

Understanding Your Education QLD Warranty

It is important to understand the different case types for your Acer Education QLD warranty so we can provide better support for you. There are three case types that Acer use to classify repair incidents for products under the warranty for Education Queensland:

1. Warranty

This is the standard case type.

This case type is used when clearly the product has failed due to a manufacturing defect.

Examples of this incident type would include:



These incidents are by default, covered under your Education QLD warranty.

2. Accidental Damage

This case type is used for cases where the cause of the fault would not qualify as a manufacturing defect but **is a result of a non-deliberate accident**.



Examples of accidents would include:

- Accidentally dropping the notebook, which results in physical damages to it.

When an accident happens, it is important to record all details of the event including when and how it happened. Acer will need you to supply this information when we arrange a repair for you.



- Accidentally spilling liquid over the keyboard.

When a liquid spill occurs and is rectified quickly, it is possible to limit damages to the notebook.

Otherwise, factors such as rust damage and corrosion caused by the liquid can cause further issues. So it is important for you to immediately report any liquid spill accident, even if the notebook appears to be still working.



For accidental incidents, you will be covered under your Education QLD warranty under Accidental Damage if the nature of the incident is determined to be non-deliberate.

3. Non-Warranty

This case type is used for cases where the incident was caused by neither manufacturing defect or a non-deliberate accident, but as a result of **intentional actions and/or carelessness.**



Examples of such non-accidental events would include:

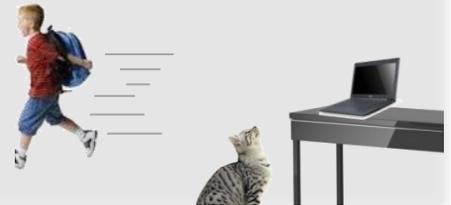
- Any keys being removed from the notebook's keyboard due to excessive force applied.



- Leaving objects (such as pens) on the keyboard when closing the notebook lid, and as a result the LCD display damaged.



- Leaving the notebook unattended and as a result it was damaged by someone or something else other than the user or assigned owner.



- No explanation whatsoever can be provided for how the resulting damage occurred.



- Repeating cases for the same Notebook which may have previously been termed as accidents.



Please note that incidents under this case type CANNOT be covered under your Education QLD warranty under any circumstances.

The information given in this document is to help you correctly identify the difference between the three case type for an Education Queensland notebook. If you require additional assistance regarding this document, please don't hesitate to contact our friendly support staff on **1800 819 713**.

