



# EDUCARE

Looking out for tomorrow

*acer*

# Acer is protecting your future one computer at a time

## Acer

Since its founding in 1976, Acer has achieved its goal of breaking barriers between people and technology. Globally, Acer ranks No. 2 for notebook PCs.<sup>(1)</sup> A profitable and sustainable Channel Business Model is instrumental to the company's continuing growth, while its multi-brand approach integrates Acer, Gateway, Packard Bell, and eMachines brands in worldwide markets. Acer designs environmentally friendly products and has established a green supply chain through collaboration with suppliers. Acer is proud to be a Worldwide Partner of the Olympic Movement, including supporting the Vancouver 2010 Olympic Winter Games and London 2012 Olympic Games. The Acer Group employs 8,000 people across the globe. Revenues for 2011 reached US\$15.7 billion. Visit [us.acer.com](http://us.acer.com) for more information.

Acer endeavors to improve the user experience by delivering innovative and intuitive products and services.

<sup>(1)</sup>Source: Gartner data, FY 2011

## Educare

Understanding the education market is a top priority for Acer. By approaching the needs of each school we can identify key issues and objectives. We strongly believe that the path to real success in any relationship is based on the understanding and knowledge of the partners involved.

This knowledge is then used to provide the services necessary to assist our customers to meet their objectives and goals. Through a partnership with Acer can you further reduce operating costs and improve productivity of your computer infrastructure.

Educare is Acer's new comprehensive service portfolio that is specifically designed to meet the needs of the education market. It is a unique set of service offerings that extends the life of technology in the classroom and maximizes schools' return on their IT investments. Designed exclusively for education customers, Acer Educare targets the specific needs of resource-constrained schools, delivering value-added services like battery replacements for heavily used notebooks and tablets, extended warranty and accidental damage coverage, and two-way freight for depot repairs. The Acer Educare offerings have the following categories:

Educare Mobility Suite

Educare Desktop Suite

Educare Projector Suite

# Educare Mobility Suite

The Educare Mobility Suite provides coverage for the TravelMate Notebooks, Aspire One Netbooks and ICONIA Tablets.

The mobility suite coverage includes options for:

- One or Two-year extension of limited warranty depending on the purchased model
- Three-year Total Protection Upgrade (including Accidental Damage Protection)
- Premium Battery Support
- Two-way prepaid freight for depot repairs

## One or Two-year Extension of Limited Warranty

The standard one year limited warranties (or two year limited warranty depending on the model purchased) of new Acer Travelmate notebooks, Iconia tablets and Aspire netbooks can be upgraded to three years with the Educare program enabling a greater ROI on your technology investment.

## Three-year Total Protection Upgrade Including Accidental Damage Protection

Accidents are a part of life – but when they occur, knowing how to manage them effectively is what really matters. Acer can have you well prepared with an effective solution with our Accidental Damage Protection offering.

Acer Accidental Damage Protection safeguards you against accidental damage, such as unintentional liquid spills, drops, falls and/or other collisions, which is particularly critical for mobile products being used by students.

You will have peace of mind knowing that Acer will have your equipment back to operating condition during these unfortunate events with a few simple steps.

A simple process – As you are dealing directly with the manufacturer, there is a central point of contact for both warranty and damage protection enquires. Acer makes the claim process very convenient.

After speaking with our friendly technical support staff, Acer will take the appropriate steps to help ensure that your product is back in working order as quickly as possible.

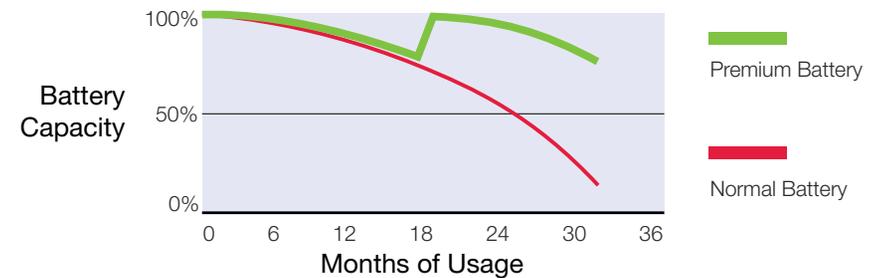
Type of Damage	Examples of Damage Covered
Unintentional liquid spill damage	Damage from spilled drinks
Unintentional breakage	Broken AC power pins or USB port
Drops or falls	Cracked LCD screen
Missing keyboard keys	Misplaced keyboard keys

# Premium Battery Support

The standard battery warranty only covers manufacturing faults. However, even during normal usage and charge cycles of the battery, its capacity will reduce over time. Acer understands your need for a long lasting battery life especially in learning environments, and that's why we have introduced the Premium Battery Support.

Why Premium Battery Support?

- The Premium Battery Support offers additional coverage batteries on top of Acer's standard battery warranty.
- The Premium Battery Support provides a replacement battery once a year during the three-year total protection upgrade warranty period with a maximum of three additional batteries during the coverage period.
- It provides an easy access step of just calling our friendly and professional Acer customer support staff. Acer will then arrange the battery replacement for you.



## Two-way Pre-paid Freight for Depot Repairs

Mobile computing technology is a critical instructional tool in the 21st century classrooms. Educators cannot afford to have classroom instruction disrupted due to technology downtime. Acer strives to aid with this objective by taking the hassle out of shipping and pre-paying the two-way shipping costs for systems requiring depot repairs so that educators can focus on the important task of teaching and learning. Two-way pre-paid freight for depot repairs is included in the three year total protection warranty upgrade for TravelMate Notebooks, Aspire Netbooks and Iconia Tablets.



## Educare Desktop Suite

Acer Educare Desktop Suite includes additional coverage options for all new Acer Veriton Desktops including Veriton Ultra Small Form Factor Desktops, Veriton Nettops, Veriton Minitowers and Veriton All In One Desktops, so the PC is covered whether the school prefers to bring a technician to campus for repairs or ship it to a depot for service. Depending on the coverage level selected, this service includes options for:

- Next-business-day limited on-site service for years two and three
- Prepaid freight to and from repair depot for three years
- Mail-in/carry-in depot repair coverage for years two and three
- Extension of standard warranty for years two and three

## Educare Projector Suite

Educare also offers enhanced coverage for new Acer projectors, another critical component of a schools' instructional technology infrastructure. This program is offered only for projectors that have a three year base warranty and includes:

- One replacement lamp per year, with a maximum of three total
- Prepaid freight to and from repair depot for three years

For further information, please contact Acer

Phone: **1.800.848.2237 extension 4**

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