

iPad Repair Information

The iPad provided for your son/daughter is a Hamilton County Department of Education iPad. The student will have access to use the iPad 24/7, provided the student uses the iPad appropriately.

In the case that the iPad is damaged and needs repair in the first two years (9th and 10th grade), each iPad has a two-year care plan for damages to the iPad. The care plan is called AppleCare+. By the end of 10th grade, the iPad will no longer have AppleCare+ and parents will be responsible for any damages.

AppleCare+ provides repair or replacement coverage, both parts and labor, from Apple-authorized technicians. Service coverage includes the following:

- iPad
- Battery
- Airport
- Included USB cable and power adapter
- Coverage for up to two incidents of accidental damage from handling of your iPad, each subject to a \$49 service fee plus applicable tax

In the case that the iPad is damaged and needs repair, it is the responsibility of the parent to have the iPad repaired.

Recommended iPad Repair Options

MacAuthority at Hamilton Place Mall

MacAuthority provides service and repair opportunities for the iPad. Here are items that you need to know when working with MacAuthority:

- In order to verify your AppleCare+ status, MacAuthority staff will need the Serial # for the iPad. This can be found on the back of the iPad in very small lettering. It looks like this “Serial: 12 digit key” but is even smaller.
- Once MacAuthority uses the serial # to confirm your AppleCare+ status, they will also need the iTunes account information (user id and password) for the iPad. Your son/daughter uses his/her own itunes account, so you should make sure you have that information from him/her before you go.
- FYI: MacAuthority does not want to know that the iPad is an HCDE iPad. That does not matter for their service.
- Any password that locks the iPad should also be removed prior to going.

Contact Apple Directly

Apple has an entire online network of support for repairing iPads. In order to access this network, you can use the following:

- Go to their website at apple.com and click on the “Support” tab.
- Click on the iPad icon.
- Click on the “Repair and Service” link on the side toolbar.
- You will now be able to work through various repair and service opportunities depending on the repair needed.

FAQ – Frequently Asked Questions

1. Is it possible (or in any way beneficial) for parents to personally pay to extend the AppleCare+ plan into the junior and senior years?

Unfortunately, AppleCare+ is only offered for two years. Any iPad damages are entirely the responsibility of the parent to fix after that time. We will not supply loaner iPads for juniors and seniors who are not fixing broken iPads. It is up to the parent to make sure the student has a working device for school.

2. What will happen to the iPads at the end of the senior year?

A decision on what will happen to the iPads is still in discussion at HCDE central office. As soon as we know, we will let you know.

3. When the iPad needs a repair, how soon should it be taken to be repaired and does the school need to see it first?

*A broken iPad should be repaired **immediately**. We do not need to see the iPad before taking it for repair. In the case that a student needs a loaner iPad when the iPad is being fixed and/or replaced, the student should come see an administrator to sign out a loaner iPad.*

4. Does contacting Apple directly help as much with repairing physical damage as taking it to a Mac store? Or is Apple's online support best for computer malfunctions?

There is no one better way. It all depends on what you prefer. However, if you prefer a face-to-face person, we would suggest the MacAuthority.

5. Should I assume that there are no special contracts with HCDE for repairs and that's why MacAuthority doesn't need to know the iPad is HCDE property?

Correct.

6. What happens if we do not fix an iPad?

The student may lose their seat at the STEM School and we may pursue damages through the juvenile court system. We encourage parents to thoroughly read the contract signed at registration titled "Terms and Conditions of Attendance at the Hamilton County School of Technology, Engineering and Mathematics".