

MacBook Troubleshooting/Repair/Damages Procedure

1. If you are experiencing technical problems relating to your Damien issued MacBook. Please fill out the technology request form at <http://www.damien.edu/technology-request> and a service technician will come to your class or reply by email. If you are unable to connect to the link, let your teacher know and they can contact us by email or phone (ext.522).
2. Any physical damages must be reported ASAP to the IT Department in room 522. If the damages is caused by another student or entity, you must immediately report the discrepancy with the Dean of students and file a report (Deans will validate who is at fault).
3. Once you have submitted your Damien issued MacBook, repairs are done in room 522. If the IT Department finds the scope of work in need of advanced assistance, the Apple devices are sent out to Mac Made Easy for repairs. The Apple MacBook lease is under Damien Memorial School and all repair transactions must be done with the school. No repairs are allowed that is not authorized by Damien Memorial School that may affect the Apple Care+ Warranty for the school.

Apple Care + Warranty: Covers any manufacturing defect for

- Your Mac computer
- Battery
- Included accessories such as the power adapter
- Apple memory (RAM)
- AirPort
- Apple USB SuperDrive

Apple care (like any other warranty) does not cover any physical damage. But (for example), if the trackpad suddenly stopped working. It would be considered a manufacturer defect and Apple will replace the trackpad and bottom cover no charge. On the other hand if there was physical damage to the trackpad, the track pad and the bottom cover (that connects to the track pad) needs to be replaced. Those items are not covered under the Apple Care Warranty.