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**Subject: KWIC Equipment Purchase, Warranty and Repair**

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Effective Date: October 1, 2019

Revised from: August 1, 2018

**Policy:** Equipment used for KWIC is purchased by the Local Agency (LA). Equipment that is purchased by the LA, must be purchased according to the specifications established by the SA. Please refer to [Appendix 9 KWIC Hardware Specifications](#) and [Appendix 10 Guide to Purchasing Computer and other Technology Equipment for WIC](#).

Equipment is maintained throughout the service life using warranty services or local technical support. If needed, the LA should contact the ME lead assigned to your clinic for assistance in purchasing or replacing equipment.

Local Agency (LA) purchases of equipment or items valued at \$1,500 or more (either singularly or in the aggregate) must receive prior approval from the State Agency (SA) to utilize WIC funds. Computer and equipment purchases must be added to your budget each year. Please refer to [ADM: 02.02.00 Annual Budgets](#).

Note: For disposal of equipment refer to policy [ADM: 02.03.07 Disposal, Transfer and Deletion of Equipment](#).

**Procedure:** The Kansas WIC program provides guidance on the equipment LAs need to operate the KWIC system. The brand names and models for specific equipment are carefully selected to provide reliable and consistent operation with minimal problems. Resolving problems when equipment fails can be a very daunting task. Listed below are suggested steps to problem resolution.

1. Call the KWIC Help Desk to determine whether the issue is related to KWIC. If the problem is resolved but reoccurs again, act quickly and contact the KWIC Help Desk again.
2. Involve local or contracted IT staff for help in determining the problem. Often local IT staff can:
  - a. help resolve problems with non-KWIC applications such as Microsoft Explorer or the local computer network;
  - b. check hardware problems that require someone to be onsite;
  - c. confirm a hardware problem.
3. If the KWIC Help Desk and local IT staff are unable to resolve the issue without intrusive means then determine if the equipment is under warranty. For equipment that is purchased by the LA, you will need to check to see if a warranty was purchased for the equipment and follow the necessary steps provided by the warranty company. For the computers that were previously purchased by the SA and for the signature pads that are provided by the SA, the warranty period begins the date the item was shipped.

If the equipment that was previously purchased by the SA or the signature pad is still under warranty, do the following:

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- a. For Dell computers, locate the Express Service Code found on the bottom of the equipment or the serial number prior to calling the warranty number.
- b. Call the warranty number listed in the table below.
- c. Have the person most familiar with the problem make the call.
- d. Explain the steps already taken to diagnose the problem.
- e. At the direction of the warranty technician, attempt any additional tests or adjustments that you feel comfortable performing. Do not exceed your ability. Use local IT staff if needed and available.
- f. Write down the name of the technician that assisted you. If the issue is resolved over the phone, double-check that everything is working before you hang up with the warranty technician. If the problem reoccurs, quickly contact the warranty staff again.

<b>Manufacturer</b>	<b>Type of Equipment</b>	<b>Warranty</b>	<b>Telephone #</b>
Dell	Desktop & Laptop	3 years	1-800-981-3355
Topaz	Electronic Signature Pad	1 year	1-805-520-8286

4. If the equipment is not under warranty, determine if the product is repairable. If yes, is it cost effective to repair? Some items to consider when determining cost effectiveness:
  - a. Is the cause of the hardware problem obvious and inexpensive? For example, replacing a power supply cord is relatively inexpensive to replace.
  - b. Are all costs related to diagnosing and repairing the equipment more than 20% of the replacement cost?
  - c. Does the age of the equipment indicate that now is an appropriate time to replace?
  
5. If it is necessary to replace the equipment, review [Appendix 10 Guide to Purchasing Computer and other Technology Equipment for WIC](#). Replace equipment when current equipment is non-functional or operational. When purchasing equipment, be reasonable regarding the pricing of the items. LAs have the option to either purchase or lease computer equipment. When making a purchase, you will must submit an email to your ME Lead contact so that they are aware of the purchase being made, and to receive prior approval for purchases \$1,500 or more.