

ELTHAM College Tablet Program

Information on return of tablets for Year 9 2016

As your child is transitioning 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 tablet computer creating a consistent computing environment for all students.

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

What constitutes "reasonable wear and tear"?

Tablets 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 device 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 tablet to an acceptable condition is the responsibility of students and parents.

How does the assessment process work?

Each tablet is assessed to ensure it passes the "reasonable wear and tear" test. This assessment will test whether the tablet 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 tablet 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 devices in small groups on the last day of term, December 2, 2016. The exact time will be emailed directly to the student. It is the student's responsibility to get themselves to the Technology Centre at their designated time. Students absent on the return day will need to submit their backed up device for assessment at the Tech Centre on the Research campus before 4pm on Friday 9/12/2016.

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 are:

- Type Cover keyboard, \$135
- Stylus Pen, \$65
- Targus TANC Bag, \$57
- AC Adapter, \$75

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 tablets 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. 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. Tablets will be kept at the end of the assessment.
6. In the days following assessment, checklists will be compiled. Costs to bring the tablet up to the required standard will be documented and communicated to you. Tablets 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 on 03 94371421 or tfrazer@elthamcollege.vic.edu.au.

Trevor Frazer
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