



# ADMINISTRATIVE PROCEDURE

SAN DIEGO UNIFIED SCHOOL DISTRICT

NO: 5350

PAGE: 1 OF 2

CATEGORY: **Support Services, Material Resources**

EFFECTIVE: **1-29-62**

SUBJECT: **Servicing and Repair of Office Machines**

REVISED: **11-12-2002**

## A. PURPOSE AND SCOPE

1. To outline administrative procedures governing emergency and nonemergency repair and service of district-owned office machines.
2. **Related Procedure:**  
 General maintenance of buildings, grounds,  
 and equipment ..... 5200

## B. LEGAL AND POLICY BASIS

1. **Reference:** Board Policy G-3000.

## C. GENERAL

1. **Originating Office.** Suggestions or questions concerning this procedure should be directed to the Equipment Safety Services Program, Maintenance and Operations Department, Facilities Management Branch.
2. **Equipment Under Warranty.** Vendors should be called for servicing and repairing of office machines still under warranty. If name of vendor and/or status is in doubt, telephone the Equipment Repair Section at (858) 627-7161, or the Procurement and Distribution Department at (858) 496-8001.
3. **Equipment Not Under Warranty**
  - a. **Electric typewriters:**
    - (1) Adler, IBM Selectric and Royal are no longer repaired by the district.
    - (2) Canon, other IBM, and Sharp (no longer under warranty) are repaired and serviced by a contracted vendor. Calls for repairs should be placed to the Equipment Repair Section at (858) 627-7162.
  - c. **Office machines** (adding machines, calculators): Calculators purchased from stock catalog that fail within warranty are exchanged by the Supply Center, Procurement and Distribution Department. Calculators that fail outside the warranty are no longer repaired by the district. Vendors should be contacted for exchange or repair of broken office machines not purchased through the district's Procurement Unit. This equipment will not be serviced or maintained by the district.

4. **Contractor Services.** Contractors are required to provide parts to replace those worn or broken as a result of wear.

**Questions** concerning the terms of any contracts should be referred to the Equipment Repair Section at (858) 627-7162.

5. **Damage to Equipment.** Damage caused by accidents or abuse, or arising from acts of third persons or any force of nature (including fire or water), will not be a responsibility of the contractor. A separate estimate of such repairs, or any other major repair or alteration must be submitted to the Equipment Repair Section. Upon approval, a contractor is authorized by purchase order to proceed with repairs; required requisitions are originated by the Equipment Repair Section, Maintenance and Operations Department.
6. **Service Complaints.** Complaints on the service rendered by a contractor should be reported immediately via memo to the Equipment Repair Section, Maintenance and Operations Department.

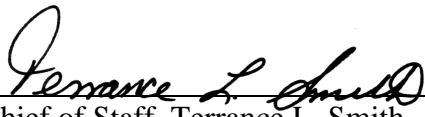
#### **D. IMPLEMENTATION**

1. **Telephone call** should be placed to the Equipment Repair Section at (858) 627-7162 for servicing of equipment not under warranty. Serial number and specific location of equipment is required when placing service call.

#### **E. FORMS AND AUXILIARY REFERENCES**

#### **F. REPORTS AND RECORDS**

#### **G. APPROVED BY**

  
\_\_\_\_\_  
Chief of Staff, Terrance L. Smith  
For the Superintendent of Public Education