



Frequently Asked Questions for LWT devices

What happens if something goes wrong with the LWT device? e.g. the battery runs flat, hard drive failure etc. or if my child accidentally damages their LWT device?

This is covered under the warranty. Contact LWT for repairs and further information.

What happens if I order a LWT BYOD device, then I change my mind?

When you order your device you are not ordering from the school, you are ordering it from LWT (Learning With Technologies) and this issue would need to be handled with LWT. Remember that the school's role is to support students so the device is in working condition to enhance their education with teacher support.

What payment options are available through LWT?

Payment can be made with BPAY or with a VISA/Mastercard as full payment or \$100 Layby deposit*.

Can I finance a device through LWT?

Yes, LWT can provide a finance option through Latitude Financial Services. Additional fees will apply (see the portal for more information). This agreement is directly between yourself and LWT.

I selected layby as a payment option with LWT, what happens if I haven't paid in full by the beginning of the school year?

LPS will provide a school-owned device for your child to use in the classroom[^] until full payment has been made to LWT.

Frequently Asked Questions for other devices

Can I buy a device from another retailer or bring a device from home?

Yes, as long as the device meets the specifications listed below and is a **LENOVO**.

Minimum specifications for store bought/alternative devices:

- 12.2"-touch screen (maximum 13")
- Memory 8GB
- 128GB HDD
- Peripherals e.g. headphones, carry case, stylus
- CPU Processor N100 4 Cores, Up to 3.4GHz
- Operating System: Microsoft Windows 11
- Microsoft 365 (Office)
- Up-to-date antivirus and security software
- Minimum 6 hours battery life
- Maximum 2 years old

Can I provide a 2nd hand device that is not Lenovo and does not meet the specifications above?

Yes, however non-LENOVO devices will have limited access to the school's network.

What happens if something goes wrong with the device? e.g. the battery runs flat, hard drive failure etc. (warranty)

You will need to contact the retailer or manufacturer directly.

What happens if my child accidentally damages their device? (insurance)

You will need to contact your insurer, retailer or manufacturer directly.

General Frequently Asked Questions

What happens if my child leaves Lyndhurst Primary School before the end of grade 6 or at the end of grade 6?

The device is yours to take. The school will remove any school-related software or customisations prior to leaving so that you can use the device at another school or at home.

What happens if I can't afford a device?

Please contact the school. We can arrange for your child to use a school-owned device in the classroom.[^]

Do I need to purchase insurance?

LPS does not have insurance to cover accidental damage to BYOD devices. Parents/carers should obtain their own insurance for their child's device.

** Please note that BYOD devices must be paid in full before items are shipped to the school.*

[^] Please note these school-owned devices must be left at school each day, they can not be taken home.