

PDLP Student Device Information Kit

Updated in April 2026

1. Keppel Technology Solutions



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: DL-PDLPAapple.techsolutions-sg@keppel.com

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

 1a

Warranty and Insurance

Insurance and Warranty

Insurance*

The device insurance coverage includes:

Damage to or loss of device from the following which are non-manufacturer defects or internal mechanical faults:

- a) Fire
- b) Lightning
- c) Power Surges
- d) Accidental e.g. water spillage, drop etc
- e) Theft due to forcible entry
- f) Robbery

Warranty

The device warranty warrants that each device is free from defects in materials and workmanship under normal use during the warranty period.

**The insurance coverage is only applicable to situations of damages and loss where the student has taken precautions to safeguard the device.*

Insurance

Repair/Replacement Limits Table

Duration of Insurance Coverage	No. of Repair/Replacement Allowed
1 Year	1 Repair / 1 Replacement
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

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



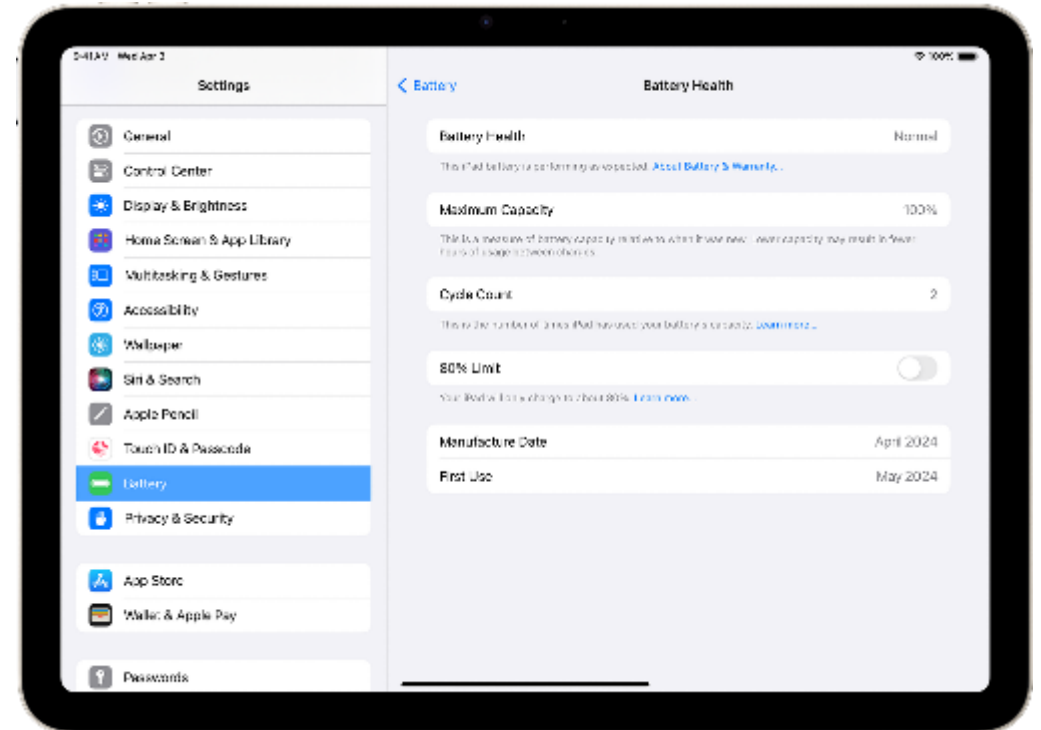
iPad Battery Replacement Eligibility:

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>



Apple Service Centre Locations



1



1.4Km from Redhill MRT

KeppelTech Apple Service Centre

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

PH: 6270 8281

Email:

Pdlp-support.techsolutions-sg@keppel.com

Mon – Fri:
1000 – 1800

2

220m from Changi Airport MRT

Apple Retail Store @ Jewel Changi Airport

78 Airport Boulevard #02-234
Singapore, 819666
PH: 800 186 1087

Site: <https://getsupport.apple.com>

Mon – Sun:
1000 – 2200

3

400m from Orchard MRT

Apple Retail Store @ Orchard Road

270 Orchard Road
Singapore, 238857
PH: 800 186 1087

Site: <https://getsupport.apple.com>

Mon – Sun:
1000 – 2200

4

220m from Bayfront MRT

Apple Marina Bay Sands

2 Bayfront Avenue, B2-06
Singapore, 018972
PH: 800 186 1087

Site:

<https://getsupport.apple.com>

Mon – Sun:
1000 – 2200

Information

	Issues	Actions
1	Adhoc purchase of Device	✓ Inform School ICT Team
2	1 to 1 Exchange within 7 days from unboxing	✓ Email to AsiaPac Helpdesk ^A
3	Lost Device	✓ Make a police report (report should include SN) ✓ Inform School ICT Team ✓ Email Insurer ^B and cc DL-PDLApple.techsolutions-sg@keppel.com with police report and proof of purchase

^A**AsiaPac Helpdesk**

Email: DL-PDLApple.techsolutions-sg@keppel.com

Please write to the email above with:

Subject header: MOE PLD

Content: School, Device model, Serial number, Brief description of problem, Person to contact and Contact number

*Please note that 1 to 1 Exchange will be at Device Collection Centre
(Address: 219 Henderson Road, Henderson Industrial Park, #05-01, Singapore 159556)

^B**Insurer Contact**

Number: 8932 7718

Email: laptop@ins-solutions.com.sg

Operating Hours: Mon – Fri: 0900 – 1800
Closed on Sat, Sun & Public Holidays

Information

	Issues	Actions
4	Device Repair	Hardware issue ✓ Make an appointment through https://getsupport.apple.com ^C OR Log a case to School ICT Team for fortnight collection service in school Software issue/Unsure ✓ Inform School ICT Team
5	Insurance Claim	✓ Contact Insurer ^B for insurance form and cc DL-PDLPAple.techsolutions-sg@keppel.com

^BInsurer Contact

Number: 8932 7718

Email: laptop@ins-solutions.com.sg

Operating Hours: Mon – Fri: 0900 – 1800

Closed on Sat, Sun & Public Holidays

^CPlease refer to the guide attached to make an appointment through <https://getsupport.apple.com> for repair at Apple Service Centre directly.
(Please include “MOE PLD” in “Add a comment” in the online form.)



Adobe Acrobat
Document

 1b

Support Services & Point-of-Contact

Support Services & Point-of-Contact



School Device Collection **RECOMMENDED**

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



KeppelTech 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.techsolutions-sg@keppel.com 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 upward arrow, symbolizing file management and cloud backup.

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.**

2. Standard Operating Procedure

a) Reporting of Device Issues (hardware issues and damages)

- i. Parents/students to contact school-based ICT Support (see slide 42) regarding device issues. If necessary, school should note device details and refer parent/student to relevant Contractor. Parents/students will need the following information such as their device serial number, brand and model of the device, school, their name, contact number and description of problem to log a case with the relevant Contractors.
- ii. The relevant Contractor will advise parents/students on any further actions required (e.g. bringing their devices to the service centre for diagnosis or assessment of damage).
- iii. Parents/students can also use the fortnightly collection service provided by the contractors. Please note that only PLDs procured under PDLP Device Bulk Tender are eligible for the fortnightly collection services provided by contractors.
 - School-based service desk personnel will liaise and confirm the fortnightly collection date and time with the contractor. Contractor will pick up the devices from school on the arranged date and time.
 - The devices (depending on the parts availability) will be fixed and returned to school the next fortnightly collection service day.
 - School-based service desk personnel will inform the students when they can collect back their devices.
 - Students can loan a device from the school common pool for daily lessons during the period of repair.

b) Reporting of Lost Devices

- i. Parents to make a police report for the lost device.
- ii. Parents should inform school of the lost device and give school a copy of the police report. School's DMA Administrator to remote lock the device.
- iii. If the lost device is covered under the circumstances listed in the device's insurance coverage, parents should contact and inform the device contractor via their helpdesk or service centre or insurer. They will need to furnish the contractor with the police report for insurance claim. (Applicable only if the device is still under insurance coverage period).
- iv. The contractor's helpdesk/service centre/insurer will advise parents on the insurance claim procedure.
- v. School will loan a temporary device from the common pool to students.
- vi. Contractor to send the new replacement device to school and school to pass to student if device is covered under insurance. Parents can opt for doorstep delivery but with delivery charges.
- vii. If the device is without insurance coverage or the loss is due to clause(s) not covered under insurance, parents can seek school's assistance to procure a replacement device.

c) Replacement/Change of Device

- i. Students are to inform their school-based service desk whenever there is a replacement/change of device.
- ii. Replacement/change of devices can be under any of the circumstances listed below:
 - Covered under insurance by contractor
 - Replacement of device by parents for device not covered under insurance, or if insurance period has ended
 - Students who are using their own devices which were not procured from PDLP Device Bulk Tender changing to another device
- iii. This is to facilitate the installation of the DMA into the new device.
- iv. School DMA administrator will enrol the new device to their school's DMA.
- v. For all new devices where the DMA enrolment was not done during the device handover exercise in school (including all devices collected from contractor's service centres), the school DMA administrator will first check that all backups are done, before doing a factory reset before enrolling the new device into the DMA.

3. DMA Support

For assistance on DMA matters, please contact



School-Based Service Desk

4. School-based ICT Support

Students can seek basic troubleshooting support in school from:



School ICT support staff @ **School Canteen**

School-Based Service Desk



School Days	Operating Hours
Mon	1.30 - 2.15 pm & 3.00 - 3.45 pm
Tues & Thurs	3.00 - 3.45 pm
Wed	1.30 - 2.15 pm
Fri	12.30 - 1.15 pm

5. Frequently Asked Questions



- ❑ **Does the insurance cover the accessories too (e.g. styluses, keyboard cases)?**
Insurance coverage is for the main device only and does not cover accessories.

- ❑ **One of my child's PLD accessories has been lost/damaged. How do I buy a replacement?**
Parents can buy replacement accessories from the Contractor's Portal (URL can be found under Contractor's information). However, students' Edusave Pupils Fund (EPF) cannot be used for the purchase of replacement accessories.

- ❑ **Can students still send their devices to their contractor's service centres for repairs after the end of the warranty period and how will the charges be imposed?**
After the expiry of the device warranty period, students can still send their device to the contractor's service centre for repair. The charges quotation will be provided by the contractor's service centre and students/parents will have to assess the reasonableness of the charges and decide whether to take up the repair. Alternatively, students can consider going to other shops to perform the repairs after the warranty is over.

- ❑ **How long do I need to keep the device original packaging box before discarding it?**
Please keep the device original packaging box for at least 7 days in case of any 1-to-1 exchange .