



PDLP Student Device Information Kit

*- For Devices
Purchased from
2026 Onwards*

Updated in July 2026

Revision Table (For School’s reference)

Date	Slide(s)	Description
Jul 2026	10	Updated vendors’ email address

Contents

1. Device Contractor's Information
(*Warranty & Insurance, Service Centre Location, Claim Process*)
2. Support Services & Point-of-Contact
3. Important Reminder: Always Back Up Data and Organise Files to Prevent Data Loss Due to Device Failure or Factory Reset



Warranty and Insurance

PDLP: Key Terms of the AppleCare+ for Schools for iPad

1	AC+ for Schools for iPad Coverage	• AC+ for Schools covers only iPad, its original included accessories, one Apple Pencil, and one Apple-branded keyboard • Apple Pencil and Apple-branded keyboard must be purchased together with the iPad to enroll and qualify for AC+ for Schools • The 2-, 3-, and 4-year plans include coverage for two eligible accidental damage incidents during the plan period. • Free extended warranty with no service fees over the 2-, 3-, or 4-year coverage, including battery service (covering defects in materials or workmanship and batteries retaining less than 80% capacity). • DAC price excludes GST
2	No Repair Service Fees	• AC+ for Schools for 2,3,4 years comes with No Service Fees • Repair Service Fees will be waived (limited to x2 ADH per coverage period - for iPad of S\$42 for Screen repair and S\$148 for other damages will be waived including \$42 service fees for Apple Pencil)
3	Accidental Coverage	• Number of accidental coverage will be counted towards both iPad and Apple Pencil and Apple-branded keyboard • Once the x2 ADH is consumed, customers will pay the standard Out-of-Warranty fees for iPad, Apple Pencil and Apple-branded keyboard • Refer to https://support.apple.com/en-sg/ipad/repair for iPad and Accessories Out-of-warranty fees
4	Accidental Repair Exceptions	• iPad, Apple Pencil and Accessories with missing components, and are beyond economical repairs or any unauthorized repairs by 3rd party providers prior, will not qualify for accidental repair coverage. Standard Out-of-Warranty fees will apply.
5	Repair locations	• Repairs can be done at any ASP locations and also Apple Retail Stores globally.
6	New Part Numbers for AC+ for Schools for iPad plans	• New AC+ for iPad for Schools part numbers for the various plans will be provided to the awarded partner of the PDLP tender. • Letter of Authorization (LOA) will be provided by Apple with the specific T&CS on the coverage will be provided to the awarded partner.

Apple Warranty & Insurance



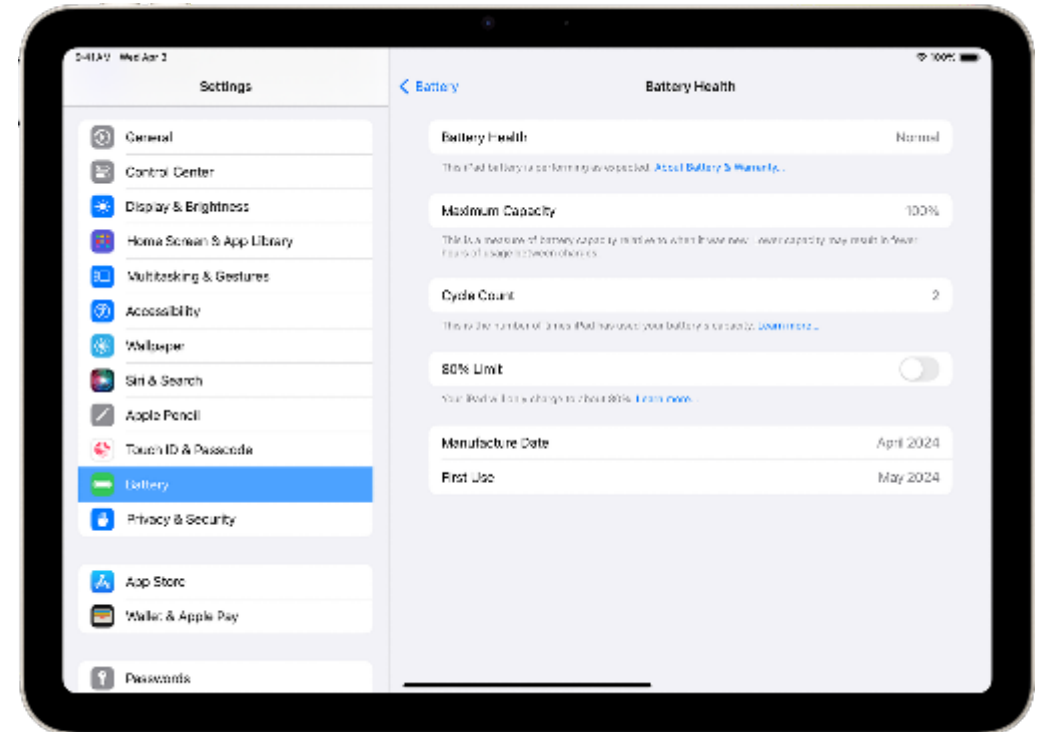
iPad Battery Replacement Eligibility:

The capacity of the Covered Device's battery to hold an electrical charge is **less than eighty percent (80%)** of its original specifications.

Settings> Battery> Battery Health

For tips how to charge and **maintain your iPad Battery:**

<https://support.apple.com/en-ie/118418>



Insurance



Repair/Replacement Limits Table

Duration of Insurance Coverage	No. of Repair/Replacement Allowed
1 Year	1 Repair / 1 Replacement
3 Years or 4 Years	2 Repairs / 1 Replacement

Coverage

- Covers iPad and Apple brand accessories
- 2 Repairs service fees will be waived
- Once 2 repairs consumed, out-of-warranty charges are applicable

Exclusion

- iPads and Accessories with missing components
- Any unauthorized repairs by 3rd party providers prior

Apple Service Centre Locations



1  **RECOMMENDED**

1.4Km from Redhill MRT

KeppelTech Apple Service Centre

Blk 219 Henderson Road
#05-01 Henderson Industrial
Park
Singapore, 159556

2

220m from Changi Airport MRT

Apple Retail Store @ Jewel Changi Airport

78 Airport Boulevard #02-234
Singapore, 819666

3

400m from Orchard MRT

Apple Retail Store @ Orchard Road

270 Orchard Road
Singapore, 238857

4

220m from Bayfront MRT

Apple Marina Bay Sands

2 Bayfront Avenue,
B2-06
Singapore, 018972

/ 2

Support Services & Point-of-Contact

Support Services & Point-of-Contact



School Device Collection



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



KeppelTech Service Centre

- 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



TECHNICAL SUPPORT

PDLP Technical Support

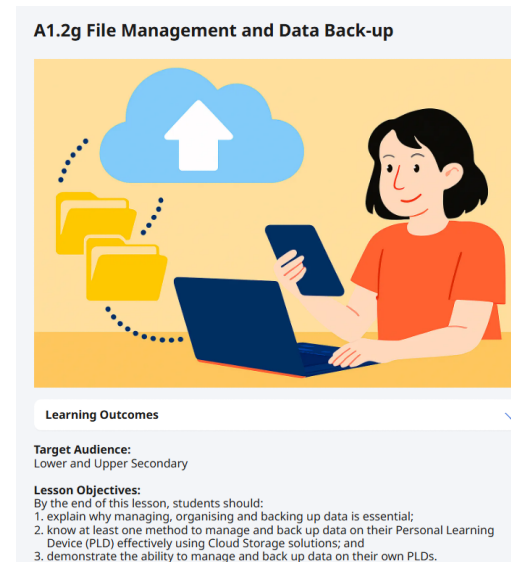
- pdlp-support@keppeltechsolutions.com for technical enquiries

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**.