

## Repair Procedure for Assistive Technology Device / Equipment

### For **IEP-DRIVEN** and **PROGRAMMATIC DEVICES** (except iPods/iPads):

- 1) Call the **Manufacturer** (use the number located on the back of the device) and ask for **Technical Support**.
- 2) Describe what is wrong with the device.
- 3) Ask for a **Repair Authorization Number (RA#)**.
- 4) Prepare the device for shipping (use the original packaging of the device, if available).

Inside the package (with the device), provide the following information:

- **Repair Authorization Number (RA#)**
- Brief summary describing what is wrong with the device.
- **Return Address** of where the repaired device is to be shipped back.

Outside the package (on the box itself), provide the following information:

- **Repair Authorization Number (RA#)**
- **Return Address** of where the repaired device is to be shipped back.

- 5) Technology Solutions has an open PO with the following companies: AMDi, Dynavox, Prentke Romich, and Ablenet. If your device is from one of these companies, include a **NOTE** inside the box stating: *"Please **EMAIL** a copy of the repair invoice to Karen Gorman ([kgorman@schools.nyc.gov](mailto:kgorman@schools.nyc.gov))."*
- 6) If your device is NOT from any of the Companies mentioned above, include a **NOTE** inside the box stating: *"Please **FAX** a copy of the invoice to Karen Gorman (Fax# 1-212-802-1681)."*
- 7) Ship the device to the Manufacturer.

When There is a Need for a **LOANER DEVICE** while an Equipment is being Repaired: Be aware that in most cases a device will turn around very quickly as Technology Solutions pre-pays repairs through an open PO. For communication devices, always have a secondary manual communication system as a back-up. In rare occasions, Technology Solutions may have equipment in inventory that can be loaned. Contact Karen Gorman ([kgorman@schools.nyc.gov](mailto:kgorman@schools.nyc.gov)) regarding this.

**Shipping Cost:** This is the school's responsibility (Technology Solutions does NOT reimburse for shipping). If you pay the shipping out of pocket, your school should be able to reimburse you through Imprest Payment if you provide them with the receipt.

**Repair Cost:** Technology Solutions is responsible for the cost of the repair.

### For **iPads / iPods** (**IEP-DRIVEN devices ONLY**):

Refer to the procedures in the URL below. Click on the link or copy-paste into your browser's address bar to view the PDF.

<http://schools.nyc.gov/NR/rdonlyres/5A8AC0BC-70D2-4BB1-8EEA-D027819B485C/170910/iPadSpecificRepairandReplacementUPDATED92315.pdf>

### For **ALL COMPUTERS**:

ALL computer repairs are handled through the **HELP DESK** (718-935-5100), regardless of whether they are programmatic or IEP-driven computers.