

## PRINTERS/TONER CARTRIDGES AND SERVICE ON PRINTERS

The Information Technology Department Policy for maintenance and service of printers and replacement of cartridges is as follows:

### **SERVICE CALLS AND REPAIRS TO COMPUTERS**

If you have a problem with your printer or lines/streaks from your toner cartridge, you should call the Help Desk (X4860) and report in detail the problem that you are experiencing. A member of the IT Department will check your printer to determine the next course of action. If the printer is an older inexpensive model, then the IT Department may recommend that you replace your printer, if it is an expensive printer and worth repairing, then the IT Department will contact Poynters for repairs. Please be aware that your department will be responsible for all costs for the service call(s), labor and parts. The initial service call is \$85.00

### **TONER CARTRIDGE POLICY**

The IT Department stocks toners for most printers on campus. We only stock New HP Toners because we have had problems with recycled toners in the past. We recommend that you use new HP Toners in your HP Printers, especially while they are under warranty (up to 1 year after purchase depending on your printers and the warranty). The IT Dept. regularly obtains quotes for toners from various vendors and always looks for the best price. If you are interested in purchasing toners from the IT Department, please contact Debbie Stodberg X4564 and she will process the paperwork and have the toners ready for you to pick up as soon. If you have not obtained toners from the IT Department and would like to, just call Debbie and let her know what model printer you are using and if you would want IT to keep your toner(s) in stock.

### **TONER INFORMATION**

Remember when purchasing any toners that they do have a shelf life, especially the recycled models. It's also a good idea not to stock more than 1 or 2 ahead in case your printer dies or has to be replaced. Toners are never compatible with newer model printers, and you may be stuck with hundreds of dollars worth of toners you can no longer use.