

When should I use these procedures? Follow these procedures if a Premium Equipment Item assigned to your student is damaged or malfunctioning and needs to be repaired.

STEPS:

- 1. Complete the (Non-Braille) Premium Equipment Repair Order form and email it to iimc@chicagolighthouse.org.** DO NOT SHIP PREMIUM EQUIPMENT TO THE IIMC OR THE MANUFACTURER UNLESS INSTRUCTED BY IIMC STAFF.
- 2. Once we've received the Repair Order form, the IIMC will follow up with the requesting TVI or O&M specialist within 24 to 48 hours.** *NOTE: The TVI or O&M will act as the on-site Point of Contact during this process for both the IIMC and the manufacturer.*

What counts as a Premium Equipment Item? Premium Equipment Items include the following categories:

- ✓ CCTVs, (includes desktop, portable, and handheld models).
- ✓ OCR/TTS Document Cameras and Print-reading Devices.
- ✓ Embossers and Tactile Fuzers.
- ✓ Refreshable-Braille Devices.
- ✓ Electronic Braille Training Devices.
- ✓ Scientific Calculators.
- ✓ Tablets.
- ✓ Microscopes.
- ✓ Digital Talking Book Readers.
- ✓ Personal Navigation Cameras.
- ✓ GPS Devices.

Can Consumable Items be repaired? NO, the IIMC will NOT repair Consumable Items. *Switches, light-boxes, AAC devices, and four-function calculators are all classified as Consumable Items.*

How long will it take to get an item repaired and returned? Although this can vary, one may generally estimate a minimum of **3 to 4 weeks** for repairs to be completed and items shipped back.

IMPORTANT!

- ! **Please ensure the form is filled out as completely as possible.** *(On the IIMC Property Tag, the unit's Serial Number is located above and to the left of the bar code itself.)*
- ! **Please use the original packaging** when preparing the broken device for shipment.
- ! **Please enclose a hard-copy of the (Non-Braille) Premium Equipment Repair Order form** in the unit's packaging.
- ! **The IIMC may determine the item should be replaced instead of repaired.** *In that case, teachers will be asked to submit a separate Tangible Aid order for a replacement.*

QUESTIONS? Please contact:

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