



PDLP Student Device Information Kit

*- For Devices
Purchased from
2026 Onwards*

Updated in January 2026

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1. Device Contractor's Information
(*Warranty & Insurance, Service Centre Location, Claim Process*)
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Warranty and Insurance

1b. AsiaPac



Help Desk Number:
6270 8281



Help Desk Operating Hours:
Mon – Thu: 0830 – 1730
Fri: 0830 – 1700
Closed on Sat, Sun & Public Holidays



Help Desk Email:
pdlpapple@asiapac.com.sg

Device Collection Centre

Device Collection Centre Location	Collection Centre Number	Collection Centre Operating Hours
219 Henderson Road Henderson Industrial Park #05-01 Singapore 159556	6272 0088	Mon – Thurs: 0830 – 1730 Fri: 0830 – 1700

PDLP: Key Terms of the AppleCare+ for Schools for iPad

1	AC+ for Schools for iPad Coverage	<ul style="list-style-type: none">• AC+ for Schools covers only iPad, its original included accessories, one Apple Pencil, and one Apple-branded keyboard• Apple Pencil and Apple-branded keyboard must be purchased together with the iPad to enroll and qualify for AC+ for Schools• The 2-, 3-, and 4-year plans include coverage for two eligible accidental damage incidents during the plan period.• Free extended warranty with no service fees over the 2-, 3-, or 4-year coverage, including battery service (covering defects in materials or workmanship and batteries retaining less than 80% capacity).• DAC price excludes GST
2	No Repair Service Fees	<ul style="list-style-type: none">• AC+ for Schools for 2,3,4 years comes with No Service Fees• Repair Service Fees will be waived (limited to x2 ADH per coverage period - for iPad of S\$42 for Screen repair and S\$148 for other damages will be waived including \$42 service fees for Apple Pencil)
3	Accidental Coverage	<ul style="list-style-type: none">• Number of accidental coverage will be counted towards both iPad and Apple Pencil and Apple-branded keyboard• Once the x2 ADH is consumed, customers will pay the standard Out-of-Warranty fees for iPad, Apple Pencil and Apple-branded keyboard• Refer to https://support.apple.com/en-sg/ipad/repair for iPad and Accessories Out-of-warranty fees
4	Accidental Repair Exceptions	<ul style="list-style-type: none">• iPad, Apple Pencil and Accessories with missing components, and are beyond economical repairs or any unauthorized repairs by 3rd party providers prior, will not qualify for accidental repair coverage. Standard Out-of-Warranty fees will apply.
5	Repair locations	<ul style="list-style-type: none">• Repairs can be done at any ASP locations and also Apple Retail Stores globally.
6	New Part Numbers for AC+ for Schools for iPad plans	<ul style="list-style-type: none">• New AC+ for iPad for Schools part numbers for the various plans will be provided to the awarded partner of the PDLP tender.• Letter of Authorization (LOA) will be provided by Apple with the specific T&CS on the coverage will be provided to the awarded partner.

Apple Warranty & Insurance



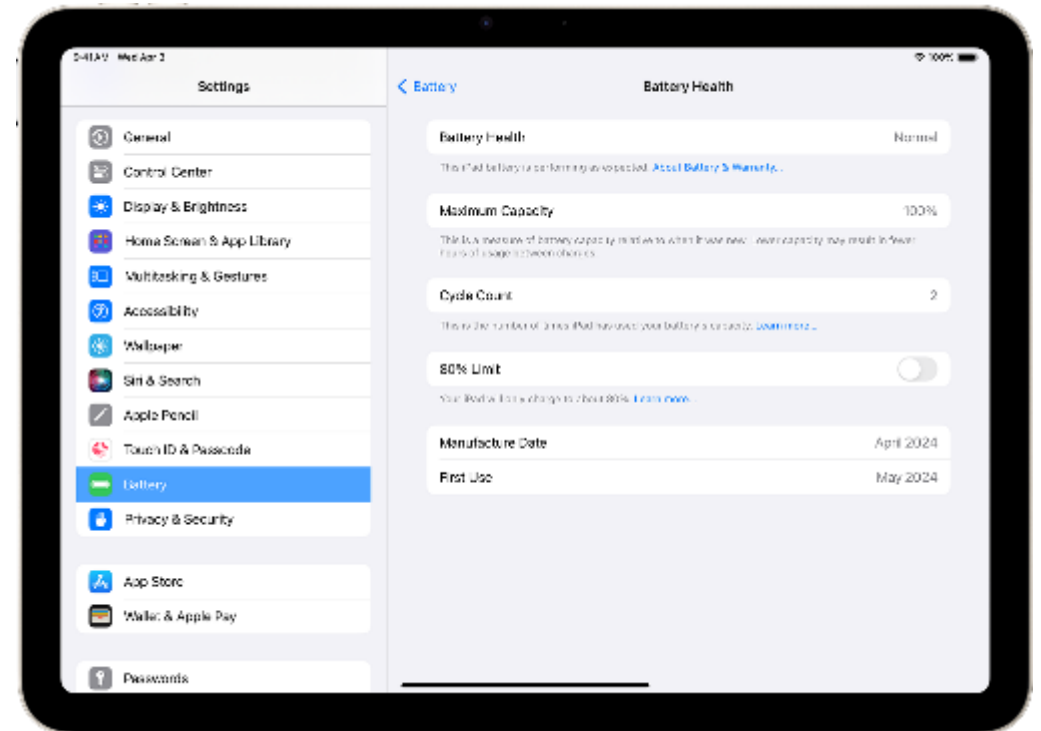
iPad Battery Replacement Eligibility:

The capacity of the Covered Device's battery to hold an electrical charge is **less than eighty percent (80%)** of its original specifications.

Settings > Battery > Battery Health

For tips how to charge and **maintain your iPad Battery:**

<https://support.apple.com/en-ie/118418>



Insurance

Repair/Replacement Limits Table

Duration of Insurance Coverage	No. of Repair/Replacement Allowed
3 Years or 4 Years	2 Repairs / 1 Replacement

Coverage

- Covers iPad and Apple brand accessories
- 2 Repairs service fees will be waived
- Once 2 repairs consumed, out-of-warranty charges are applicable

Exclusion

- iPads and Accessories with missing components
- Any unauthorized repairs by 3rd party providers prior

Apple Service Centre Locations



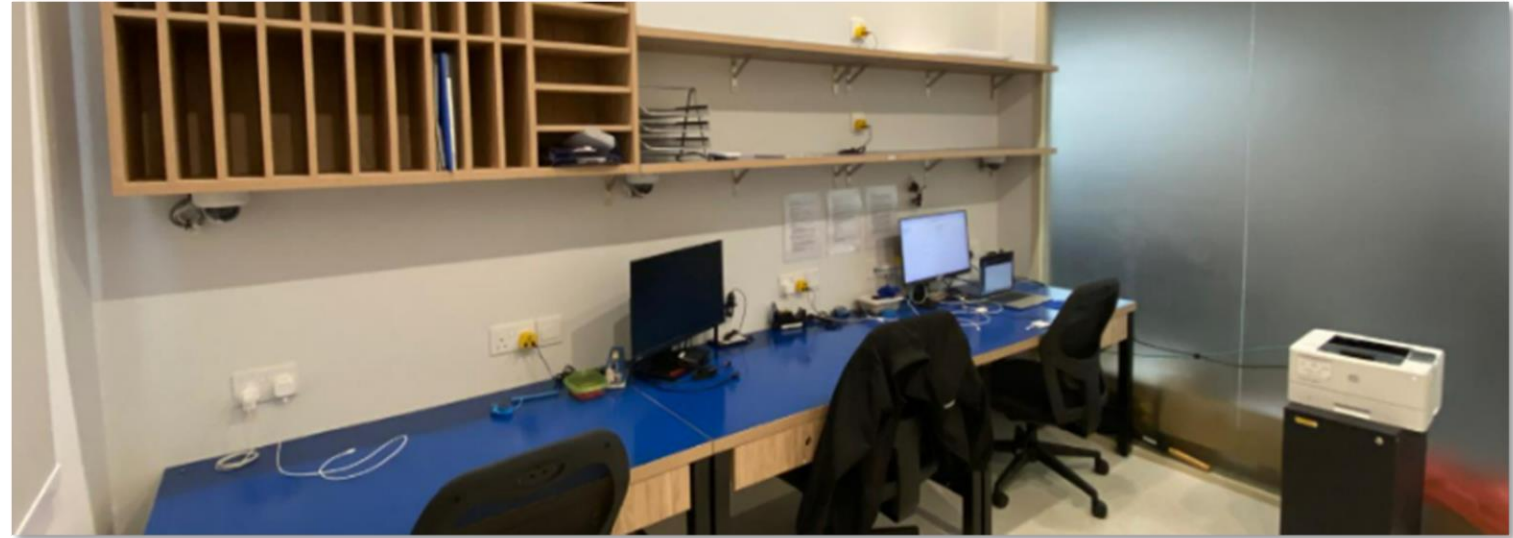
1



1.4Km from Redhill MRT

AsiaPac Apple Service Centre

Blk 219 Henderson Road
#05-01 Henderson Industrial
Park
Singapore, 159556



2

450m from Jurong East MRT

QCD Technology @ Westgate

3 Gateway Drive, #01-42
Singapore, 608532
(Next to taxi stand)

3

220m from Changi Airport MRT

Apple Retail Store @ Jewel Changi Airport

78 Airport Boulevard #02-234
Singapore, 819666

4

400m from Orchard MRT

Apple Retail Store @ Orchard Road

270 Orchard Road
Singapore, 238857

5

220m from Bayfront MRT

Apple Marina Bay Sands

2 Bayfront Avenue,
B2-06
Singapore, 018972

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Support Services & Point-of-Contact

Support Services & Point-of-Contact



School Device Collection



- Before 12pm, engineer will schedule NBD collection
- After 12pm, engineer will collect the following day



AsiaPac Service Centre

- Operation hours: 8.30am – 5.30pm (Mon – Thurs), 8.30am – 5pm (Fri)
- Sat and Sun Closed



TECHNICAL SUPPORT

PDLP Technical Support

- Pdlp.support@asiapac.com.sg for technical enquiries

Important Reminder: Always Back Up Data and Organise Files to Prevent Data Loss Due to Device Failure or Factory Reset

1. Please access and complete the **A1.2g File Management and Data Back-up**, an SLS self-paced module at <https://go.gov.sg/sls-dlts-8>, or from the SLS MOE Library:



<https://go.gov.sg/sls-dlts-8>

A1.2g File Management and Data Back-up

An illustration showing a person sitting at a desk with a laptop and a tablet. Above them are several yellow folders and a blue cloud with a white arrow pointing upwards, symbolizing data management and cloud storage.

Learning Outcomes

Target Audience:
Lower and Upper Secondary

Lesson Objectives:
By the end of this lesson, students should:
1. explain why managing, organising and backing up data is essential;
2. know at least one method to manage and back up data on their Personal Learning Device (PLD) effectively using Cloud Storage solutions; and
3. demonstrate the ability to manage and back up data on their own PLDs.

2. This SLS module introduces you to the basics of digital file management on PLDs. Through this module, you will:
 - a. understand that managing and backing up data is essential;
 - b. learn tips to organise files using folders and appropriate file names;
 - c. demonstrate the ability to **manage and back up data on your own PLD**.