



Screen Repair In-warranty FAQ

(Note: Only applicable for subscribers who have filed a Screen Repair Service request before 3 June 2025)

Updated: 29 May 2025

1. What is a Screen Repair service?

As of 3 June 2025, Screen Repair service has been discontinued. Instead, the device refresh feature has been introduced without any additional monthly fee to customers to introduce the following suite of services:

1. Conducting deep cleaning
2. Performing a diagnostic check
3. Operating a system refresh
4. Screen replacement for:
 - front screen (for non-foldable/non-flip devices) or
 - external and internal screens (for foldable/flip devices)
5. Providing a cleaning solution kit
6. Providing a free phone accessory (e.g. screen protector)

2. Is there a warranty on the Screen Repair?

If you have completed a Screen Repair before 3 June 2025, it comes with free 12-month warranties against manufacturer malfunctions and defects that starts from the date of payment of the Service Fee. To request a warranty, visit www.service2u.asurion.com/singtel