

Campus Announcement for the Relocation of Copiers and Printers

Requirements for the Relocation of Copiers and Printers

Leased Sharp copiers and printers **must not be relocated** without prior authorization and coordination with the Copy Center.

Notification Requirement

Before the relocation of any copier or printer, the **Copy Center and OIT must be notified**. As a reminder, the Lioce Group is the authorized mover for copiers and printers.

Damage/Liability

Any damage incurred during the move of a copier or printer not performed by The Lioce Group is **not covered** by the service agreement by and between UAH and The Lioce Group. The department that has the lease for the copier or printer (not moved by The Lioce Group) will be solely responsible for all damages, resulting repairs and/or replacement costs.

Information Needed for the Relocation of Copiers and Printers

Prior to moving a copier or printer, the requesting department must contact the Copy Center and OIT Help Desk via email with the following information:

- **TLG ID** (Equipment ID)
- **Department & Contact Information** (First and Last Name, Phone Number and Email Address)
- **Original Location** (Building and Room Number)
- **Designation Location** (Building and Room Number)
- **Network Drop Information for the New Location:**
 - Top Plate ID
 - Port ID (the specific port the Ethernet cable is connected to)
 - Bottom Plate ID

(Note: If The Lioce Group moves the copier or printer, it will provide this information to OIT.)

Meter Readings and Usage Charges

Relocated copiers or printers no longer automatically send usage data to the Copy Center and require manual meter readings.

- The Copy Center must have regular access to the copier or printer to obtain accurate readings.
- Without accurate meter readings, the department may be charged an estimated usage cost, which could be higher than the actual usage.

Technical Support and Service Request

If you experience a technical issue with your leased copier or printer, please contact The Lioce Group directly:

- **Phone:** (256) 650-4150
- **Online Service Request:** <https://www.liocegroup.com/place-service-order-huntsville-al-birmingham-al/>

When placing a service request, please include the following:

- The **Equipment ID** (found on a sticker on the front of the printer or copier).
- Any specific **error codes**.
- A brief explanation of the problem being experienced.

For Additional Information/Assistance:

Email the Copy Center at copycenter@uah.edu

Email OIT at helpdesk@uah.edu