

CTL Warranty and Service Plans

# Protect Your Investment and Your Uptime

Receive OEM-quality protection and expert 1:1 service when you purchase warranty and service plans from CTL.







When it comes to safeguarding your Chromebook investment, CTL leads the industry with the most comprehensive set of warranty and service plans available. CTL's personalized, friendly service delivers the quality levels only an OEM can offer to ensure minimal downtime for maximum piece of mind.

CTL offers a variety of options and will work with you to tailor a plan that meets your program's specific needs.



## The Features You Need, All Included

All warranty plans include CTL's exclusive signature services:

- 
5-day service turnaround guarantee
- 
Genuine OEM parts on CTL devices
- 
Zero deductibles
- 
24/7 spare part purchase portal
- 
1:1 support and care via phone, email, and/or online chat from dedicated technical specialists
- 
Included battery and AC adapter coverage

# Craft the Perfect Fit: Customizable Warranty & Service Plans for Your Program

Work with your CTL account manager to create and price the plan that works for you.

Feature	Standard Warranty	Extended Warranty	Best Value Plus Plan	Premium Plan	Ultimate Plan
<b>Description</b>	Standard manufacturer's warranty included with new CTL devices	Extension of the manufacturer's warranty for longer-term protection	A 3 year plan bundling licensing, free 2-way RMA shipping, and premium battery service	A complete suite of CTL's most popular services	Features all the Premium Plan services plus unlimited accidental damage protection
<b>Length of time available</b>	1 year	1.5, 2, 3, or 4 years	3 years	3, 4, or 5 years	3 or 4 years
<b>Parts &amp; labor</b>	Included 1 year	Included all years	Included all years	Included all years	Included all years
<b>Included 2-way shipping</b>	1 per year included	1 year included Additional year shipping add-ons available	Included all years	Included all years	Included all years
<b>Accidental damage protection plan<sup>1</sup></b>	Available add-on	Available add-on	Includes 1 major incident per year Additional year add-ons available	Includes 1 major incident per year Additional year add-ons available	Included all years
<b>Google Education Upgrade license</b>	Available add-on	Available add-on	Included	Available add-on	Available add-on
<b>Enhanced ZTE provisioning package</b>	Available add-on	Available add-on	Included	Available add-on	Available add-on
<b>Premium battery service</b>	1 year included	1 year included Additional year add-ons available	1 year included Additional year add-ons available	1 per year included	1 per year included

1. Warranties sold per device

2. See your CTL account manager for package pricing and SKU #

3. For accidental damage: 1 major replacement per year standard, including screens or main board. All other is unlimited for accidental damage (not intentional) - keyboard/hinge/keys. For complete suites, the policy is the same.

## Empower Success with ChromeOS

Power up your classrooms and deliver digital equity with proven Chromebook and ChromeOS solutions manufactured by CTL. As your education technology partner, CTL sits side-by-side with you to deliver customized programs that offer unprecedented computing power for students, teachers, and staff, all delivered with the flexible purchasing options and whole life cycle sustainability services you require.

## View all Warranty Plans and Conditions



[ctl.net/pages/warranty](https://ctl.net/pages/warranty)