



Printer Maintenance

When you have a printer that is acting up and not meeting your needs and expectations here are the steps you need to follow to request printer maintenance:

- STEP 1: Try to troubleshoot any printer ink cartridge or toner cartridge issues first. If the ink/toner cartridge is not the issue please continue on with Step 2.
- STEP 2: Call the Help Desk at (775) 789-3456 and request a Work Order. No emails please.
- STEP 3: A staff member from the IT Department will respond to the Work Order and visit your site to assess the problem.
- STEP 4: The general rule of thumb has been that if the repair is more than 50% (fifty percent) of the total replacement cost for the printer (whether the same model or approved replacement model) than the printer should be replaced. Your site is responsible for the total cost of any replacement model type.
- STEP 5: If the printer is repairable and the cost to complete the repair is less than 50% (fifty percent) of the total cost of the printer, then IT will determine the warranty status of the printer and handle the repair under the warranty if covered.
- STEP 6: If the printer is repairable and the cost to complete the repair is less than 50% (fifty percent) of the total cost of the printer and it is **NOT under warranty** and your site is willing to have it repaired regardless your site will be responsible for ALL costs incurred for the repair, including, but not limited to the transportation of the equipment to/from the service provider.



WARNING! Please refrain from contacting any vendor directly (without contacting IT and/or Purchasing first) to provide printer maintenance service, replacement products or bypass this process in any way as it will put the District and your budget at RISK for various reasons.

If you are interested in purchasing a replacement printer that is considered a "district-standard" model type and is on contract by using an accepted form of payment (PCard or Purchase Order) please find the "**Printers ("District-Standards") & Printer Cartridges**" information link on the Purchasing Department's Product Catalog at:

<http://www.washoecountyschools.org/district/departments/purchasing/product-catalog>