



2014 Notebook – Mandatory Service Required.

Wodonga Senior Secondary College in conjunction with Dell Australia have identified an issue with the WSSC 2014 Ultrabook model notebooks (Dell Inspiron 11 – **3000 Series 3138**).

There is a high possibility of screws internal to the laptop and screen assembly to become either loose or completely undo. This issue can lead to the malfunction of the notebook and possible long term damage.

The affected notebooks were purchased between **November 2013** and **June 2014**.

Dell Australia have recognized the problem and have committed to the service and repair of each notebook.

Wodonga Senior Secondary College was notified on the 04-11-2015 that parts will be shipped to the school and Dell technicians will be on site at the College on Monday 9th and Tuesday the 10th of November.

Given the nature of the problem, we are working to get this issue resolved as soon as practically possible with minimal disruption to our students.

If you believe you are in possession of one of the affected notebooks we ask the following:

- Check the Model number on the base of the notebook using the guide below.
- If you have a **“3000 Series 3138”**, leave your notebook at the Senior College ICT Technician Office as soon as practically possible - starting from Friday 6th of November. The earlier we get your notebook the quicker it will be repaired
- If you are unable to have you notebook serviced before Tuesday the 10th of November, please make contact with the Senior College office so we can discuss other options. – 0260 437 500

Affected Notebook identification.

Dell Inspiron 11 – Touch screen 11 inch – 3000 Series 3138

To identify the model number of your laptop, look for the label on the base of the notebook. The Model number will be printed on the left hand side.

If the sticker is missing, or you are unsure, please bring the notebook to the WSSC ICT technician’s office where it will be checked to see if it is affected.

