3.1.2 REPAIR PROCEDURE

The following procedure should be followed for equipment repairs, with the following exceptions:

- Vehicles
- Equipment which is under maintenance contract
- IBM typewriters

Instructions for repairs to the above types of equipment are covered later in this policy.

A. General

Unless otherwise stated in these procedures, a Repair Request Form should be prepared by the department prior to contacting the vendor whenever there is a piece of equipment that needs to be repaired.

1. The Repair Request Form is a 5-part form which doubles as a packing slip for items that are shipped out for repair. The copies are distributed as follows:
   - Part 1 (white) is the vendor copy and may be used as a packing slip, as stated above.
   - Part 2 (goldenrod) is sent to Equipment Control for their records.
   - Part 3 (canary) is retained by the Purchasing Office.
   - Part 4 (blue) is sent to Shipping and Receiving or taken with equipment to be shipped.
   - Part 5 (green) is to be retained by the department for their records.

2. The department should provide as much information as possible on the Repair Request Form, with particular emphasis on the following:
   - (a) Name of recommended vendor
   - (b) Whether item should be sent out for repair or repaired on premises
   - (c) Name of departmental personnel and telephone number to be contacted for clarification of malfunction
   - (d) Model, serial number and description of item to be repaired
   - (e) Explanation of problem or malfunction in as much detail as practical
   - (f) Value of equipment to enable shipping to insure equipment properly on items shipped out for repair

3. If the account number used by the department for the repair of the equipment is a grant account (that is the 4, 5, or 6 is in the sixth place), Grants Accounting must approve the Repair Request prior to Purchasing receiving the form.

4. If the vendor calls the department for repair approval in lieu of calling Purchasing, the department must call Purchasing with all the pertinent information to complete the repair request form.
B. Warranty Repairs

If the item is under warranty, the department should contact the vendor to arrange for repair of the item.

1. If the item is to be repaired on site, arrangements should be made with the vendor for an appropriate time. This does not have to go through Purchasing.

2. In the case of an on-site repair where parts are required which are not covered by warranty, the department should request the necessary repair parts in the normal manner (i.e., requisition to Purchasing).

3. If it is determined that the item must be sent to the vendor for repair, the department should complete a Repair Request Form and send it to Purchasing for processing, indicating in the space provided that the item is under warranty. List the name of the vendor and the purchase order number on which the equipment was bought. The department should not send the item out for repair without completing the Repair Request Form as this is necessary for the University to be aware of the location of all equipment at all times. It also enables the shipping department to properly insure the equipment and to return it to the appropriate department upon receipt.

4. If the equipment must be shipped out for repair, Purchasing will route the vendor copy of the Repair Request to Shipping and Receiving to be used as a packing slip in sending the equipment out for repair.

5. Shipping and Receiving will:
   a. Pick up the item from the department and pack it for shipping.
   b. Determine the best method of shipment and provide adequate insurance coverage based on value of item being shipped.
   c. If the piece of equipment is very delicate or fragile, the department should provide any special or unusual shipping and packaging instructions to the shipping department. In every case, the instrument should be securely “tied down” in the laboratory or department and any loose delicate parts should be properly handled for shipment prior to delivery to the shipping department.
   d. If the department does not have a shipping container, the shipping department will assist in providing one.
   e. Shipping personnel are instructed never to open an instrument, but to package it according to instructions.

C. Non-Warranty Repairs

1. Repairs on items not under warranty may be made in the following ways:
   a. By Physical Plant (Maintenance Department)
      The department may contact Physical Plant, requesting an evaluation as to whether or not the repair can be handled by the Maintenance Department. If the repair can be accomplished by Maintenance, a work order should be completed as described in the Operations and Maintenance Work Order Procedure.
   b. If the repair cannot be made by the Maintenance Department, a repair request form should be completed and sent to Purchasing as outlined above.
   c. Purchasing will determine the best method of having the repairs accomplished, taking into consideration recommendations made by the department as to suggested vendor, either on site or at vendor’s location.
      1. If the item must be shipped out for repairs, it will be handled in the same manner
as for warranty repairs (see item B, 4 and 5, above).

2. If the item is to be repaired by a local vendor, Purchasing will either contact the vendor to repair the item on site or will arrange for the item to be taken to the vendor for repairs.

D. Equipment That is Under Maintenance Contract.

When equipment that is under maintenance contract malfunctions, the department should contact the vendor who has the maintenance contract and make arrangements for the repairs. Should any parts be needed which are not covered by the maintenance contract, the department should submit a requisition to Purchasing for the purchase of the parts.

E. IBM Typewriters and Related Equipment

When IBM typewriters need repairs or servicing, the department should contact Administrative Support who will arrange for the repair or servicing LSU Medical Center contracts for these services on a yearly basis

F. Vehicles

Requests for vehicle repairs or servicing (other than small parts and routine servicing that are covered on blanket purchase orders to specific near-by service stations) should be sent to Physical Plant on a work order form. Physical Plant will make the repairs, if possible, or have them done by the vendor who is currently under contract for such repairs. This is also contracted on a yearly basis