



DPP

2020-2021

Device Protection Plan (DPP)

As part of Gilbert Public School's 1:1 technology initiative, GPS Flex, and Online learning models, parents have the option to enroll in the Device Protection Plan (DPP). Enrollment in the plan will minimize the potential repair and/or replacement fees associated with the device.

By selecting this plan you agree to pay a **fee of \$25** to be enrolled in the DPP. If a device becomes damaged, parents will call the Technology Services Help Desk (480) 497-3417 for an assessment and then be directed to your students site for further assistance. The Technology Services repair department will repair the device. **If the device is lost, a fee of \$200 will be assessed.** If the device is stolen while at school, the incident must be reported by the student to their teacher, librarian, or front office within 24 hours. If the device is stolen outside of school, the parent/guardian must file a police report within 48 hours. A copy of the report must be turned in to the school's front office.

Students, who have purchased the DPP and have not had a claim for damage to their device during the school year, will have their protection rolled over to the upcoming school year and their device will remain covered under the DPP. The yearly roll over of the original DPP purchase will remain in place until the student is no longer a GPS student or has a claim. Devices will be periodically inspected to ensure the device is in good working condition and a claim is not being avoided.

There will be no refunds given on the original DPP purchase if a student leaves GPS or upon graduation. Special circumstances will be evaluated by school administration in collaboration with Technology Services.

Enrollment in the DPP does not begin until the \$25 payment has been received and must be completed by August 28th, 2020. Students enrolling in Gilbert Public Schools after August 28th, 2020, will be given 2 weeks after their official GPS enrollment date to enroll in the Device Protection Plan.

What is covered under the plan?

- Accidental damage, such as cracked screens or cases, broken keyboards, etc.
- Battery replacement (if it is determined that the battery is malfunctioning)
- Replacement of stolen device. If the device is stolen, a police report must be filed within 48 hours. A copy of the report must be sent to the school's front office
- Hardware issues (video cable, broken ports, speakers)

A lost device and intentional damage to the device and/or AC adapters are NOT covered under the plan.

Repair/Replacement Costs

Parents and students who choose NOT to purchase the **Device Protection Plan** are responsible for the device if the repair or replacement cost is not due to a manufacturer issue.

The following prices are estimates, as exact costs for each repair will be made upon further inspection of the damaged device. Should the student's device become damaged, the student will be provided a loaner device, while their assigned device is being repaired. Once the assigned device is repaired, the loaner will be collected.

All repairs must be made by a GPS technician or authorized vendor.

	With DPP	Without DPP
Device Replacement (lost)	\$200	\$200
Device Replacement (stolen)	\$0	\$200
AC Adapter	\$25	\$25
Battery	\$0	\$31
Base enclosure	\$0	\$26
Touchpad board	\$0	\$16
Power connector cable	\$0	\$14
Display panel (screen)	\$0	\$30
Display bezel (front cover)	\$0	\$14
Display back cover	\$0	\$30
Display video cable	\$0	\$12
Keyboard / top cover	\$0	\$36
Wifi card	\$0	\$43
Webcam	\$0	\$29
System Board	\$0	\$85