



Springfield Central State High School School Device Hire Charter for 2020

Loan equipment

The equipment referred to in this charter are Acer Iconia W701 tablet or Acer P249 Laptop and power pack; protective case; and DoE's standard suite of software, including Microsoft Office 2016.

Each device will be:

- protected by anti-virus tools and automated updates
- able to be connected to the school network and have filtered internet and email
- able to be used at home and at school for student learning
- installed with DoE's standard software
- Protected by Computrace theft protection.

Equipment ownership

At the end of the loan period, all devices will be returned to the school. The devices will have all licensed software and data removed and will be restored to their original factory state.

If the student completes their schooling or transfers from the school, the device **must** be returned to the school. If the device is not returned, reimbursement will be sought or a Police report will be lodged for device to be reclaimed.

It is also a requirement of using the device that students provide authorised school staff with access to the device and personal holdings associated with the use of the device if requested.

Fee for provision of device

To participate in the device home-use program parents and/or caregivers may be required to make a contribution. This will cover additional costs incurred by the school in providing and supporting the device. This amount will be outlined on the Agreement form that will be completed.



Damage or loss of equipment

All devices and batteries are covered by a manufacturer's warranty which covers manufacturing defects through normal usage. In addition, devices are covered against accidental damage, which is determined by the vendor. There is no cover for negligence, abuse or malicious damage. Students will be required to replace lost or damaged chargers.

Any software or hardware issues, vandalism, damage, loss or theft of the device must be reported immediately to the school.

Theft and loss

If the device is stolen outside of school, the parent/caregiver will need to report the incident to the police and ensure they have the following documentation when informing the school:

- Police crime number; and
- Statutory declaration (usually completed with the police).

On receipt of the necessary documentation, DoE will initiate recovery procedures via in the inbuilt theft protection software.

Should a device be unrecoverable – whether lost or stolen, the cost of replacement is as follows:

- First case: \$200
- Subsequent cases: full replacement cost.

Accidental damage

Where a device is accidentally damaged, the following costs apply:

- First incident: \$50
- Second incident: \$100
- Subsequent: \$150



Non-warranty damage

Non-warranty damage is where damage is not covered by warranty and not classified as accidental damage. The Acer warranty does not cover the device for any wilful damage, careless damage, theft or negligence. Examples of items not covered are:

- Any keys being removed from the notebooks keyboard due to excessive force applied.
- Leaving objects (such as pens) on the keyboard when closing the notebook lid, and as a result the LCD display is damaged.
- Leaving the notebook unattended and as a result it was damaged by someone or something else other than the user or assigned owner.
- No explanation whatsoever can be provided for how the resulting damage occurred.
- Repeating cases for the same Notebook which may have previously been termed as accidents.

Faults are reconciled by the hardware vendor, and are subject to change. The final determination of warranty coverage is made by the hardware vendor.

Where a device is deemed non-warranty damaged, the following costs apply:

- **Minor Repair**, includes any one (1) component, excluding repair or replacement of LCD screen or motherboard: \$150 excluding GST
 - If two (2) or more components require replacement then this would be deemed a 'Major' repair and will cost \$399 excluding GST
- **Major repair**, including repair or replacement of LCD screen or Mainboard: \$399 excluding GST
 - If both components require replacing then the unit is deemed 'Beyond Economical Repair'. In this instance your school will advise of the process to follow.
- **Acer Integrated Keyboard Case** replacement \$69

NB: Where a school determines that damage has been intentionally caused to a device, the full cost or replacement of the device may be charged. This is a school managed process.