

**From:** Martha Wilding  
**Sent:** Wednesday, August 28, 2002 1:54 PM  
**To:** All Sub  
**Subject:** FW: Laser Printer and Fax Machine Maintenance

Purchasing Services is happy to announce, that after completing the bidding process for the Laser Printer and Fax Machine Maintenance Contract, Canon Business Solutions was the lowest bidder and will continue as our contractor. The new contract includes better pricing for cartridges, which includes preventative maintenance and labor. (Please do not purchase cartridges from Office Depot or another vendor. Preventative maintenance will not be included.) Once a year, Canon Business Solutions will clean, condition and do an overall inspection of the machine's internal mechanisms and vital components.

Attached is the updated HP LaserJet and Fax toner cartridge order form. Fax the completed order form directly to Canon Business Solutions. When your printer or fax machine needs service, you must first call the OIT Help Desk at 801-957-5555. They will contact Canon Business Solutions if they are unable to help.

There will no longer be a standing order for parts. In instances where parts are needed, Canon Business Solutions will bill the department's VISA Purchasing Card.\* The VISA has a single transaction limit of \$1000. If the cost of the repair is going to exceed \$1000, we recommend that the department consider purchasing a new printer.

If you experience early cartridge failure or have any questions, please call our Canon rep, Chalise Wall at 801-461-7633. Thank you and have a great day!

\*Contact Janice Lust, Purchasing Card Administrator, at 801-957-4621, if you need to get a VISA.