for Chromebook Lenovo 500e 2nd Gen

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.

Device Contractor's Information

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

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

Device Contractor's Information

Insurance and Warranty

Warranty
This warranty warrants that the product will be free from manufacturing defects in materials and workmanship for the limited warranty period of 1 or 3 year(s).

Device Contractor's Information

2. Standard Operating Procedure

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

i.   Parents/students to contact Contractor's helpdesk for device issues. Parents/students will need the following information such as their device serial number, brand and model of the device, their name and contact number to log a case with the helpdesk.

ii.   Contractor's helpdesk agent 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 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 through the school are eligible for the fortnightly collection services provided by contractors.

Standard Operating Procedure

Service Centre

Location:

Lenovo Service Centre @ Tai Seng Centre,
SmartCares Solutions
3 Irving Road, #01-17
Singapore 369522
(Beside Tai Seng MRT station, Exit A)

Service Centre Number: 6871 4838

Service Centre Email: lenovo@smartcares.com

Opening hours:

Mon – Sat: 1100h – 1900h
Closed on Sun and Public Holidays
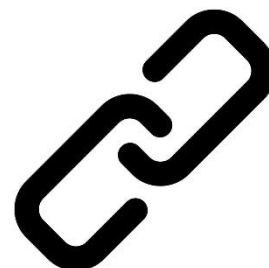
Device Contractor's Information

M1

Help Desk Number:
800 852 8100

Help Desk Operating Hours:
Mon – Fri: 0900 – 1800
Sat: 0900 – 1500
Closed on Sun and Public Holidays

Help Desk Email:
aseansg@lenovo.com

Website:
https://www.asiapac.com.sg/pld/lenovo
(For buying of accessories)

Device Contractor's Information

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. 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 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 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.

Standard Operating Procedure

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 reset before enrolling the new device into the DMA.

Standard Operating Procedure

3. DMA Support

For assistance on DMA matters, please contact

SMSS Service Centre

Password reset: Use the existing platforms to request for password reset

Other issues with Apps or settings: Visit SMSS Service Centre

DMA Support

THANK YOU!!