

OD EQUIPMENT REQUEST AND REPAIRS

You have many resources to leverage within your location to find answers to your questions, HR Solutions, Document Folder Tools & Guides, Who To Call Resource, etc.. You may find that you have additional questions or need support after leveraging these resources.

It is important to know who to reach out to for support. Use the tools below to help direct these questions to the correct team. These are the 3 categories:

New OD Equipment Request

Request for New Equipment (OCT, VF, etc.)

OD Equipment Repair

Repair or Maintenance

Clinic Maintenance

Cleaning, Repairs, Pest Control, Facility Maintenance

Follow the steps below for Maintenance Portal requests through the Ciao Toolkit. All questions should be directed to your appropriate Field RM/MM.



New OD Equipment Requests: The OD/RM/MM must place request to Justin Bates and Bill Tener for all new OD equipment. These requests cannot be entered in the Maintenance Portal directly. Once a business case has been created and approved, they will submit the request for purchase.

*Please note: These requests are reviewed with Luca once a month.



OD Equipment Repairs: For any OD equipment that needs repair or maintenance, please call the specific Vendor first. The Vendor will let you know if the equipment is covered under warranty or give you a quote on what it will cost to repair. Doing this before entering a ticket will save time on getting the equipment repaired.

*If equipment is covered under Vendor warranty, the vendor will service repair.

**If equipment is not covered under warranty, but it is a EssilorLuxottica device, the Service Channel will manage repair.

***If equipment is not under warranty or covered under EssilorLuxottica, the quote will be used to determine if the equipment is repaired or replaced.



Maintenance questions and concerns use the Maintenance Portal on Toolkit:



*Urgent Issues call the Emergency Hotline: (513) 765-3500

** Within 7-days you should see progress or movement on your ticket and can request updates

***After 2 additional days from requesting an update via Maintenance Portal notes for the ticket