

OIT Endpoint Warranty Information

Andre St. Pierre - 2023-09-06 - Comments (0) - Policy Frequently Asked Questions

Apple and enterprise-Dell are the standard endpoints at Brown University, and these devices are supported by OIT Hardware Services. Our newly-reviewed warranty information is summarized in the following details:

| OIT Warranty features | Dell endpoints | Apple endpoints |
|--|---|--|
| 4-year warranty | Yes - combined with vendor's warranty | Yes - combined with vendor's warranty |
| Recommended vendor warranty | 3 years of ProsupportPlus | 1 year of Apple Limited Warranty |
| Accidental damage protection for the 4-year life cycle | Yes - 1 accident per year | Yes - 1 accident per year |
| What is covered? | Any defective/damaged hardware component. (excluding batteries or, intentionally caused damage) | Any defective/damaged hardware component. (excluding batteries or intentionally caused damage) |
| Battery coverage? | Only the 1st year of vendor warranty | Only the 1st year of vendor warranty |
| Supported devices? | Laptop, Desktops | Laptop, Desktops, iPads |

Dell endpoints warranty:

Dell Laptops or Desktops should be purchased with the 3-year ProSupport Plus warranty option from the vendor. If the endpoint was purchased with the 3-year warranty, OIT Hardware Services will self-insure the endpoint by 1 more year.

Please Note: Batteries are considered consumable parts from the vendor, and batteries are only covered for the 1st year of the vendor warranty.

Apple endpoints warranty:

Apple Laptops, Desktops and iPads, should be purchased with the 1-year Apple Limited warranty option from the vendor. If the endpoint was purchased with the 1-year warranty, OIT Hardware Services will self-insure the endpoint by 3 more years.

Please Note: Batteries are considered consumable parts from the vendor, and batteries are only covered for the 1st year of the vendor warranty.

Accidental damage protection

OIT-Warranty is now providing full protection for the 4-year life cycle of Brown-owned Apple and Dell endpoints. This means that OIT-warranty will repair/support your Brown-owned endpoint including accidental damage protection for the 4-year life cycle.

Please Note: Only 1 accidental damage case per year is allowed. Intentionally caused damage is not covered.

Exceptions for 3-year AppleCare+ warranty:

- Customer travels abroad and there's a higher chance of hardware support
- Customer is a fully remote staff and there is an Apple store nearby

Reach out to oit-hardware-services@brown.edu for any questions about warranty and support

Smartphones Warranty and Support

Brown-Owned smartphones - new and replacement requests are handled by OIT Telecom.

Please reach out to telecom@brown.edu if you have any questions or concerns about your smartphone warranty.

- Smartphone refresh cycle is every 2 years
- Smartphone are purchased with the manufacturer 1 year warranty
- Accidental damage - Telecom will order a replacement device through the vendor at the department cost
- In warranty - If the smartphone have difficult hardware or software issues, the device will get replaced by the vendor

****Hardware Services do not perform any physical repairs to smartphones. Hardware Services can provide any quick 30 minutes troubleshooting based on Apple documentation if the ITSC or DCC is unable to resolve the issue****

Repairs for personally owned Endpoint (Students, Faculty, Staff)

Repairs for personal endpoints such as Laptops, Desktops, Smartphones and tablets are provided by the Brown Bookstore's Service and Repair for a fee. Please, visit the [Brown Bookstore's Service and Repair website](#) for more details.

FAQ

Q. Can I add AppleCare+ after an Apple device is purchased?

- In most countries and regions, you can buy AppleCare+ within 60 days of your device purchase. Hardware Services can double check if you reach out with the device serial number by email or slack channel

Q. Can I get a battery replacement for a user's laptop under warranty?

- Batteries are considered consumable parts from the vendor, and batteries are only covered for the 1st year of the vendor warranty