

Student Device Information Kit



DAMAI
SECONDARY SCHOOL

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Device Contractor Information



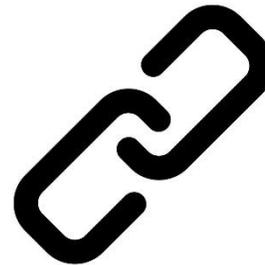
Help Desk Number:
6270 8281



Help Desk Operating Hours:
Mon – Thu: 0830 – 1730
Fri: 0830 – 1700
Closed on Sat, Sun & Public Holidays



Help Desk Email:
pdlpapple@asiapac.com.sg



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

Service Centres

No.	Service Centre Location	Service Centre Number	Service Centre Email	Service Centre Operating Hours
1.	A.LAB @ Plaza Singapura (260m from Dhoby Ghaut MRT)	6784 1318	a.lab@alab.sg	Mon – Sat: 1100 – 1930 Sun: 1000 – 1800 (Collection till 1930)
2.	QCD Technology @ Wheelock (190m from Orchard MRT)	6555 0500	support_wheelock@qcd-tech.com	Mon – Fri: 1100 – 1800
3.	QCD Technology @ Westgate (450m from Jurong East MRT)	6515 2010	support_westgate@qcd-tech.com	Mon – Fri: 1000 – 1800

Service Centres

No.	Service Centre Location	Service Centre Number	Service Centre Email	Service Centre Operating Hours
4.	Apple Retail Store @ Jewel Changi Airport (220m from Changi Airport MRT)	800 186 1087	https://getsupport.apple.com	Mon – Thu: 1100 – 2100 Fri – Sun: 1100 – 2200
5.	Apple Retail Store @ Orchard Road (400m from Orchard MRT)	800 186 1087	https://getsupport.apple.com	Mon – Sun: 1000 – 2200
6.	Apple Retail Store @ Marina Bay Sands (220m from Bayfront MRT)	800 186 1087	https://getsupport.apple.com	Mon – Sun: 1100 – 2200

Device Collection Centre

Device Collection Centre Location	Collection Centre Number	Collection Centre Operating Hours
219 Henderson Road Henderson Industrial Park #05-01 Singapore 159556	6272 0088	Mon – Fri: 1000 – 1700 *Due to Covid-19 measures, all collections are on an appointment basis.

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">a) Fireb) Lightningc) Power Surgesd) Accidental e.g water spillage, drop etce) Theft due to forcible entryf) Robbery	<p>The device warranty warrants that each device is free from defects in materials and workmanship under normal use during the warranty period.</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.

School-Based Service Desk



Location: ICT Room (Opposite Harmony Room on Level 2)

Operating Day(s): Mon – Thu

Operating Hours: 2pm – 4pm

Services include:

- Trouble-shooting of device issues
- Report damage or loss of device
- Collection of devices to be sent for repairs
- Assistance on DMA matters
- ICT accounts and password reset

If you face issues with your PLD...

- Bring your PLD to the School-Based Service Desk for evaluation and troubleshooting **during operating hours.**
- If the device needs to be sent to the contractor to be repaired
 - ICT staff will help to log a case with the contractor
 - Device will be sent to contractor via *fortnightly collection service
 - You will be informed when the device is ready for collection
 - You will loan a device from school during period of repair

*Only personal learning devices procured under PDLP device bulk tender are eligible for the fortnightly collection services provided by contractors.

If you lose your PLD...

- Report the loss to the School-Based Service Desk **as soon as possible**.
- Your parent/guardian will need to **make a police report**, and email the police report to the Insurer (laptop@ins-solutions.com.sg) and cc the device contractor pdlpapple@asiapac.com.sg.
- You will loan a device from school while the device is being replaced.

If you replace/change your PLD...

- Bring the new device to the School-Based Service Desk **during operating hours.**
- ICT staff will install the DMA in the new device.



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 (<https://www.asiapac.com.sg/pld/apple>).
- ❑ **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