

13 May 2026

Dear Parent/Carer

### Individual Chromebook Scheme - Repair Scheme and Warranty

We are writing to remind you that your child's Chromebook repair scheme and warranty ends at the beginning of September and then your child's device will no longer be eligible for repair under the previous scheme. There are several options available, which are explained below.

Chromebooks continue to play a vital role in your child's learning. Over the last few years, our curriculum and lesson planning has been adapted to make the most of Chromebook use in lessons. Therefore, it is an expectation that all students at Parmiter's have fully working and safe Chromebook devices to use whilst at school.

The options available are detailed below:

#### **Option 1: Purchasing a new device via Edde with 5-year Accidental Damage\* cover (subject to terms and conditions)**

The portal for ordering a new Chromebook opens in May 2026. Please see the attached [flyer](#) for details of the new chromebook model that is being offered and the payment options.

Your child's current device still provides them with all the functionality they need for GCSE. However, these Chromebooks are approaching three years of use so we are offering the option to invest in a new device. In our experience, chromebooks in excess of 3 years of age can start to become unreliable and the sourcing of parts for repairs can be difficult and expensive. We have seen significant numbers failing at the 5 year mark, which is a problem approaching the GCSE examination period.

The new device will be delivered at the beginning of the new academic year, giving a seamless exchange from the old repair contract to the new one (the old device will be removed from the school domain and can then **no longer be used on site**).

**Please note:** The school offers support to students who are looked after or in receipt of Pupil Premium funding.

\*When your child leaves the school, the accidental damage cover will still apply but you will need to contact Asus directly to arrange repairs.

To place an order (by **Monday 29 June 2026**):

**Step 1:** Click here for the [Edde](#) flyer.

**Step 2:** Click on the URL link for the buying portal '<https://parmiters.parentportal.biz>'

**Step 3:** In the 'Code' box, enter 'PAR9-9'. The website will then guide you through the ordering and payment process.

**Headteacher: Mr A Smith MPhil (Cantab), NPQH, FCCT, FRSA**

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**Option 2: Purchase your own Chromebook (no other devices are acceptable) and insurance**

An additional **£30** licence fee will need to be paid to the school to add the device to our school domain.

With this option, you will be responsible for any repairs to the Chromebook and for managing any technical issues. [In the event of breakages or device failure, loan chromebooks will be available to students for use during the school day, but will not be loaned for use at home.](#)

If this is your preferred option, please complete this [form](#) so that we can make provision for September.

**Option 3: Keep the current Chromebook**

Students can continue to use their current Chromebook. However, having been used significantly during Key Stage 3, the devices are now more vulnerable to breakage and/or developing a fault.

**Please note:** Chromebooks can only be ordered on a payment plan at a specific time during the academic year (the portal opens in May). Outside of this portal period, it may be possible (subject to stock availability) to purchase devices but they have to be paid outright.

[In the event of breakages or device failure, loan chromebooks will be available to students for use during the school day but will not be loaned for use at home.](#)

As always, please feel free to look at the [FAQ document](#) or contact the school:

- For enquiries about financial support, please email [finance@parmiters.herts.sch.uk](mailto:finance@parmiters.herts.sch.uk)
- For technical enquiries, please email [chromebooks@parmiters.herts.sch.uk](mailto:chromebooks@parmiters.herts.sch.uk)
- And for all other enquiries, please email [admin@parmiters.herts.sch.uk](mailto:admin@parmiters.herts.sch.uk)

Yours sincerely

Mr A Baker  
Deputy Headteacher

Mr J Whitehouse  
Business Director