



# 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*)
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# 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>

# Apple Warranty & Insurance



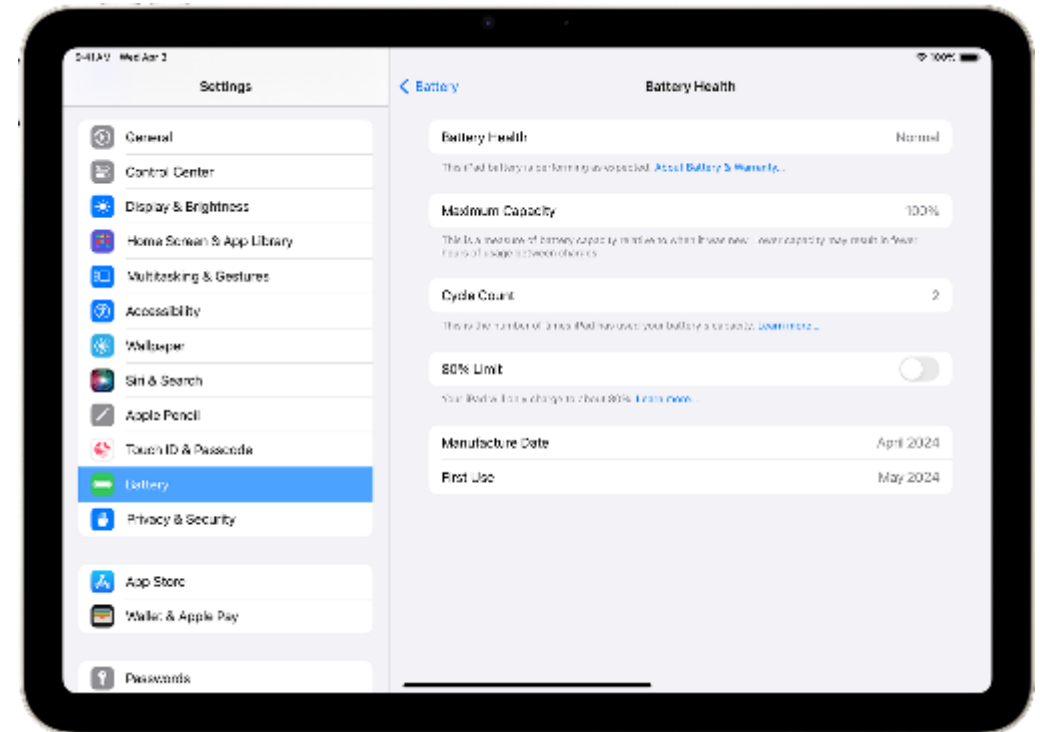
## iPad Battery Replacement Eligibility:

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
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



1

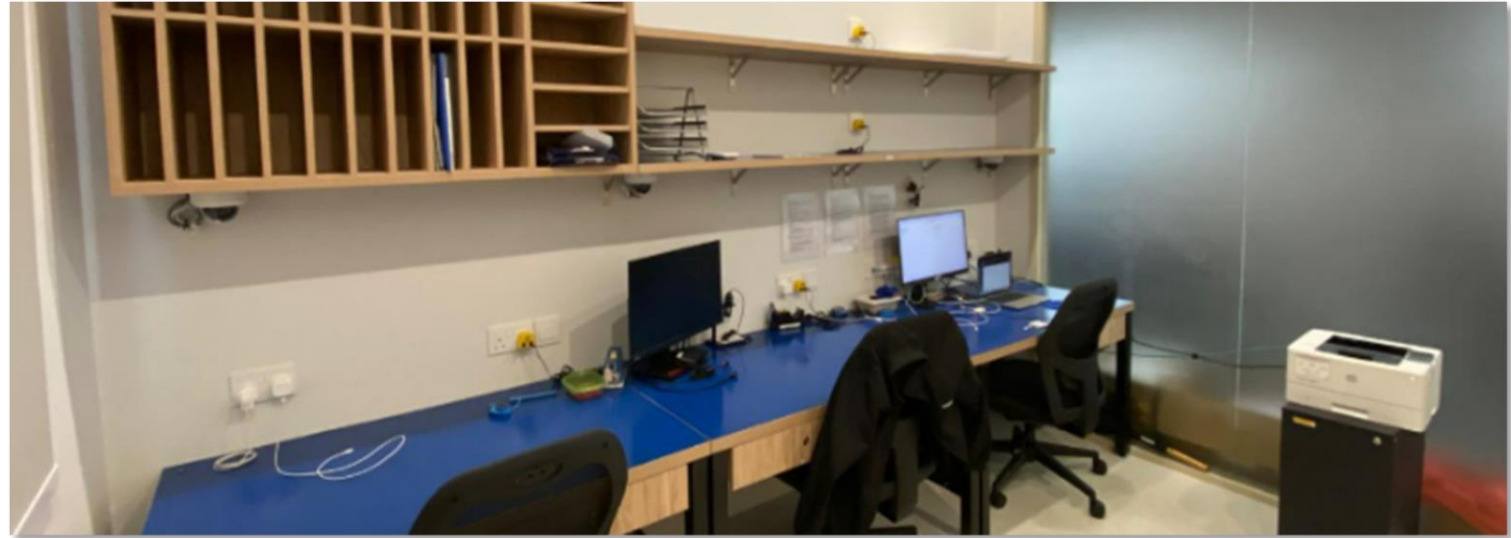


RECOMMENDED

1.4Km from Redhill MRT

## AsiaPac Apple Service Centre

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



2

450m from Jurong East MRT

## QCD Technology @ Westgate

3 Gateway Drive, #01-42  
Singapore, 608532  
(Next to taxi stand)

3

220m from Changi Airport MRT

## Apple Retail Store @ Jewel Changi Airport

78 Airport Boulevard #02-234  
Singapore, 819666

4

400m from Orchard MRT

## Apple Retail Store @ Orchard Road

270 Orchard Road  
Singapore, 238857

5

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 **RECOMMENDED**

- 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



TECHNICAL SUPPORT

## PDLP Technical Support

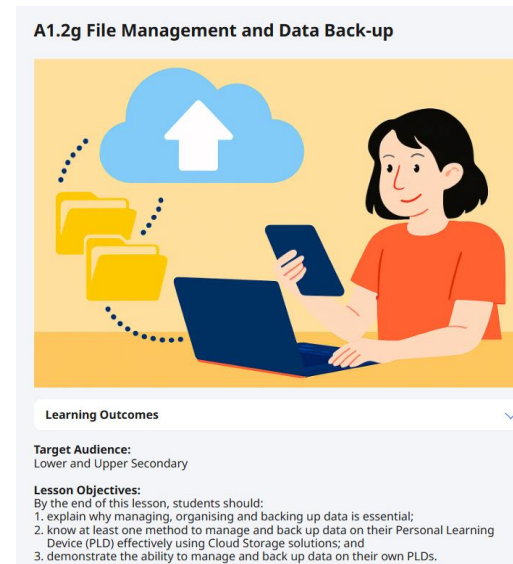
- [Pdlp.support@asiapac.com.sg](mailto:Pdlp.support@asiapac.com.sg) for technical enquiries

# 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>



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**.