



PDLP

Student Device

Information Kit

- *For Devices*
Purchased from
2026 Onwards

Contents

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Warranty & Insurance Coverage

Warranty & Insurance Coverage



	Base Bundle	Enhanced Bundle
Duration	1 year	3 year (4 year with upgrade)
No. of repair / replacement	1 repair/1 replacement	2 repairs/1 replacement
Coverage	<ul style="list-style-type: none">• Accidental Drops and Spills• Cracked Screens• Fire, Lightning and Electrical Surges• Mechanical Failure <p>The company's liability on the insured equipment under this policy will cease at the earliest of one of the following events:</p> <ul style="list-style-type: none">• Any 1/2 repair claim/s within the policy year or 1 replacement (subject to sum insured) within the policy year• 1 repair + 1 replacement under Enhanced Bundle (in this scenario, repair claim must always come first)• Claim limit: Up to the full device value	
Non-claimable / Excluded	Warranty claims consist of only: a) Manufacturing defects b) Internal mechanical faults	
Full T&C	https://marketing.asiapac.com.sg/pdlp2026/	

Lenovo Warranty

Battery Health Check for Chrome

How to check the health of the battery

Open ChromeOS launcher

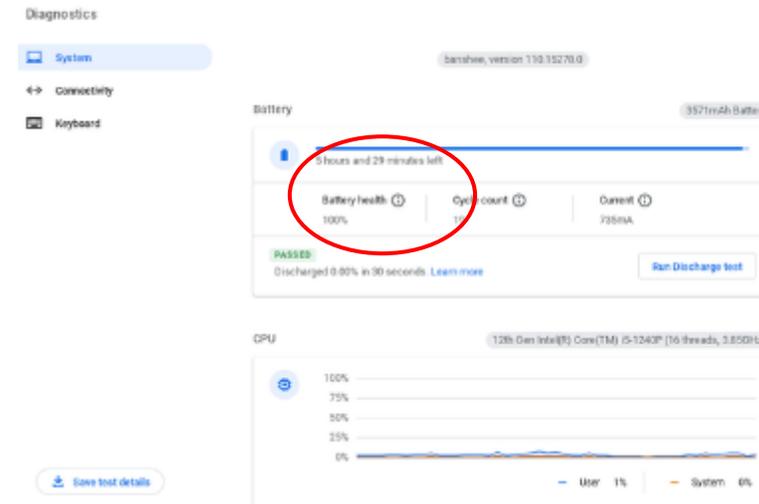
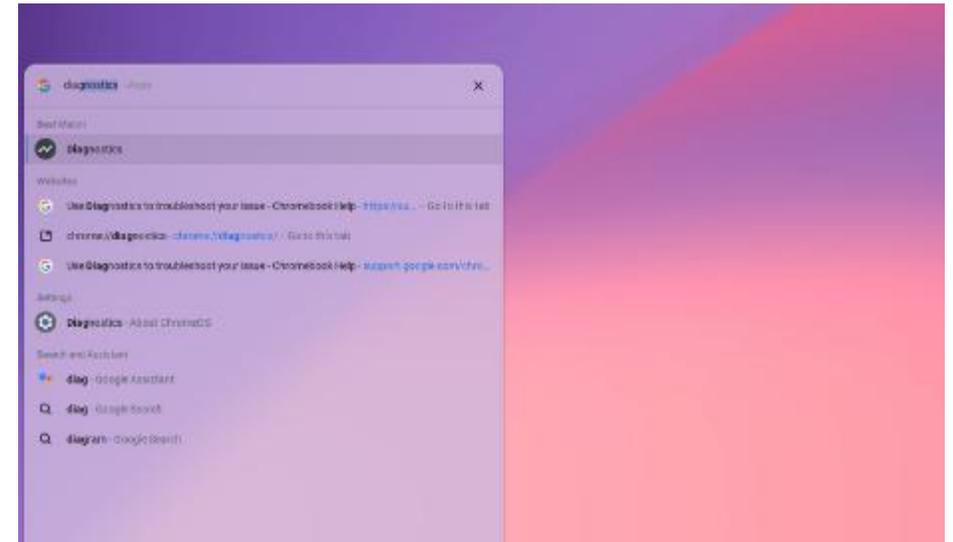
Type Diagnostics

You can log a case and **provide the battery health diagnostic** for further review with the Lenovo engineers.

More battery details and coverage:

<https://pcsupport.lenovo.com/sg/en/products/chromebook-laptops/lenovo-chromebooks-series/flex-5-chrome-14iau7-type-83ek/solutions/ht512748-chrome-os-post-boot-diagnostics>

Lenovo



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Battery Replacement Criteria

Lenovo Warranty

Battery Health Check for Windows

How to check the health of the battery

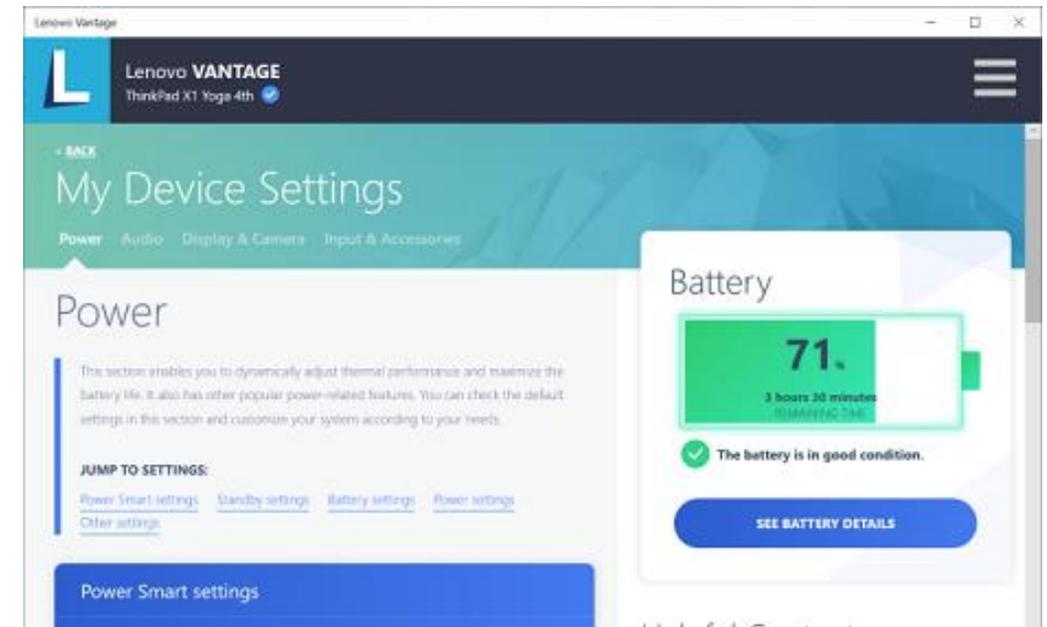
Lenovo advises you to check the health of the battery regularly. **Use My Device Settings** in Lenovo Vantage to check the current status of the systems battery health. (Good, Fair, or Poor)

You can log a case and **provide the battery health diagnostic** for further review with the Lenovo engineers.

More battery details and coverage:

<https://support.lenovo.com/us/en/solutions/ht509084-battery-qa>

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Lenovo Warranty Authorised Service Centre



Walk-in Location:

CTHUB 1, 2 Kallang Ave #09-01 S(339407)
3 mins walk from Bendemeer MRT

Operation Hours:

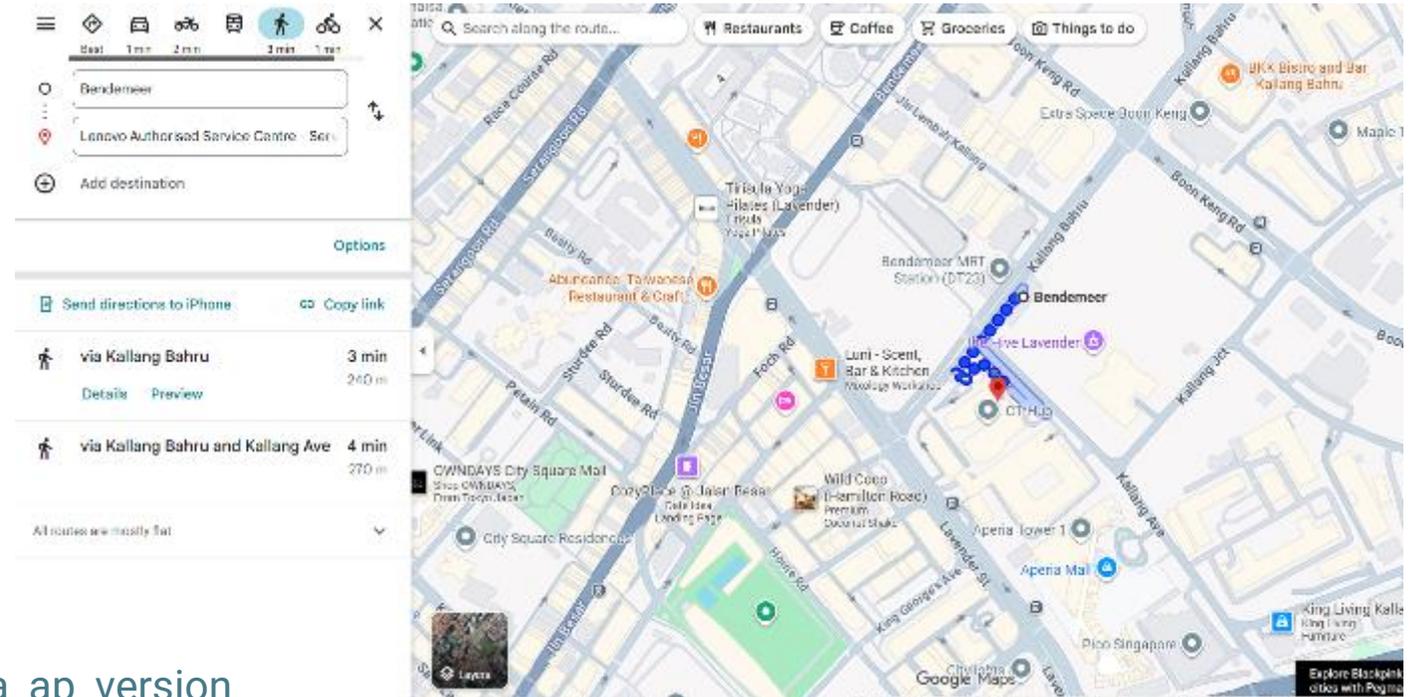
9am – 6PM (Mon-Fri)

9am – 1PM (Sat)

*Closed on Sunday and
Public Holidays*

Terms and conditions

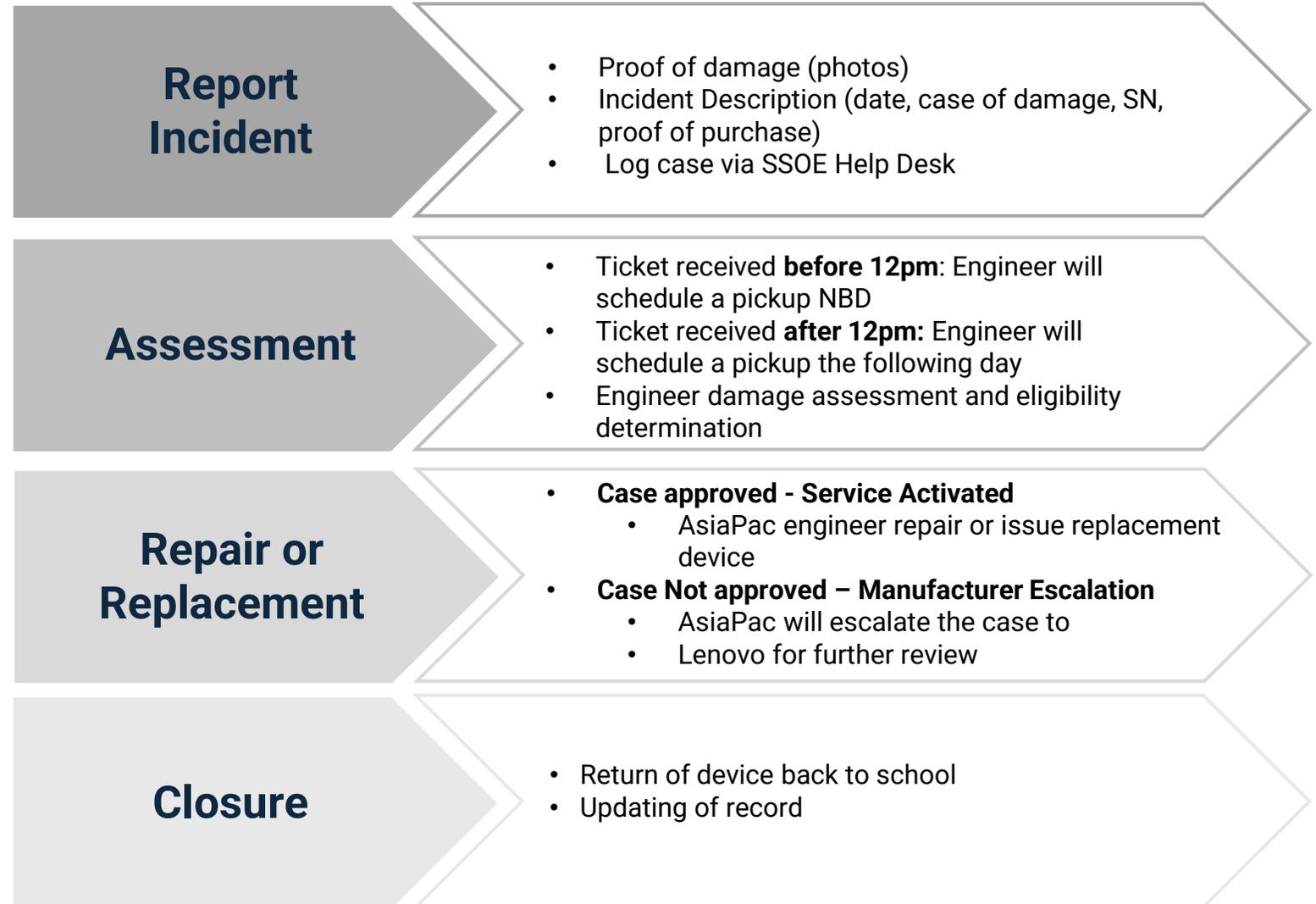
https://download.lenovo.com/lenovo/lsw/pcdsa_ap_version_08052024.pdf



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Claim Process

How Claims Work



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Support Services

Support Services & Point-of-Contact



School Device Collection



- Before 12pm, engineer will schedule NBD collection
- After 12pm, engineer will collect the following day



AsiaPac Service Centre

- Operation hours: 8.30am – 5.30pm (Mon – Thurs), 8.30am – 5pm (Fri)
- Sat and Sun Closed



TECHNICAL SUPPORT

PDLP Technical Support

- Pdlp.support@asiapac.com.sg for technical enquiries

Important Reminder: Always Back Up Data and Organise Files to Prevent Data Loss Due to Device Failure or Factory Reset

1. Please access and complete the **A1.2g File Management and Data Back-up**, an SLS self-paced module at <https://go.gov.sg/sls-dlts-8>, or from the SLS MOE Library:



<https://go.gov.sg/sls-dlts-8>

A1.2g File Management and Data Back-up

An illustration showing a person sitting at a desk with a laptop and a tablet. Above them are several yellow folders and a blue cloud with a white arrow pointing upwards, symbolizing data management and cloud storage.

Learning Outcomes

Target Audience:
Lower and Upper Secondary

Lesson Objectives:
By the end of this lesson, students should:
1. explain why managing, organising and backing up data is essential;
2. know at least one method to manage and back up data on their Personal Learning Device (PLD) effectively using Cloud Storage solutions; and
3. demonstrate the ability to manage and back up data on their own PLDs.

2. This SLS module introduces you to the basics of digital file management on PLDs. Through this module, you will:
 - a. understand that managing and backing up data is essential;
 - b. learn tips to organise files using folders and appropriate file names;
 - c. demonstrate the ability to **manage and back up data on your own PLD**.