

## EQUIPMENT REPAIR INFORMATION

No equipment purchased for less than \$150 will be repaired by the district. For any questions on equipment repair, call Garth VanRoosendaal, AV Department Lead, 576-8866.

Equipment repair is handled in several different ways. The procedures you need to use are listed below: Throughout this manual, the term “work order” refers to *QCall* at the following web page: <http://jordan.fmehost.com/qcalls/default.asp> along with a Green Equipment Repair Tag. Please make sure to include the green tag reference number on all QCalls and the QCall number on all green tags (available from secretary or custodian) for cross-reference purposes.

Make a folder, notebook, or keep all equipment repairs in the file cabinet under a tag called “Equipment Repairs”. When audiovisual equipment needs to be sent for repair, make sure both forms listed below are filled out for each piece of equipment.

1. Fill out a green colored “*Audio/Visual Repair Identification Tag*” and attach this tag to each item. Include:

Date:

Fixed Asset No.:

QCall No.:

School:

Make:

Model No. and Serial No.:

Complaint: (Be as detailed as space permits, “broken” may not always be enough)

The tag is then wired to the piece of equipment. If there is no place to attach the tag, it may be attached to the equipment’s electrical cord.

2. Complete a QCall work order online. User ID and password is the school name and number. Example: Ridgecrest111

Reported by: name of school

Contact: (of person who knows where the equipment is located)

Phone:

Request: (AV Repair)

Priority: (Learning Disruption)

Comments: (Make sure to write make, model, barcode, asset, serial number, and Audio/Visual Repair Identification ID # from the Green Tag in the QCall work order)

2. Check out the Equipment to the Equipment Repair Patron on the computer. (This way you will know where the equipment is located if you need to look for it).
3. When the equipment is returned, sign the lower section of the repair tag. The person delivering the equipment to the school will keep the top section.

### **BULBS NO LONGER USED**

Bulbs that are no longer used or are outdated need to be wrapped and sent in a taped box to Maintenance for storage. If you need an outdated bulb, you can call Maintenance for information 567-8862. The Central Warehouse stocks most all lamps and should be ordered through the school secretary.

### **CABLES**

Cables are purchased from maintenance through local school supply budget.

### **CALCULATORS**

No longer repaired.

### **CAMCORDERS, DIGITAL CAMERAS, DATA PROJECTORS, WALKIE-TALKIES, ETC.**

Enter a *QCall* at the following web page: <http://jordan.fmehost.com/qcalls/default.asp>

User ID is: schoolname# - example: ridgecrest151

PW is: the same as User ID

Create a QCall as you do for other equipment; however, for older rechargeable batteries, send old battery with a work order to repair/replace and you will receive a new one.

Jamie will discard the old one (the old ones are considered hazardous material).

### **CARTS**

TV cart power strip can be removed and sent in to maintenance for repair on a regular work order.

If carts are wobbly, create a QCall to generate a work order. Maintenance can pick them up, and they will replace the castors and/or weld the frames.

### **DIE CUT MACHINE**

Maintenance will come out and repair these. Create a QCall to generate a work order.

### **DONATIONS**

Not covered by JSD Repair Department

### **DVD/VCR/CD players**

For more expensive models, send in on a QCall work order for both cleaning and repair.

### **HEADSETS**

No longer repaired or replaced.

### **LAMINATORS**

Create a QCall to generate a work order. Maintenance will come out and repair these.

### **MAPS AND GLOBES**

Create a QCall to generate a work order. Maintenance will determine whether they can be repaired. In the Request Field – use General Trade rather than AV Repair.

### **MICROPHONES**

Do not take these apart; create a QCall to generate a work order.

### **OVERHEADS**

If the original purchase price was more than \$150, create a QCall work order. DO NOT clean the plastic lens. Maintenance has special plastic cleaners and protectors to save the lens and insure its long life. Improper Fresnel lens orientation is a frequent complaint. For broken glass on an overhead, contact Garth VanRoosendaal, AV Department Lead, 576-8866 or 330-8159 (cell).

### **PERSONAL EQUIPMENT**

Jordan School District will not authorize Maintenance to fix any teachers' personal equipment. If teachers use their personal equipment, it will be their responsibility for its repair if it is broken.

### **REMOTE CONTROLS**

Equipment  
No longer repaired or replaced.

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### **SURPLUS**

Please fill out the surplus form (from the school secretary) and give it to the principal.

### **TAPE RECORDERS**

For repair questions, call Garth VanRoosendall (see above).

If you need a new power cord, call Maintenance at 567-8893.

### **TV STRAPS**

School secretary will order these through the District Stockroom if they are still available. When ordering, have your secretary use *Stock Number 5500460*. Your school will need to pay for these. Make sure you have a few extras. Your school custodian should help put the TV's and the straps on the carts.

### **TVS**

Send in with a QCall work order. If for some reason, you cannot send in the TV (It is mounted too high on a wall, it is too heavy to move, etc.) then generate the regular work order, but state on the work order that the technician needs to come to the school. State where the television set is located in the building. You should do everything as you would if you were sending the TV into the district; attach the green colored tag, etc.

### **TYPEWRITERS**

Call User Support at 567-8737 to create a work order.

### **VCR/DVD/CD players**

For more expensive models, send in on a QCall work order for both cleaning and repair.

### **VIDEO CASSETTE TAPES THAT ARE DAMAGED**

Call Jill Fritz 567-8286 to see if the tape can be repaired.

### **VIDEO PROJECTOR UNITS**

Create a QCall work order and send in to Maintenance. Pack very carefully to prevent damage. The lamps are very expensive and the manufacturer may undertake the repair instead (under its three year warranty).