

PDLP Student Device Information Kit

Vendor name: M1



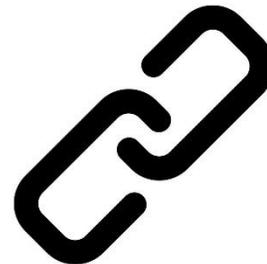
Help Desk Number:
800 852 8100



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

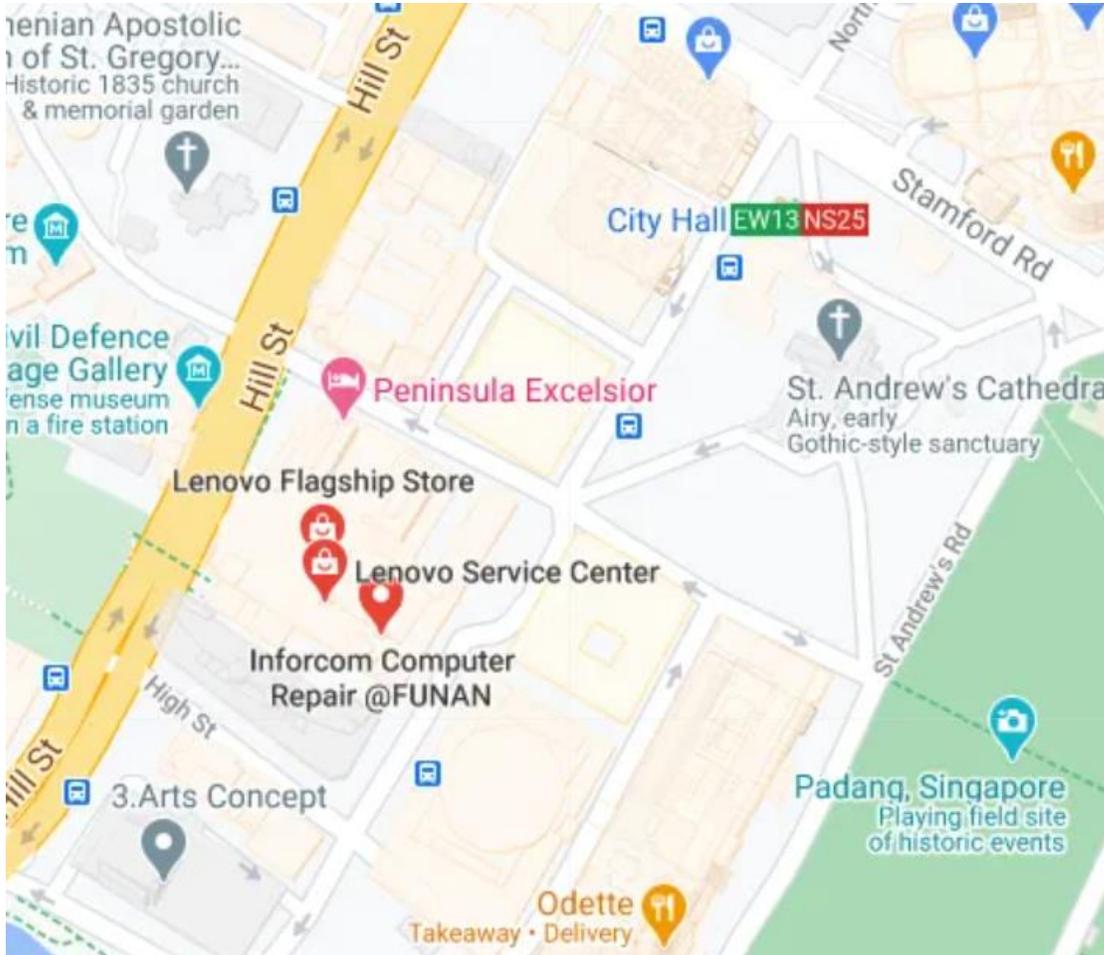


Help Desk Email:
aseansg@lenovo.com



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

Service Centre



Location:

Lenovo Service Centre @ Funan Mall
(280m from CityHall MRT)

Service Centre Number: 6338 3778

Service Centre Email: aseansg@lenovo.com

Opening hours:

Mon – Fri: 1100 – 1900

Sat, Sun and 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



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.



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.



Actions needed for lost devices



Actions

- ✓ Make a police report
- ✓ Inform School through Form Teacher
- ✓ Email Lenovo Helpdesk^B and cc pdlplenovo@asiapac.com.sg with police report and proof of purchase

^BLenovo Helpdesk

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Insurance Claim



Action

- ✓ Email necessary documents to Lenovo Helpdesk^B and cc pdlplenovo@asiapac.com.sg

^BLenovo Helpdesk

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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

School-based ICT Support

Students can seek basic troubleshooting support in school from:



School ICT support staff
Tel: 64775 777



School-Based Service Desk

Operating Day(s): Mon - Fri
Operating Hours: 0800 – 1700 h