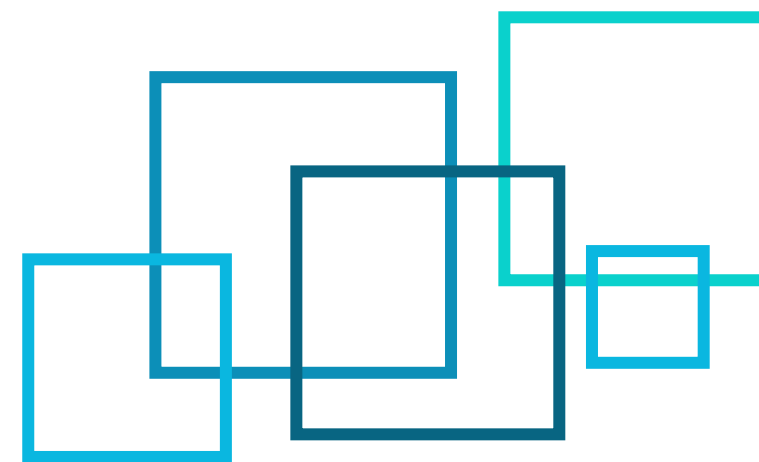




# **PDLP**

## **Student Device Information Kit**

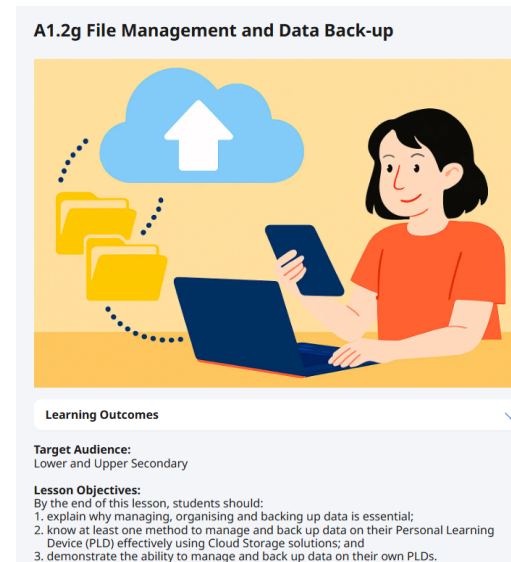
Updated in July 2026

# 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>



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**.

# Contents

|    |                                                                                                                                 |
|----|---------------------------------------------------------------------------------------------------------------------------------|
| 1. | Backing Up Data and Complete the File Management and Data Back-up Module                                                        |
| 2. | Device Contractor's<br><b>(Contacts, Service Centre, Insurance &amp; Warranty)</b><br>Keppel Technology Solutions               |
| 3. | Standard Operating Procedure<br>a) Device Issues (hardware issues/damages)<br>b) Lost Device<br>c) Replacement/Change of Device |
| 4. | DMA Support                                                                                                                     |
| 5. | In-School Support                                                                                                               |
| 6. | Frequently Asked Questions                                                                                                      |

# 1b. Keppel Technology Solutions



Help Desk Number:  
6270 8281



Help Desk Operating Hours:  
Mon – Thu: 0830 – 1730  
Fri: 0830 – 1700  
Closed on Sat, Sun & Public Holidays



Help Desk Email: [DL-PDLApple@keppeltechsolutions.com](mailto:DL-PDLApple@keppeltechsolutions.com)

# Device Collection Centre



| Device Collection Centre Location                                             | Collection Centre Number | Collection Centre Operating Hours                  |
|-------------------------------------------------------------------------------|--------------------------|----------------------------------------------------|
| 219 Henderson Road<br>Henderson Industrial Park<br>#05-01<br>Singapore 159556 | 6272 0088                | Mon – Thurs:<br>0830 – 1730<br>Fri:<br>0830 – 1700 |

# Service Centres

| No. | Service Centre Location                                                     | Service Centre Number | Service Centre Email                                                                           | Service Centre Operating Hours |
|-----|-----------------------------------------------------------------------------|-----------------------|------------------------------------------------------------------------------------------------|--------------------------------|
| 1.  | KeppelTech @ Henderson<br>(1.1km from Redhill MRT)                          | 6270 8281             | <a href="mailto:pdlp-support@keppeltechsolutions.com">pdlp-support@keppeltechsolutions.com</a> | Mon – Fri:<br>1000 – 1800      |
| 2.  | Apple Retail Store @ Jewel Changi Airport<br>(220m from Changi Airport MRT) | 800 186 1087          | <a href="https://getsupport.apple.com">https://getsupport.apple.com</a>                        | Mon – Sun:<br>1000 – 2200      |
| 3.  | Apple Retail Store @ Orchard Road<br>(400m from Orchard MRT)                | 800 186 1087          | <a href="https://getsupport.apple.com">https://getsupport.apple.com</a>                        | Mon – Sun:<br>1000 – 2200      |
| 4.  | Apple Retail Store @ Marina Bay Sands<br>(220m from Bayfront MRT)           | 800 186 1087          | <a href="https://getsupport.apple.com">https://getsupport.apple.com</a>                        | Mon – Sun:<br>1000 – 2200      |

# Insurance and Warranty

| Insurance*                                                                                                                                                                                                                                                                                                                                                                                | Warranty                                                                                                                                            |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>The device insurance coverage includes:</p> <p>Damage to or loss of device from the following which are non-manufacturer defects or internal mechanical faults:</p> <ul style="list-style-type: none"><li>a) Fire</li><li>b) Lightning</li><li>c) Power Surges</li><li>d) Accidental e.g. water spillage, drop etc</li><li>e) Theft due to forcible entry</li><li>f) Robbery</li></ul> | <p>The device warranty warrants that each device is free from defects in materials and workmanship under normal use during the warranty period.</p> |

*\*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

| Base Device Bundle                                                                                                                  | Or | Enhanced Device Bundle                                                                                                               |
|-------------------------------------------------------------------------------------------------------------------------------------|----|--------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"><li>✓ 1-year insurance + 1-year warranty</li><li>✓ Allows for 1 repair or 1 replacement</li></ul> |    | <ul style="list-style-type: none"><li>✓ 3-year insurance + 3-year warranty</li><li>✓ Allows for 2 repairs or 1 replacement</li></ul> |

## 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 Keppel Technology Solutions Helpdesk <sup>A</sup>                                                                                                                                                                                               |
| 3 | Lost Device                                 | ✓ Make a police report (report should include SN)<br>✓ Inform School ICT Team<br>✓ Email Insurer <sup>B</sup> and cc <a href="mailto:DL-PDLApple@keppeltechsolutions.com">DL-PDLApple@keppeltechsolutions.com</a> with police report and proof of purchase |

**<sup>A</sup>Keppel Technology Solutions Helpdesk**

**Email:** [DL-PDLApple@keppeltechsolutions.com](mailto:DL-PDLApple@keppeltechsolutions.com)

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)

**<sup>B</sup>Insurer Contact**

**Number:** 8932 7718

**Email:** [laptop@ins-solutions.com.sg](mailto:laptop@ins-solutions.com.sg)

**Operating Hours:** Mon – Fri: 0900 – 1800  
Closed on Sat, Sun & Public Holidays

# Information

|   | Issues          | Actions                                                                                                                                                                                                                                                                         |
|---|-----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 4 | Device Repair   | Hardware issue<br>✓ Make an appointment through <a href="https://getsupport.apple.com">https://getsupport.apple.com</a> <sup>c</sup><br><b>OR</b> Log a case to School ICT Team for fortnight collection service in school<br>Software issue/Unsure<br>✓ Inform School ICT Team |
| 5 | Insurance Claim | ✓ Contact Insurer <sup>B</sup> for insurance form and cc <a href="mailto:DL-PDLApple@keppeltechsolutions.com">DL-PDLApple@keppeltechsolutions.com</a>                                                                                                                           |

## <sup>B</sup>Insurer Contact

**Number:** 8932 7718

**Email:** [laptop@ins-solutions.com.sg](mailto:laptop@ins-solutions.com.sg)

**Operating Hours:** Mon – Fri: 0900 – 1800

Closed on Sat, Sun & Public Holidays

<sup>c</sup>Please refer to the guide attached to make an appointment through <https://getsupport.apple.com> for repair at Apple Service Centre directly.  
**(Please include “MOE PLD” in “Add a comment” in the online form.)**



Adobe Acrobat  
Document

# 2. Standard Operating Procedure

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

- i. Parents/students to contact school-based ICT Support (see slide 42) regarding device issues. If necessary, school should note device details and refer parent/student to relevant Contractor. 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 Contractors.
- ii. The relevant Contractor 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. Please note that only PLDs procured under PDLP Device Bulk Tender are eligible for the fortnightly collection services provided by contractors.
  - 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.
  - The devices (depending on the parts availability) will be fixed and returned to school the next fortnightly collection service day.
  - School-based service desk personnel will inform the students when they can collect back their devices.
  - Students can loan a device from the school common pool for daily lessons during the period of repair.

## **b) Reporting of Lost Devices**

- i. Parents to make a police report for the lost device.
- ii. Parents should inform school of the lost device and give school a copy of the police report. School's DMA Administrator to remote lock the device.
- iii. 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).
- iv. The contractor's helpdesk/service centre/insurer will advise parents on the insurance claim procedure.
- 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.

# 3. DMA Support

For assistance on DMA matters, please contact



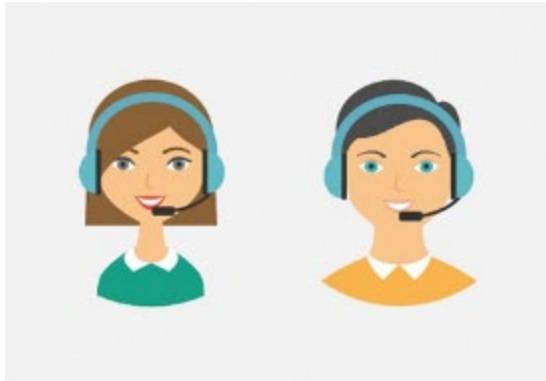
School-Based Service Desk

# 4. School-based ICT Support

Students can seek basic troubleshooting support in school from:



School ICT support staff  
Mr. Lee Yuh Hong



School-Based Service Desk

Operating Day(s): Monday to Friday

Operating Hours: (0900 to 1530)

Tel 6285 1944

Email: [sass@moe.edu.sg](mailto:sass@moe.edu.sg)

# 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.

- ❑ **One of my child's PLD accessories has been lost/damaged. How do I buy a replacement?**  
Parents can buy replacement accessories from the Contractor's Portal (URL can be found under Contractor's information). However, students' Edusave Pupils Fund (EPF) cannot be used for the purchase of replacement accessories.

- ❑ **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 .