**Special Note regarding iPad warranties**

**April 2014**

This note pertains only to iPads deployed by the Department of Education, Student Support Services Division Assistive Technology program and deals only with iPads which have had their screens broken while still covered under their Apple Care extended warranty period.

When the Department of Education deploys assistive technology, the devices become the responsibility of the school district. However, we recognize that this causes a complication in the coverage of broken iPads screens through the Apple Care program. Apple does not repair broken screens but instead supplies a new iPad in these instances. This leads to an additional charge of $49 dollars plus taxes. Apple only accepts credit card or purchase order as payment for repairs. Therefore, we have decided that iPads which are still covered under their Apple Care agreement but have broken screens will be returned to Apple by the Department of Education.

Schools should take care to note all apps and software as well as matching passwords and information before returning the iPad to the department. In instances where the screens are cracked, the school will not receive a repaired device but a new replacement iPad. This replacement will have only the warranty remaining from the original deployment i.e., only the term remaining from the 2 years of care assigned to the original device when it was purchased by the Department of Education and NOT 2 years following the supply of the new iPad. Any repairs required after the expiration of the warranty remain the responsibility of the school and district.

Schools should contact Jackie fewer Bennett (jackiefewerbennett@gov.nl.ca) or Sharon Whalen (Sewhalen@gov.nl.ca) in advance and then send the iPad with the broken screen (only if it is still covered under warranty) to Jackie Fewer-Bennett or Sharon Whalen at:

Department of Education  
SSS Division  
P.O. Box 8700  
St. John’s NL  
A1B 4J6

The department will then send a replacement iPad to the school in order that the disruption in the student’s use of assistive technology will be minimized. The school has the responsibility of reloading the apps and files onto the new device.

For other service requirements for iPads, please continue to contact Apple directly at 1-800-263-3394. You will be asked for the serial number which is located on the back of the iPad.

If your student has had an iPad deployed from the Department of Education Assistive technology program, it should have come with a protective case. If this is not the case, please notify the Department of this as these cases are vital to extending the life and usefulness of iPads in a school environment.