

Repairs

Warranties

The responsibility for ensuring the full benefit of a manufacturer's warranty lies with the department maintaining custody of the equipment. The department should maintain records on all warranted items including

- item description;
- manufacturer's serial number;
- UNT System component property tag number;
- warranty period; and
- a copy of the warranty agreement.

The warranty period for most equipment begins when the material is delivered to the UNT System component. This is standard with most vendors. The only exceptions may be in the area of fabricated equipment or where installation and calibration are a part of the original contract. In these instances, there is an acceptance clause that clearly indicates that the warranty is not to begin until the equipment has been accepted by the UNT Health Science Center per the terms and conditions of the contract.

Warranties may be for any period of time as stated by the manufacturer. Typical warranties range from 90 days to 12 months. When equipment is delivered to your department, it is important for you to be aware of the warranty period. The equipment must be checked for operational flaws prior to the end of the warranty period. If this is not done, there is little that can be done for you should you encounter problems with the equipment. Therefore, it is imperative that departments check for concealed damage as soon as possible upon receipt of materials or equipment.

Equipment Repairs

Repairs of equipment handled on campus, taken to a local dealer, or shipped to a vendor for repair may be purchased using a purchasing card, as long as there are no contracts or terms and agreements. Orders under \$5,000 can be processed with one bid. For orders over \$5,000, we must attempt informal or formal bids depending on the dollar amount. If one manufacturer or exclusive distributor is the sole repair source, attach a **Proprietary/Sole Source Purchase Justification Form** with complete details.

Note: State and local funds can be used to repair only UNT System component owned items.

When submitting a requisition for a repair of any kind, include the following information:

- manufacturer of the equipment;
- model number;
- serial number;
- building and room number of equipment location;
- departmental contact person and phone number;
- itemization of parts and labor;
- description of problem and estimated cost;
- purchase order number used when equipment was purchased, if available; and
- an internal repair statement, an internal inspection required to determine extent of needed repairs (if applicable). See **Internal Repair Purchases**.

Note: If the item being repaired is an accessory to a major piece of equipment and does not have a model, serial, and tag numbers of its own, provide these numbers from the equipment to which it is an accessory.

On-Site Repair

If the technician makes a service call to your department to repair the equipment, follow these steps:

1. Submit a requisition with information as shown above.
2. State the type of repair: warranty, upgrade, calibration, overhaul, etc.
3. Add a note if the amount of repair could exceed budget or is an amount that would make replacement a better alternative. The note should read: "NOTE TO VENDOR: Not to exceed (amount of purchase order) for repair services unless prior authorization is provided by the Procurement Services Department."
Note: If a repair exceeding the estimate is approved, a PO Change Request should be submitted in EIS.
4. Note the PO # on the invoice if the vendor leaves an invoice with the department, and electronically forward it to **Payment Services** immediately.

Off-Site Repair

If the equipment is shipped or hand-delivered to the vendor for repair to be made and is returned to the UNT System component, follow the steps below:

1. Submit a requisition with information as shown above.
2. State type of repair: warranty, upgrade, calibration, overhaul, etc.
3. Add note to Procurement Services in Justification/Comments requesting it be processed as a "Will Call."
4. Ship or hand carry equipment and vendor copy of purchase order to vendor.
5. Note on the requisition if item(s) will be delivered or picked up by the department.
6. Contact the appropriate UNT System component's Central Receiving area if the item is to be shipped.
7. Add a note to the vendor if the amount of repair could exceed budget or is an amount that would make replacement a better alternative. The note should read, "NOTE TO VENDOR: Not to exceed (amount of purchase order) for repair services unless prior authorization is provided by the Procurement Services Department."
Note: If a repair exceeding the estimate is approved, a PO Change Request should be submitted in EIS.
8. Note the PO # on the invoice if the vendor leaves an invoice with the department, and electronically forward it to **Payment Services** immediately.

Warranty Repairs

If the equipment is still under warranty and repairs will be made at no charge, but it must be shipped or taken to a vendor for repairs, follow the guidelines below:

1. Contact Asset Management.
2. Identify the purchase order number used to purchase the equipment.
3. Provide Asset Management the tag numbers and serial numbers before the item is shipped or taken from the UNT System component. This ensures that any exchanges done by the vendor without the agency's knowledge can be identified.

Internal Repair Purchases

An internal repair is a repair to state-owned equipment that cannot be reasonably defined prior to the actual repair and the extent of which cannot be determined until the equipment is disassembled. Internal repairs are usually the result of an unexpected, basic service outage. For example, the unexpected failure of a building's air conditioner may result in unanticipated repair to electrical circuitry, which would constitute an internal repair. Internal repairs must contain labor and may also include parts. For internal repairs, follow the steps below.

1. Add "Internal Repair" to Justification/Comments.
2. Include the following on the purchase order: "Not to exceed (*amount of purchase order*) for repair services unless prior authorization is provided by the Procurement Services Department." This will limit the institution's liability.

Note: Competitive award is not required for an internal repair.