

PRINTERS/TONER CARTRIDGES AND SERVICE ON PRINTERS

The I.T. Department Policy for maintenance and service of printers and replacement of cartridges is as follows:

1. If you have a problem with your printer or lines/streaks from your toner cartridge, you should call the IT department and report in detail the problem that you are experiencing. (Jonathan Duck - X4860, Debbie Stodberg - X4564)
2. A member of the I.T. Department will assist you right away over the phone in making a determination about the next course of action. Or, an I.T. technician will contact you in person to examine the situation and decide what further steps need to be taken to best solve your printer problem.
 - A. **If you have a laser printer** and it needs further attention, the I.T. Department will contact Precision Laser and the I.T. Department will pay for this service call (usually \$69.00) but your department will be responsible for any parts that need replaced.
 - B. **If you have an inkjet** you should keep in mind that the service call (\$69.00) may be half the cost you paid for the printer itself, and your department will be responsible for the service call and any parts needed.
 - C. **If the problem is with the toner cartridge** and is a Precision Laser cartridge – Precision Laser will replace the toner cartridge and service the machine (at no charge to your department or to Marietta College)
3. We strongly encourage you to use Precision Laser recycled cartridges. The I.T. Department keeps an assortment of cartridges on hand and can do money transfers within minutes. Precision Laser also stocks recycled smaller cartridges for inkjets at substantial savings over local discount stores. Since Precision Laser stands behind their products, this will save the college money in the long run.
4. The I.T. Department stocks about 5 or 6 models for laser printers. If you are interested in using Precision Laser's cartridges you can either contact the I.T. Department to see if we stock your model number, or you can call Precision Laser directly if the cartridge you need is not a standard one used on campus.
Precision Laser Phone: 376-2623

If you have any questions regarding toner cartridges and would like additional information or advice, please contact Debbie Stodberg X4564 in the I.T. Department.