Apple Hardware Service Guidelines at Towson University

Office of Technology Services (OTS) staff can help diagnose hardware issues on university Macs; however, staff cannot conduct actual hardware repairs. OTS staff don't transport Apple products owned by departments to Apple service centers because OTS staff can't assume responsibility for the theft or damage of department property. Generally, clients take their Apple devices to the Apple Store at Towson Town Mall. Unfortunately, Apple does not provide the type of onsite support that Dell does with Windows systems.

Faculty and staff that are transporting computing devices to an Apple Service Center should take precautions and protect the device from theft and damage.

1. **What is AppleCare?**
   AppleCare at [http://www.apple.com/support/products/](http://www.apple.com/support/products/) is an extended warranty package that is purchased with university Macs. AppleCare extends the hardware warranty from 90 days to three years from purchase date. All university Macs must be purchased with AppleCare.

2. **How do I know if my Apple hardware is under warranty?**
   First, find the serial number of your Apple hardware at [https://support.apple.com/en-us/HT204308](https://support.apple.com/en-us/HT204308)

   Next, go to AppleCare status at [https://getsupport.apple.com/ProductSelector.action](https://getsupport.apple.com/ProductSelector.action) to check your warranty; you will be prompted for the serial number

3. **How do I identify the Apple model of a Mac, iPad, iPhone, or iPod Touch?**
   First, go to Apple Support at [https://www.apple.com/support/](https://www.apple.com/support/)

   Next, select search on the support page and search for: “How do I find my model?”

4. **What are my options if my hardware is under warranty?**
   - The Towson Town Center Apple Store web site provides Apple service and repairs. You must make a reservation on their website before dropping off the device. For other Apple Store locations go to Find a Store at [http://www.apple.com/retail](http://www.apple.com/retail)

   - Call AppleCare phone support at 1-800-275-2273, you will need to provide Apple staff with your Mac or device model and serial number. Generally, you will be told by AppleCare to take the device to an Apple Store.

5. **What are my options if my hardware is not under warranty?**
   If the computer is not under warranty you can use a method above. However, there may be service fees for phone support calls, services performed, and parts. Check with Apple staff to determine what costs are involved. Departments are responsible for all costs associated with repairs that are not under warranty.

   In some cases, the cost to repair may exceed the value of the device and purchasing a new device may be a more cost effective option. Contact the Faculty/Staff Help Center, 410-704-5151 and follow menu options to schedule a consultation with a member of our Mac Support Team.