

Education
Solutions Guide
& Warranty





Chromebook Specific Solutions

Chrome Device Management Licenses **from \$30**

- Configure and manage user access
- Control network access
- Create user groups
- Customize user features
- Preinstall and block applications
- Provide layers of security
- Track assets

CTL White Glove Configuration Service **from \$10**

- Enrolling Chromebooks to school's Google Apps domain
- Validating device policies
- Applying Chrome OS update
- Applying Customer Asset Tags on request
- Providing school with data capture of serial numbers and asset tag numbers
- Capture MAC address so they can be tracked if lost or stolen

Chromebook Specific Solutions

Hapara Licenses - [Call for Pricing](#)

CTL is proud to partner with Hapara in order to offer our education customers the full line of Hapara solutions to enhance your Google Apps for Education and CTL Education Chromebook.

Hapara Teacher Dashboard

Organize your Google environment the way teachers do – around classes and students. Hapara Teacher Dashboard easily offers teachers the ability to view student efforts in Google Apps, enabling individual student activity feeds organized by class and shown in dashboards. This results in effortless, formative assessment and increased online student safety.

- Ability to control student Chrome browsers
- Centralized administration that saves teachers from IT management and provided oversight to IT directors
- Enhanced and ongoing formative assessment
- Full access to all student work
- Oversight of student communications

Hapara Remote Control

(add-on to Teacher Dashboard)

View and guide student activity in your class with remote, real-time classroom device management for Chromebooks.

- Open and close URLs on student devices
- Send priority messages to students
- View student browser tabs and screens



Solutions for All Devices



Configured to Meet Standardized Testing Requirements

CTL's Chromebooks and 2goPC Windows devices meet the technical specifications required by Smarter Balanced testing, which has become the standardized test adopted by many U.S. States.

Web Filtering and Reporting Service to Assist with CIPA Compliance **From \$5/user**



CTL is offering one free year of web filtering and reporting from 'Securely' as a Chrome extension for Chromebooks to assist with CIPA compliance.



Pearson Education Software **Call for Pricing**

CTL offers a wide range of digital learning solutions from Pearson to our K-12 customers, including **Pearson iLit, Pearson System of Courses, enVisionMATH 2.0, Interactive Science, Interactive Music powered by Silver Burdett** and many other solutions that span the K-12 curriculum.

Bulk Pack from **\$2/unit**

CTL offers customers the ability to have multiple units shipped in special bulk pack shipping cartons, which reduces packaging waste associated with shipping each unit in an individual box and saves time in unpacking and deployment.





Solutions for All Devices

Demo Devices

BUY and Try

Qualified education customers can purchase a single unit of certain products for evaluation at a discounted price. Contact CTL for more information.

TRY and Buy

Qualified education customers can purchase a single unit of certain products for evaluation at a discounted price and return it for a full refund within 30 days if they decide they don't want to keep it. Contact CTL for more information.

Demo Loaners

CTL's education devices are available to try on loan for a limited time. Contact CTL for more information.

Discounted Devices for Staff, Student and Family Purchases

CTL can work with customers to offer staff, students and family a special discount off of CTL's educational devices in the form of a coupon for purchasing off of ctl.net.

Capture MAC Address

CTL can capture your the MAC address for each of your school's devices so that they can be tracked if they're lost or stolen. **Included with Chromebook White Glove Service. Call for pricing on Windows Devices.**



CTL University: Professional Development and Student / Parent Training

Call for Pricing

CTL recognizes that the keystone of any 1:1 or large deployment program is the integration of technology into teaching and learning processes. CTL offers online and in-person training, including training from Google certified Google Educators to cover topics including:

- Introduction to Chromebooks
- Using the Chrome Browser
- Google Docs, Sheets and Slides
- Google Drive
- Gmail
- And more!

Online Training Course

Online Training Courses are available through "CTL University."

In-Person Workshops

Ask about our in-person workshops available to give educators more personalized attention and training.

Facilitated Online Webinars

Through "CTL University," educators can sign up for informative webinars on the latest education solutions.



Full Color Painting **from \$15**

Customize your school's mobile devices with your full color logo! A minimum order of 25 units is required for this service.



Asset Tagging

From \$2.50/unit

CTL asset tagging solutions are designed to flexibly conform to a customer's specific asset tagging and tracking needs. Systems can be labeled with an asset number and tag assigned and created by CTL; with an asset number provided by the customer and a tag created by CTL; or with an asset number and tag provided by the customer.

Asset Reports

From \$2.50/unit

For Asset Reports, CTL collects Serial Number and MAC Address information for each device and provides this information to the customer in an electronic report.

Premium Customer Disk Imaging Service: **\$199/image set up + \$8/system**

50 System Minimum Requirement - see more at: <http://ctl.helpserve.com/Knowledgebase/Article/View/223/0/ctl-disk-imaging-services>

Solutions for All Devices

Store and Charge Carts

We've partnered with industry leaders in store and charge carts such as **Anthro** and **Bretford Furniture**. Easily and securely store your classroom's mobile devices while allowing their batteries to recharge. Increase your classroom's efficiency by having charged devices ready to go. Ask us about what store and charge carts are right for you!



The Bretford Core™ 36M Cart



The Anthro YES Cart for mini laptops



Pre-Wire Services **From \$200**

Save the time and hassle and let CTL® pre-wire your store and charge carts so they're ready to go upon arrival.

The CTL[®]
Warranty



About Us

CTL® has been quietly manufacturing high quality laptops, desktop PC's, monitors and servers for over 25 years for select authorized accounts, with a strong focus in the education, local and federal government sectors. We have been recognized as one of the Oregon's fastest growing companies and were listed in CRN Magazine's annual list of leading system builders as the 5th largest system builder in the United States.

CTL® is one of a handful of system builders in the country that have been named both Microsoft Silver OEM's and Intel Technology Providers at the Platinum level. CTL is headquartered in Portland, Oregon. CTL's PC manufacturing, sales and support are all located in the United States not in another country.

CTL®'s vision is to provide high quality computing products at competitive prices to government, education and corporate customers while providing industry leading service and support that is responsive, flexible and comprehensive.



Service and Support

At CTL® we pride ourselves on providing quality products with industry leading service and support and we feel that this is one of our competitive advantages.

CTL® provides service and support for our products via toll-free telephone, email, web ticket and web chat support and for depot warranty repair and RMA from our Portland, Oregon service center. When on-site service is required, CTL can provide nation-wide on-site service.

One of the key components to our superior service and support is flexibility. We work hard to provide our customers with support choices that best fit their unique and immediate needs.

A second key component of our service and support is that when a customer has an issue and contacts



our technical support, they deal directly with and are helped by a highly trained US based CTL® employee, not a contracted employee in a call center in another country. Hiring our own technicians to provide support here in the US, making sure that they are highly trained and paying them living wages costs us more than if we hired a call center off-shore, but we feel that this is crucial to providing our customers an exceptional experience.

A third key component of our superior service and support are our partnerships. CTL® is a Microsoft Silver Certified Partner and an Intel Technology Provider Partner at the Platinum level. These relationships provide additional technical and engineering resources, ongoing training opportunities and synergies that help CTL® consistently exceed customer expectations.



CTL[®] Service and Support

Warranty – Break Fix – Non-Warranty

CTL[®] offers robust product support in a variety of ways to best meet the needs of the user and to best resolve warranty, non-warranty and break fix or service issues:

Web based support

CTL[®] provides comprehensive web based support tools to allow our customers to find the information that they need as quickly as possible. These web based support tools include: libraries of drivers and software; FAQs and customer specific Asset reports.

Help Desk Support via Email and Instant Online Web Chat

Support related emails and online web chats are personally answered by our USA based in-house call center technicians

Help Desk Support via Phone

CTL[®] provides a dedicated toll-free 1-800 24/7 tech support phone number to our USA based in-house call center.

Onsite Support

Available as an option nationwide.

The CTL Complete Care Plus Accidental Damage Warranty

Are your mobile devices exposed to harsh environments or multiple-users?

The CTL Complete Care Plus Warranty is an optional repair and replacement service that covers most accidental damage (spills, drops, surges, breakages) to mobile devices that are not covered under the standard limited warranty. This warranty covers one major replacement per year for three years.

- Investment protection
- Saves IT department time and resources
- Helps reduce end-user down-time
- Helps save your organization time, money, and resources
- Accidental damage coverage covers a one-time replacement of damage to a major component (i.e. LCD Screen, Convertible Tablet Hinge or Motherboard)

What kind of damage is covered?

Some examples of non-intentional damage that are covered are:

| Cause of Failure | Resolution Description |
|------------------------------------|---------------------------|
| Liquid spilled on or in unit | Repaired or unit replaced |
| Drops, falls, and other collisions | Repaired or unit replaced |
| Electrical surge | Repaired or unit replaced |
| Broken DC jack | Repaired or unit replaced |

Damaged caused by intentional acts, fire, theft, neglect or loss are not covered under the complete care warranty. Some examples of damage that would NOT be covered are:

| Cause of Failure | Resolution Description |
|---|----------------------------------|
| Damaged in a fire | Not covered – insurance coverage |
| Intentional damage (i.e. hammer marks) | Not covered – user responsible |
| Stolen unit | Not covered – insurance coverage |
| Normal wear/cosmetic damage that does not affect system performance | Not covered |
| Run over by any type of vehicle | Not covered – user responsible |

Warranty Upgrades

Extended Battery Coverage

Upgrade your CTL® Complete Care Plus Warranty to include up to one battery replacement per year for three years. During normal usage, batteries can reduce over time. Extended Battery Coverage will ensure you have maximum battery life for the duration you own your device.

Self Repair Instruction and Certification

from \$200/technician per year

CTL offers instruction and certification for technicians to be authorized to have the option to self-repair In-Warranty defective machines that are under warranty rather than returning them to a CTL repair facility. This provides flexibility and in some cases, faster repair turnarounds.



Advanced Cross Ship RMA after 1 year **from \$6**

With Advanced Cross Ship RMA service, CTL provides two way pre-paid shipping on any repair issue.

Spare Parts/Units Pool **call for Pricing**

CTL can work with customers to supply spare parts and/or units to facilitate faster repairs and RMAs.

The CTL® Complete Care Suite

Get maximum coverage, more value and peace of mind with the **CTL® Complete Care Suite**. This suite is available for any new CTL® Education Chromebook NL6 and/or mobile devices, including the 2goPC (except NL5).

Three Year Major Coverage

Covers one major replacement per year for three years in addition to everything covered under the CTL® Complete Care Plus Accidental Damage Warranty.

Extended Battery Coverage

Covers one battery replacement per year for three years.

Two Way Shipping Service

Provides two way shipping on any repair issues covered under your CTL® Complete Care Suite three year warranty.



The CTL[®] Warranty

Quick Reference Document

CTL warrants the Product to be free from defects in workmanship and materials during the warranty period. The warranty does not cover bundled accessories, which were delivered together with Product such as: cables, bag, mouse, etc. If the Product fails during normal and proper use within the warranty Period, CTL will repair or replace the defective parts of the Product, or the Product itself, with new or reconditioned parts or products that are functionally equivalent to those originally supplied. Certain exclusions apply to the CTL warranty. For complete warranty details, please visit: www.ctl.net/warranty The warranty applies ONLY if the Product was newly manufactured on the Date of Purchase.

The warranty does not include failure caused by improper installation, operation, cleaning or maintenance, accident, damage, misuse, abuse, NON CTL modifications to the product, any software programs, normal wear and tear or other event, act, default, or omission outside of CTL control. All components repaired or replaced by CTL or an authorized CTL accredited Repair Center will be under warranty for the remaining period of Warranty, but for no less than 3 months.

The Warranty Period

CTL warranty period starts on the original invoice date of product sale

Chromebooks

1 YEAR Parts and Labor including
2 way shipping for the first year on
new products (EDU Accounts only)
1 YEAR Parts and Labor

Monitors

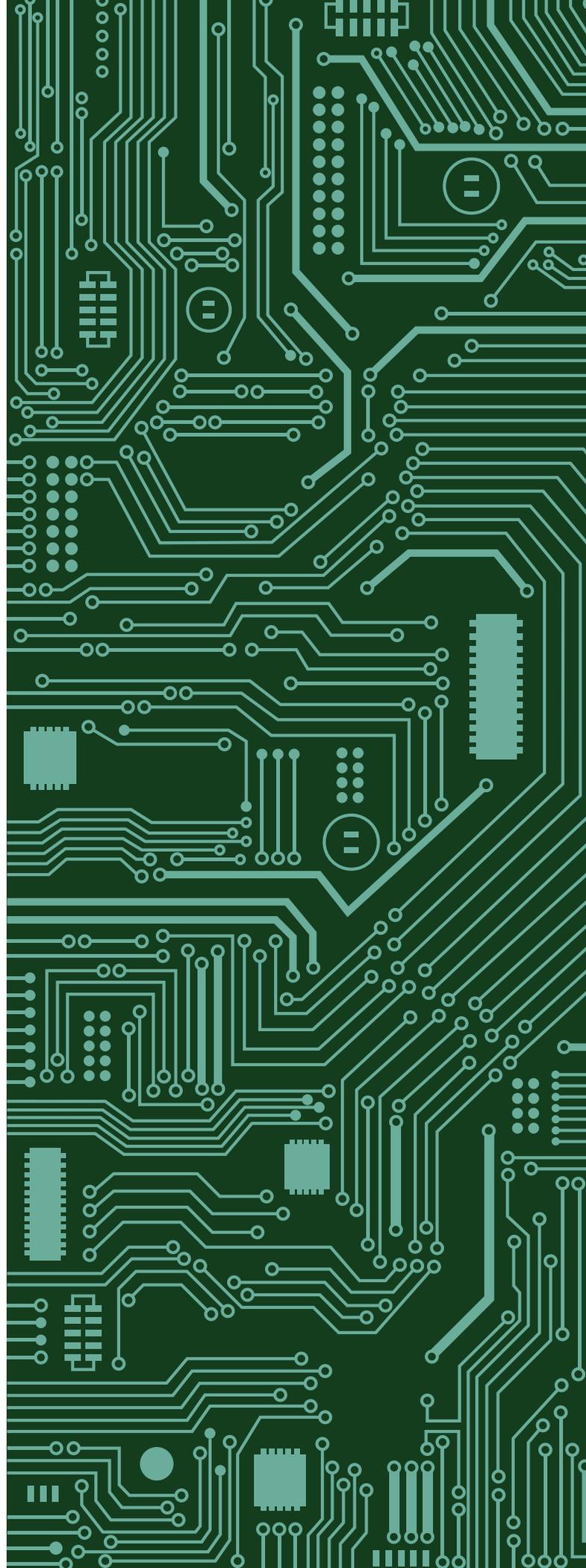
3 YEARS Parts and Labor

CTL PC's and Notebooks

1 Year Parts and Labor

Refurbished Product

90 Days



Extended Warranty

CTL offers extended warranties up to 5 years including accidental damage, theft and loss. See CTL's Separate schedule for extended warranties or contact a CTL sales representative.

Battery Warranty

CTL warranties the battery 12 months from the date of purchase.

Out of Warranty Cases

Returning the product to CTL or a CTL repair center during the warranty period does not automatically mean that it will be repaired free of charge. Upon receiving your product, CTL reserves the right to check the validity of your warranty and your request for warranty service. If the warranty period has lapsed, or if any exclusions apply, your requests will be deemed out of warranty.

Freight including 2 Way Freight

Unless otherwise specified, the customer is responsible for return freight to CTL. If the product has a valid warranty, CTL will be responsible for return freight of the repaired to the customer via a commercial ground carrier. Effective November 1, 2017, on certain Chromebooks sold to education accounts, CTL provides TWO way ground freight via a prepaid label for the first year of warranty. This service does not cover residential addresses and exclusions may apply. For out of warranty or damaged products not covered by the warranty, the customer is responsible for freight both ways.

Technical Support Period

CTL telephone support is available for the lifetime of product whether in or out of warranty. However, out of warranty products may receive lower priority in CTL's help desk ticketing system.

Contacting us for Warranty

Before contacting CTL technical support, ensure that You have the product in front of You and that it is turned on if possible. Please also be ready to provide the Product's serial number, the model name, and proof of purchase.

You may be required on the request of CTL to assist in troubleshooting for the Product, which may include such actions as the following examples:

- Recovering the operating system
- Installing updates, patches, or service packs
- Running diagnostic tools
- Allowing CTL's support agent to access the Product with remote diagnostic tools
- Perform other reasonable activities requested by CTL which will assist in diagnosis or resolving a potential problem.
- If the problem is not solved, you will have to return the Product to CTL (RMA). CTL will issue a RMA number for Your Product. Please record your RMA for tracking purposes.
- Please pack the product in safe stable packaging.

By phone **800-645-8670**

By email **support@ctl.net**

Support ticket **support.ctl.net**

How is the repair/ replacement handled?

If an incident occurs, you can contact CTL® technical support to report the problem. They will ask you a series of questions designed to determine the extent and cause of the damage or failure. Depending on your system type and the cause and extent of damage CTL® will initiate appropriate repair or replacement services. The services may include shipment of customer replaceable parts or request for shipment of damaged product back to CTL® for repair, or initiation of whole unit exchange procedures.

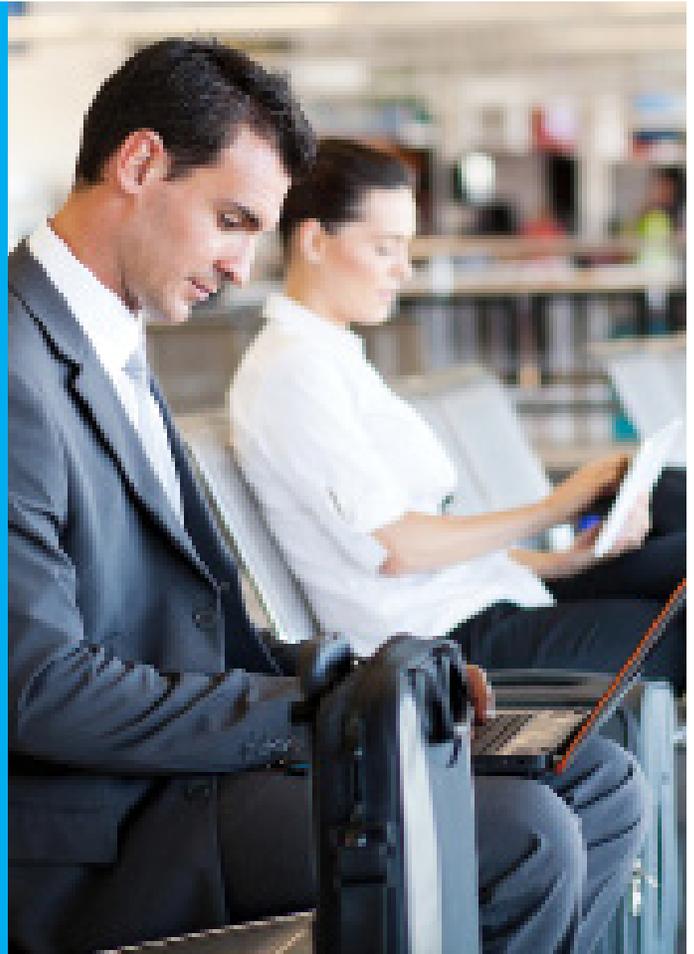
How do I purchase a CTL® Warranty?

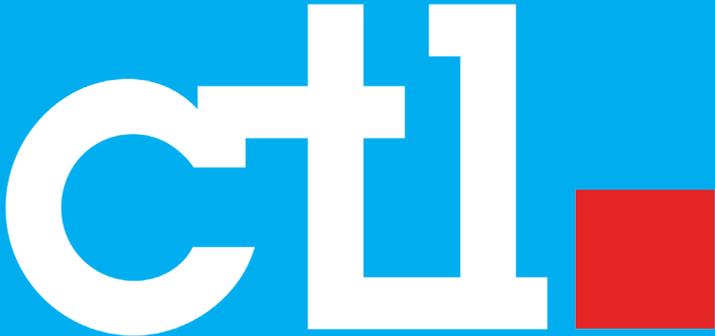
The CTL® Complete Care Plus and Complete Care Suite Warranties are available as a purchase option on a variety of CTL® mobile devices. These warranties cannot be purchased after your order has been shipped.

**For further information,
please contact CTL®**

phone **800.642.3087**

email **info@ctl.net**





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