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**Subject: KWIC Equipment Purchase, Warranty and Repair**

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Effective Date: October 1, 2014

Revised from: October 1, 2013

**Policy:** Equipment used for KWIC is purchased by the State Agency (SA) and sent to the Local Agency (LA) unless there are special circumstances and the LA has prior approval from the SA to purchase their own equipment. If equipment is purchased by the LA, it must be purchased according to the specifications established by the SA. Please refer to [Appendix 9](#) KWIC Hardware Specifications.

Equipment is maintained throughout the service life using warranty services or local technical support. If needed, the LA should contact the SA lead contact assigned to your clinic for assistance in purchasing or replacing equipment.

Note: For disposal of equipment refer to policy [ADM: 02.03.07](#).

**Procedure:** The Kansas WIC program provides equipment to operate the KWIC system. The brand names and models are carefully selected to provide reliable and consistent operation with minimal problems. Resolving problems when equipment fails can be a very daunting task. Listed below are suggested steps to problem resolution.

1. Call the KWIC Help Desk to determine whether the issue is related to KWIC. If the problem is resolved but reoccurs again, act quickly and contact the KWIC Help Desk again.
2. Involve local or contracted IT staff for help in determining the problem. Often local IT staff can:
  - a. help resolve problems with non-KWIC applications such as Microsoft Explorer or the local computer network;
  - b. check hardware problems that require someone to be onsite;
  - c. confirm a hardware problem.
3. If the KWIC Help Desk and local IT staff are unable to resolve the issue without intrusive means then determine if the equipment is under warranty. The warranty period begins the date the item was shipped.

If the equipment is under warranty, do the following:

- a. For Dell computers, locate the Express Service Code found on the bottom of the equipment or the serial number prior to calling the warranty number.
- b. Call the warranty number listed in the table below.
- c. Have the person most familiar with the problem make the call.
- d. Explain the steps already taken to diagnose the problem.
- e. At the direction of the warranty technician, attempt any additional tests or adjustments that you feel comfortable performing. Do not exceed your ability. Use local IT staff if needed and available.

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- f. Write down the name of the technician that assisted you. If the issue is resolved over the phone, double-check that everything is working before you hang up with the warranty technician. If the problem reoccurs, quickly contact the warranty staff again.

<b>Manufacturer</b>	<b>Type of Equipment</b>	<b>Warranty</b>	<b>Telephone #</b>
Dell	Desktop & Laptop	3 years	1-800-981-3355
Source Technologies	MICR Printer	3 years	1-800-922-8501
HP	MICR Printer	1 year	1-800-633-2266 ext 596
HP	Laser Printer	1 year	1-800-474-6836
Ricoh	MICR Printer	3 years	1-800-937-4224
Topaz	Electronic Signature Pad	1 year	1-805-520-8286

- 4. If the equipment is not under warranty, determine if the product is repairable. If yes, is it cost effective to repair? Some items to consider when determining cost effectiveness:
  - a. Is the cause of the hardware problem obvious and inexpensive? For example, replacing a power supply cord is relatively inexpensive to replace.
  - b. Are all costs related to diagnosing and repairing the equipment more than 20% of the replacement cost?
  - c. Does the age of the equipment indicate that now is an appropriate time to replace?
- 5. If it is necessary to replace the equipment go to [Appendix 10](#) KWIC Equipment Purchase or Replacement Questionnaire. Answer the questions to the best of your ability and send it via e-mail or fax to the LA lead contact assigned to your clinic.

Completing the questionnaire starts the official process to purchase equipment.