



PDLP

Student Device Information Kit

**- *For Devices
Purchased from
2026 Onwards***

Updated in January 2026

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

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**

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



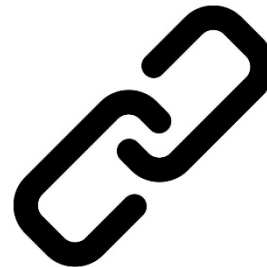
Help Desk Number:
6895 6278



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



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>



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**.