

Scanner Service Procedures

Department will email ITG at scannerissues@mail.maricopa.gov when needing service to a scanner. ITG will troubleshoot the scanner and call out for service if needed. Below are the steps to follow when calling out for service.

1. ITG will call the vendor for service, starting with the first vendor and in order of the lists below, should the first vendor not be available.
2. ITG will prepare and submit a PRF for the estimated quoted cost including parts. ITG must receive the approved PRF prior to service.
3. Send MR the signed work order upon completion of service.
4. Send MR invoice, if received

DOCUMENT SCANNER CALL-OUT LIST				
Vendors listed in order of priority				
	Vendor	Cost	Contact Info	Notes
1	HOV Services	\$255.00/ hr	1-800-899-4863 or customer.care@hovservices.com	Does not support i4650
2	Evrex	\$341.00/ hr + \$375.00 travel fee	renatek@evrex.com	
3	Kodak Alaris	\$341.00/ hr + \$375.00 travel fee	800-822-1414 opt. 1	

MICROFILM SCANNER CALL-OUT LIST				
Vendors listed in order of priority				
	Vendor	Cost	Contact Info	Notes
1	Evrex	\$190.00/ hr + \$50.00 travel fee	renatek@evrex.com	
2	HOV Services	\$255.00/ hr	1-800-899-4863 or customer.care@hovservices.com	Does not support ScanPro 2000 or ScanPro3000
3	Kodak Alaris	\$443.00/ hr + up to \$976.00 travel fee	800-822-1414 opt. 1	