MMS Service Closure – How to Get Warranty Service

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UIT Microcomputer Maintenance will end operations on August 31, 2020, as UNT will transition to vendor-supported repair services. Starting on September 1, 2020, departments will be required to submit repair requests directly to the vendor rather than to MMS. This document is an overview of each vendor's support options and how to submit repair requests to them. Additionally, it provides information on other services, such as disposing of batteries or used hard drives.

Warranty Information

Both Dell and Apple provide warranties that extensively cover parts failures and accidental damage. Under the new service model, Dell and Apple can be contacted directly for warranty service.

Dell

All Dell Standard Configurations come with 5 years of ProSupport Plus coverage. ProSupport Plus includes Next Business Day Onsite Service and includes accidental damage coverage with 1 incident covered per year (up to 5 total incidents).

There are 2 ways to get warranty service for Dell devices:

1. Vendor Contact (schedule on-site/mail-in repair)
    a. Call Dell at: 1-800-456-3355.
    b. Start a Chat session at: https://www.dell.com/support/incidents-online/us/en/04/contactus/dynamic
2. Self-Dispatch Portal (Dell TechDirect)
    a. Dell allows UNT to submit repair requests via Dell TechDirect. This allows us to order warranty parts or setup onsite repair services without speaking directly Dell.
        i. If you have trained technicians or need quick replacements for "Customer-replaceable" parts like SSDs or RAM, you can submit these repairs through TechDirect.
    b. To get set up on TechDirect, please contact Sharukh Mithani at the UIT HelpDesk.
    c. To have the rights to submit warranty repairs, you need to complete a short (3 hour) self-dispatch training and take an exam. There is no cost for the training or exam, and the entire process can usually be finished in one day.

Apple

Apple has recently introduced AppleCare+ for schools. Instead of the standard 3 years, AppleCare+ for schools now covers Macs and iPads for up to 4 years with accidental damage coverage (2 incidents **per year**, service fee may apply). For laptops or iPads, this includes mail-in service. For desktops, on-site service is available by calling Apple Education.

There are 2 ways to get warranty service for Apple devices:

1. Vendor Contact (schedule on-site/mail-in repair)
    a. Call Apple Education at 1-800-800-2775
2. Self-Dispatch Portal (Apple GSX)

a. Apple allows UNT to submit repair requests via Apple GSX. This allows us to setup mail-in repairs for Mac notebooks and iOS devices. GSX also allows you to order parts to perform repairs in-house (trained technician required).
b. To get set up on Apple GSX, please contact Sharukh Mithani in UIT.
c. To have the rights to submit warranty repairs, departments will need to complete the AppleCare Service Fundamentals certification and either/both of the AppleCare Mac Technician and AppleCare iOS Technician certifications. This article from Apple provides more info on how to get certified to perform Apple Repairs: https://support.apple.com/en-us/HT205332

Other MMS Services

Drive Degaussing (HDDs)
MMS currently has a degausser that will be moved to the UIT Tech suite in GAB 204 after operations end. Self-service access to the degausser will be available on request via ServiceNow ticket or by contacting the UIT HelpDesk at 940-565-2324.

Drive Wiping (SSDs)
MMS uses a tool called Parted Magic to securely wipe NVMe and SATA SSDs. Parted Magic is a live Linux distribution that runs off of a flash drive. A license can be acquired for $11 or $39/year with free updates. For more info visit https://partedmagic.com/

Battery Disposal
UNT Risk Management will pick up and recycle all batteries. To schedule a pickup, send an email to UNT Risk Management Services, AskRMS@unt.edu .

Questions?
Please contact University Information Technology at UITmanagers@unt.edu with any questions.