

# Process for Radio Repairs

If you are experiencing radio problems, typically, the battery is the problem.

- Try replacing the battery with a battery from another device.
- If that battery works, order a new battery from Radio Resource, 303-419-3215 or using the Purchasing pick list found on the APS intranet at:  
<http://purchasing.aurorak12.org/picklists/radios-accessories>
- Call (303-326-2115) or e-mail Environmental to dispose of the old battery.  
[kahoward@aps.k12.co.us](mailto:kahoward@aps.k12.co.us)

If replacing the battery does not resolve the issue.

- Create a SchoolDude work order specifying the radio type and the problem.
- Send the non-working radio with the original battery to Facilities Dispatch and include a copy of the work order # as well as your name.
- Your radio will be examined and repaired if possible. Typically it can take 10-14 days depending on the availability of parts for older model radios.

If your radio is repairable, the radio will be repaired and sent back. (You can check the status in SchoolDude).

- When you receive the radio, be sure to charge the battery overnight and recheck it's functionality in the morning.

Radios that have been determined by our staff as non-repairable or no longer cost-effective to repair; will be disposed of.

- Instructions will be sent through SchoolDude for radios we cannot repair.
- You will need to remove it from your fixed asset list.
- Radios that we cannot repair will be disposed of or kept for spare parts by our staff. You, the customer, will be responsible for replacing the radio.

If you need to purchase a new radio you can make your selection thru the Purchasing pick list found on the APS intranet @ <http://purchasing.aurorak12.org/picklists/radios-accessories>

*We do not support radios purchased through any other vendor other than "Radio Resource", due to their software and peripherals typically not being compatible with our programming. If you choose to purchase radios from another vendor, the site will be responsible for the programming, maintenance, and support of those radios.*