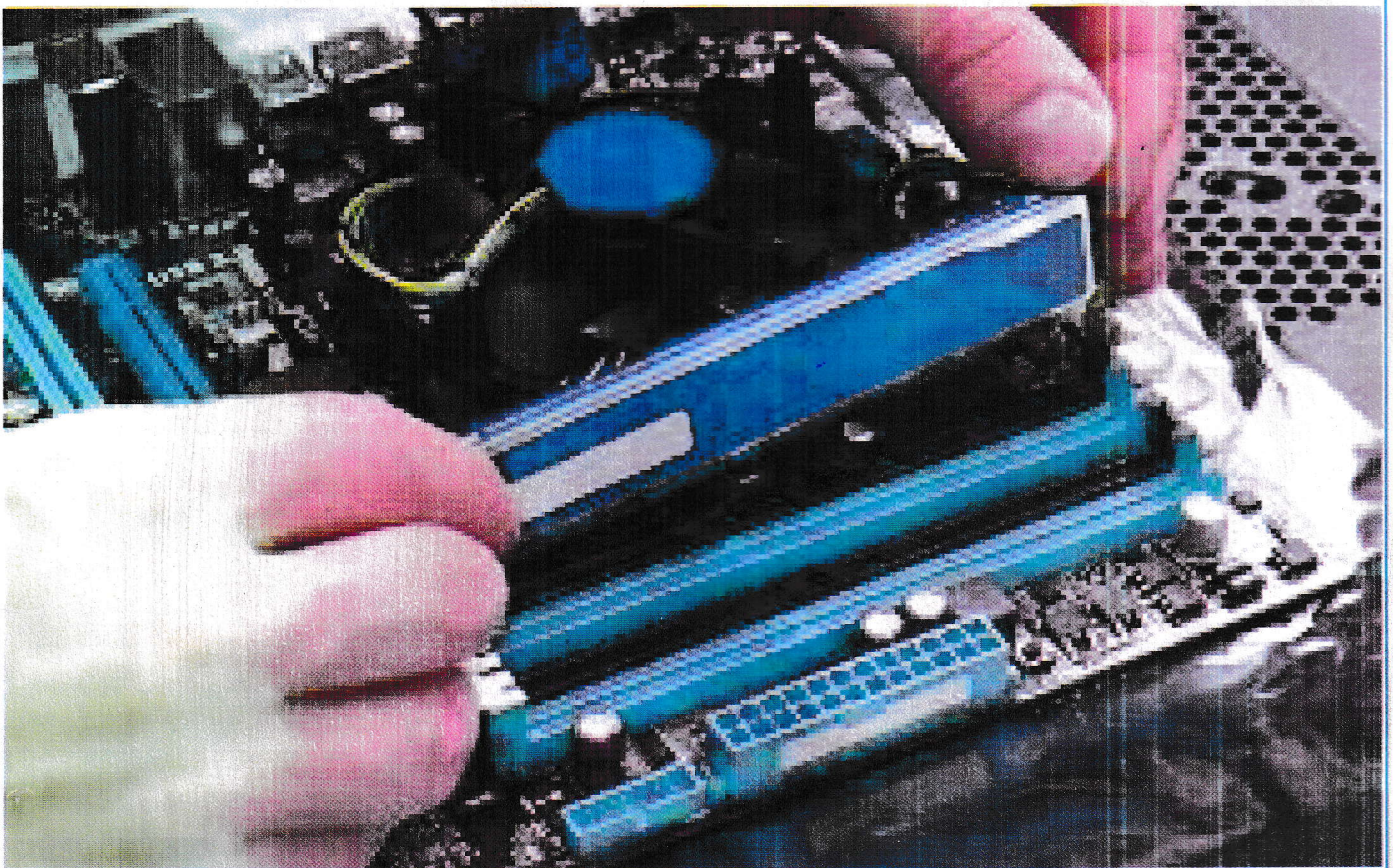


Hardware Installation, Repair and Maintenance Policy



University of North Bengal

University Science Instrumentation Centre (USIC)

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INTRODUCTION

Mostly all the Departments / Centres / Branches of the University procure electronic and scientific equipments, computers, laptops etc. to fulfil the needs of teaching, research, laboratory experiments and office work through laid down purchase policy of the University. Sometimes it requires to upgrade by means of installing additional hardware as per the requirements.

Beyond the warrantee period, if any kinds of problem /malfunction occurs or the instrument does not work at all then the instrument need to repair through concern section of USIC based on proper requisition.

Installation or upgrade of software does not come under the purview of this policy.

GENERAL GUIDELINES

A) Hardware Installation:

1. Electronic and Scientific Instruments: Individual user should ensure the requirements to upgrade the instruments through additional hardware installation. As a policy, within the warranty period, the additional hardware installation should be avoided if it violates the warranty condition.
2. Desktop Computers, Laptops: Individual user should ensure the requirements to upgrade the instruments through additional hardware installation. As a policy, within the warranty period, the additional hardware installation should be avoided as it violates the warranty condition.

B) Repair and Maintenance:

1. **Electronic and Scientific Instruments:** Individual user should place the instrument alongwith the proper requisition for repairing / maintenance of the instruments. If it is not possible for the user to send the instrument to USIC, then in the requisition it must be clearly mentioned. As a policy, within the warrantee period, the user should communicate to the concern vendor / service provider for any kind of problem within the warrantee period.
2. **Desktop Computers, Laptops, Printers:** Individual user should place the item alongwith the proper requisition for repairing / maintenance of the item. As a policy, the user should communicate to the concern vendor / service provider for any kind of problem within the warrantee period.

CONCLUSION

This policy addresses the installation, repair, maintenance and configuration of hardware of scientific instruments and desktops computers, laptops, printers etc. This policy applies to all equipment purchased with university funds, grant from central funds or state funds. Primarily no user is allowed to install any kind of hardware, any kind of repairing job from any external agency. If the technical person in USIC fails to repair, only then the user may contact to external agency / authorized service centre as recommended.

This policy applies to all the user under

- Academic Departments
- PG Laboratory
- Research Laboratories
- Centres
- Branches



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