



C3 IGNITE DEVICE WARRANTY COVERAGE AND INSTRUCTIONS

Thanks to our partnership with T-Mobile, all C3 IGNITE Program (C3IP) devices are covered under this ADLA warranty program. This coverage description and instruction information is intended to explain which eligible devices are covered in this warranty program and how recipient schools can open a ticket for a device in need of repair or replacement.

WARRANTY

ELIGIBLE DEVICES

Every new C3IP awarded device will be covered for a period of three years from their delivery date if they are in regular use by students and/or teachers at a recipient school. This warranty covers normal wear-and-tear, defects, accidental, or reasonable damage that occurs from the use of devices awarded by C3 to recipient schools. To maintain warranty coverage, every device received by a recipient school must be:

- in-use by a current student/teacher from the recipient school.
- enrolled and active in the Workspace One mobile device management software
- overseen and managed by program-trained school staff.
- running on the most current iOS operating system and security protection available for the device.
- protected by a cover or case at all times.

If a recipient school is found to have a high number of “excessively-abused” devices, warranty coverage will no longer be available on the remaining granted devices the school received.

During the warranty period, ADLA reserves the right to reclaim IGNITE granted devices under any of the following conditions:

- Devices are not in active use.
- If “excessive-abuse” conditions are discovered at the receiving school.
- It has been determined that devices are or have been used without covers/cases.
- Devices are not in-use by teachers and students at recipient school.

COVERAGE

Only the actual IGNITE granted device is covered for the three-calendar year warranty period. Depending on which C3IP cohort a location’s grant is designated as part of, the 3-year period starts from the actual delivery date of the devices delivered for that cohort.

Chargers, cables, cases, any other accessories, and school-purchased apps are **NOT** covered under this warranty and are the responsibility of the school location. Cables, chargers, and cases are considered “consumables” and should be budgeted for as part of the school’s ongoing operations expense. Every device must have a durable external cover/case, whether that cover/case has been provided by C3 or not. Covers/cases are **not** covered by this warranty.



Devices that have been lost, stolen, or severely damaged as found by C3IP Management to be unrepairable, will only be replaced **ONE TIME ONLY** during the three-year warranty period, with a similar device. Defective devices will be replaced as needed during the warranty period.

C3IP runs a “depot” type warranty service. This means that locations will more than likely receive back a device with a different serial number as a replacement device. Devices that are returned will be the same model or newer, with the specifications of the device dependent on device availability from T-Mobile.

Because C3IP cannot guarantee that locations will get the same devices sent in for repair returned to the school, all personal data should be backed up and deleted, when possible, from devices that are sent in for repair. C3IP will perform a full “factory reset” on all devices received for repair and will enroll them in the ADLA MDM (Mobile Device Management) as needed per school location identification.

Locations will be responsible for delivery of devices to the ACC or pay the costs of using an insured shipper or insured mailer when shipping devices for repair. C3IP will return ship the repaired/ replacement devices back to locations at no cost.

SCHOOL RESPONSIBILITY

The IGNITE Grant recipient schools are required to:

- maintain a current device inventory tracker [include Serial Number, IMEI, Workspace One username] and to whom each device was assigned to each school year.
- create a maintenance routine to ensure the devices are clean and working properly.
- ensure all devices are updated with current iPad iOS/security software.
verify devices are enrolled and active in the Workspace One mobile device management software supplied.
- have a cover or case that protects devices at times.
- verify devices can browse the internet on the T-Mobile Network when disconnected from school Wi-Fi.
- file a police report for any IGNITE lost and stolen devices.
- notify C3 IGNITE Support when a device is no longer in school/student/teacher possession or in use by the school for any reason, within a period of no greater than **30 DAYS**. (**NOTE:** Any scenario such as lost, stolen, defective, substantially damaged, end-of-life, sale of, and/or discarded devices all need to be reported to ADLA C3, with these device details: Serial Number, IMEI, and Phone Number (if known).



WARRANTY SERVICE INSTRUCTIONS

CREATING A SERVICE TICKET

1. Submit a repair ticket for the devices you wish to file a warranty claim using this link - <https://c3.support.la-archdiocese.org> and including:
 - a. Name of location and school's IGNITE point of contact information. Be sure email, phone number, and shipping address is provided.
 - b. A list of device serial numbers (with IMEI #) that need service.
 - c. A brief description of each device's issue, damage, or loss; (NOTE: Each lost and stolen device will require a police report documenting the loss of the device).
2. C3 IGNITE Support will review your submissions and contact you to supply replacement time estimates and other instructions.
 - a. Some repairs/replacements within the first 3 years may not be covered by C3IP. (See below)
 - b. Devices submitted should not include the case or cover.
 - c. You will be notified if there are any other charges before repair/replacement is made.
3. Once you receive your replacement device(s), they will need to be enrolled with the school's user Workspace One credentials.
4. You will also need to update your school's inventory (asset tracking) with new device details: Serial Number, IMEI and phone number.

IF REPLACEMENT PURCHASE BY THE SCHOOL IS REQUIRED

1. C3 IGNITE Support will advise if replacement or repair is not covered by this warranty and/or if there are any charges that may arise from a non-warranty repair.
2. To purchase a new or replacement device, visit the ADLA online store at <http://store.la-archdiocese.org>. Schools must use an ADLA Store account registered to the school to log in. Look for the **T-Mobile iPad in the Education** category.
3. Upon payment receipt, device(s) will be ordered and shipped to the school.
4. Once the new equipment is received, you must enroll the device with the user Workspace One credentials.
5. You will need to update inventory asset tracking with each new device details: Serial Number, IMEI and phone number.

NOTE: For orders of 10 or more, C3 IGNITE Support will contact you to offer enrollment support prior to shipment.

Failure to follow these steps could delay services and negatively affect the school's iPad use experience. Please consider printing these instructions and including a copy/link to your inventory asset tracking within your school's Tech Folder.

Any questions or requests for added support not mentioned above should be sent to the C3 IGNITE Support Team at C3IGNITESupport@la-archdiocese.org.