



# PDLP

# Student Device

# Information Kit

*- For Devices  
Purchased from  
2026 Onwards*

Updated in January 2026

# 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

 1

# Warranty and Insurance



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

1	<b>AC+ for Schools for iPad Coverage</b>	<ul style="list-style-type: none"><li>AC+ for Schools covers only iPad, its original included accessories, one Apple Pencil, and one Apple-branded keyboard</li><li>Apple Pencil and Apple-branded keyboard must be purchased together with the iPad to enroll and qualify for AC+ for Schools</li><li>The 2-, 3-, and 4-year plans include coverage for two eligible accidental damage incidents during the plan period.</li><li>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).</li><li>DAC price excludes GST</li></ul>
2	<b>No Repair Service Fees</b>	<ul style="list-style-type: none"><li>AC+ for Schools for 2,3,4 years comes with No Service Fees</li><li>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)</li></ul>
3	<b>Accidental Coverage</b>	<ul style="list-style-type: none"><li>Number of accidental coverage will be counted towards both iPad and Apple Pencil and Apple-branded keyboard</li><li>Once the x2 ADH is consumed, customers will pay the standard Out-of-Warranty fees for iPad, Apple Pencil and Apple-branded keyboard</li><li>Refer to <a href="https://support.apple.com/en-sg/ipad/repair">https://support.apple.com/en-sg/ipad/repair</a> for iPad and Accessories Out-of-warranty fees</li></ul>
4	<b>Accidental Repair Exceptions</b>	<ul style="list-style-type: none"><li>iPad, Apple Pencil and Accessories with <b>missing components, and are beyond economical repairs or any unauthorized repairs by 3rd party providers prior</b>, will not qualify for accidental repair coverage. Standard Out-of-Warranty fees will apply.</li></ul>
5	<b>Repair locations</b>	<ul style="list-style-type: none"><li>Repairs can be done at any ASP locations and also Apple Retail Stores globally.</li></ul>
6	<b>New Part Numbers for AC+ for Schools for iPad plans</b>	<ul style="list-style-type: none"><li>New AC+ for iPad for Schools part numbers for the various plans will be provided to the awarded partner of the PDLP tender.</li><li>Letter of Authorization (LOA) will be provided by Apple with the specific T&amp;CS on the coverage will be provided to the awarded partner.</li></ul>



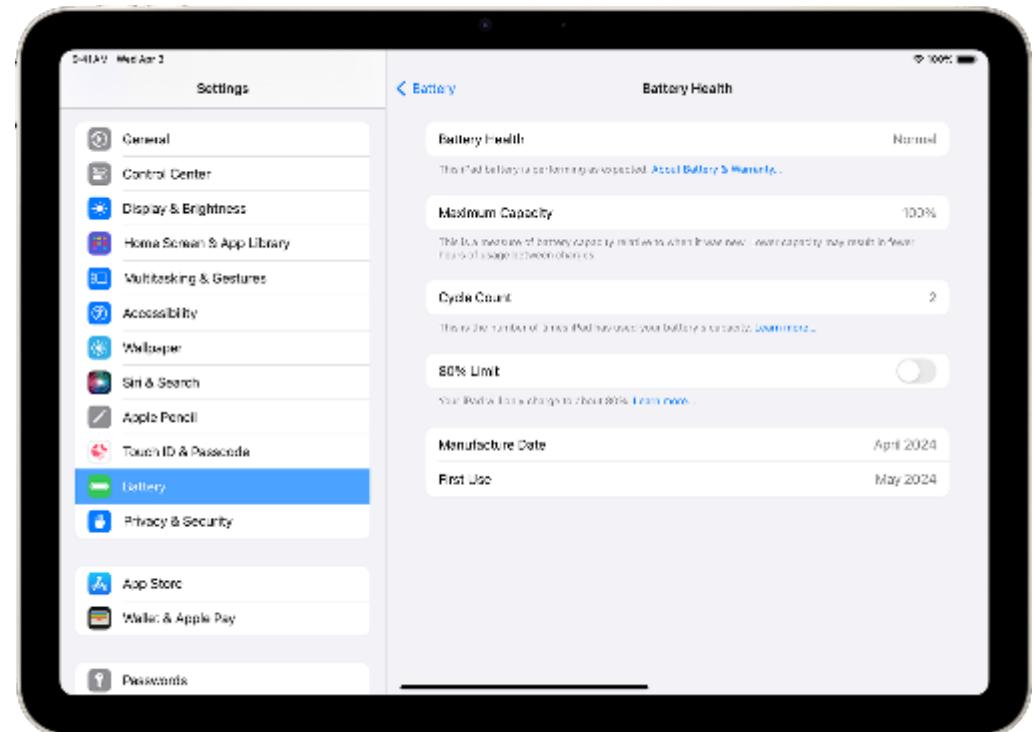
## iPad Battery Replacement Eligibility:

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>





## Repair/Replacement Limits Table

Duration of Insurance Coverage	No. of Repair/Replacement Allowed
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 3<sup>rd</sup> party providers prior

# Apple Service Centre Locations



Authorized  
Service Provider



1.4Km from Redhill MRT

**AsiaPac Apple Service Centre**  
Blk 219 Henderson Road  
#05-01 Henderson Industrial  
Park  
Singapore, 159556



220m from Changi Airport MRT

**Apple Retail Store @ Jewel Changi  
Airport**  
78 Airport Boulevard #02-234  
Singapore, 819666



400m from Orchard MRT

**Apple Retail Store @ Orchard  
Road**  
270 Orchard Road  
Singapore, 238857



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



## AsiaPac Service Centre

- Operation hours: 8.30am – 5.30pm (Mon – Thurs), 8.30am – 5pm (Fri)
- Sat and Sun Closed



## PDLP Technical Support

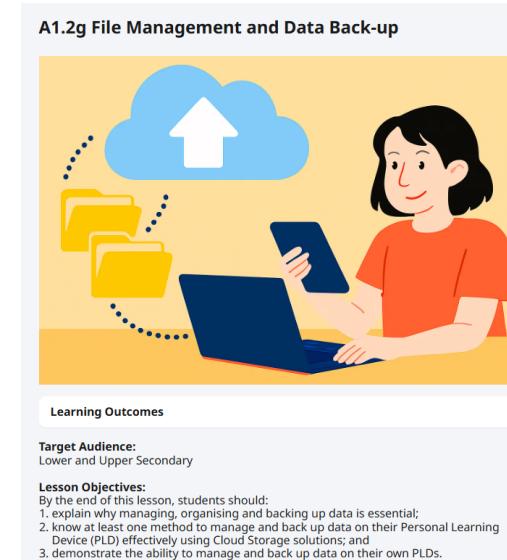
- [Pdlp.support@asiapac.com.sg](mailto:Pdlp.support@asiapac.com.sg) for technical enquiries

# 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>



The screenshot shows the title 'A1.2g File Management and Data Back-up' at the top. Below it is a cartoon illustration of a person using a laptop and a smartphone to upload files to a cloud storage icon. The interface includes sections for 'Learning Outcomes', 'Target Audience: Lower and Upper Secondary', and 'Lesson Objectives:'. The objectives list three goals for the end of the lesson.

**Learning Outcomes**

**Target Audience:**  
Lower and Upper Secondary

**Lesson Objectives:**  
By the end of this lesson, students should:  
1. explain why managing, organising and backing up data is essential;  
2. know at least one method to manage and back up data on their Personal Learning Device (PLD) effectively using Cloud Storage solutions; and  
3. demonstrate the ability to manage and back up data on their own PLDs.

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**.