

# Repair

Coordinated Support that Reduces Disruption



## Improve Device Continuity in Class

**InfoCare360 Repair** Product Guarantee covers repair costs up to the value of your new or 1-year-old devices for 3-4 years, helping schools to reduce financial loss and end classroom downtime due to accidental damage. It ensures efficient service and replacement support to create the best user experience and stretch technology budgets even further.

*\*Must be paired with InfoCase protective cases.*

## Program Features

- ✓ 3-4 Year Coverage Options
- ✓ Online Support Portal
- ✓ Coordinated Repair Support
- ✓ Claim Tracking & Reporting
- ✓ EDU-focused Support Experience
- ✓ White Glove & Kitting Services Available

<b>DEVICE DAMAGE CREATES DISRUPTION</b>	Lost Learning Time	Increased IT Workload	Teacher Frustration	Unexpected Repair Costs	Classroom Disruption
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## Why Choose InfoCare360 Repair?



### RETRO-FIT DEVICES

InfoCare360 will cover devices that are already up to 1-year-old.



### REDUCE DISRUPTIONS

Minimize negative impacts to students, staff and IT teams with timely repair support.



### PROTECT TECH INVESTMENTS

Keep devices working longer & maximize the value of your tech program.



### IMPROVE RESOURCE ALLOCATION

Free up IT time for cybersecurity and other strategic initiatives.

# HOW THE SUPPORT PROCESS WORKS



## SUBMIT CLAIM

Easy online claim submission through secure portal from Learn21.



## SHIP & INSPECT

Claim is evaluated & device is shipped to repair servicer for inspection.



## REPAIR SUPPORT

Device is repaired by servicer, or replaced if damage exceeds value.



## DEVICE CONTINUITY

Get your device back within 5-7 business days to ensure continuity of learning.

## REPAIR COVERAGE MADE SIMPLE

### What IS Covered

- ✓ Damage from accidental drops:
  - Cracked screens
  - Broken buttons
  - Damaged casings
- ✓ Mechanical & electrical breaks not covered by manufacturer's warranty if caused by accidental damage
- ✓ Unintentional damage caused through regular use
- ✓ Repair costs up to device value

### What IS NOT Covered

- ✗ Damage not prevented by a case:
  - Intentional damage
  - Theft or loss
  - Liquid damage
- ✗ Damage caused while the device is not in use & unattended
- ✗ Unauthorized repairs/modifications
- ✗ Repairs exceeding device cost when a replacement device can be provided

### PROTECTION IS THE FIRST LINE OF DEFENSE

InfoCase protection combined with InfoCare360 Repair Support helps create a stronger device continuity strategy for education environments.

### KEEP DEVICES IN STUDENTS' HANDS

Reduce disruption, simplify support, and ensure learning continuity while simultaneously reducing the workload for your IT teams.

**Ready to turn unpredictable repairs into predictable service costs? Get started with InfoCare360 today!**

Need a program with Full ADP? Our team will connect you with a trusted partner that meets your school's needs.

