

MAP Laptop Loan Scheme Repairs Policy

Purpose

The purpose of this policy is to prescribe rules to ensure the appropriate steps are taken to repair laptops borrowed through the Maynooth University Laptop Loan Scheme.

All students who borrow laptops through the Maynooth University Laptop Loan Scheme must comply with this policy.

Policy

- Maynooth University takes no responsibility for maintaining or fixing loaned laptops from the Laptop Loan Scheme. Any loaned laptops which get broken or damaged will not be replaced.
- Students who lose/damage the loaned laptops will become ineligible for the scheme and will not be able to receive a replacement.
- In the event of issues with the loaned laptop, students must contact Dell Support as per the MAP Laptop Loan Scheme Repairs Policy
- Students **must arrange the repairs through Dell Support. No external vendor should be used** as this would void the Dell warranty. Many issues can be resolved remotely by Dell.
- Once contacted, Dell will troubleshoot the issue with the student on the phone and identify whether it is covered under the Dell warranty.
- If the issue is covered under warranty, Dell will:
 - fix it remotely, if possible, or
 - with the student's permission Dell will send an engineer to the student's home address (or agreed location) or
 - Dell will provide the student with the necessary instructions on how to package and return the loaned laptop.
- If the issue is not covered under warranty, Dell will explain the issue and the student should ask Dell to send an email to the student's University email address with the quote for the repair cost.
- Students can contact the [Student Budgeting Advice Service](#) for financial assistance if they cannot cover the cost of the repairs.

How to contact Dell

If a student experiences issues with the loaned laptop, they should call Dell Support Ireland at 1800 246 105 (they answer very quickly).

In the automated message request Technical Support and when requested give 'Express code' (this can be found on the sticker underneath the laptop).

If requested to give an email address, the student should give their Maynooth University student email address.

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