



# ACER U.S.-BASED SERVICE & SUPPORT FOR EDUCATION



## PREMIER SUPPORT

- Dedicated toll free number with PIN access and dedicated email address.
- US based level 2 technical and administrative support.
- 15 second response time and no "scripts" means quicker resolution.
- Real time repair case status check available on the Premier Support Website.
- Live Chat is available on Premier Support Website. Monday through Friday from 9:00 AM to 4:30 PM CST
- Warranty registration assistance.
- Adjustment of the warranty start date to reflect when the units are deployed to your classroom. (serial numbers of deployed units required.)
- Inbound shipping to the depot for Chromebook repairs (deprovisioning required prior to repair).
- Inbound shipping to the depot for TravelMate repairs.
- Out of warranty spare parts purchasing assistance.
- All customers have access to the Premier website.
- Acer Premier Support Website: <https://csapps.acer.com/dashboard/login.php>

## SELF-MAINTAINER & ASP PROGRAM

- Authorizes accounts to perform in-warranty repairs for products they purchased from Acer.
- Requires signing self-maintainer or ASP contracts.
- Both in-warranty and out of warranty parts can be ordered directly from the Acer ASP website or via Premier Support.
- Qualified accounts may receive advance spare parts to enable same day repairs.
- Product specific online or in person repair training available for qualified accounts.
- Qualifying ASP accounts are eligible to receive labor reimbursements for in-warranty hardware repairs.
- Self-maintainer and ASP accounts can also send units to the Acer depot for repair at any point versus repairing the systems.

Contact your Acer Representative or Authorized Reseller  
Call the Acer Reseller Hotline at 800-848-2237 (option 4)  
Write to [us.reseller@acer.com](mailto:us.reseller@acer.com)

# ACER SERVICE E-LEARNING REPAIR PROGRAM

<b>TARGET AUDIENCE</b>	Students in grades 9-12
<b>REQUIREMENTS</b>	A natural curiosity or interest in technology
<b>SCOPE</b>	<p>Introduce students to basic hardware repair best practices. In this self-paced elearning program, students work through five chapters, passing online quizzes to advance</p> <ul style="list-style-type: none"> <li>• Overview of Components</li> <li>• Replacing Components</li> <li>• Post-repair QA testing</li> <li>• Reconfiguring Hardware ID (Chromebooks) or Installing Microsoft's Digital Product Key (Windows)</li> <li>• Technical Skills Assessment</li> </ul> <p>For the final assessment, your staff member uses the online checklist to observe the student demonstrate technical skills by replacing either the mainboard or the LCD screen. Upon successful completion of this final assessment, per the staff member observations, the student earns the Acer Service CRT Certificate (Chromebook Repair Techspert).</p>
<b>COURSE DURATION</b>	Mean Instructional time: 7.5 hours. This self-paced course allows the student to review and repeat content as needed. Students can save and exit a lesson, then resume later.
<b>PROGRAM DURATION</b>	Once enrolled, your school will have access to the course content for 30 days.
<b>HOW TO ENROLL</b>	<p>Contact your sales representative or <a href="mailto:edu.pa@acer.com">edu.pa@acer.com</a></p> <ul style="list-style-type: none"> <li>• Submit email addresses for up to 25 users (students and staff members).</li> <li>• Each user will receive login details and course access.</li> <li>• Identify one staff member to track progress reports for your users.</li> </ul>

