

2022 ACER COMMERCIAL SOLUTIONS

SERVICE



Premier Support

We know that keeping things running smoothly requires qualified and dedicated support. For that, we're here for you and fully committed to making sure our products and services empower you more than ever before.

Global Support

Wide Network of Service

We have a wide network of experienced experts for service management, spare parts planning, warehouse management, logistics management, customer contact, and technical support. With worldwide presence and service support, Acer ensures your machine gets the care it requires.

Global Footprint

4 Central Logistic Hubs
30 Contact Centers in local languages
160 Countries and regions
3,000 Service & Repair Centers
30,000 Authenticated service engineers
5,000,000 Annual repair capacity

Professional Service

- Online tech support
- 24/7 call center or voice tech support
- Warranty extension
- International Travelers Warranty (ITW)
- Accidental damage insurance
- Data recovery service
- Online warranty registration



<h1>Premier Services</h1>	<h3>Premier Support</h3> <ul style="list-style-type: none"> 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 8:00 AM to 5:00 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). Inbound shipping to the depot for TravelMate repairs. (Education accounts support only) 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 	<h3>Acer Educare</h3> <p>Educare is Acer’s comprehensive service portfolio that is specifically designed to meet the needs of the education market. It is a unique set of service offerings that extends the life of technology in the classroom and maximizes schools’ return on their IT investments. Designed exclusively for educators, Acer Educare targets the specific needs of resource-constrained schools, delivering value-added services like battery replacements for heavily used notebooks and tablets, extended service plans and accidental damage coverage, and two-way freight for depot repairs. Through a partnership with Acer, you can further reduce operating costs and improve productivity of your computer infrastructure.</p>	<h3>Desktop Suite</h3> <p>Acer Educare Desktop Suite includes additional coverage options for all new Acer Desktops, so the PC is covered whether the school prefers to bring a technician to campus for repairs or ship it to a depot for service. Depending on the coverage level selected, this service includes options for: next-business-day limited on-site service, two-way prepaid freight for depot repairs, mail-in/carry-in depot repair coverage for years two and three.</p>
	<h3>For Schools and Businesses, Best in Class Service Programs</h3> <p>As an Acer premier customer, you get more than just a device. You receive world-class technical and administrative support from a dedicated team of experienced level 2 technicians who will engage with you to resolve your problem quickly and efficiently. If you need repairs or just technical information on the product, you can always count on the various tools provided by Acer services.</p>	<h3>Mobility Suite</h3> <p>The Educare Mobility Suite provides coverage for the TravelMate Notebooks, Chromebooks, and Windows Notebooks. The mobility suite coverage includes options for: additional one or two-years of protection depending on the purchased model, three-year total protection upgrade (including accidental damage protection); premium battery support and two-way prepaid freight for depot repairs.</p>	<h3>Projector Suite</h3> <p>Acer Educare Projector Suite offers enhanced coverage for new Acer projectors, another critical component of a schools’ instructional technology infrastructure. This program is offered only for projectors that have a three year base warranty and includes one replacement lamp per year, with a maximum of three total and two-way prepaid freight to and from repair depot for three years.</p>
	<h3>Acer Premier Care Services</h3> <p>Acer customers will receive direct access via a dedicated toll-free number to the team of highly trained Premier Care technicians based at our Temple, Texas, facility. In less than 16 seconds, on average, they’ll be speaking with someone who has the knowledge and experience to efficiently resolve technical and administration issues. In addition, customers can order and purchase parts through Acer Premier Care and get help with system registration and warranties. No long waits on hold. No frustration with inexperienced reps. With Acer Premier Care a resolution is just a quick phone call away.</p>	<h3>Self-Maintainer & ASP Program</h3> <ul style="list-style-type: none"> 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. 	
			<h3>Contact Acer for More Information</h3> <p>Phone: 800-848-2237 (option 4) Email: us.reseller@acer.com</p>

BETTER TOGETHER

#AcerForService