

## Top Causes of Notebook Damage and How To Avoid Them

Here are the top causes of notebook damage and how to avoid them.

### Screen Damage

1. Over packing of the College backpack causes pressure damage (bruises) to the notebook screen. Placing too much content in the backpack places excessive pressure on the notebook carry bag squashing the notebook screen into the keyboard and top cover. This leaves permanent bruises on the notebook screen and can even lead to the screen cracking. Placing other items in the notebook section of the backpack will also have this effect. Damage of this type is accidental and can be made good with an insurance claim. To prevent this type of damage, do not over-pack the backpack or place other items in the notebook section of the backpack.
2. Leaving a pen or other item on the keyboard when closing the screen creates bruises or cracks the screen. This type of damage is accidental and can be made good by insurance. To prevent this type of damage, always check for items on the keyboard or top cover before closing the screen.
3. Touching the screen too firmly (with a finger, pen or other object) leaves a small but obvious bruise on the screen. This type of damage is accidental and can be made good by an insurance claim. To prevent this type of damage, never touch the notebook screen and don't allow others to touch your notebook screen. If cleaning the screen only use an accredited cleaning wipe.
4. Mistreating a College backpack while it contains a notebook may cause damage to the notebook. Any significant impact/dropping of the backpack while it contains a notebook will likely result in damage to the notebook. As the screen is the most fragile part of the notebook, it is usually the screen that is damaged. Damage of this type, while negligent, is usually accidental and so can be made good with an insurance claim. To prevent this type of damage, always treat the back pack with care and do not leave it in situations where it is likely to be mistreated or mishandled.

### Tripping on the Power Cable

A significant number of incidents, both at home and at school can result in someone tripping on the power cable and causing damage to the notebook. This damage can include one or more of: damage to the DC port on the notebook; damage to the DC jack on the AC Adapter; damage to the notebook case, screen or notebook internals because it is pulled onto the floor. In situations where the damage is minor and the costs is below \$250, it is not worth lodging an insurance claim.

### Lack of Care for the AC Adapter and Power Cable

Through other large secondary schools' experiences we have learnt that not a school week goes by without at least one student having to purchase a replacement AC Adapter. The main reason for this is damage to the AC Adapter lead - that is, the lead's protective skin (casing) splits and exposes the electrical wiring. In some cases this damage arises because the lead gets jammed in a door, stood on by the leg of a chair or chewed by the family pet. **However, in most cases students tightly winding the lead around the AC Adapter cause the lead's casing to split.** This problem is avoidable as students are instructed on how to properly **FOLD AND NOT WIND** the lead.