

A photograph of a male teacher with short brown hair, wearing a blue and white checkered shirt, leaning over a desk to assist a young girl. The girl has dark hair pulled back and is wearing a dark blue shirt with light blue overalls. They are both looking intently at a silver laptop. In the background, other students are visible at their desks in a bright, modern classroom setting with large windows.

Technology Protection Plans Exclusively for K-12

Learn how Virtucom's warranty and protection plans provide a tailored service experience, keeping your technology protected and your students learning.

Trusted



Passionate



Empowered

Why Does Warranty and Protection Matter?

You need to safeguard your organization's investment in learning technology.



9 out of 10

Technology impacts learning.

9 out of 10 K-12 students use digital learning tools every week.¹

1 in 5

Accidents happen – especially in K-12 environments.

1 in 5 computers break down within the first three years.² Due to accidents, breakdowns are even more common in K-12 settings.³

75%

Technology downtime sets students back.

75% of educators believe that a lack of access to technology is a barrier to learning.⁴

<1 in 3

Learning setbacks are challenging to recover from.

Students who fall far behind by 8th grade have less than a 1 in 3 chance of being ready for college or a career after high school.⁵

¹Study by NewSchools Venture Fund and Gallup

²Study by Consumer Reports

³Based on Virtucom findings

⁴Survey by RAND Corporation

⁵Study by ACT Inc.

Technology protection matters because it protects the investments that district and school leaders pour into the digital learning experience.

Why Choose a Warranty and Protection Plan From Virtucom?

Our sole purpose is to serve K-12 schools.

For us, providing technology isn't just about profit; it's about passion. We care deeply about student learning, which is why we strive to create better, more equitable learning environments. Part of that means protecting learning technology.

There are plenty of warranty plans that 'protect' your technology, but you need protection that anticipates the needs of your K-12 environments, and your students and teachers need rapid repair or replacement when things break.

Our K-12-focused protection plans take things to the next level, so that learning isn't held back by technology issues.



We build plans just for the K-12 world.

We've exclusively supported K-12 schools for decades. We know accidents happen – and we can help you stay ahead of them.



Your students will have less downtime.

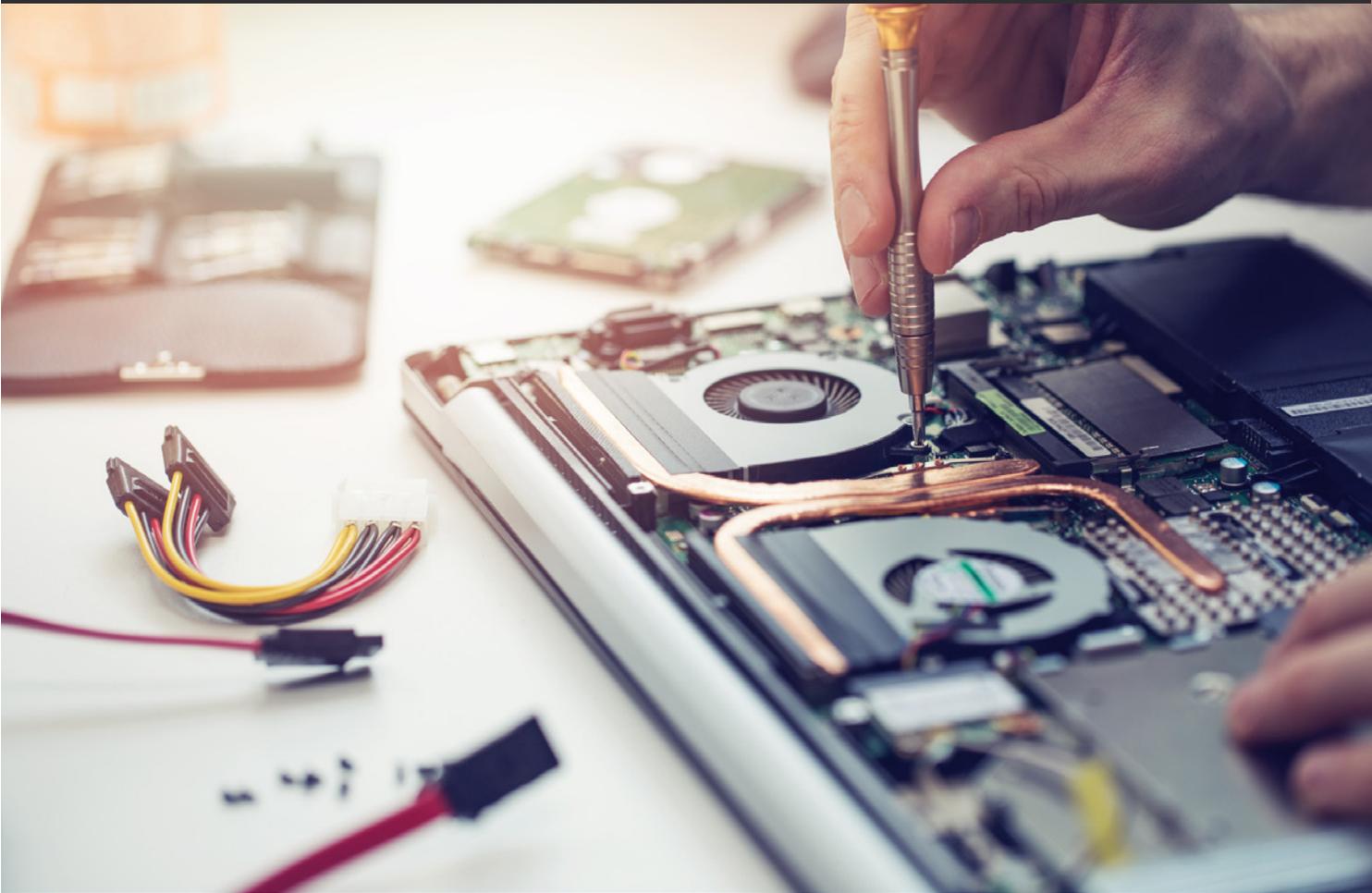
We'll quickly repair devices or offer options for rapid replacement, so your students can stay engaged even when things break.



We can cover anything you need.

With flexible options from warranties to no-questions-asked coverage, you can pick the plan that's right for you.

Our plans can keep students learning and give you peace of mind.



Virtucom's Warranty and Protection Plans

We offer three tiers of customizable plans to help your school cover anything you need.



Pro Protection

Goes beyond industry-standard warranties to give you access to spare parts, online tracking, and more.



Plus Protection

Strives to achieve near-zero downtime with device loaner programs, battery performance replacement, security options, and asset management.



Premier Protection

Offers unlimited, all-inclusive coverage with no-questions-asked.

Choose the Perfect Plan to Keep Your Devices Protected.

Whether you need to protect student devices in hybrid learning environments, refresh older technology, add new devices, or protect existing fleets, our plans have you covered.

		 Pro Protection	 Plus Protection	 Premier Protection
Beyond Manufacturer Warranty				
Flexible Start Date		✓	✓	✓
Onsite, Depot, Pick-Up & Drop-Off	Onsite & Depot	✓	✓	✓
Spare Parts Program		✓	✓	✓
Device Loaner (Hot Swap) Program			✓	✓
Online Claim, Report, Track, and Lookup		✓	✓	✓
Accidental Damage Protection (ADP)				
Liquid Spills (On or In It)	✓	✓	✓	✓
Accidental Breakage	✓	✓	✓	✓
Screen Protection			✓	✓
Limited/Unlimited Claim Incidents	1 per Year	1 per Year	2 per Year	Unlimited
Disinfecting/Sanitation			✓	✓
Cosmetic Normal Wear and Tear				✓
Battery Protection				
Battery Failure Replacement	✓		✓	✓
Battery Performance Replacement			✓	✓
Deductible Program			✓	✓
Theft & Loss Protection			✓	✓
Security & Asset Management			✓	✓
All-Inclusive No Questions Asked Coverage				✓

Questions about a plan?

Keep reading to learn more about some of the features listed above. To identify the perfect plan for your needs, schedule a consultation with a technology expert at [virtucom.com](https://www.virtucom.com).

Pro Protection: The classic protection plan made just for K-12 schools.

Get protection beyond the manufacturer warranty. Keep students learning.

This tier offers classic features, like accidental breakage coverage and liquid spill protection. But it goes further.

With our Pro Protection Plan:

You choose when coverage starts.

The coverage term should start when devices start being used – not during the summer when students aren't using them. You can pick the timeframe that makes sense with our flexible start dates.

You gain access to spare parts inventory.

Sometimes, you know what's broken on a device but you don't have the part. We collaborate with you to maintain inventory of the most commonly replacement parts to reduce your repair time.

You get an online portal to easily claim and track coverage.

Coverage only helps if it's easy to access. We make sure that filing and managing claims is as easy as possible, with an online portal that makes the process simple and hassle-free.



Pro Protection

Make your coverage more complete with a plan built for K-12 technology.

Talk to a technology expert at [virtucom.com](https://www.virtucom.com) to learn more about the Pro Protection Plan or to take the first step toward getting covered.

Plus Protection: The plan that strives for near-zero downtime.

Have devices disinfected and sanitized as needed. Protect against more incidents.

Our Plus Protection Plan provides all the coverage that's included in our Pro Protection Plan, plus additional features that are designed to minimize the amount of downtime students and teachers experience.

With our Plus Protection Plan:

Loaner devices will keep students and teachers engaged.

When a device is being repaired, students and teachers won't need to wait until it's fixed to continue with education. They'll be able to borrow a replacement so that they experience zero downtime.

You'll get security and asset management.

Keeping track of hundred – or thousands – of devices is a tall task for anyone. With Plus Protection, our experienced team will tag and track every device that's deployed, so that you stay in control of your investment.

You won't have to worry about batteries.

Studies suggest that laptop batteries become problematic after 2-4 years. With Plus Protection's battery failure and battery performance replacement, you can immediately request a replacement when battery performance fails.

Devices will be disinfected and sanitized as needed.

From sneezes to spills, we know that biohazards can happen. We help you maintain a safe environment with disinfecting and sanitization services to keep students and teachers healthy.



Plus Protection

Protect against more scenarios and strive for zero downtime.

Talk to a technology expert at [virtucom.com](https://www.virtucom.com) to learn more about the Plus Protection Plan or to take the first step toward getting covered.

Premier Protection: The ultimate plan for peace of mind.

**Everything is covered.
It's all-inclusive.
No questions asked.**

Our premium program is simple. It's your ticket to hassle-free peace of mind. It includes everything from the other plans, with an overarching guarantee: If a device isn't working, we'll fix it or replace it, no questions asked.

That includes:

Normal cosmetic wear and tear.

You don't have to prove what happened – we'll just make sure things are fixed. From scratched screens to chipped chassis (and everything else), your devices will be fixed fast so that students aren't slowed down.

Unlimited claim incidents.

It's that simple.



Premier Protection



You're 100% covered, no matter what.

Talk to a technology expert at [virtucom.com](https://www.virtucom.com) to learn more about the Premier Protection Plan or to take the first step toward getting covered.

Feature Set Focus: How We Help K-12

Industry-standard coverage protects devices, but we go beyond by ensuring that our plans are perfect for the K-12 environment.

Here's how:

We cover common K-12 accidents.

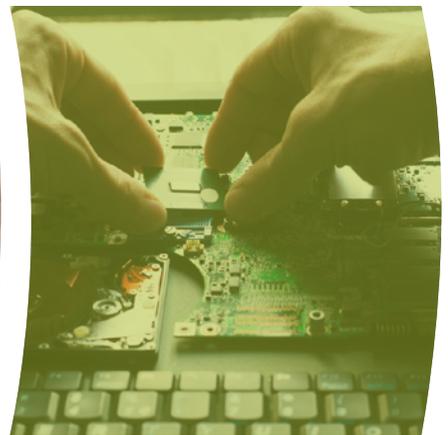
We know the kind of accidents that happen in K-12 environments – and we cover them.

We make it really easy to have devices repaired.

You won't need to ship devices yourself. We know educators are busy, so we offer pick up, drop off, or repair of devices on-site – whatever is easiest for you, thanks to our flexible process structures.

We protect liquid spills (on it or in it).

Spills happen. We cover them, including full submersion and biohazard spills.



= included in pro



= included in plus



= included in premier

**Questions about protection plan features?
Schedule a consultation with a technology expert at virtucom.com.**



Ready to Leave Technology Worry Behind?

Take the first step toward a protection plan that gives you peace of mind and keeps your students learning. Talk to a technology expert at virtucom.com today.

About Virtucom

We're a woman- and minority-owned business built specifically to serve the technology needs of K-12 schools.

We offer a wide variety of leading technology product brands from across the industry, along with warranty protection and proven support. Our services directly impact student achievement and communities at large for generations to come.

For over 25 years, we've helped school leaders to create empowered learning environments. We're on a mission to ensure that every school in America has objective, personalized technology guidance.

Want to learn more about our protection plans? Contact us today.

Get more information at
virtucom.com

Call us at
800.890.2611