The Archdiocese of Los Angeles provides device warranty service for the C3 IGNITE Program, (C3IP) T-Mobile connected devices. Every new C3IP awarded device will be covered for three years, beginning with equipment delivery. ADLA reserves the right to reclaim IGNITE granted devices under certain conditions.

The Archdiocese of Los Angeles provides device warranty service for the C3 IGNITE Program, (C3IP) T-Mobile connected devices. An overview of device eligibility, warranty coverage and repair and replacement submission instructions are detailed below.

C3 IGNITE DEVICE WARRANTY

ELIGIBILITY

Every new C3IP awarded device will be covered for three years, beginning with equipment delivery.

To be eligible for coverage, all devices must be:
- In-use by a current student/teacher from the recipient school.
- Enrolled and active in the Mobile Device Management software, Workspace One.
- Active and connected to T-Mobile wireless cellular network.
- Supervised and managed by program-trained school staff.
- Updated with current iPad iOS/security software.
- Protected by a cover/case.

Schools found to have a high number of 'physically abused' IGNITE devices may lose warranty coverage for their remaining equipment. During the warranty period, ADLA reserves the right to reclaim IGNITE granted devices under any of the following conditions:
- If excessive abuse is discovered.
- It has been determined that devices are or have been used without protective covers/cases.
- Devices are not in-use by school staff, teachers, and students.

COVERAGE

Throughout the three-year warranty period, coverage will include normal wear and tear, defects, and accidental damage.

Devices that have been lost, stolen, or damaged beyond repair will be replaced **ONE TIME ONLY** during the three-year warranty period. Defective devices will be replaced, as necessary.

C3IP runs a "depot" type warranty service. This means that the repair/replacement device re-issued by C3 would most likely be a different device and/or model depending on the availability of devices from T-Mobile.

C3IP recommends that all personal data on a device being returned for warranty be backed up and the data be deleted from the device. All defective and damaged devices sent to ADLA will be wiped/returned to factory settings.

Schools are responsible for the delivery of warranty devices to the ACC or pay the costs of using an insured shipper/mailer. C3IP will ship the repaired/replacement devices back to schools at no cost.

What's NOT Covered:

- Chargers
- Cables
- Cases
- Other accessories
- School-purchased apps/software

These items are the responsibility of the school. Cables, chargers, and cases are considered "consumables" and should be budgeted for as part of the school's ongoing operational expense.

SCHOOL RESPONSIBILITY

IGNITE schools are required to:
- Maintain a current inventory tracker for all devices, including assigned user, Serial Number, IMEI, and Workspace One username.
- Create a maintenance routine to ensure that all devices are clean and working properly.
- Ensure all devices are updated with current iPad iOS/security software.
- Ensure devices are enrolled and active in the Mobile Device Management software, Workspace One.
- Ensure all devices are protected by a protective cover or case.
- Ensure devices are active and connected to the T-Mobile wireless network and can browse the Internet when disconnected from school Wi-Fi.
- File a police report for any lost and stolen devices.
- Notify C3IGNITE Support when a device is no longer in school/student/teacher possession or **not** in use by the school for any reason, **within 30 DAYS.**
  - (**NOTE:** Any scenario such as lost, stolen, defective, damaged beyond repair, end-of-life, sale of, and/or discarded devices will need to be reported to ADLA, with following device details: Serial Number, IMEI, and Workspace One username.)

REPAIR AND REPLACEMENT SUBMISSION

CREATING A SERVICE TICKET

1. Submit an ACC Help Desk ticket and select Help Topic: **C3 IGNITE: Device Warranty**. Link: **https://help-ticket.la-archdiocese.org/tickets.php**

   Include:
   a. Name of school
   b. Point of contact information:
      i. Email, phone number, and shipping address
   c. A list of device serial numbers with IMEI # that need repair or replacement.
   d. A brief description of each device's issue, damage, or loss
      i. (**NOTE**: Each lost and stolen device will require a police report documenting the loss of the device).

2. C3 IGNITE Support will review your submission and provide replacement time estimates and other instructions.
3. Cases should be removed prior to shipping devices to the ACC.
4. ADLA will advise if replacement or repair is not covered by this warranty.
5. Once you receive your replacement device(s), you will need to enroll them with the users' Workspace One credentials.
6. Update your school's inventory (asset tracking) with new device details: Serial Number, IMEI and phone number.
7. ADLA reserves the right to approve or deny Warranty replacement at any time.

SCHOOL PURCHASED REPLACEMENT [Out of Warranty or not covered by Warranty policy]

1. 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.
2. Upon payment receipt, device(s) will be ordered and shipped to the school.
3. Once you receive your replacement device(s), you will need to enroll them with the users' Workspace One credentials.
4. Update your school's inventory (asset tracking) with new device details: Serial Number, IMEI and phone number.

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

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

For additional assistance, open a ticket in the ACC Help Desk or contact C3 IGNITE Support at C3IGNITESupport@la-archdiocese.org.