# National Secondary Schools Computer Fund (NSSCF) Device Incident Report Form

**Office Use Only**

<table>
<thead>
<tr>
<th>Re-Image</th>
<th>Hardware Repair</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>Started -</td>
<td>Logged Date -</td>
<td></td>
</tr>
<tr>
<td>Joined</td>
<td>Case # -</td>
<td></td>
</tr>
<tr>
<td>Done -</td>
<td>Returned Date -</td>
<td></td>
</tr>
<tr>
<td>Completed date -</td>
<td>Tested -</td>
<td></td>
</tr>
<tr>
<td>Completed date -</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Date Student Notified:**

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**Problem/Fault/Damage:**

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**Parent / Guardian and Student to complete all fields below**

**Student Name:**

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**Username:**

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**Date:**

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**Computer Number:**

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**SNID:**

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**Phoenix Class:**

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(Your computer number (NBL/NCL/NDL) and SNID can be found on the bottom of your device)

**Incident Type**

(Please Tick One)

- [ ] Accidental damage
- [ ] Keyboard damage (missing keys)
- [ ] Liquid spill
- [ ] Damaged by someone else
- [ ] Unknown
- [ ] Other (please specify):

**Describe how the damage occurred:**

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**Date/time of incident:**

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**Location of incident:**

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By signing this document we approve any and all required repairs to the laptop. We agree the above information is correct and that the student is responsible for backing up their data regularly as device damage/malfunction/repair may result in loss of data.

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**Student Name**

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**Signature**

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**Parent / Guardian Name**

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**Signature**

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**Parent / Guardian Email:**

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Your email may be used by Merrimac State High School to contact you regarding this repair.
Understanding Your Education QLD Warranty

It is important to understand the different case types for your Acer Education QLD warranty so we can provide better support for you. There are three case types that Acer use to classify repair incidents for products under the warranty for Education Queensland:

1. Warranty
   This is the standard case type. This case type is used when clearly the product has failed due to a manufacturing defect.

   Examples of this incident type would include:

   - Abnormal lighting on display
   - Spotted droplets on display

   These incidents are by default, covered under your Education QLD warranty.

2. Accidental Damage
   This case type is used for cases where the cause of the fault would not qualify as a manufacturing defect but is a result of a non-deliberate accident.

   Examples of accidents would include:

   - **Accidentally** dropping the notebook, which results in physical damages to it.
     When an accident happens, it is important to record all details of the event including when and how it happened. Acer will need you to supply this information when we arrange a repair for you.

   - **Accidentally** spilling liquid over the keyboard.
     When a liquid spill occurs and is rectified quickly, it is possible to limit damages to the notebook. Otherwise, factors such as rust damage and corrosion caused by the liquid can cause further issues. So it is important for you to immediately report any liquid spill accident, even if the notebook appears to be still working.

   For accidental incidents, you will be covered under your Education QLD warranty under Accidental Damage if the nature of the incident is determined to be non-deliberate.
3. Non-Warranty

This case type is used for cases where the incident was caused by neither manufacturing defect or a non-deliberate accident, but as a result of intentional actions and/or carelessness.

Examples of such non-accidental events would include:

• Any keys being removed from the notebook’s keyboard due to excessive force applied.

• Leaving objects (such as pens) on the keyboard when closing the notebook lid, and as a result the LCD display damaged.

• Leaving the notebook unattended and as a result it was damaged by someone or something else other than the user or assigned owner.

• No explanation whatsoever can be provided for how the resulting damage occurred.

• Repeating cases for the same Notebook which may have previously been termed as accidents.

Please note that incidents under this case type **CANNOT be covered under your Education QLD warranty** under any circumstances.

The information given in this document is to help you correctly identify the difference between the three case types for an Education Queensland notebook. If you require additional assistance regarding this document, please don’t hesitate to contact our friendly support staff on 1800 819 713.
### Q3 Laptop Repair Costs

<table>
<thead>
<tr>
<th>Type of Damage</th>
<th>Occurrence/Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Warranty</td>
<td>N/A</td>
<td>Nil</td>
</tr>
<tr>
<td>Accidental</td>
<td>1&lt;sup&gt;st&lt;/sup&gt;</td>
<td>$50.00</td>
</tr>
<tr>
<td>Accidental</td>
<td>2&lt;sup&gt;nd&lt;/sup&gt;</td>
<td>$100.00</td>
</tr>
<tr>
<td>Accidental</td>
<td>3&lt;sup&gt;rd&lt;/sup&gt;</td>
<td>$150.00</td>
</tr>
<tr>
<td>Accidental</td>
<td>All subsequent incidents</td>
<td>$150.00</td>
</tr>
<tr>
<td>Non-warranty</td>
<td>Repair, excluding repair or replacement of LCD screen</td>
<td>$147.00 excluding GST</td>
</tr>
<tr>
<td>Non-warranty</td>
<td>Repair, including repair or replacement of LCD screen</td>
<td>$257.00 excluding GST</td>
</tr>
</tbody>
</table>

**Examples of repair classifications:**

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<th>Examples of Damage</th>
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<tr>
<td>Warranty</td>
<td>This is the standard case type. This case type is used when clearly the product has failed due to a manufacturing defect. i.e. spotted stripes on the display.</td>
</tr>
<tr>
<td>Accidental damage</td>
<td>Accidentally dropping the notebook, which results in physical damages to it.</td>
</tr>
<tr>
<td>Accidental damage</td>
<td>Accidentally spilling liquid over the keyboard.</td>
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<td>Non-warranty damage</td>
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<tr>
<td>Non-warranty damage</td>
<td>No explanation whatsoever can be provided for how the resulting damage occurred.</td>
</tr>
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<td>Non-warranty damage</td>
<td>Repeating cases for the same notebook which may have previously been termed as accidents.</td>
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