

Understanding Your Education QLD Warranty for Tablets

1 Warranty

2 Accidental Damage

3 Non 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 uses 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 products have failed due to a manufacturing defect.

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



Spotted stripes on display (right)

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 tablet, which results in physical damage 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.



2 Accidental Damage (continue)

Accidentally spilling liquid over the keyboard.
When a liquid spill occurs and is rectified quickly, it is possible to limit damages to the tablet.
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 tablet 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 nor a non-deliberate accident, but as a result of intentional actions and/or carelessness.

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

Examples of such non-accidental events would include:

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

Leaving the tablet unattended and as a result it was damaged by someone 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 tablet which may have previously been termed as accidents.

When carrying the tablet, ensure it is in the carry case supplied to ensure that the device is well protected at ALL times.



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