

INSTRUCTIONS FOR OBTAINING EQUIPMENT MAINTENANCE

Instructions:



PERSON TO CONTACT:

- ◆ Debra Vallaroutto Purchasing Dept Administrative Assistant 4
- ◆ Phone: ext 2064 Email: debra.vallaroutto@southeastern.edu



HAVE THIS INFORMATION READY:

- ◆ Department Name
- ◆ Service Address
- ◆ SLU Tag #, Equipment Serial # and Description of Equipment
- ◆ Give a Description of the Problem you are Having with the Equipment



TAKE NOTE:

- ◆ Note the Date/Time you Requested Service
- ◆ Note the Person you Spoke with/Emailed for Service

*******DO NOT CONTACT THE VENDOR DIRECTLY FOR SERVICE*******

IMPORTANT!

DO NOT CONTACT THE VENDOR DIRECTLY FOR SERVICE. THE PURCHASING DEPT MUST VERIFY THAT THE EQUIPMENT IS CURRENTLY UNDER CONTRACT AND THAT THE SERVICE REQUESTED IS COVERED. IN THE EVENT THAT THE SERVICE PROVIDED IS NOT COVERED BY THE CONTRACT, THE DEPARTMENT IN WHICH THE EQUIPMENT IS LOCATED WILL BE RESPONSIBLE FOR PAYMENT.

After Service Has Been Completed:



Complete the Service Notification Form to the best of your ability and email it to debra.vallaroutto@southeastern.edu or Send through campus mail to SLU Box 10800



If Repair Is Not Covered:



If the repair is not covered and not fixed under the Specialty agreement, your department will be responsible for payment of the service call invoice.



If a repair is done and not covered, your department will be responsible for this repair cost.

