



## Printer Repair Policy

Applies To:	All	Policy Number:	ITS-0023
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### Policy

In an effort to more efficiently manage our institutional cost for printer repair, all McNichols computer users requiring printer repairs should now submit repair requests directly to ITS - User Services Helpdesk at 313.993.1500 or by submitting a ticket into the online Helpdesk system at <http://helpdesk.udmercy.edu>. If the ITS - Helpdesk staff can repair the unit they will do so; however, if a 3rd party technician is required, the Helpdesk staff will facilitate the repair with UDM's exclusive printer repair vendor to ensure the work is properly completed in a timely fashion. All external billable work will need to be approved by the Helpdesk staff and will be IDC'd to the department.

Warranty repair work for any printer should also be coordinated through the Helpdesk.

If it appears a printer may be down for repair for more than an acceptable period of time and a loaner unit is available, it will be temporarily loaned to the department.

The Helpdesk does not coordinate the repair for personally owned printers.