

RESERVATION AND WU PICKUP TERMS OF USE

Terms of use for loaner equipment

1. There is no insurance coverage for loaner equipment. In case of damage or loss, the costs will be charged to the borrower.
2. The use of loaner devices is only permitted for the booked event or course, in the designated room, and exclusively for the intended activities within the scope of the event or course.
3. Loaner devices are pre-configured and must not be manipulated (BIOS, software, frequencies, etc.).
4. Borrowers must check loaner devices for any existing damage upon pickup. Any damage must be reported.
5. The relevant WU directives and policies apply to these terms of use.

Return policy

1. Returns of loaner devices must be coordinated with the IT Support Center.
2. If an event ends prematurely, the IT hotline must be contacted (+43-1-313 36 - 3000).
3. Loaner devices are to be returned:
 - a. Within opening hours: at the AV support service points
 - b. Outside of opening hours: either at the SIWACHT Security Center (LC building) or using the IT Service Desk returns box in the TC building.
 - c. Using the pickup station ("WU Pickup"), if the device was borrowed using contactless pickup.

Handling instructions for projectors

- Only transport the projector in the transport bag provided.
- Once it has been switched on, the device may only be switched off using the soft button.
- Allow the device to cool down sufficiently before putting it back into the transport bag.

Operating instructions for notebooks

- Transport notebooks carefully and avoid shocks, as this can affect the functionality of the hard drive.
- The external video output for connecting a projector is activated by pressing the keys **⊞ + P** together.
- Please delete any data you have stored on the notebook's hard drive before returning it.

Special conditions for using the WU Pickup station

- The WU Pickup station provides a contactless option for picking up and returning loaner devices. It is an optional service of WU IT-SERVICES, which can be used free of charge until further notice.
- Automatically generated codes are required to pick up and return small electronic devices (i.e. loaner devices). These codes must be kept confidential and may only be used by the borrower of the device and/or a trusted person.
- The pickup station must be handled with care and any damage must be avoided.
- Only previously borrowed small electronic devices may be placed in the compartment when returning them. It is not permitted to deposit any additional items or devices not belonging to IT-SERVICES in the compartment, nor any other inappropriate items, such as trash.
- In any case, liability lies with the borrower named in the reservation.
- Any technical defects of the WU Pickup station must be reported to the IT Support Center without delay. Please call us at the phone number +43-1-313 36 - 3000 or email us at support@wu.ac.at.
- If it is not possible to return loaner equipment via the WU Pickup station due to technical reasons, you must inform the IT Support Center about where the equipment was returned (see contact details above). In this case, the loaner devices are to be returned:
 - Within opening hours: at the AV support service points.
 - Outside of opening hours: either at the SIWACHT Security Center (LC building) or using the IT Service Desk returns box in the TC building.
- In case of violation of the conditions indicated above, WU IT-SERVICES reserves the right to revoke the borrower's authorization to use the WU Pickup station and/or bring claims for damages.