

Determining Service Levels



Progress: ██████████

Determining Service Levels	
Introduction	✓
Overview	✓
Limited Warranty and Optional APP	✓
Determining Coverage Through Serial Number Lookup	✓
Where to Lookup Coverage Using Serial Numbers	➤
Exercise - Determine the Service Level	➤
Quiz	➤
Summary	➤
Course Evaluation	➤

Determining Service Levels

Introduction



Course Description

The Determining Service Levels course teaches technicians how to determine the current service level of any Apple product.

This course is part of the Apple Service Fundamentals curriculum and is used to prepare for the Apple Service Fundamentals Exam (SVC-16A).

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Determining Service Levels

Overview

Lesson Objectives

After completing this course, you should be able to:

- Locate and use any Apple product's serial number to determine its level of coverage.

Audience	Prerequisites	Time Required	You will need...
 Service Technicians	 None	 15 minutes	 No additional resources needed



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Limited Warranty and Optional APP

Apple provides a one (1) year limited warranty for Apple-branded hardware and 90 days of complimentary telephone support. Customers may also purchase extended service and support coverage with AppleCare Protection Plans (APP).

Eligible repairs are performed **In Warranty** during the first year of ownership and **Out of Warranty** at a cost to the customer after that, unless APP has been purchased. If Out Of Warranty, the service provider prepares a quote for the customer that can include diagnosis, software installation, parts, and labor.

APP extends the Mac In Warranty repair period by two years for a total three year commitment and by one year (two years total) for iPad, iPhone and iPod. Apple may also offer repair extension coverage for specific products with specific hardware symptoms through Repair Extension Programs or Quality Programs (REP, QP).

There are also additional legal rights for customers under consumer protection laws or regulations in the country of purchase.



Additional Coverage With the AppleCare Protection Plan

All Apple hardware comes with a one-year limited warranty and up to 90 days of complimentary telephone technical support. Customers can extend coverage to two or three years (two years for iPad/iPod/iPhone and three years for Macs) by purchasing the AppleCare Protection Plan. An investment in APP means:

- Customers feel secure because they have a safe, three-year investment and they build a trust relationship with the reseller.
- Customers feel reliant on and served by Apple and its Service Providers because they know they will be helped if a problem arises.
- Customers respect Apple's expertise and value being taken care of by trained and certified specialists. Because APP is transferable, the resale value of a covered Mac increases.



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Determining Coverage Through Serial Number Lookup

Every Apple product has a unique serial number. When looking up the serial number, you will find the date of the product's purchase, its warranty status, and the product's AppleCare or familiar name.

Your Service and Support Coverage

MacBook Pro (Retina, 15-inch, Mid 2014)
Serial Number: C18569MN07
[Check another serial number](#)

- Valid Purchase Date**
A validated purchase date lets Apple quickly find your product and provide the help you need.
- Telephone Technical Support: Expired**
You are eligible to purchase telephone technical support from an Apple Advisor. [Contact Apple Support](#)
- Repairs and Service Coverage: Expired**
Our records indicate that your product is not covered under Apple's 1-year limited warranty or AppleCare Protection Plan for hardware repairs and service based on the estimated expiration date. [Set Up a Repair](#)
[Learn about Apple's coverage information for your product.](#)

If you believe the information shown for your product is incorrect, you can [submit your proof of purchase online](#). Your sales receipt is needed for Apple's Limited warranty, AppleCare Protection Plan, and AppleCare+ validation, so be sure to keep it in a safe place. Apple's Limited warranty is the same whether or not you register.

Important: Apple's Limited warranty, AppleCare Protection Plan, and AppleCare+ benefits are in addition to rights provided by consumer law. For details, [click here](#). If you believe you have a valid consumer law claim, please [contact us](#).



How to Find a Product's Serial Number

Serial numbers are etched on the back of some Apple products, and are available from the devices themselves, the packaging, and through iTunes.

- On Your Mac: Read from the back of the Mac, or choose About This Mac from the Apple menu (the leftmost menu in the Mac menu bar, identified by the Apple logo).
- On iPhone, iPad, iPod: click here for complete details: [iPad/iPod/iPhone Serial Numbers](#)
- From iTunes: Connect the device to your computer with a Lightning or 30 pin USB cable, launch iTunes and select the device from the device list at the top of the window.
- Other Apple Products (Apple TV, Apple Watch, Trackpad, and others): Search for: *locate Apple hardware serial numbers* in your browser's search window.



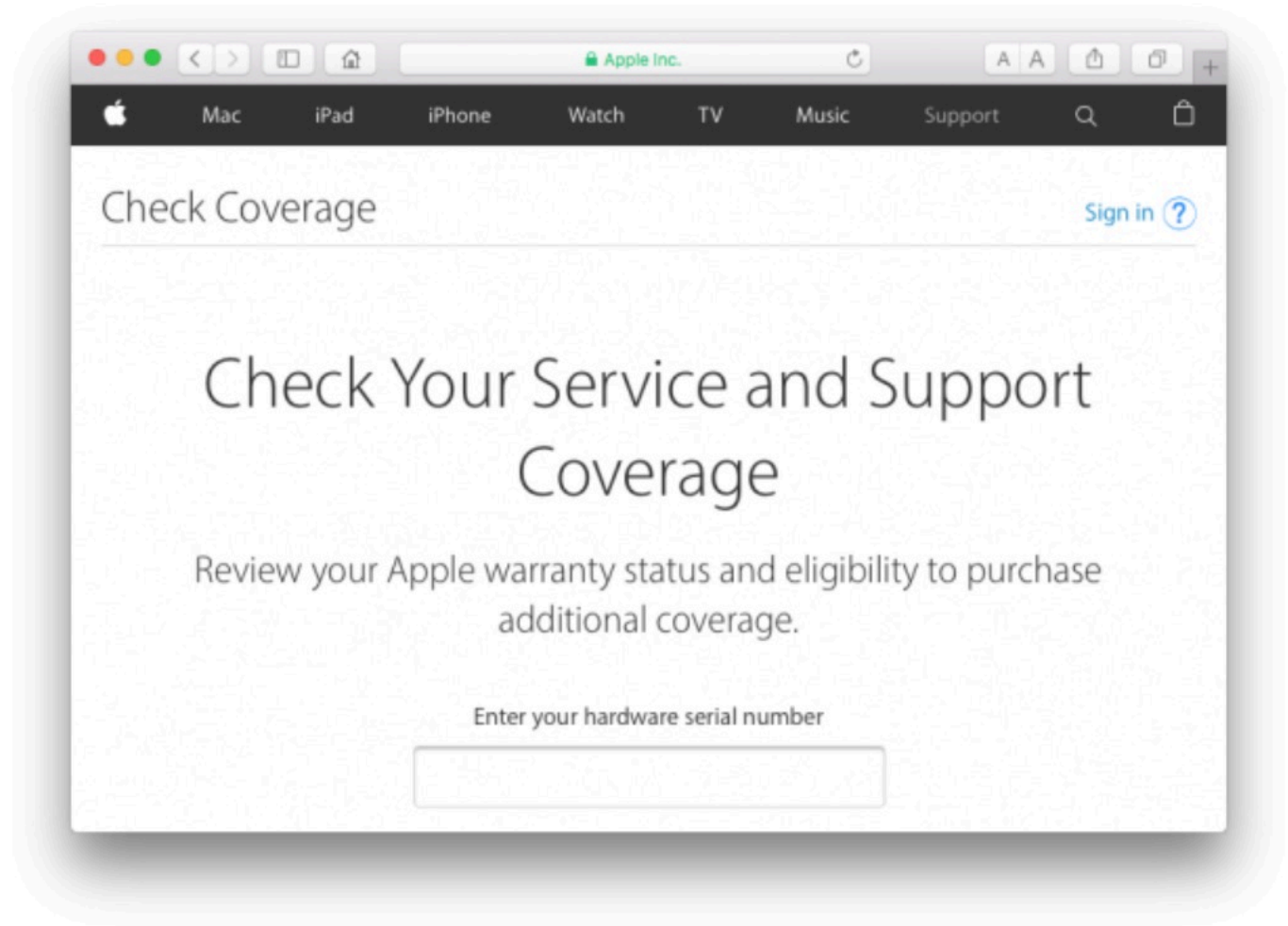
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Where to Lookup Coverage Using Serial Numbers

Apple provides a site for both customers and technicians to use to quickly look up coverage on any Apple serialized product. Go to the Warranty and Repair section of the [Apple Support site](#) to check its warranty status.



**If you have access to GSX, simply log into GSX and enter the product serial number into the search field.*

ATLAS Apple Technical Learning Administration System

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Exercise - Determine the Service Level



Look up the serial number of any available Apple device and go to the Warranty and Repair section of the [Apple Support site](#) to check its warranty status.

Is the device still in warranty, is it covered by APP, or is it out of warranty?



Locating the Serial Number

In this example, the user has navigated to Settings -> General -> About in order to locate the serial number on her iPhone.



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Summary

Having completed this course, you should be able to:

- Locate and use any Apple product's serial number to determine its level of coverage

This concludes the Determining Service Levels course.

For other courses in the Apple Service Fundamentals curriculum, see Apple Support article, [HT205332: AppleCare Service Certifications](#), or search for Apple Service Fundamentals in ATLAS.