



PDLP Student Device Information Kit

Warranty & Insurance Coverage



	Base Bundle	Enhanced Bundle
Duration	1 year	3 year
No. of repair / replacement	1 repair/1 replacement	2 repairs/1 replacement
Coverage	• Accidental Drops and Spills • Cracked Screens • Fire, Lightning and Electrical Surges • Mechanical Failure The company's liability on the insured equipment under this policy will cease at the earliest of one of the following events: • 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://portals.keppeltechsolutions.com/pdlp2026/	

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Battery Replacement Criteria

Lenovo Warranty (Manufacturing defects)

Battery Health Check for Chrome

How to check the health of the battery

Open ChromeOS launcher

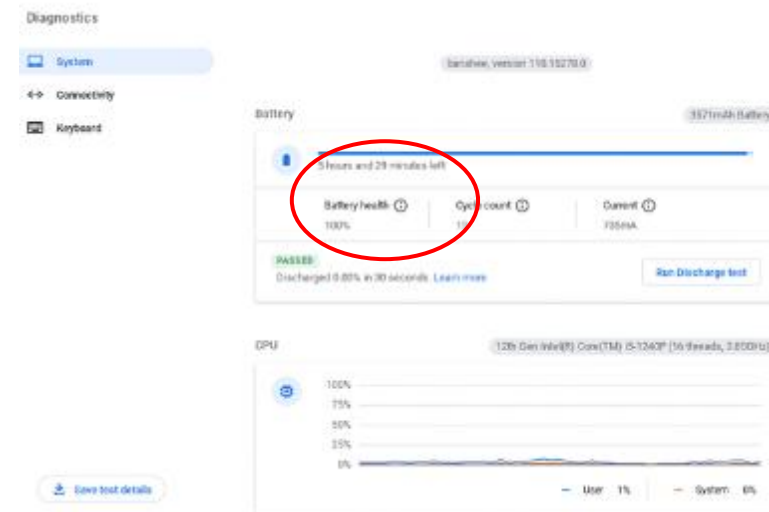
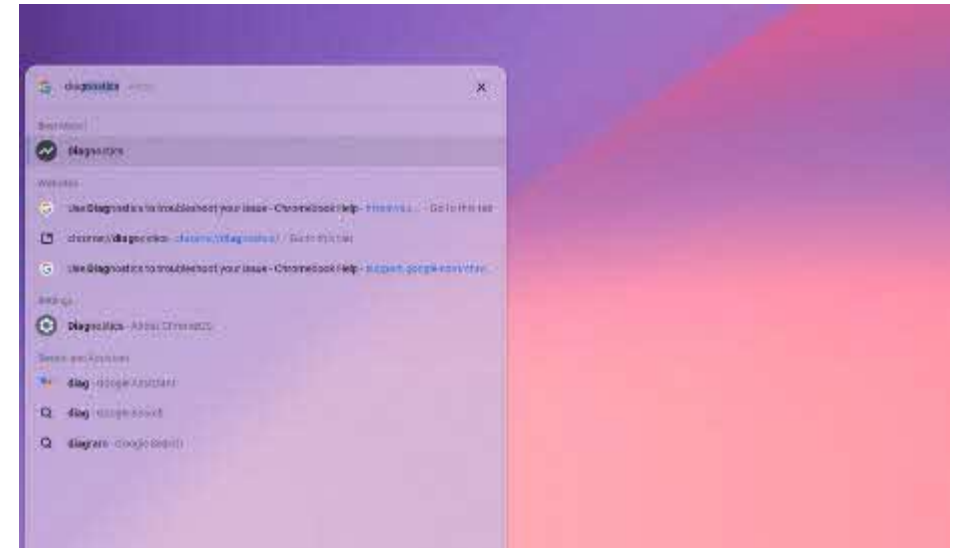
Type Diagnostics

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



Lenovo Warranty (Manufacturing defects)



Authorised Service Centre

Walk-in Location:

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

Operation Hours:

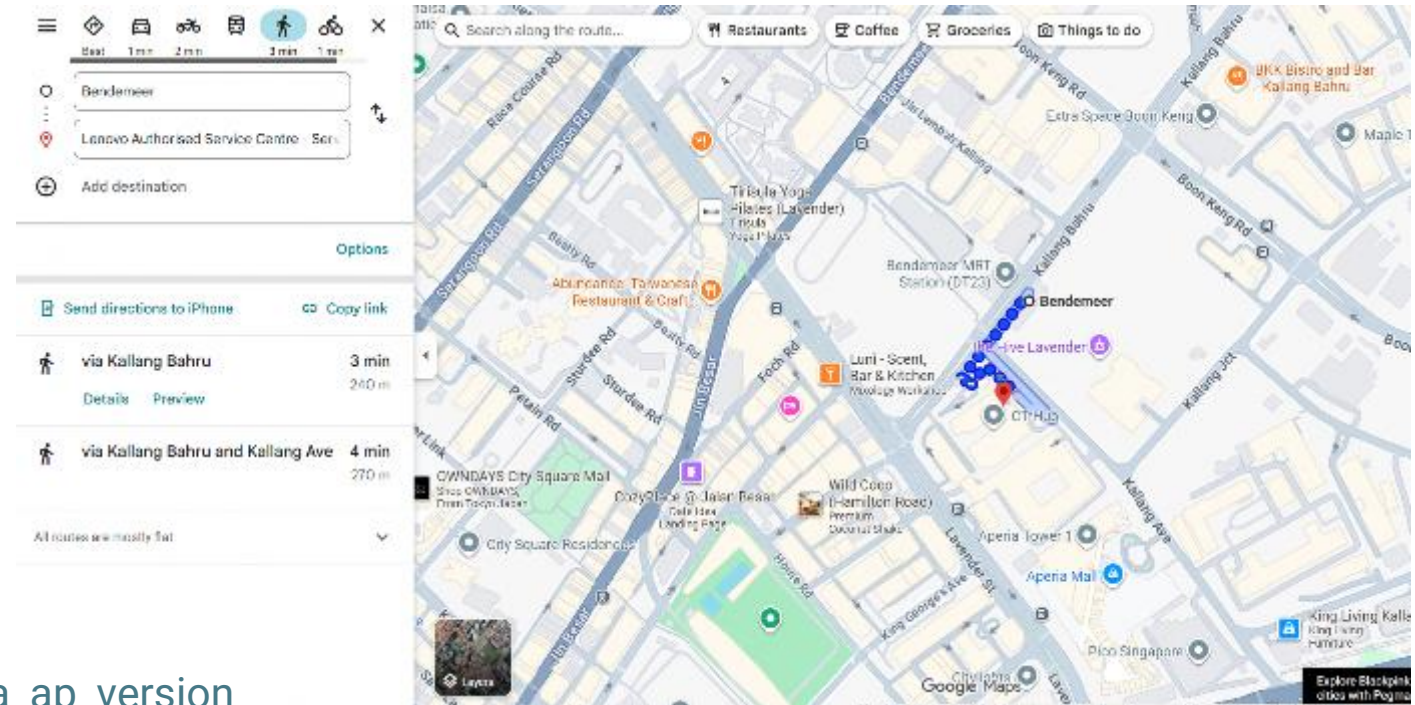
9am – 6PM (Mon-Fri)

9am – 1PM (Sat)

*Closed on Sunday and
Public Holidays*

Terms and conditions

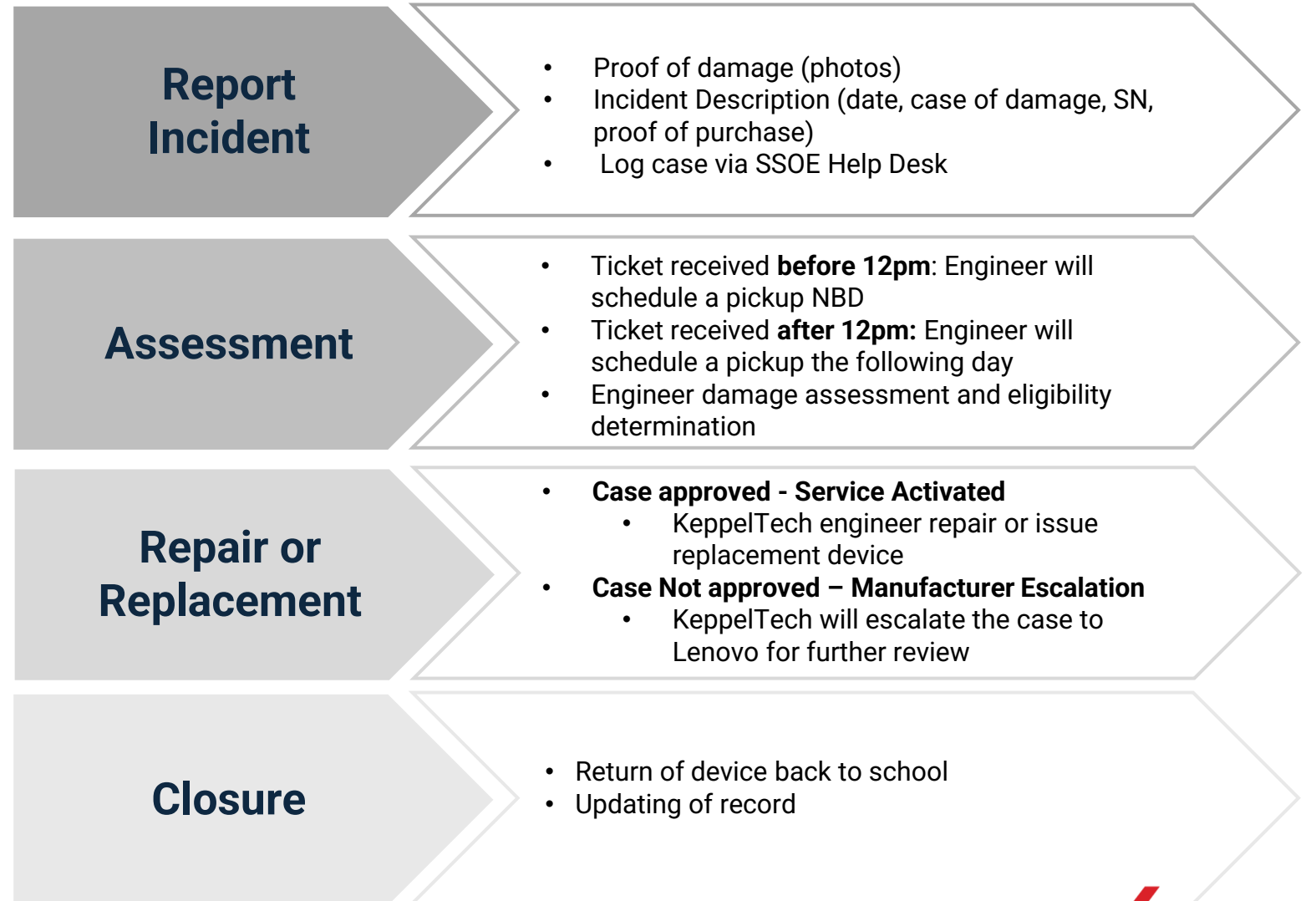
https://download.lenovo.com/lenovo/lsw/pcdsa_ap_version_08052024.pdf



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Claim Process

How Claims Work



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Support Services

Support Services & Point-of-Contact



School Device Collection

(For Warranty repair and Insurance claim)

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

RECOMMENDED



KeppelTech Service Centre

(For Warranty repair and Insurance claim)

- 219 Henderson Road, Henderson Industrial Park, #05-01, S(159556)
- Operation hours: 8.30am – 5.30pm (Mon – Thurs), 8.30am – 5pm (Fri)
- Closed on Saturday and Sunday



Lenovo Authorised Service Centre

(For Warranty repair only)

- CTHUB 1, 2 Kallang Ave, #09-01, S(339407)
- Operation hours: 9am – 6PM (Mon-Fri), 9am – 1PM (Sat)
- Closed on Sunday and Public Holidays

NOT RECOMMENDED



TECHNICAL SUPPORT

PDLP Technical Support

- pdlp-support@keppeltechsolutions.com 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>



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**.