

# Apple admits a screen error on iPad Air 3, supporting free repair for 2 years

Apple supports free recovery and repair for all 3rd-generation iPad Air models due to the problem that caused the screen to 'suddenly' die for no apparent reason.

Apple recently launched a free recovery and repair support program for all third-generation iPad Air models affected by the problem that caused the screen to 'suddenly' die for no apparent reason.

Earlier, Apple had received numerous complaints from owners of iPad Air 3 regarding the sudden shutdown of the screen. These defective screens usually show a blink or blink a few times before permanently changing to "black background" or "white background" and cannot be used normally as before. The cause behind the problem is still being investigated by Apple, but the initial judgment shows that only the iPad Air 3 batch produced between March 2019 and October 2019 encountered this error.

If your device is purchased from an authorized Apple authorized dealer or distributor, Apple will provide free processing support through the Apple Store or an Authorized Service Provider for testing. Check and replace the screen in case of necessity.



Additionally, iPad Air 3 owners can also contact Apple support to arrange a service to send their warranty to the Apple Repair Center. Before sending the product for warranty, you should back up data to iCloud or store on your computer to avoid data loss.

It is also important to note that the above free replacement and repair program applies only to iPad Air 3 models manufactured between March 2019 and October 2019. Also applied within 2 years from the time the first iPad Air 3 is marketed.

Apple currently has 4 lines of iPads, with the latest versions being 5th generation iPad, 5th generation iPad Mini, 3rd generation iPad Pro and 3rd generation iPad Air - launched in March 2019.

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