Laptop Service Policies

Hardware Repair and Configuration
Pine Crest is certified to repair Dell, Toshiba, and Apple laptop computers.

Technology Service and Software License Fee — $120
Pine Crest requires that all students have Microsoft Office, Symantec AntiVirus, Inspiration, and various other programs required for their classes. To cover the cost of these programs and other client access licenses, Pine Crest charges a uniform fee for all new computers. The amount of this fee is $120 for the 2012-2013 school year. It covers Mac and PC platforms, and will allow students to upgrade to the latest version of these programs without an additional fee.

Configuration Policy and Late Fee — $100
All Laptops must be configured by the Technology Department so that they are able to use Pine Crest’s wireless network and access network resources. All new laptops should be brought in for configuration before August 1st. To insure timely turn-around times and available loaner laptops, Pine Crest charges a $100 late fee for all new laptops brought in during August and September.

Loaner Laptops and Rental Charges
Pine Crest provides free loaner laptops while any model laptops are being repaired. Laptops being repaired outside of Pine Crest will require proof of repair and are limited to 10 loaner days.

Laptops with chargers may be rented from Pine Crest for $15 per day, if available. Chargers alone may be rented for $5 per day.

Technology Assistance

Boca Raton
Huffe Hall
561-852-2822
laptopbr@pinecrest.edu
HOURS:
Monday - Friday: 7:30 - 4:00
Summer: 8:00 - 4:00

Fort Lauderdale
Room US-101
954-492-4191
laptopfl@pinecrest.edu
HOURS:
Monday - Friday: 7:30 - 4:00
Summer: 8:00 - 4:00
Laptop Requirements

Recommended Model for 2012 - 2013

- DELL LATITUDE E6420
- APPLE MACBOOK PRO 13"

Pine Crest will continue to be able to repair Toshiba laptops and will support all previously recommended models.

Purchasing information at:

WWW.PINECREST.EDU/LAPTOPS

Benefits of Recommended Models

- Authorized on-campus repairs
  Our technicians’ familiarity with these models makes for quicker repairs.
- Over ten years of Pine Crest experience
  Parent, student, and faculty feedback is incorporated every year into our selections.
- Special Pine Crest pricing
  The packages available via our links include all requirements and recommended additions (such as warranties and insurance).
- Easy purchasing and setup
  Laptops are shipped to Pine Crest for configuration and you are notified when they are ready for pickup.

Requirements

Laptops purchased through the links on the Pine Crest website fulfill all requirements.

Required Operating System: Windows 7 Professional or Ultimate for a PC and Mac OS X 10.6.8 or later for a MacBook Pro.

Pine Crest charges a $120 technology service and software license fee for all newly configured laptops. This fee includes the installation and licensing for all required programs, including the latest version of Microsoft Office. When ordering a laptop please do not purchase Microsoft Office, it will be installed at Pine Crest during configuration. This fee will be charged to the student’s account.

Alternative Devices

There are many alternative network access devices available today, such as Android tablets and iPads. While Pine Crest may allow them to be used on campus, these devices are not officially supported on the Pine Crest network. A standard Mac or Windows based laptop is still required for all students from Grades 6 to 12.

Recommendations and Suggestions

Know your warranty

All laptops should be purchased with a 3 or 4 year parts and labor warranty. The manufacturer’s warranty does not cover theft, loss, or damage. Batteries are typically covered for 1 year only, though Dell incorporates a special 3-year battery warranty option into the Pine Crest package.

Insure your laptop

We highly recommend purchasing accidental damage insurance. This insurance covers most damage to the laptop, including screen replacement, and is now available as part of the purchase process from Dell. Apple does not provide accidental damage coverage. Third party companies such as Safeware (www.safeware.com) and Worth Ave. Group (www.worthavegroup.com) offer separate policies that cover theft as well as accidental damage.

Consider a replacement

When your warranty expires, consider purchasing a new laptop. This ensures you have the most up-to-date hardware and software and that repairs will be covered by the new warranty.

The laptop is a school supply

The school-required laptop is for use as an educational tool. Loading excessive numbers of games, music, videos, or photos may negatively impact performance.

Back up your files

Back up your files weekly. With hard drives, the question is not IF it will fail, but rather WHEN it will fail (usually with your very important project on it). USB flash drives work well for backing up school work.