

Approval Date: September 3, 2010

Most Recent Editorial Date: September 9, 2014

Parent Policy: [Equipment and Furnishings Asset Management Policy](#)

Furniture Repair Procedure

Office of Administrative Responsibility:	Office of the Director, Building & Infrastructure/Senior Information Officer
Approver:	Associate Vice-President (Operations & Maintenance)
Scope:	Compliance with this University procedure extends to all Academic Staff and Colleagues and Support Staff as outlined and defined in Recruitment Policy (Appendix A and Appendix B).

Overview

Furniture purchased from University funds is the property of the University of Alberta unless otherwise stated by sponsor terms and conditions, and is the responsibility of the Vice-President Facilities & Operations, Department of Operations & Maintenance. Deans, Chairs, and Directors are responsible for the care, custody and control of furniture within their respective units. Furniture repair falls into one of three categories: **warranty**, centrally controlled repair, and non-centrally controlled repair. The process for each is outlined below.

Purpose

- to ensure consistent processes for requesting warranty repairs, **centrally controlled furniture repairs**, or non-centrally controlled furniture repair
- to establish a consistent University-wide framework to effectively manage the repair of furniture within the warranty period
- to establish a consistent University-wide framework to effectively manage the repair of centrally controlled furniture no longer within the warranty period
- to identify categories of furniture that are included/excluded from repair assistance through Operations & Maintenance (Centrally controlled furniture repairs)
- to provide a process for requesting repair/maintenance on furniture that will be funded by the faculty/department- (**Non-centrally controlled furniture repairs**)
- to maintain central record of warranty and non-warranty repairs
- to ensure that all furniture repairs comply with University standards
- to ensure that all repairs are reviewed and completed in order of priority

PROCEDURE

Furniture is a significant asset and as such must be kept in satisfactory working condition. All broken furniture should be evaluated for repair prior to any dismantling or disposition. The process for furniture repair is divided into the following categories:

1. WARRANTY REPAIR

Authorized university department staff must contact a supplier directly to determine acceptable action, either repair or replacement, for deficiencies, errors, or omissions with respect to furnishings (or any component system thereof) during the warranty period.

2. CENTRALLY CONTROLLED FURNITURE REPAIR:

The Department of Operations & Maintenance may assist in the repair of centrally funded furniture under certain circumstances if the furniture no longer qualifies under the warranty. A request for repair can be generated by: (a) a University department administrator contacting either an Operations & Maintenance Facilities Services Manager or Operations & Maintenance Furnishings Coordinator who will determine whether furniture should be repaired or replaced; or (b) by the Operations & Maintenance Facilities Services Manager directly, having determined the need for a repair.

3. NON-CENTRALLY CONTROLLED FURNITURE REPAIR:

When furniture is no longer under warranty and is not centrally controlled, a department is responsible for the repair and must submit repair requests for estimates and prioritization.

a. Workstations, File, Storage, Bookcases, Classroom Furnishings, Lounges:

- University administrator submits work requisition for repair to Operations & Maintenance – Customer Call Centre. Requisition must contain an authorized signature for repair charges (Fax #: 780-492-7582.

- The Customer Call Centre provides the Faculty/Department with an assigned confirmation job number and directs the work order to the appropriate Trades Division.

b. Office Seating (Task, Side, Counter, Stools):

- University administrator must contact ergoCentric Mfg. Customer Service Technician (780-907-0041) who will respond by telephone within one (1) business day to schedule viewing.

- The Requisitioner is required to provide the Customer Service Technician with the following information:(description and scope of repair service required; department name, room number & building; contact name, telephone number.

- The Customer Service Technician will visit the site to assess the repair at no charge to the University

- The Technician will provide a repair estimate if determined that the item is economical to repair.

All maintenance work requires a written quotation from the Dealer/Technician for approval by the authorized University Requisitioner, prior to commencement of the repair. The Requisitioner will provide the Technician with a Speed Code and Account Number with the authorization to proceed with the repair.

If furniture has been deemed not repairable, contact the furnishings coordinator (furniture.coordinator@ualberta.ca). The furniture may be dismantled for parts or disposed of, upon approval from the furnishings coordinator.

DEFINITIONS

Any definitions listed in the following table apply to this document only with no implied or intended institution-wide use. [[▲Top](#)]

Furniture

All free standing furniture (excludes floor mounted), and furniture systems inclusive of workstations, bookcases, filing, storage, tables, office seating, soft seating (lounge furniture).

Warranty	Warranty Period where supplier, at its expense, promptly repairs or replaces to make good all defects in the materials and corrects all deficiencies, errors, omissions or mistakes with respect to the materials or any component thereof, by repair or replacement at the supplier's own cost.
Centrally Controlled Furniture Repairs	Repairs funded by the centralized repair fund, this includes furniture in centrally scheduled classrooms, and common spaces (public lounges, building foyers).
Non-centrally Controlled Furniture Repairs	Repairs that require Faculty/Department funding; includes workstations, file cabinets, storage, bookcases, classroom furnishings, and lounge furnishings.

FORMS

There are no forms for this Procedure. [\[▲Top\]](#)

(University of Alberta)

RELATED LINKS

Should a link fail, please contact uappol@ualberta.ca. [\[▲Top\]](#)

[Equipment Services \(Supply Management Services\)](#) (University of Alberta)

[Furnishings Guidelines and Information](#) (University of Alberta)

[Supply Management Services – Surplus Asset Disposal](#) (University of Alberta)