



# THE NEW YORK CITY DEPARTMENT OF EDUCATION

JOEL I. KLEIN, *Chancellor*

DISTRICT 75

BONNIE BROWN, *SUPERINTENDENT*

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NYCDOE District 75

## Repair Procedure for IEP-Driven AAC/AT Devices

- 1) Call the manufacturer (use the number located on the back of the device)
- 2) Ask for Technical Support
- 3) Describe to Technical Support what is wrong with the device
- 4) Ask for a Repair Authorization number (RA#)
- 5) Ship the device back to the manufacturer in the original packaging in which the device was given
  - a. Include in the package:
    - i. A brief summary describing what is wrong with the device
    - ii. The RA #
    - iii. The return address of where the repaired device is to be shipped
  - b. Include on the package:
    - i. The RA#
    - ii. The return address of where the repaired device is to be shipped
- 6) If you need a loaner device, check with Technology Solutions to see if there is a loaner available. Always have a secondary manual communication system as a back-up. In most cases a device will turn around very quickly as we pre-pay repairs through an open PO.

Fiscal responsibility for the repair process:

- 1) Shipping Cost:
  - a. Technology Solutions does not reimburse for shipping. This is the school's responsibility. 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.
- 2) Repair Cost: Technology Solutions is responsible for the cost of the repair.

Note: The repair procedure is the same for programmatic equipment.

All computer repairs are handled through the help desk, even if it is an IEP student mandated computer. The Help Desk number is 718-935-5100.

