

Laptop Battery and AC Adapter Replacement Policy

Updated June 22, 2018

- Wentworth issued laptop computers and A/C chargers/adapters have a manufacturer's warranty covering manufacturing defects only, **not** physical damage or loss.
- Batteries for these laptops have a 1 year manufacturer's warranty.
- Wentworth provides replacement batteries and AC chargers/adapters only when they are covered under the manufacturer's warranty.
- **Wentworth may, subject to available funds, on a one-time basis replace a battery that is out of warranty after Tech Spot staff complete diagnostic tests to confirm that the battery will not hold a charge (displays "red zone" status on Technology Services test components). Students must bring a laptop with the battery that is out of warranty to the Help Desk for testing and possible replacement.**
- Students are responsible for replacing lost, stolen, or damaged batteries, and AC chargers/adapters.
- Third party (non-branded) batteries and power cords are acceptable replacements; students can purchase either branded replacements or third party replacements, either through the Laptop program web site or from other sources.