



CTL WARRANTY AND SERVICE PLANS

Simplify Protection for Your Entire Fleet with CTL Care™

Count on CTL Care for simple, all-inclusive warranty and accidental damage protection that eliminates repair stress, lengthy turnaround times, and unexpected costs for your Chrome and Windows devices.

CTL Care makes any brand of device protection simple.

CTL takes the pain out of fleet repairs—giving you a dedicated support partner and 100% peace of mind.

The Features You Need, All Included

All warranty plans include CTL's exclusive signature services:



Simple, predictable coverage for any Chrome or Windows device



Easy to buy - one simple price for unlimited coverage



Fast, streamlined repair & logistics: 5-day service turnaround commitment



OEM-level repair expertise with genuine parts on all devices



Zero deductibles



Included battery and AC adapter coverage



1:1 US-based support and care via phone, email, and/or online chat from dedicated technical specialists



Zero administrative overhead: streamlined online workflows save valuable IT hours.



“**Support was uniformly excellent.** Very knowledgeable and very responsive to my questions!

Barry | Georgia Elementary School

“**CTL's repair and support program is TOP NOTCH.** Really appreciate all of their hard work.

Nathan | Carey School

Simple. All-Inclusive. Easy.

Work with your CTL account manager to create and price the CTL Care plan that works for you.

Feature	CTL Care Warranty and Accidental Damage Protection Plans		
	Manufacturer Warranty	Extended Warranty	Accidental Damage Protection
Description	Standard 1 year CTL Care warranty included with new CTL Chrome devices.	CTL Care extended warranty included with any new device from CTL.	CTL Care ADP included with any new device from CTL.
Length of time available	1 year	2, 3, or 4 years	1, 2, 3, or 4 years
Devices covered	Any CTL brand device	Any Chrome or Windows device sold by CTL	Any Chrome or Windows device sold by CTL
Hardware failure, parts & labor	✓	✓	✓
2-way shipping	✓	✓	✓
Battery replacement	-	✓	✓
AC charger replacement	-	✓	✓
Accidental damage (drops, spills, screens)	-	-	✓
OEM-level expert service with genuine parts	✓	✓	✓
5-day turnaround (+ transit time)	✓	✓	✓
No deductibles	✓	✓	✓
District repair reporting	✓	✓	✓
US-based support from dedicated specialists	✓	✓	✓

Additional Warranty and Service Plans

Warranties on Refurbished Devices

Refurbished devices purchased from CTL include a zero-deductible, 150-day limited warranty covering parts, labor, and free one-way shipping. Upgradeable to one year with two-way shipping.

Out of warranty? No problem.

Our prepaid accident protection packs are not tied to serial numbers and can keep your CTL equipment up and running for longer.

CTL: Your One EdTech Lifecycle Partner

For EdTech leaders stretched thin, CTL is more than a vendor—we're your strategic technology lifecycle partner. CTL replaces transactional vendors with a side-by-side partnership, delivering the most complete set of award-winning devices, services, and software to streamline your entire EdTech lifecycle. CTL is a Certified B Corp™ for our commitment to sustainability and social responsibility.

View all warranty information at ctl.net/pages/warranty.



Certified B Corporation

Putting people and the planet on par with profits

