TECHNICAL COLLEGE OF THE LOWCOUNTRY

PROCEDURE

PROCEDURE NUMBER: **5-1-501.29**

PAGE: **1 OF 2**

PROCEDURE TITLE: **REPAIR OF EQUIPMENT**

BASED ON POLICY:

REVISION NUMBER: **2**

**OFFICE OF
RESPONSIBILITY:**   **FINANCE**

(signature)

PRESIDENT

May 17, 2004

DATE

PURPOSE

The purpose of this procedure is to provide a process for addressing the equipment repair needs of the College and initiating appropriate action.

PROCEDURE

1. General Repairs, other than computers, printers, and related equipment.

    a. A work order or request is sent to the Business Office describing the general problem.

    b. The request is forwarded to Inventory Control. The Inventory Control Technician will examine the equipment and make a preliminary diagnosis. Depending on the nature of the equipment, whether the equipment is under warranty and the nature of the problem, he may:

        1) Complete the repair or

        2) Determine that the equipment will need to be sent to a vendor to be repaired.

    c. Inventory Control will complete the purchase requisition for needed parts or initiate the procurement process if an outside vendor is needed.

---

d. Inventory Control will be responsible for receiving any repair parts ordered and completion of the repairs as well as the return of equipment sent for repairs to the appropriate department.

e. Inventory Control will communicate to its user an estimated time for completion of repairs and will provide a replacement if available.

2. Repairs—computers, printers, and related equipment.

a. An initial request for repair is submitted to IT by electronic mail or in writing.

b. The IT Technician will examine the equipment and make a preliminary evaluation within two working days.

1) If the problem is software related or a minor hardware problem and can be completed in-house without a parts order, the IT Technician will complete the repair.

2) The IT Technician will verify warranty status or existence of a maintenance contract with Purchasing prior to initiating repairs.

3) The IT Technician will establish a preliminary estimate of repair costs. If the equipment is not under warranty or maintenance contract and it cannot be repaired in-house, then a determination must be made on the economic feasibility of repairing. If the cost of repair is excessive, the item may be declared surplus. The decision to surplus is made by Inventory Control after conferring with the user department, the vendor, and the Vice President for Finance. If an accurate cost estimate cannot be established, the purchase order issued to the vendor should include directions to examine, make an estimate, and contact the College before proceeding with repair.

4) In cases where an order of parts or an outside vendor is required, the IT Technician will notify Inventory Control who will initiate necessary purchase requisitions. If parts are ordered, the IT Technician will install and test.

5) Inventory Control will be responsible for the procurement/receiving process as outlined in the general procedure and will coordinate repairs with the IT Technician.

6) The IT Technician will communicate to its user an estimated time for completion of repairs and will provide a replacement if available.