Printers and Toner Policy

This policy provides guidelines regarding the purchase and refresh of printers, and the replenishment of related consumables such as paper and toner.

Open Computer Labs

- ITS is responsible for the maintenance and support of the printers located in open computer labs in Fletcher Jones Computer Center including the main lab, JCC 140, JCC 139, JCC 104, the Naslund study lounge, and the computer lab in Duke 200.
- ITS will replenish paper, and replace the toner for the printers located in the above-mentioned locations.
- ITS will replace open computer lab printers that reach end of life.

Departmental Computer Labs

- For all departmental computer lab printers located around the campus, ITS will provide support in the form of trouble shooting and maintenance, however, ITS will not be responsible to provide toner or paper.
- ITS will replace existing departmental computer lab printers that have reached end of life.
- ITS does not pay for maintenance kits for departmental computer lab printers.
- ITS does not pay to repair, replace parts, or pay for the service charge of a third party vendor to troubleshoot issues.

Faculty, Staff, and Departmental Offices

- ITS will provide technical support and maintenance for printers located in faculty, staff, and departmental offices.
- The specific department must cover the replenishment of paper and toner.
- ITS does not pay for maintenance kits for faculty, staff or departmental printers.
- The specific department must cover the cost of replacing older printers, or adding new ones in faculty, staff, or departmental offices.