



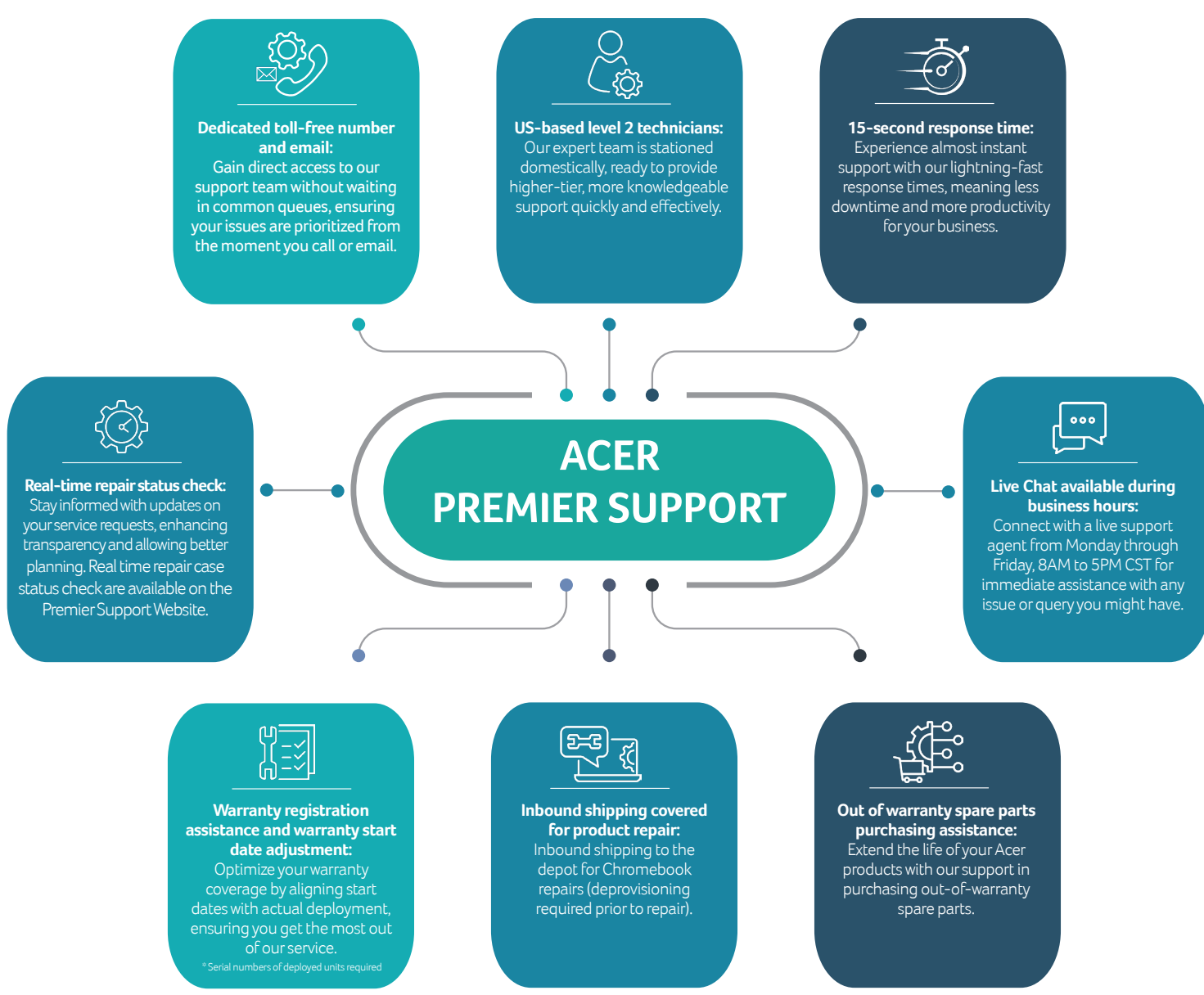
Experience Top-Tier Support with Acer Premier Service for Enterprises

At Acer, we recognize that the smooth functioning of your operations is crucial. Acer Premier Service is meticulously designed for large-scale businesses, ensuring not merely problem resolution but a robust and supportive experience that empowers your organization to excel without technical disruptions.

Step into a world where your hardware maintenance is seamless and support is just a call away. Welcome to Acer Premier Service—where the performance of your laptops, desktops, and displays is our commitment.



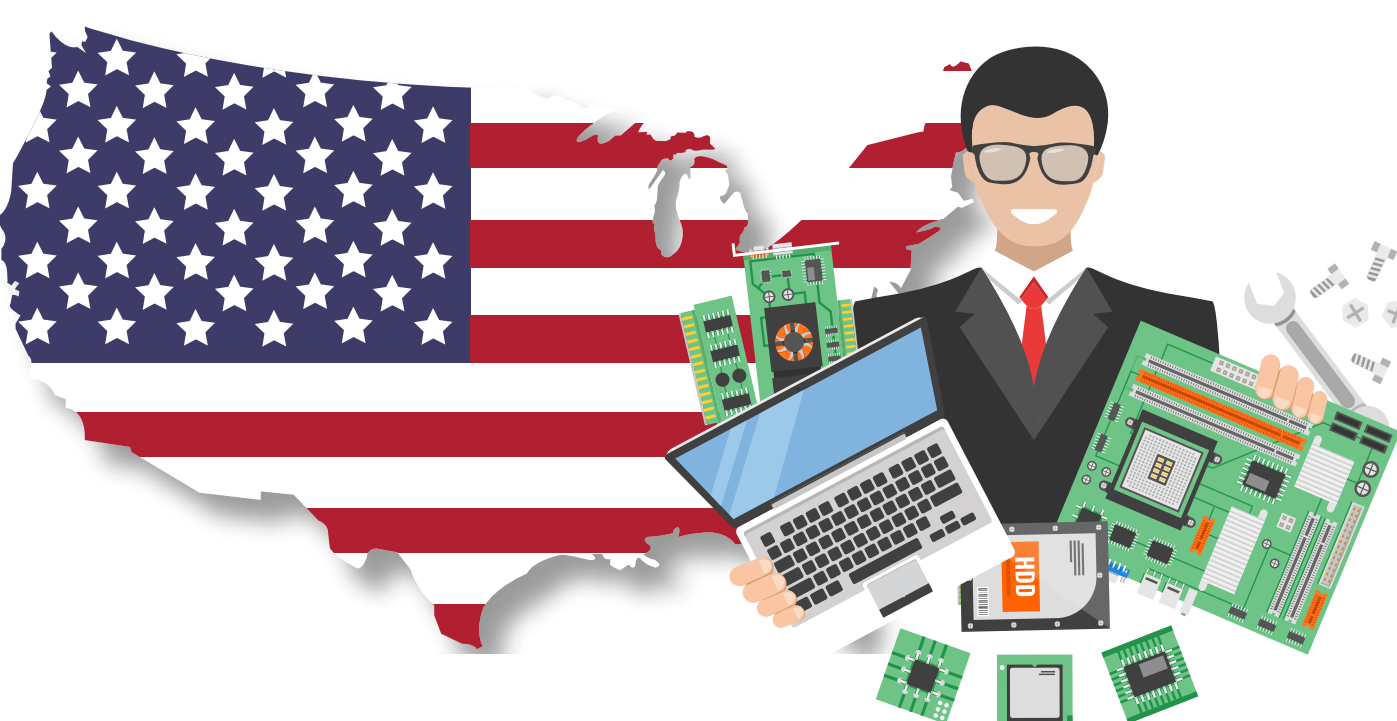
Universal Premier Support Access



All customers have access to the Premier website

Acer Premier Support Website

 acer.link/3Upn00k

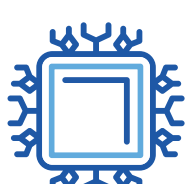


Acer's Self-Maintainer and ASP Program

Empowering Precision and Efficiency in Hardware Maintenance

Acer's innovative Self-Maintainer and Authorized Service Provider (ASP) program is designed to empower businesses with the tools and authority to manage in-warranty repairs directly. This program allows authorized accounts to perform necessary repairs on Acer products they have purchased, ensuring that businesses can maintain continuity and efficiency in their operations.

Participants in this program are required to sign self-maintainer or ASP contracts, establishing a formal partnership that brings a host of benefits:



01

Direct Access to Parts: Accounts can order both in-warranty and out-of-warranty parts directly from the Acer ASP website or through Premier Support, facilitating quick and efficient handling of repairs.

Advanced Parts Provisioning: Qualified accounts benefit from receiving advance spare parts, enabling them to conduct same-day repairs and minimize downtime, a critical advantage for maintaining business operations.

02



03

Training and Support: Acer provides product-specific training, available online or in-person, to ensure that technicians are well-equipped and knowledgeable about the latest Acer technology and repair techniques. This training supports high-quality repairs that adhere to Acer's standards.

Financial Benefits: Qualifying ASP accounts are eligible to receive labor reimbursements for in-warranty hardware repairs, offering a financial incentive that helps offset the costs associated with maintaining a skilled service department.

04



05

Flexible Repair Options: Both self-maintainer and ASP accounts have the flexibility to send units to the Acer depot for repairs at any point. This option provides an alternative solution when in-house repairs are not feasible, ensuring that all equipment can be maintained to optimal standards regardless of the local capacity to perform repairs.

Sign up for Acer Premier Service now and start experiencing a higher standard of tech support tailored specifically for enterprises. Whether it's streamlining repairs with advanced parts provisioning or taking advantage of labor cost reimbursements, Acer is ready to support your success.

CONTACT US

Contact your Acer Representative or Authorized Reseller and find out if your organization is qualified for Acer Premier Support.



800-848-2237 (option 4)



us.reseller@acer.com

