

Chromebook Maintenance Procedures

Contacting IT Staff

Students must **immediately notify the IT Staff** if a device is damaged, lost or experiencing other issues. The best way to contact IT Staff is for students to visit the office in room A210 during school hours.

Repairs and Invoicing

Students/families **will not** be charged to repair the Chromebook if:

- A malfunction of the device is caused by a manufacturing defect or software issue.
- There is as problem with a refurbished device that was issued to the student in the last seven days.

Students/families **will** be charged for repairs or replacement reasons listed in Table 1.

Table 1 - Repair Costs

Repair Type	Reason	Cost
Device Replacment	• Damaged Chromebook beyond individual part replacements • Broken Hinge(s) and Plastic Bezel • Lost Chromebook (not found after 2 weeks)	\$300
Screen Replacement	• Broken Screen	\$25
Keyboard/Track Pad Replacement	• Broken Keys, Keyboard or touch pad	\$40
USB-C Charger Replacement	• Lost Chromebook Charger	\$25

Invoices are sent home via ParentSquare. Payments may be made via ParentSquare, check or cash to the Main Office staff.

If a Chromebook is turned in for repairs, a temporary device will be made available for the duration of the repair.

If a Chromebook is reported lost,

- The IT Staff will initiate internal procedures to help locate device once notified.
- The student will have an additional 48 hours to try and locate the device.
- After 48 hours, a temporary device will be provided to the student for a maximum of 2 weeks. After that period of time, a permanent device will be issued to the student and the family will be invoiced.