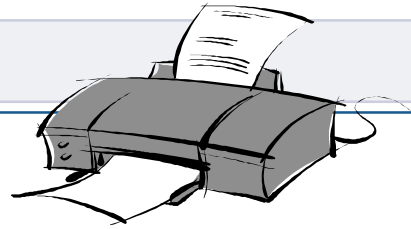


## Why use Repair CentrE?

- Pick up and delivery are at no additional cost.
- The web interface makes it possible to check on the progress of the repair at any time from any computer connected to the Internet.
- Using the Repair CentrE means no costly inventory to keep in stock.
- Experienced technicians with training in a variety of brands and platforms.
- Competitive pricing.

Contact *Technology Services*

Lincoln Intermediate Unit  
at 624-6448 or  
technologyservices@iu12.org



Using the Repair CentrE frees you to concentrate on your priorities. With on-line access, repair ticket status can be checked 24 /7.

### *Prevent problems*

Repair CentrE is also ideal for **preventive maintenance**. Our technicians keep your machines running longer with their cleaning and maintenance work.



*Lincoln Intermediate Unit No. 12*  
*P. O. Box 70, New Oxford, PA 17350*

## The LIU Repair CentrE

# Lincoln Intermediate Unit



What to do when  
bad things happen  
to good machines

*Educational solutions that make a difference.*

# The repair process

## 1 Open Browser

Open Internet Explorer and connect to the Repair CentrE using the url:

**[repaircentre.iu12.org](http://repaircentre.iu12.org)**

## 2 Logon

Supply user information.

## 3 Describe the problem

Enter information about the item - manufacturer, serial number, etc. Supply as much detail as possible.

## 4 Print

Two tickets, attach one to the item and send it to the LIU for repair. Keep the other for your records.

## 5 Estimate

When the Repair team receives the item, they examine it. An estimate of labor and parts is entered into the repair ticket.

## 6 Repair

If the repair estimate is acceptable, the work begins. Notes are added by the repair team detailing the repair. When the repair is complete, another email is sent and the item is returned.

The LIU Repair CentrE is a new system of arranging for equipment repair using a web interface.

## Welcome to the LIU HelpCentrE Server

[Click Here for the Repair Centre](#)  
(You will be redirected to the Repair Centre login page in 10 seconds.)



[Repair Centre Online Training Video](#)

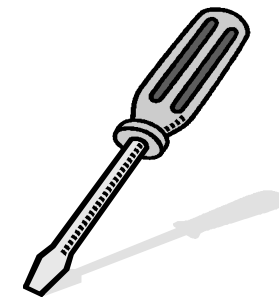
[Repair Centre Brochure](#)

[Email comments to the WebMaster](#)

\*Starting August 1, 2003, all repairs will be processed through the on-line repaircentre.iu12.org system

## What items can be sent to the Repair CentrE?

VCR's  
Typewriters  
Computers  
Monitors  
Printers  
AV Equipment  
Overhead projectors



Using the Repair CentrE saves time and money!