

**SANTA FE ISD – TECHNOLOGY SERVICES DEPT  
LEASE / PURCHASE PROGRAM  
FAQ'S**

Q: When will payments start coming out of my check?

A: January 25, 2020 will be the first payment. Depending on the length of term you selected will determine the amount and how long the payments will be deducted from your paycheck.

Q: Do I have to give the device back if I leave the district?

A: NO, You will have the choice to either pay off the remaining balance OR cancel the agreement and turn the device back in to Technology Services. Payments will no longer be deducted.

Q: Can I still keep the computer if I switch jobs or campuses within the District?

A: YES, as long as you are still an employee and on the payroll, you can continue to make payments and keep the computer.

Q: What is covered with the 3-year Warranty for the Surface Pro or Surface Book Devices?

A: These devices are covered with Microsoft Complete for Businesses for 3 Years. This covers against any accidental damage including drops, spills and cracked screens. It also covers any hardware defects or malfunctions, along with diagnostics, PC tune up and virus removal. Microsoft offers friendly, expert help and via phone, online or in-store and unlimited in-store personal training and technical support.

*\*\*Please register your device via the Microsoft website once it is received*

Q: What happens if my Surface Pro or Surface Book needs repairs?

A: If your Surface product needs service, make sure your device is registered on the Microsoft website. Contact Technology Services to assess the issue and provide any troubleshooting tips and recommendations on how to move forward. If needed, request service for your surface via the [Microsoft Website](#). You will have the option to either mail your device in to Microsoft or bring it to the nearest Microsoft store located inside of Baybrook Mall.

Q: What is covered with the 5-year Premium support for the Dell 3390 Laptops?

A: Liquid spilled on or in unit, drops, falls and other collisions, electrical surges, damaged or broken LCD due to a drop or fall, and 24/7 technical support through the phone and online.

Q: What happens if my Dell 3390 Laptop needs repairs?

A: Contact Technology Services to assess the issue and provide any troubleshooting tips and recommendations on how to move forward. If the device is still under the 5-year warranty and it is determined there is an issue, Technology Services will Request service for your Dell Laptop via the [Dell Support Page](#) and keep you informed of any repairs, replacements, etc.