



North Ayrshire Council

Comhairle Siorrachd Àir a Tuath

Digital Device Repair Service for Schools

A new Digital Device Repair Service contract has been awarded to CCUS Scotland. The contract covers the repair of iPad, MacBook and Laptop Devices. The contract starts on 1 April 2021 and ends on 31 March 2024 with the option to extend for a further 24 months, until 31st March 2026

Before you order

Please contact CCUS Scotland on 01294 480447 or email nacrepairs@ccusscotland.co.uk to request a quote for your repair. When requesting a quote please provide CCUS Scotland with the following information about your device:

- Device type (e.g. iPad, MacBook, Laptop)
- Make (e.g. Apple, Hewlett Packard, Lenovo)
- Model (e.g. iPad Air 2, MacBook 9, EliteBook 820, T640)
- Description of repair required (e.g. replace cracked screen, replacement keyboard)
- Serial/Part number of the device (e.g. MNYG2XX/A, SG807407A)
- An indication of what the device is mainly used for
- An indication of urgency (e.g. if you hope to have the device ready for a certain activity or timescale) which will help prioritise repairs.

CCUS Scotland will then supply you with a quotation for the repair required.

How to order

1. CCUS Scotland will not start a job without an official NAC Order No.
2. Place your order with CCUS Scotland using the non-catalogue function in Integra.
3. Ensure to place your order against contract reference NAC/QQ/5071.
4. When placing your order give as much information as possible in the description and include the quote no. given by CCUS Scotland (e.g. replace cracked screen on iPad Mini 2, serial no. IP0201827M (as per quote no. 0907)

After you order

1. CCUS Scotland will contact the named individual on the order to arrange a repair date.

Invoicing

1. Once the repair job has been completed, CCUS Scotland will email an invoice to the named individual on the order.