

Berea College IS&S

Computer Part Replacement Procedure for Students Laptops

All Berea College issued student laptops are property of Berea College until a student completes the requirements for graduation, at which point the machine becomes the property of the individual student. If a student leaves the college for any reason other than graduation, they are required to return the laptop to IS&S and are responsible for any damages to the laptop at that time.

During the course of a student's academic career at Berea College, any damages to the student's Berea issued laptop, either through accidental damage or normal wear and tear, should be reported to the IS&S Help Desk. IS&S will repair the laptop and replace any necessary parts.

The cost of repairs to a student's laptop will vary based on the cause of the damage and on which part is damaged. In general, damage caused by normal wear and tear is covered under warranty and no charge will be incurred by the student. Damages deemed as accidental or intentional will incur charges based on the specific part damaged as described in the rest of this document.

Part Replacement Categories

- 1 Cosmetic/ Plastic Parts
- 2 Battery
- 3 Internal Hardware
- 4 AC Adapter
- 5 Full Laptop Replacement



Cosmetic / Plastic Parts

Damage to cosmetic parts is defined as damage to the external housing or casing. This is typically broken or chipped plastic components. It can also include cosmetic issues caused by the use of stickers or other decorations applied to the laptop.

Many cosmetic issues are appearance only and do not affect the student's ability to use the laptop in a functional capacity. In those cases, repairs are not required and are considered optional at the student's discretion. This option does not apply if the student is withdrawing from the College and is returning the laptop.

In some cases, cosmetic damage can affect the internal components ability to function or to rest securely inside the computer. In such cases, replacement of the cosmetic part is mandatory.

The cost of replacement cosmetic parts is a flat fee of \$20 per incident of replacement. This covers all external housing and casing under one flat fee.

Battery

Batteries are covered under a one-year warranty. Batteries that fail or malfunction during that year are replaced under warranty at no cost to the students. After that year, IS&S will provide one battery replacement per student at no cost to the student. Additional battery replacements may be obtained beyond the first replacement. In such cases, the replacement cost of the battery will be determined by IS&S Help Desk based off the computer model and age, and the fair market value of the replacement battery.

Internal & External Hardware Parts

Hardware parts are defined as any part of the computer that is not cosmetic. This category is for parts that are electrical or mechanical in nature and that the computer needs to function.

Common parts in this category include: Hard Drive, motherboard, LCD, keyboard, disk drive, etc. Please note that this list is not exhaustive and that many other parts of the computer fall into this category.

Any damage to hardware parts should immediately be reported to the IS&S Help Desk. Using a computer with damaged hardware can lead to other hardware having problems as well. It is best to report any damage early and often so that the student's laptop is in good working order.

The cost of replacement hardware parts is dependent on which part is being replaced and on the cause of replacement. LCD Screens and Motherboards that are damaged through misuse or accidental damage are a flat fee of \$40 per part to be charged to the student's account, however, if the damage is caused by normal wear and tear, then the student will incur no charges. All other internal parts will be replaced under warranty and will incur no additional charge to the student.



AC Adapters

AC Adapters that are not functioning or are damaged through normal wear and tear will be replaced under warranty at no cost to the students. These should be brought to IS&S as soon as they are damaged or stop working.

Lost or stolen AC Adapters are not covered under warranty. However, Replacement AC Adapters are available from IS&S at a cost of \$65 per AC Adapter.

Full Laptop Replacement

If a student's laptop is damaged beyond reasonable repair, or if it is lost or stolen, then a full replacement of the laptop will be necessary. In such cases, the replacement cost of the laptop will be determined by IS&S Help Desk based off the model, age, and fair market value of the computer.

IS&S will then provide to the student a replacement computer of the same model as their original computer. The cost of the replacement computer will be charged to the student's account.

In the event that a full replacement is needed, students may opt to not replace the laptop, if they are unable to pay the cost or if they have a personal computer that they choose to use instead. This option is not recommended since the Berea College issued laptop is used to connect to many of the College's services. For instance, any Berea College owned software can only be installed on Berea College owned computers and may not be installed on student's personal computers. Students choosing to not replace the laptop will be at a disadvantage.

Additionally, since the student does not take ownership of the laptop until they complete the requirements for graduation, the student is still responsible to return the laptop to IS&S if they leave the college for any reason prior to graduation. This means that any student who chooses not to replace the laptop would be responsible for the cost of the replacement if they leave the college prior to graduation.
