Maintenance and Repair of Office Machines

Policy

1. The control of the repair of office machines (EXCLUDING computers and printers) owned by the University is the responsibility of the Department of Support Services. This includes making service calls and issuing Local Purchase Orders if required.

2. The arrangement of maintenance contracts for office machines owned by the University, EXCEPT for typewriters as indicated below, is the responsibility of individual departments IF they wish to have a maintenance contract.

Procedure

1. Any Blanket Purchase Orders or Local Purchase Orders required to cover office machine repairs on a Service Call basis will be issued by the Department of Support Services, and service charges will be paid for by the user departments.

2. The methods under which office machines will be maintained are as follows:
   a. Typewriters
      i. I.B.M. -- maintenance contract arranged and paid for by the Department of Support Services; back-charged to user departments;
      ii. Olivetti-Underwood -- maintenance contract arranged and paid for by the Department of Support Services; back-charged to user departments;
      iii. Remington Rand -- maintenance contract arranged and paid for by the Department of Support Services; back-charged to user departments;
      iv. Portable (all makes) - service call basis OR maintenance contract (arranged and paid for by user department).
   b. Adding Machines, Calculators, Etc.
      Service Call basis - paid for by user department.
   c. Dictating and Transcribing Machines
      Service Call basis - paid for by user department.

3. Departments should not place service calls directly to vendors UNLESS requested to do so by the Department of Support Services. When any of the above machines require servicing, the department should phone the Facilities Management Service Desk (local 3582), and they will arrange for service.

4. The above procedures do not apply to office machines which are on rental. Maintenance of rental equipment is normally the supplier's responsibility.