



acer
Education
Plus⁺

EDUCATION PLUS⁺
WARRANTY
PROGRAM

CONFIDENTIAL

Enhanced Warranty Support for the Education Sector

What Is Acer Education Plus+ ?

Acer Education Plus+ is a comprehensive, education-focused warranty support solution tailored for education institutions managing student and staff devices. It goes beyond the standard manufacturer's warranty to deliver priority service, comprehensive repair coverage, and device replacement—helping reduce downtime, control costs, and ensure minimal disruption to learning environments.



What's Included

- **Comprehensive 3-Year Coverage:** Protects eligible devices for three (3) years from the original purchase date, covering incidents beyond the scope of standard manufacturer warranties.
- **Real-World Protection:** Warranty coverage that includes full repair services and a one-time device replacement when needed.
Inclusions:
 - Impact Damage;
 - Liquid Damage;
 - Electrical Surges;
 - One-Time Device Replacement
- **Cost Predictability:** Reduces unexpected repair expenses by allowing schools and educational institutions to maintain both learning continuity and day-to-day operations.
- **Priority Customer Support:** Simplified warranty claims assessment criteria are streamlined to ensure a seamless customer experience with minimal downtime.
- **Inclusive Support Services:** Covers all labour, parts (excluding accessories and peripherals), contact centre support, and administration services related to covered incidents.

Why Choose Acer Education Plus+?

- **Minimise Downtime:** Fast, reliable service keeps students and staff productive.
- **Reduce Unexpected Costs:** Covers incidents not included in standard warranties.
- **Simplified Claims Process:** Seamless online portal access combined with priority support from Acer's dedicated education team—ensuring fast and efficient claims handling.

Eligibility & Activation

- Must be purchased within 30 days of the device's original purchase date.
- Available only in Australia and New Zealand.
- Coverage is non-transferable and applies to eligible Acer-branded devices.

Contact Us

For pricing or activation, contact your Acer Education representative.



CLIENTS IN AUSTRALIA

Technical Support

Phone: 1300 308 056 or +61 2 8762 3263

7:00am to 9:00pm Monday to Friday AEST

9:00am to 6:00pm Saturday and Sunday AEST

Service and Repair Enquiries

Phone: 1300 308 056 or +61 2 8762 3263

7:00am to 9:00pm Monday to Friday AEST

9:00am to 6:00pm Saturday and Sunday AEST

Email: servicekac.aca@acer.com

CLIENTS IN NEW ZEALAND

Technical Support

Phone: 0800 276 576

9:00am to 5:00pm Monday to Friday AEST

Service and Repair Enquiries

Phone: 0800 276 576

9:00am to 5:00pm Monday to Friday AEST

Email: servicekac.aca@acer.com

› Applicable local call and mobile charges apply.

Subject to Terms and Conditions. Acer Education Plus+ is a structured warranty support service provided by Acer Computer Australia Pty Ltd. All services, benefits, and coverage described are subject to the full Terms and Conditions. Service availability, coverage scope, and eligibility criteria may vary. This offering is governed by applicable consumer protection laws in Australia and New Zealand.