

MAINTENANCE ON EQUIPMENT

State and County

Alabama Cooperative Extension system has maintenance contracts Xerox copiers, and satellite equipment. These agreements are paid in full for each fiscal year; therefore, the cost to the System is the same regardless of the number of times services is requested. Please use the agreements when it is appropriate.

Some of our equipment is not covered by a maintenance contract. This equipment is serviced as needed. We are billed for time and materials on equipment that is not on a maintenance agreement.

Administrative Services does not need to be contacted for normal maintenance service calls; however, please notify us if you are not satisfied with the service provided by the maintenance contract holder or servicing vendor. The telephone numbers that should be called are as follows:

Accufast III Labelers: (no contract)

Data Equipment A&O Inc.

1-800-874-4183

Mail machines, scales and folders:

Eagle Business Systems, Inc. (no contract)

1-800-239-8373

Jones Maintenance & Sales (no contract)

(services Barbour, Coffee, Covington, Dale, Geneva, Henry, Houston, and Wiregrass area)

Phone #334-794-2315 Pager #334-713-1595

Pitney Bowes: (no contract)

1-800-522-0020

Postage Meters: (Contract for rental of meters)

Pitney Bowes 1-800-522-0020

Ascom 1-800-239-8373

Risograph Equipment: (no contract)

A.B. Dick Southeastern Printers Supply

1-800-243-7043

Satellite Equipment: (Contract)

AU telecommunications

Contact: Lee Stoker 334-844-4110

Request for service should be e-mailed to "lstoker" on ACESAG

Telephones:

Universal Solutions (Contract)

Contact: Admin Services 334-844-5528

Xerox and IBM Electric Typewriters: (No Contract)

Johnstons High Tech

334-260-9844

Xerox Copiers: (Contract)

Xerox Corporation

Missy Grant, On-Site Account Associate

1A Duncan Hall

Auburn University, AL 36849-5613

Pager: 334-317-8192 Telephone: 334-844-5320

On the 11th of the month the mail managers will receive an e-mail that must be replied to by the 16th of the month with the meter reading and complete supply inventory.

Call Missy if:

- In need of supplies for copier.
- Need service for copier (include serial number and location).
- If technician does not respond within 1 hour after talking with Missy.
- Need assistance in operating copier.

Please provide monthly the following information:

- Meter reading and supply inventory by e-mail.
- Packing slips you receive with your supplies. Packing slips should be signed and dated by the person receiving the supplies.