

## 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) Ship the device to the manufacturer (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.

**NOTE:** 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 **iPods** and **iPads** (Both IEP-DRIVEN and PROGRAMMATIC):

**OPTION 1:** Call the **HELP DESK for APPLE** (Todd Grunow) at [718-935-5639](tel:718-935-5639) or [917-605-5675](tel:917-605-5675) for support regarding iPod/iPad repair.

**OPTION 2:** Bring the device to the nearest **APPLE STORE**. The iPods/iPads have AppleCare warranty for 3 years.

**OPTION 3:** IF AFTER TRYING THE ABOVE OPTIONS, the repair issue was not resolved, contact **KAREN GORMAN** ([kgorman@schools.nyc.gov](mailto:kgorman@schools.nyc.gov)).

### 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.