



2026-2027

Dearborn Heights School District #7 Student Device Complete Club

Dearborn Heights School District #7 is offering Device Complete Club for student devices.
For a one time membership fee, get unlimited device repairs for the entire 2026-27 school year.

*Families can start purchasing coverage on **May 21, 2026** by scanning the QR code below.*

Unlimited Repairs for \$30

Register by Friday, September 25, 2026

Unlimited Repairs Include:



Screens



Batteries



Wifi Cards



Keyboards



Hinges



Headphone Jacks



All Casings



USB Ports



Buttons



Charging Ports



Motherboards



Liquid Damage

What's not included: theft, charger replacement, bed bugs, cosmetic damage, intentional abuse, or damage caused by a catastrophic event.

The Repair Process is Simple:

1. Parents/guardians scan the QR code and enroll their student(s).
2. Student reports the damaged device to the designated pickup location in their school.
3. The student receives a loaner device.
4. The damaged device is picked up and sent out for repair.
5. The repaired device is returned to the school the following week.



**REGISTER FOR
UNLIMITED REPAIRS NOW!**

The Student Device Complete Club provides families with an opportunity to protect their student's district-issued Chromebook from unexpected repair costs. For a **one-time fee of \$30**, enrolled students receive **unlimited repairs for the entire 2026-2027 school year**. The district does not collect payments, process registrations, or manage enrollments. All enrollment and payment processing is handled directly through K-12 Tech using the QR code on the attached flyer.

One important feature of this program is that the coverage follows the **student**, not a specific Chromebook. If an enrolled student accidentally damages a district-issued Chromebook assigned to them during the school year, the repair is covered under the program's terms regardless of which district Chromebook they are using. Students who are not enrolled in the program will continue to be responsible for the full cost of repairs unless there is documented significant financial need.

Because this is a new process, we wanted to provide an overview of how repairs will be handled moving forward.

Repair Process

1. A student reports a damaged Chromebook through the school's established process.
2. A designated staff member at each building logs into the K-12 Tech Repair Portal and creates a repair ticket. During this process, the staff member verifies the student's enrollment status and selects the type of damage being reported (screen, keyboard, headphone jack, charging port, liquid damage, etc.).
3. If the student is enrolled in the program, the repair is covered with no additional repair fees for covered damages. Students may utilize the program an unlimited number of times during the school year.
4. The damaged device is placed in the designated pickup crate.
5. K-12 Tech conducts routine weekly pickups from each building and transports devices to their repair facility.
6. Repairs are completed by K-12 Tech technicians. Chromebook repairs will no longer be performed onsite by district technology staff.
7. Repaired devices are returned to the school during the next scheduled delivery cycle.

This process is intentionally designed to be very similar to our current weekly repair workflow, while shifting repair work to a dedicated third-party provider. Our goal is to streamline repairs, reduce turnaround times, and provide families with a predictable and affordable protection option.

Please share the attached flyer through your school's communication channels, newsletters, social media pages, parent communications, and any other methods used to reach families. The more awareness we can provide, the better informed families will be when deciding whether to enroll.