



## What if your Chromebook needs repaired?

If your Chromebook is damaged, broken or fails to work properly, please inform your teacher immediately so that a evaluation can be completed as soon as possible. After your teacher informs the Technology Coordinator, you can go to the media center to get a “Loaner” device to use until your Chromebook is repaired. All non-manufacturer warranty repairs will be done by the district.

**Do not take district owned Chromebooks to an outside computer service for any type of repairs or maintenance. If you do, you will be responsible for all costs associated with the repair.**

---

### At School:

- ★ If your device quits working correctly or is damaged while you are at school:
    - Tell your teacher immediately.
    - Your teacher will notify the technology coordinator.
    - You will then go to the media center to sign out a Loaner device (so that you will have access to technology while at school). Loaners must be returned at the end of every day.
  - ★ Loaner devices cannot be taken home--you will have to wait until your device is repaired to be able to take it home again.
- 

### Away from School:

- ★ If your device quits working correctly or is damaged while you are at home or away from school:
  - Take your device back to school with you the next day, and report the issue to your teacher right away.
    - Even if your device is broken into pieces, take all pieces of the device back to school. This is very important, since families will be financially responsible for lost or stolen devices.
  - Your teacher will notify the technology coordinator.
  - You will then go to the media center to sign out a Loaner device (so that you will have access to technology while at school).





- ★ Loaner devices cannot be taken home--you will have to wait until your device is repaired to be able to take it home again.
- 

## Troubleshooting:

- ★ Most problems can be corrected by restarting the device. First, try turning the device off and on again. If that doesn't correct your issue, notify your teacher.
- 

## Will there be a cost for the repair?:

- ★ **Warranty Repair:** Students/Parents/Guardians are not responsible for manufacturer warranty repairs.
- ★ **Intentional Damage:** Full price of repair or replacement will be the responsibility of the parent/guardian and a meeting with an administrator will be required before a device will be reissued. Consequences may be issued per the Student Code of Conduct.
- ★ **Most common damages and costs:**
  - Full replacement of the Chromebook: \$190.00
  - Replacement / Repair of the screen: \$60.00
  - Replacement / Repair of the keyboard: \$80.00
- ★ **Lost/Stolen Device:** A fee of \$190 will be collected for a lost or stolen device and a parent/guardian meeting with an administrator will be required.
- ★ **A voluntary Chromebook Insurance Plan is available for \$20. It will cover the cost of accidental damage repairs.**

