Parent information on the netbook lease, insurance and warranty

What is the cost to families?
Each netbook costs about $900, including the protective cover, power cord, six cell battery, warranty and insurance, and comes with 28 educational software programs. The Department of Education and Early Childhood Development will fund the bulk of the cost, with parents or guardians contributing $52 a year to lease the computer for their child’s use at school and home.

Who owns the netbook?
The netbook remains the property of the school, leased to the student. When the student graduates, the netbook will be passed on to another student.

Is the netbook insured?
Insurance covering non-warranty repairs and loss is included as part of the lease agreement.

An excess of $100 is charged on claims. Deliberate damage is not covered by insurance. As with all insurance, a police report will be required to substantiate claims.

Is the netbook covered by a warranty?
The Lenovo netbook comes with a three-year warranty. For warranty service, a parent, guardian or school contact should call Lenovo on 1300 557 073 and follow the prompts to Technical Support on an Idea Product. Keep the netbook handy as many problems can be resolved over the telephone, and you will need to quote the model and serial number. The service line is available for the cost of a local call, but may cost more from a mobile.

If a repair is required, a courier will be sent to collect the defective netbook and provide a replacement. To avoid additional fees, a designated adult must be there with the defective netbook to meet the courier. The exchange may take place at a school office, work or home.

Warranty service is available during business hours, Monday to Friday, excluding public holidays. Unless instructed otherwise by Lenovo technical staff, the designated adult should return the defective netbook but retain the power cord, power adaptor and any other original materials.

Abnormal use may damage the netbook. Students and parents need to be aware that any faults or failures caused by damage to the netbook, by whatever reason, will not be covered by the warranty.