



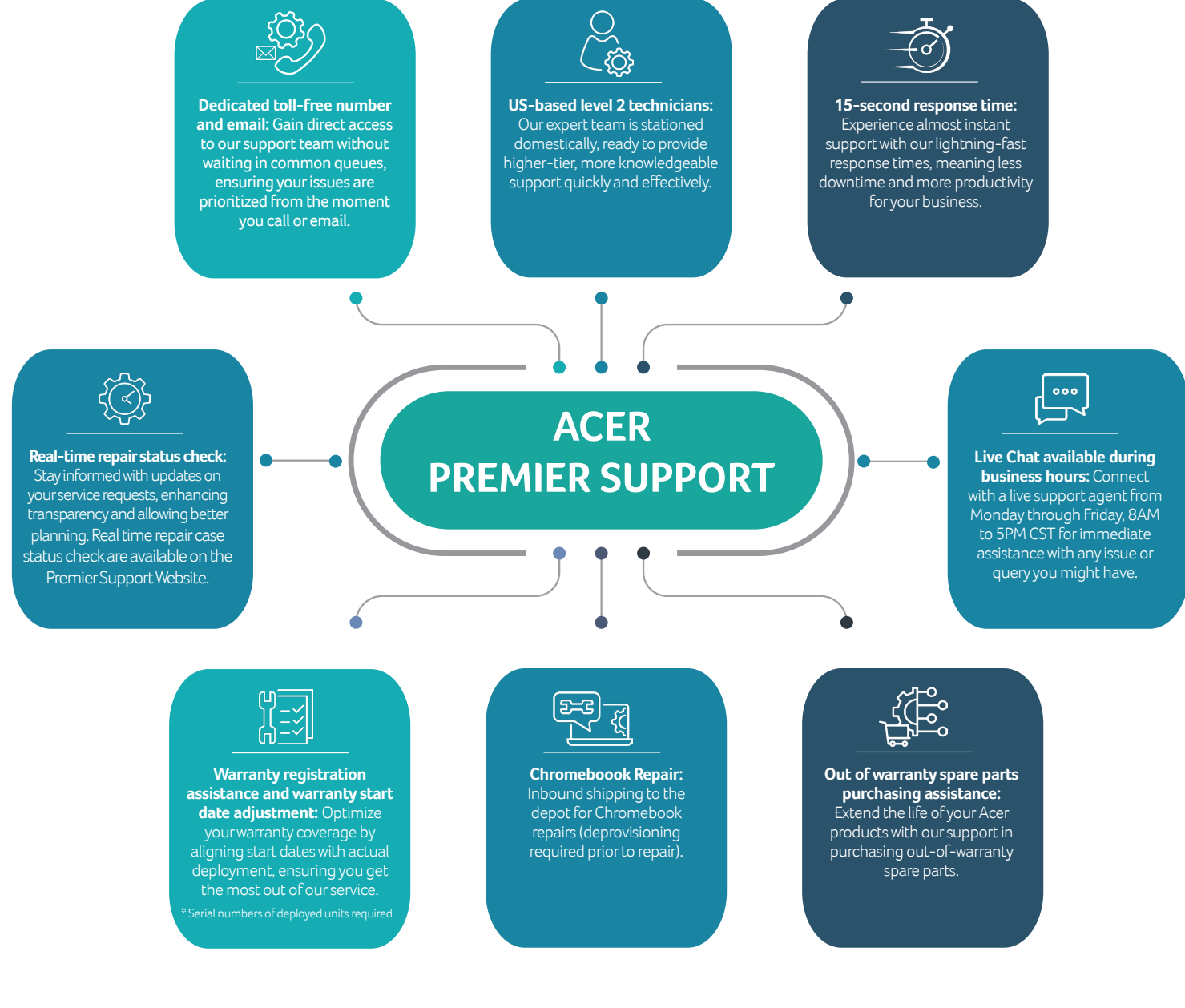
## Experience Top-Tier Support with Acer Premier Service for School Districts

At Acer, we understand that reliable technology is crucial for educational success. Our Acer Premier Service, tailored for school districts, goes beyond solving technical issues. It provides a continuous, supportive experience that allows educational institutions to operate smoothly, ensuring that teachers and students can focus on teaching and learning without technological disruptions.

Step into a world where your hardware maintenance is seamless and support is just a call away. Welcome to Acer Premier Service—where the performance of your laptops, desktops, and displays is our commitment.



### Universal Premier Support Access

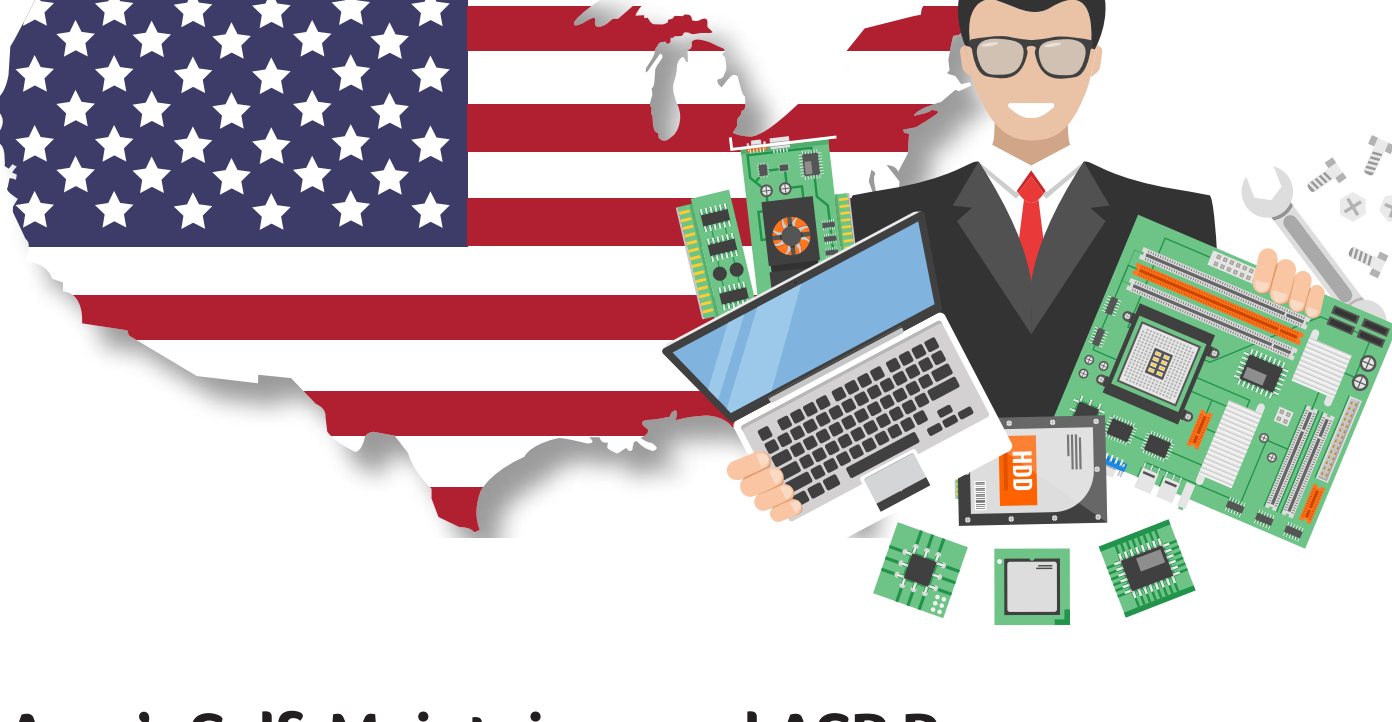


All customers have access to the Premier website

Acer Premier Support Website



[acer.link/3UpnOQk](https://acer.link/3UpnOQk)

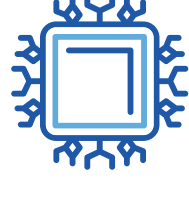


## Acer's Self-Maintainer and ASP Program

### Empowering Precision and Efficiency in Hardware Maintenance

Acer's innovative Self-Maintainer and Authorized Service Provider (ASP) program is designed to empower businesses with the tools and authority to manage in-warranty repairs directly. This program allows authorized accounts to perform necessary repairs on Acer products they have purchased, ensuring that businesses can maintain continuity and efficiency in their operations.

Participants in this program are required to sign self-maintainer or ASP contracts, establishing a formal partnership that brings a host of benefits:



01

**Direct Access to Parts:** Accounts can order both in-warranty and out-of-warranty parts directly from the Acer ASP website or through Premier Support, facilitating quick and efficient handling of repairs.

**Advanced Parts Provisioning:** Qualified accounts benefit from receiving advance spare parts, enabling them to conduct same-day repairs and minimize downtime, a critical advantage for maintaining business operations.

02

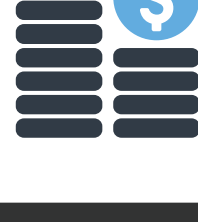


03

**Training and Support:** Acer provides product-specific training, available online or in-person, to ensure that technicians are well-equipped and knowledgeable about the latest Acer technology and repair techniques. This training supports high-quality repairs that adhere to Acer's standards.

**Financial Benefits:** Qualifying ASP accounts are eligible to receive labor reimbursements for in-warranty hardware repairs, offering a financial incentive that helps offset the costs associated with maintaining a skilled service department.

04



05

**Flexible Repair Options:** Both self-maintainer and ASP accounts have the flexibility to send units to the Acer depot for repairs at any point. This option provides an alternative solution when in-house repairs are not feasible, ensuring that all equipment can be maintained to optimal standards regardless of the local capacity to perform repairs.

## Acer E-learning Repair Program

Introducing the Acer Service e-Learning Repair Program, tailored for high school students in grades 9-12 interested in technology. This self-paced course covers basic hardware repair across five chapters, focusing on component handling, replacement, and Chromebook-specific configurations. Students progress by passing chapter quizzes and can earn the Acer Service CRT Certificate upon completion.

TARGET AUDIENCE	Students in grades 9-12
REQUIREMENTS	A natural curiosity or interest in technology
SCOPE	<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 only)</li> <li>Technical Skills Assessment</li> </ul> <p>Upon successful completion of this final assessment, per the staff member observations, the student earns the Acer Service CRT Certificate (Chromebook/Computer Repair Techspert)</p> <p>Current course library includes these products:</p> <ul style="list-style-type: none"> <li>Chromebook: C722,C732T,C733T,C738T,R721T,R752T,R751T,C741T</li> <li>Travelmate: TMB311(R)-33</li> </ul>
COURSE DURATION	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.
PROGRAM DURATION	Once enrolled, your school will have access to the course content for 30 days.
HOW TO ENROLL	<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>

Sign up for Acer Premier Service now and start experiencing a higher standard of tech support tailored specifically for school districts. Whether it's streamlining repairs with advanced parts provisioning or taking advantage of labor cost reimbursements, Acer is ready to support your success.

## CONTACT US

Contact your Acer Representative or Authorized Reseller and find out if your organization is qualified for Acer Premier Support.



800-848-2237 (option 4)



[us.reseller@acer.com](mailto:us.reseller@acer.com)





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



# ACER PREMIER CARE SUPPORT FOR K-12

Acer Service N. America Headquarters and Facilities

Technical Support, Depot repairs, Spare parts, Training



# *Acer Service Corporation: 174,000 Sq. feet*

## **Acer North America service facilities – Temple, TX**



*Main Campus (**Premier Service Group**)*



*Logistics 1*



*Acer Service Repair Center*



*Logistics 2*



# Acer Premier Services

## Acer Premium Support

- US based support
- Level 2 technicians
- Dedicated "800" number
- Less than 15 seconds answer time.
- 9+ Years average time at Acer
- Acer Badged / Non-Scripted



## Acer Premium Customer Services

- No Charge Spare Parts Pool (Mini Parts Locker)
- Customized warranty options
- Training Onsite for Staff and Student 2X per year to launch new products
- No Charge Shipping to and from Depot
- Over pack boxes for multiple device shipping
- Self Maintainer Options



## 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.



## The Acer Commitment!

### Warranty Registration Start Dates Shifting



#### Real Case:

Customers purchase Acer Chromebooks in July but deploy to class room in September.

#### Acer Premier Services:

Acer moves warranty start date from July to September in CSS to ensure the school district receives full warranty coverage they purchased.



Acer provides as a value  
add to our premier  
accounts





# Acer Repair Certification Program Empower your Students!

## Gives Students Information

Effective eLearning is designed for student/content interaction

- Gamification
- Additional Resources
- Offers choice where it makes sense

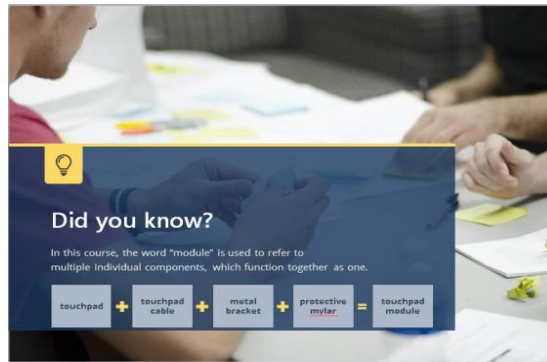
## Course Structure

- High School/College Students
- Four eLearning chapters
- Pass quiz to advance

## Final Assessment

Administered on site by your qualified staff member on campus

- Demonstrate mainboard or LCD module replacement
- Checklist for competency



This is an automatically generated email to report quiz results. You are receiving this because the quiz author has specified your email address for sending quiz results.

Graded Quiz: "Acer C738T Main Unit Component Overview Quiz"

User: Talton, Jason <jason.talton@tsd.org>

User: jason.talton@tsd.org

User score: 90 (91.82%)

Maximum score: 110

Passing Score: 88 (80%)

Quiz time: 00:13:37 of ~

Quiz result: Passed

1. Click on this image in four places only to identify these four components installed in the C738T. If you need to move one of your four markers, click and drag it to a new location.

1. WLAN card
2. LED board
3. battery
4. mainboard

Rectangle 1  
Rectangle 2  
Rectangle 3  
Rectangle 4

Points: 10/10 | Attempts: 1/2

