



**Step 5**  
Process complete



**Step 1**

Student requires the following information when logging a call:

- Device Details - Serial number, Make, Model,
- Proof of purchase
- Student number - Institution & Campus details
- Fault description for first line trouble shooting
- Charger

# pinnacle Warranty

**Step 4**

Device swap

- Device is swap out with student
- New device details are recorded on Pinnacle warranty system



**Step 2**

Trouble shooting

- Student is contacted for telephonic trouble shooting
- Solution is offered /
- Device hand in process shared

**Step 3**

Hand in of device

- Collection of device from campus central location

