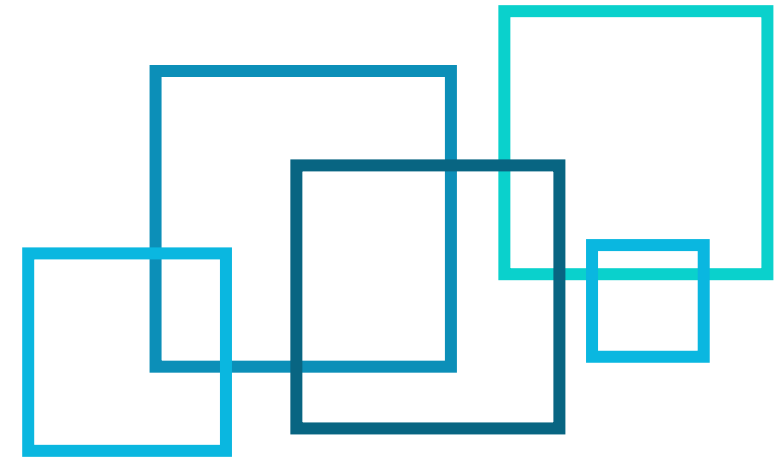


Lenovo Chromebook



PDLP Student Device Information Kit

Updated 16 March 2022

Contents

1. Device Contractor's Information
(Contacts, Service Centre, Insurance & Warranty)
2. Standard Operating Procedure
 - a) Device Issues (hardware issues/damages)
 - b) Lost Device
 - c) Replacement/Change of Device
3. DMA Support
4. In School Support
5. Frequently Asked Questions

1. M1



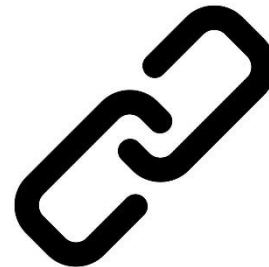
Help Desk Number:
800 852 8100



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

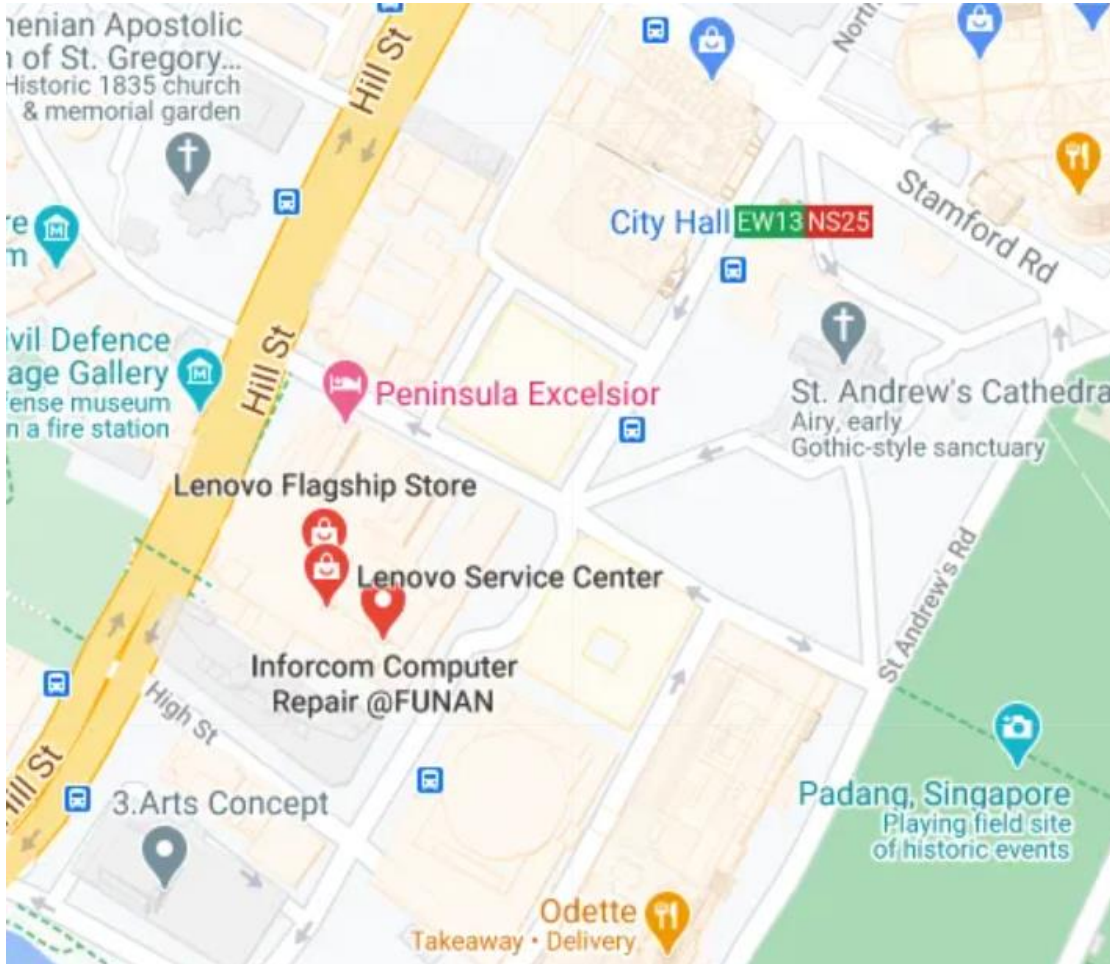


Help Desk Email:
aseansg@lenovo.com



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

Service Centre



Location:

Lenovo Service Centre @ Funan Mall
107 North Bridge Road, #03-19/20
Singapore 189768

Service Centre Number: 6338 3778

Service Centre Email:
aseansg@lenovo.com

Opening hours:

Mon – Sun: 1100 – 1900

Public Holidays: Closed

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

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).

**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



Base Device Bundle	Or	Enhanced Device Bundle
<ul style="list-style-type: none">✓ 1-year insurance + 1-year warranty✓ Allows for 1 repair or 1 replacement		<ul style="list-style-type: none">✓ 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.



Information



	Issues	Actions
1	Adhoc purchase of Device	✓ Inform School ICT Team
2	1 to 1 Exchange within 7 days from unboxing	✓ Email to pdplenovo@asiapac.com.sg ^A
3	Lost Device	✓ Make a police report ✓ Inform School ICT Team ✓ Email Lenovo Helpdesk ^B and cc pdplenovo@asiapac.com.sg with police report and proof of purchase

^A**Email:** pdplenovo@asiapac.com.sg

Please write to the email above with:

Subject header: MOE PLD

Content: School, Device model, Serial number, Brief description of problem, Person to contact and Contact number

^B**Lenovo Helpdesk**

Number: 800 852 8100

Email: aseansg@lenovo.com

Operating Hours: Mon–Fri: 0900–1800, Sat: 0900–1500

Closed on Sun and Public Holidays

Information



	Issues	Actions
4	Device Repair	Hardware issue ✓ Contact Lenovo Service Centre ^C OR Log a case to School ICT Team for fortnight collection service in school Software issue/Unsure ✓ Inform School ICT Team
5	Insurance Claim	✓ Email necessary documents to Lenovo Helpdesk ^B and cc pdplenovo@asiapac.com.sg

^BLenovo Helpdesk

Number: 800 852 8100

Email: aseansg@lenovo.com

Operating Hours: Mon–Fri: 0900–1800, Sat: 0900–1500

Closed on Sun and Public Holidays

Please write to the email above with Proof of Purchase and:

Content: School, Device model, Serial number, Brief description of problem, Person to contact and Contact number

^CLenovo Service Centre

Location: Lenovo Service Centre @ Funan Mall

Number: 6338 3778

Opening hours: Mon – Sun: 1100 – 1900

Public Holidays: Closed

2. Standard Operating Procedure

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

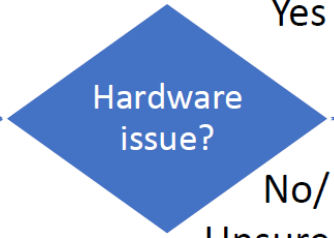
- i. Parents/students to contact the Contractor/School ICT team for device issues. Parents/students will need the following information such as their device serial number, brand and model of the device, school, their name, contact number and description of problem to log a case with the relevant parties.
- ii. 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.
- iii. 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).

- iv. Parents/students can also use the fortnightly collection service provided by the contractors to schools to send in their devices.
- v. 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.



Device must be within insurance/warranty period.

Device issue after 7 calendar days from unboxing



Proceed straight to Service Centre
(Average turnaround time for hardware repair/replacement is 2 -3 weeks, subject to severity of damage, parts availability and customer's promptness in responding to inquiries)

Parent/Student to contact Lenovo Service Centre⁷ → Parent/Student to bring the device to the Lenovo Service Centre⁷

School ICT Team will assist to log a case via <https://www.asiapac.com.sg/pld-devicecollection/account/login> (create a new account for new user) → AsiaPac will liaise with School ICT Team on fortnight collection to pick up the faulty device. School can loan a device to student → AsiaPac will pick up the faulty device and bring it to Lenovo Service Centre for repair/replacement → The repaired/replaced unit will be passed back to school during the next fortnight collection

Fortnightly Collection Service
(Average turnaround time for hardware repair/replacement is 4 weeks, subject to severity of damage, parts availability and customer's promptness in responding to inquiries)

⁷Lenovo Service Centre
Location: Lenovo Service Centre @ Funan Mall
Number: 6338 3778
Opening hours:
Mon – Fri: 1100 – 1900
Sat, Sun and Public Holidays: Closed

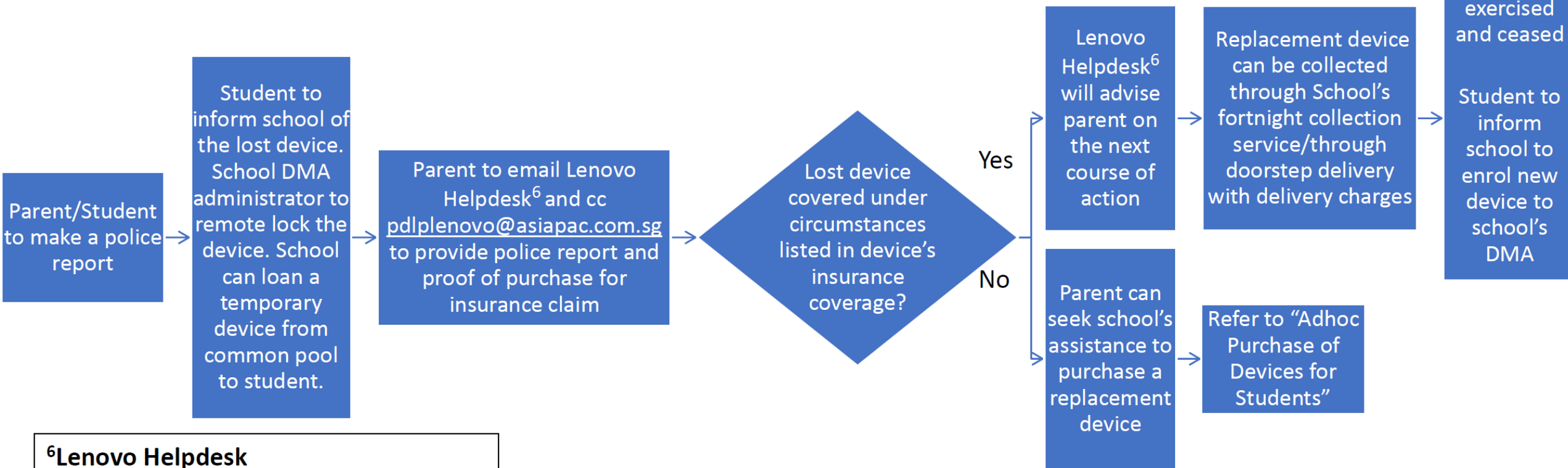
Inform School ICT Team → Software issue → School ICT Team to escalate to relevant level 2 support for resolution
Inform School ICT Team → Hardware issue → Follow the process for hardware issue above

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.



Device must be within insurance/warranty period.



⁶Lenovo Helpdesk

Number: 800 852 8100

Email: aseansg@lenovo.com

Operating Hours:

Mon – Fri: 0900 – 1800

Sat: 0900 – 1500

Closed on Sun and Public Holidays

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
- 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.



3. DMA Support

For assistance on DMA matters, please contact



School DMA Administrators:

Mdm Barbara Lee (ICT Manager)

Mr Chan Chi Thio (SH/ICT)

4. School-based ICT Support

Students can seek basic troubleshooting support in school from:



School ICT support staff

Mr Zul and Mr Raj (Desktop Engineers)



School-Based Service Desk

Every Wednesday 215 pm to 315 pm @ Computer Lab 2

Every Friday 1230 pm to 130pm @ Computer Lab 3

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 .