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 this cost, with parents or guardians contributing $52 a year to lease the computer for their child’s use at school and home.

Your family will have the option to buy the netbook in the third year with a final $52 payment. Government subsidies mean you can purchase a netbook for your child a fraction of the retail price - $156 over three years - with no GST charged.

Who owns the netbook?
During the first two years the netbook remains the property of the school, leased to the student.

If you take up the option to buy the computer in the third year, ownership transfers to your family with the final payment.

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.

Insurance covers the life of the lease. If you elect to buy the netbook, you will need to make your own insurance arrangements after purchase.

Is the netbook covered by a warranty?
The Acer Aspire One netbook is covered by a three-year manufacturer warranty. Where a hardware service is required within 50km of an authorised repair centre, a replacement computer will be delivered in exchange for the faulty netbook. For all sites outside this radius a pick-up, repair and return warranty will be offered. Repairs will be made within three business days.

If your child’s netbook requires repairs, the first step is to attempt online troubleshooting at www.acer.com.au/helpdesk

Acer can also be contacted on its helpdesk, 1300 365 100.