



CTL ACCIDENT PACK SERVICE PLANS

Protect and Extend the Life of Your Chromebooks

CTL's flexible post-warranty Accident Pack Service Plans minimize downtime and maximize the lifespan of your CTL Chromebook fleet.

Keep your fleet running longer and smarter with CTL's flexible Accident Pack Service Plans. Intended for CTL Chromebooks beyond initial warranty, each Accident Pack covers one major accidental damage incident on any CTL Chromebook for one low price. Pre-purchase these packs in quantities of 100 and free yourself from tracking serial numbers and service expiration dates.

CTL Accident Packs provide you with the ultimate flexibility for OEM-expert repair on your Chromebooks. Save device management time, invest in sustainability, and enjoy peace of mind with CTL's Accident Pack Service Plans.

The Features You Need, All Included



Extend the life of your CTL Chromebook fleet

Protect against unexpected damage. Each plan covers one major accidental damage incident pack per device.



Minimize downtime

With free 2-way RMA shipping (on 5 devices or more) and 5-day guaranteed turnarounds, your devices are back in action quickly.



Use with ultimate flexibility

With no serial number restrictions and no expiration dates, use these service packs as needed.



Save time and management effort

Pre-purchase in minimum quantities of 100 for cost-effectiveness and simplified management of repair processing.



Assure quality

OEM-expert repairs are performed by CTL's service team, ensuring your devices are repaired with quality parts by trained technicians.



Enjoy peace of mind

Get worry-free device management with this comprehensive coverage.



Go green

Reduce e-waste by extending the lifespan of your Chromebooks. CTL is a Certified B Corp™, offering responsibly sourced components, eco-friendly packaging, trade-ins, and electronics recycling end-of-life programs.



Easily Manage Post-Warranty Chromebook Repairs

Work with your CTL account manager to pre-purchase services to extend the life of your Chromebooks.

Specifications	CTL Accident Pack Service Program
Description	A flexible post-warranty service plan to protect and extend the life of your Chromebooks or other CTL ChromeOS device
Terms	Use for any Chromebook; not tied to a serial number Covers accidental damage Includes 2-way shipping for quantities of 5 or more
Repairs covered	Use 1 accident pack to cover 1 major repair. Example: screen, mainboard, keyboard, OR battery repair = 1 accident pack
Repairs not covered	Light cosmetic damage, liquid spills, negligence, biohazard damage, natural disasters, intentional damage
Length of coverage	Valid from day of purchase with no expiration date. No waiting period.
Applicable CTL devices	All CTL Chromebooks, Chromebox, or other CTL ChromeOS device
Minimum quantity	100
SKU	AP00001
Price	\$99 each, MSRP. Pricing resets June 30 every year.

Additional Warranty and Service Plan Elements

Work with your account manager to customize your warranty and service plans with these options at initial device purchase.

Standard Warranties

1, 2, 3, or 4 year options with 1-year parts and labor, free-2-way shipping, and premium battery service included.

Complete Suite

3 or 4 year plans with accidental damage plus parts and labor, 2-way shipping and premium battery service every year included.

Enhanced ZTE Provisioning Packages

Get white glove service to smooth out-of-the-box startup.

Empower Success with ChromeOS

CTL helps education and enterprise organizations innovate what's next with award-winning technology products and services. We're solution finders, creating tailored solutions delivered with nimble responsiveness to help you innovate your next program. CTL is a Certified B Corp™ for our commitment to sustainability and social responsibility.

View all CTL Lifecycle Services



ctl.net/pages/chromebook-customer-service-from-ctl

