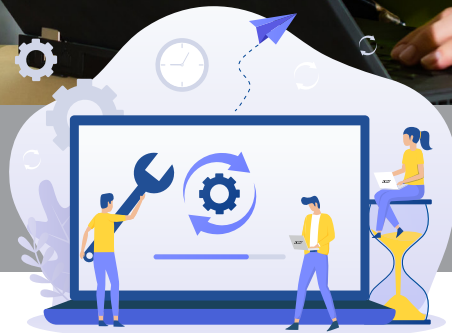




ACER U.S.-BASED SERVICE & SUPPORT FOR ENTERPRISE



PREMIER SUPPORT

- Dedicated toll free number with PIN access and dedicated email address.
- US based level 2 technical and administrative support.
- 15 second response time and no "scripts" means quicker resolution.
- Real time repair case status check available on the Premier Support Website.
- Live Chat is available on Premier Support Website. Monday through Friday from 9:00 AM to 4:30 PM CST
- Warranty registration assistance.
- Adjustment of the warranty start date to reflect when the units are deployed to your classroom. (serial numbers of deployed units required.)
- Inbound shipping to the depot for Chromebook repairs (deprovisioning required prior to repair).
- Out of warranty spare parts purchasing assistance.
- All customers have access to the Premier website.
- Acer Premier Support Website: <https://csapps.acer.com/dashboard/login.php>

SELF-MAINTAINER & ASP PROGRAM

- Authorizes accounts to perform in-warranty repairs for products they purchased from Acer.
- Requires signing self-maintainer or ASP contracts.
- Both in-warranty and out of warranty parts can be ordered directly from the Acer ASP website or via Premier Support.
- Qualified accounts may receive advance spare parts to enable same day repairs.
- Product specific online or in person repair training available for qualified accounts.
- Qualifying ASP accounts are eligible to receive labor reimbursements for in-warranty hardware repairs.
- Self-maintainer and ASP accounts can also send units to the Acer depot for repair at any point versus repairing the systems.

Contact your Acer Representative or Authorized Reseller
Call the Acer Reseller Hotline at 800-848-2237 (option 4)
Write to us.reseller@acer.com