Merici BYOD Frequently Asked Questions

What type of warranty is included?

The standard warranty for laptops is for 12 months. When you purchase a laptop through our partner portal, you will be given the opportunity to purchase an extended 36-month warranty with Accidental Damage Insurance for Windows laptops, or AppleCare+ for Apple laptops.

Does the warranty include accidental damage?

The standard 12-month warranty does not include accidental damage, only hardware faults. If you have purchased the extended warranty or AppleCare+ through our partner portal, the laptop will also be covered for accidental damage and liquid spills. The number of accidental damage claims allowed will differ depending on the make.

Will the school service my laptop?

We will always attempt to service student laptops regardless of whether they were purchased through our partner program or not. However, if the laptop requires hardware repair it cannot be serviced by our partners unless it is a laptop purchased through the school program. If you got it elsewhere you will need to get it repaired at the place of purchase or at a laptop repair shop.

Will the school provide a spare laptop while it is being repaired?

We will always provide a spare laptop to students getting their laptop repaired through our partners. If the laptop is being repaired outside of the school, we can provide one only if one is available.

If my laptop needs to be replaced, when can I purchase a new one?

You can always purchase a new laptop through the partner portal, it is not restricted to the start of the school year. Once it is delivered to the school and set up we will notify you that it can be collected.

Will you install the software required at the school?

If the laptop is purchased through our partner portal, it will be delivered to Merici and we will set up the laptop with all required software and settings before handing it over. If you purchase the laptop yourself we recommend ensuring Microsoft 365 is installed, but we can help your child installing any required software.

Will the lowest cost laptop be able to run all required software?

All laptops provided through the partner program meet the minimum specifications required by the school, though they may not meet the requirements for certain

resource-intensive programs such as the Adobe suite. If you purchase the laptop outside of the school, please ensure that it meets the minimum requirements listed below.

Can I install parental control software on the laptop?

The laptop is owned by your regardless of whether the laptop was purchased through our partner portal or not, and you can install anything you want on it. Be aware however that if the student has reduced administrative control over the laptop it will make it harder for us to support the laptop.

Can I use a second-hand or refurbished laptop?

As long as it meets the minimum specifications listed below. Two things to consider specifically with second-hand laptops are to ensure that the Wi-Fi card supports 802.11an or 802.11ac otherwise it will not be able to connect to the school internet; and whether the laptop can run Windows 11 or the most recent version of Mac OS as Microsoft 365 will not run if the operating system is too old.

Can I use a tablet or Chromebook?

We do not support tablets or Chromebooks at Merici. We do not restrict them being used at school, but your child will experience difficulties and limitations that we will not be able to resolve.

Recommended Laptop Specifications

	Basic Not Recommended	Recommended Minimum	Preferred	Media Focus
RAM	4GB	8GB	16GB	16-32GB
Processor	Celeron Pentium	i3 Ultra 3 Ryzen3 Apple M1	i5 / i7 Ultra 5 / Ultra 7 Ryzen5 Apple M2	i7 / Ultra 7 i9 / Ultra 9 Ryzen7-9 Apple M4 Pro
HDD/SSD	120GB SSD	128GB or larger SSD	256GB or larger SSD	512GB or larger SSD

More details can be found at http://merici.college/go/byod.

If you have any questions about BYOD laptops, you can always contact us at byod@merici.act.edu.au.