

Device Support

If you have any queries about your device or it presents with a problem, please follow the steps below.

Step 1 - Contact the Information Technology Officer (ITO) at your school

All issues with devices must be reported to the school.

Step 2 – Determine: Is the device under warranty?

All devices come with a 1 year manufacturer’s warranty.

For all schools, the device warranty period will expire February 2018, exact date depends on initial date of device delivery.

Your school ITO will be able to provide you with this information.

Device is under warranty	Device is NOT under warranty		
Return device to school ITO for repair or replacement	Organise own repair by either		Purchase replacement device
<p>Contacting your school ITO</p> <p>Your school Information Technology Officer (ITO) will be able to log a warranty claim for the device on your behalf.</p> <p>If the device needs to be sent away for either repair or replacement the school will issue your child with a replacement device.</p>	<p>Contacting the Acer support line</p> <p>The Acer Support line number is 1300 552 834</p> <p>Acer Support staff will provide advice and, if applicable, a quote for repairs.</p> <p>Please note that</p> <ul style="list-style-type: none"> any repair service provided through Acer Support is an independent arrangement between you and Acer and should not involve the school in any way. Acer’s repair process for out of warranty repairs involves onsite attendance by a technician. payment for any repair services provided is the responsibility of the student’s family. 	<p>Contacting an alternate repair company</p> <p>You may choose to seek repair directly from a company of your choice.</p> <p>Please note, however, that any repairs not provided through Acer Support will void any warranty provisions that may remain on the device.</p>	<p>Buying a new device</p> <p>If your child’s device is accidentally damaged beyond repair, you may wish to purchase a replacement.</p> <p><i>A list of Acer approved retailers for similar Chromebook devices is currently being prepared and will be published as soon as available.</i></p>