



Premier Care Service for K-12

Our top priority is customer support after you purchase your Acer products. Acer offers U.S K-12 a Premier support plan for “all Acer products.” (no extra charge):

1. Tier 2 Premier US Based Support:

- Access to L2-Support Center located in Temple, TX (dedicated customer ID and PIN)
- Calls answered within 15 Seconds
- Email requests within 1 hour
- Immediate Access to Acer Engineers also located in Temple, TX for escalations
- Access via phone, email and ASP portal using dedicated access credentials

Acer Premier Care Customer Services

- Dedicate Premier account customer ID and password provided for Premier Service access
- Order & purchase spare parts (via phone, email or ASP portal)
- Assistance with system & warranty registrations (bulk registration)
- Free inbound and outbound shipping cost for all service requirements
- **Less than 6 minutes call resolution (no script)**

***ACER WILL NEVER CHARGE YOU FOR KEYBOARD REPLACEMENT**

(as long as any warranty coverage is current ADP or not)

Additionally, Acer provides ASP/Self-maintainer Support certification at “no cost”:

- Acer will provide district self-maintainer certification and training (no cost)
- Acer can provide **parts locker** to keep at district (no cost)
- Train your IT Teams to repair products, order parts and use of Premier resources
- Offer a student eLearning repair certification program if desired (no cost)
- Free deferred warranty start date on devices (ie: start of school year)

Acer offers multiple extended warranty options, including Accidental Damage Protection and battery support. ADP warranties cover 1 incident per device/per year, and battery support includes up to one batter replacement per year of coverage provided.