

PDLP Student Device Information Kit

Updated 23 June 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



Help Desk Number:

800 852 8100

(After selecting your preferred language, please press “2” for standard warranty customer.)

Whatsapp support:

6703 6821



Help Desk Operating Hours:

Mon – Fri: 0900 – 1800

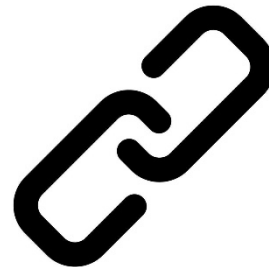
Sat: 0900 – 1500

Closed on Sun and Public Holidays



Help Desk Email:

aseansg@lenovo.com



Website:

<https://www.asiapac.com.sg/pld/lenovo>

(For buying of accessories)

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 situation, all collection are on appointment basis.

Service Centre



Location:

Lenovo Service Centre @ Tai Seng Centre,
SmartCares Solutions
3 Irving Road, #01-17, Singapore 369522
(Beside Tai Seng MRT station, Exit A)

Service Centre Number: 6871 4838

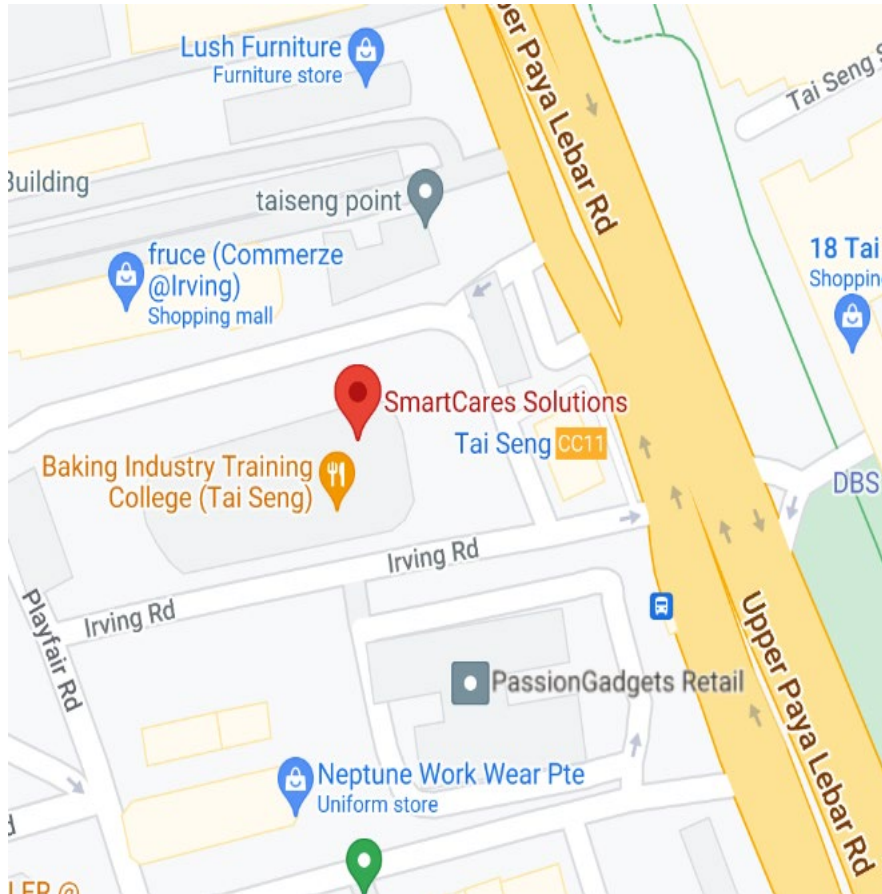
Service Centre Email: lenovo@smartcares.com

Opening hours:

Mon – Sat: 1100 – 1900

Sun and Public Holidays: Closed

(Users are encouraged to pre-register their device via the link <https://smartcares.com/lenovo/> before proceeding to the Service Centre.)



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 3 years.

**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.



Information



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

^A**Email:** pdlplenovo@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

*Please note that 1 to 1 Exchange will be at Device Collection Centre

(Address: 219 Henderson Road, Henderson Industrial Park, #05-01, Singapore 159556)

^B**Lenovo Helpdesk**

Number: 800 852 8100

(Whatsapp support: 6703 6821)

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 pdlplenovo@asiapac.com.sg

^BLenovo Helpdesk

Number: 800 852 8100 (Whatsapp support: 6703 6821)

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 @ Tai Seng Centre

Number: 6871 4838

Opening hours: Mon – Sat: 1100 – 1900

Closed on Sun and Public Holidays

Users are encouraged to pre-register their device via the link <https://smartcares.com/lenovo/> before proceeding to the Service Centre.

2. Standard Operating Procedure

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

- i. Parents/students to contact relevant Contractor/School 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. 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).
- iii. Parents/students can also use the fortnightly collection service provided by the contractors to schools to send in their devices. Parents/students should only pass their devices to the school-based service desk on the collection day as there is space constraint to store devices in school.
- iv. 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.
- viii. 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.
- ix. Please note that only personal learning devices procured under PDLP device bulk tender are eligible for the fortnightly collection services provided by contractors.



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.



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
 - Students who are using their own devices which were not procured from PDLP Device Bulk Tender changing to another device
- 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.
- v. For all new devices where the DMA enrolment was not done during the device handover exercise in school (including all devices collected from contractor's service centres), the school DMA administrator will do reset before enrolling the new device into the DMA.



3. DMA Support

For assistance on DMA matters, please contact



School-Based ICT Support

4. School-based ICT Support

Students can seek basic troubleshooting support in school from:



School ICT support staff

1st Contact person: [Ms. Siti Radilah \(ICT Associate\)](#)

2nd Contact person: [Mr. Danial Lee \(Desktop Engineer\)](#)



School-Based Service Desk

Office Number: [6501 0891](#)

Email address: prss@moe.edu.sg

Operating Days: [Monday to Friday](#) (*exclude Sat, Sun & PHs*)

Operating Hours: [8 a.m. – 4 p.m.](#)

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 .