



# FY15 Copier/Fax Machine Annual Maintenance, Service, and Supplies

Copier and fax machine annual maintenance, service, and supplies are based on the brand and type of your machine. When you prepare your requisition in FMS, please take note of the service provider for your equipment. **It is very important to list the model serial number and ID number.**

- Capitol Document Solutions, Inc., for the Gestetner/Ricoh/Savin/Lanier copiers/printers/faxes
- Sharp Business Systems for Sharp machines, some miscellaneous copiers and all fax machines

When searching in FMS for copier/fax maintenance agreements and supplies go to the “Main General Store” and search by your machine brand or model. If you cannot locate your brand or model in FMS, please contact the Procurement Unit by email at [Procurement@mcpsmd.org](mailto:Procurement@mcpsmd.org).

**Below is this year’s list of maintenance, service, and supply providers (sorted by machine type).**

## **1. Gestetner 9002 and DSM790 High Volume Copiers**

Service: MCPS TeamWorks Repair Program  
Supplies: MCPS TeamWorks Repair Program  
Maintenance: No annual maintenance contract needed

## **2. HP Printers and Copier/Printers (MFD’s)**

Service: In-house repair and service. Contact the HelpDesk for assistance.  
Supplies: Financial Management System (FMS) / Main General Store  
Maintenance: No annual maintenance contract needed

## **3. All Other Gestetner, Ricoh, Savin, and Lanier Copiers/Printers/Faxes**

Service: Capitol Document Solutions, Inc., 301-230-9009  
Supplies: Financial Management System (FMS) / Main General Store  
Maintenance: Financial Management System (FMS) / Main General Store

**Maintenance Agreement Contract Setup Contact:** Cindy Benedetti, Capitol Document Solutions. Inc., 12115-L Parklawn Drive, Rockville, MD 20852; 301-230-9009; [Cindy.Benedetti@capitolholds.com](mailto:Cindy.Benedetti@capitolholds.com)

## **4. Sharp, Miscellaneous Copiers and All Fax Machines**

Service: Sharp Business Systems  
Customer Service: 1300 Wilson Blvd Suite 800, Arlington, VA 22209  
Phone: 571-480-5663; Fax: 571-480-5713; [Colleen.Walsh@sharpusa.com](mailto:Colleen.Walsh@sharpusa.com)

Supplies: Financial Management System (FMS) / Main General Store  
Maintenance: Financial Management System (FMS) / Main General Store