



Technology and Information Services Branch

Chromebook Warranty and Repair

As of May 2020

HP Chromebooks at LBUSD¹ come with a **three year warranty**.

Warranty does not cover lost or stolen devices

During the three year warranty period:

- Repairs covered by warranty are handled by the Technology and Information Services Branch
 - Examples
 - Internal components stop functioning
- Non warranty repairs are provided at cost²
 - Examples
 - User damage (dropped, vandalized)

After the three year warranty period:

TISB does not recommend repairing Chromebooks more than 3 years old due to the obsolescence of this technology.

- Contact TISB (Help Desk) for a repair quote
- Repairs are provided at cost
- Chromebooks are **not** repaired when
 - The devices are “beyond economical repair”³
 - Software and firmware versions are no longer supported by Google



¹ See Chromebook Requisition Checklist for details and accessories at: <http://bit.ly/LBUSDChromebook>

² Cost is the amount charged by qualified vendors contracted by TISB

³ Repairs equal more than 50% of the replacement cost