ELTHAM College Tablet Program

Information on return of devices for Year 9 2015

As your child is about to complete Year 9 and transition to Year 10 it is time to prepare to return the Microsoft Surface Pro 3 they have used for the past year. At the start of Year 10 all students will be issued with a new computer creating a consistent computing environment for all students.

Returned machines must meet a "reasonable wear and tear" test which establishes that the machine has been maintained. The remainder of this letter documents the process your child will follow to return their machine.

Can I keep the current computer?
I have had some enquiries about keeping the machine your child currently has. This is possible by paying one final instalment of $1187. Paying this final instalment will mean you own the machine, bag, 2nd AC adapter outright, have access to onsite support at Eltham College and all other components of the package originally detailed. This price does not include software or cover for accidental damage.

It is important to note that your child will be issued with a new computer in February 2016 regardless of whether you buy the machine your child currently has or not. Contact Trevor Frazer should you wish to pursue this option.

What constitutes "reasonable wear and tear"?
Computers and all accessories must be returned in a state which demonstrates "reasonable wear and tear" for their age:

Examples of what is considered normal wear and tear:

- Slight discolouration of casing;
- Slight deterioration in screen resolution;
- Lightly soiled/worn keyboard, touchpad and mouse buttons;
- Small, superficial scuffs or chips on the casing;
- Loose or sticking keyboard keys;
- Bag in good condition without tears or damaged zippers;
- Working power adaptors (2); and
- A working battery.

Examples of what is not considered normal wear and tear:

- Damaged screens, including bruising;
- Damaged lid latches, hinges or other movable parts;
- Broken power adaptors;
- Machines which do not power on;
- Deep or unsightly cracks in the casing;
- Keys moved/swapped around or missing from the keyboard;
- Missing or damaged tablet pens, spare pens, AC adapters
- A dead battery;
- Bags with cuts, tears, broken zippers or graffiti;
- Attempted removal of, or deliberate damage to the serial number or product registration stickers; and
- Adhesive stickers, graffiti or intentional scratches and scuffs on the screen or casing.

The cost of rectification or repairs would ordinarily be the $200 contribution depending on the nature of the damage to be rectified. If the problem is covered by the machine
warranty, there will be no charge for the repair. Lost components such as stylus pens, AC adapters and bags are not covered by the $200 contribution. Returning the computer to an acceptable condition is the responsibility of students and parents.

How does the assessment process work?
Each machine is assessed to ensure it passes the “reasonable wear and tear” test. This assessment will test whether the machine is up to the required standard and will provide you with a list of any warranty issues or repairs which need to be carried out to bring the machine up to the required standard. Warranty repairs are carried out at no cost, while any other damage will require a $200 contribution toward necessary repairs. Lost components are not covered by the $200 contribution and will need to be purchased separately.

To simplify this process and assist students with backing up files we have decided to schedule the return of machines in class groups on the second last day of term, December 3, 2015. The exact time will be determined by class teachers to fit in with other school activities. Students absent on return days will need to submit their backed up machine for assessment at the Tech Centre on the Research campus before 4pm on Friday 4/12/2015.

How much are replacement accessories?
Lost components such as stylus pens, AC adapters and bags are not included in the accidental damage cover. Current prices from our supplier, Trident Computer Services, are:

- Type Cover keyboard, $132
- Stylus Pen, $50
- STM Blazer Bag, $45
- AC Adapter, $80

What should students bring to the final assessment?
- Fully charged, backed up Surface Pro 3. The College is not responsible for any data lost on machines submitted for assessment.
- Type Cover Keyboard
- Stylus Pen
- Two AC adapters
- Bag

What happens at the assessment?
1. If needed, students will be provided with assistance to back up their files prior to the return day.
2. On return day, students will be escorted to the Tech Centre by their class teacher.
3. External technicians complete a checklist documenting their assessment of reasonable wear and tear and the presence of all components.
4. Students sign off on the checklist and will be issued with a receipt acknowledging the submission of their machine.
5. Machines will be kept at the end of the assessment.
6. In the days following assessment, checklists will be compiled. Costs to bring the machine up to the required standard will be documented and communicated to you. Machines which have accidental damage will require an explanation of how the damage came about in order to make a claim.

Questions
If you have questions about this process, please contact Trevor Frazer the Director, Information Technology on 03 94371421 or tfrazer@elthamcollege.vic.edu.au.

Trevor Frazer
Director, Information Technology
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