

Chromebook Repair

In the unlikely event that your Chromebook needs to be sent off for repair, the procedure is as follows:

- Log the repair claim at :
<https://freedomtech.co.uk/help/>
Complete the requested web form and detail the claim in the description area
- Once the claim has been submitted, you will receive an automated email response containing a unique **FTCS_XXXX** reference number
- You will then be contacted by the repair centre to organise collection of your device. (contact made within 4 hours Mon-Fri)
- Your child can then take the **FTCS_XXXX** number to the school IT office (Pascal, ground floor) as proof that the ticket has been logged. IT will loan a device until theirs is fixed
- The student device will be collected from the parent by a courier in a secure box on the arranged date. Once received at the repair centre, you will be emailed with a repair tracing reference number to keep track on the progress of the repair/claim
- Once repaired the device will be delivered back to the collection address, unless otherwise specified by the claimant.
- Your child must then return the loan device to the school IT office once they receive the original device back.

Please note: Should you need to purchase another Chromebook for any reason, please be aware that Google has changed their licencing policy and going forward, licences will permanently be tied to the original device's hardware ID and model, and cannot be transferred to a replacement device unless it is an identical model. If you do decide to purchase a different Chromebook model from your original, the average price for a replacement licence for the life of the device is approximately £24-£30 per device.

Some Chromebooks will be out of their warranty and will need to be sent off somewhere for repair. These usually belong to year 10 and year 11 students. Please see below for some local repairers or you can send the Chromebook off to your preferred repair centre.

Contact & Email address	Company name	Offer	Time scale	Further Info
Paul Ramsey paul@harpendingcomputerservices.com	Harpenden Computer Services	Offered to discount but suggested to replace the laptop (new/refurbished)		£80 (+part cost) - screen repair
Robert Bakkard mail@netizens-stalbans.co.uk	Netizens	20% discount	4 days	
Sarah Stanley info@gadgetclinic.net	GadgetClinic	£20 discount for any repair free diagnostics		
Jamie Fletcher mail@ver-it.co.uk	VER-IT	£10 discount for labour	2-3 working days	Screen replacements - £40-50 Touchscreen replacements - £50-60 Charging ports - £50-60 Motherboard replacements - £60-70 Keyboards/batteries/WiFi/USB Ports - £30-50

Further repair centres

ComputerWizard

Pc-Gremlin

Computer Repair Service

TechMedicsRepair

Nixuss

herts computer care

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