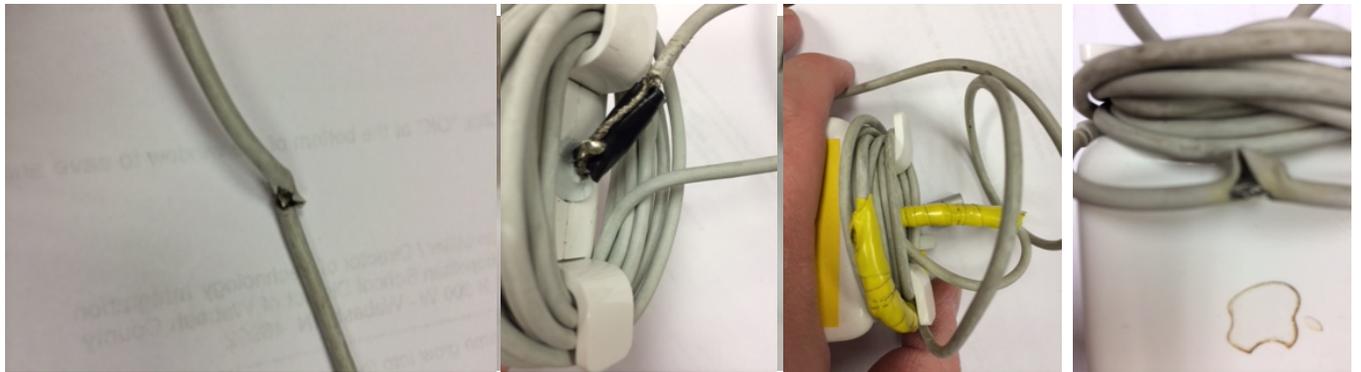


# MSDWC Damages FAQ

## Is my charging adapter broken?

Damage to charging adapters over the course of the school year can occur for various reasons. If the damage is extensive enough to show the inner insulation the adapter will need to be replaced. If the insulation is showing it can be a fire hazard or cause permanent damage to the Macbook. Only Apple-made charging units are acceptable. Off-brand units can cause damage to the Macbook, and will also void any Applecare agreement. Tape is not allowed on charging units, this includes electrical tape. Please do not try and repair the charging adapters. Here are a few examples of charging adapters that are **unacceptable:**



Due to a defect in the Apple 45w Magsafe charger some damages may be covered by Apple. The defect is called “strain relief.” This issue can occur if the cord is wrapped too tightly around the base of the adapter. There will be no charge for “strain relief” charging units **only if no other damage to the unit has been assessed.** Here are a few examples of strain relief:



## Macbook Damages:

There are wide range of damages that can occur to Macbooks. They have been divided up into two categories, accidental and intentional. Accidental damages are covered under the MSDWC insurance policy. Intentional **damage is not covered**. Below is a link to the discipline matrix for student damages.

<https://docs.google.com/spreadsheet/pub?key=0Aryp-CbYqaRNdEFUbWlqWHIfUkM0bUNNOUJnamdEbFE&output=html>

## So what does MSDWC insurance cover?

Current Price to repair equipment **with MSDWC Insurance:**

Accidental Damage Macbook Air 13" - \$50  
Accidental Damage Macbook Air 13" trackpad - \$50  
Damaged 45w Magsafe Charger - \$40

Current Price to repair equipment **without MSDWC Insurance:**

Damaged Macbook Air 13" - \$774.95 (Liquid / Dropped device)  
Damaged Macbook Air 13" trackpad - \$449.95  
Damaged 45w Magsafe Charger - \$79.00  
Negligence or abuse Macbook Air 13" - \$774.95