

Ricoh USA

Customer Service History Fleet Report

Status of Data	1/25/2019
CLIENT NAME	AOS 91
Month (MM/YYYY)	JAN 2018 - DEC 2018

SPC Evaluation Report

Overall figures are excellent for the number of machines in your fleet. It is likely the low average response time is due to technicians checking out more than one machine in a visit, which helps bring the average down, well below the four-hour response time as outlined in your contract. Uptime is also excellent at 99.68%. We see no outstanding service issues that should be addressed, but an annual evaluation of your fleet service history will ensure equipment is running smoothly.

Building	Address	City	Model	Serial #	Reprographic Type	Total Calls*	Avg Copies between All Service Calls incl PM*	Avg Response Time*	Tot Hrs Down*	Uptime %	Avg Mthly Volume
AOS 91 District Office	1081 Eagle Lake Road	Mount Desert	Ricoh 4210N	S5209501544	Black Network Printer	0	0	0.0		100.00%	36
TOTALS & AVERAGES BY MODEL			Ricoh 4210N		Black Network Printer	0	0	0.0		100.00%	36
Swans Island Elementary School	116 Rose Hill Road	Swans Island	Ricoh MP 3554	G165R130420	Black Photocopier	1	23,404	0.9		99.90%	2,059
TOTALS & AVERAGES BY MODEL			Ricoh MP 3554		Black Photocopier	1	23,404	0.9		99.90%	2,059
Mt. Desert Island High School	1081 Eagle Lake Road	Mount Desert	Ricoh MP 5054	G185R420121	Black Photocopier	2	12,471	0.4		99.80%	2,204
Trenton Elementary School	51 School Road	Trenton	Ricoh MP 5054	G185R420126	Black Photocopier	2	54,089	3.9		99.50%	9,126
Mt. Desert Island High School	1081 Eagle Lake Road	Mount Desert	Ricoh MP 5054	G185R420170	Black Photocopier	2	16,437	0.3		99.90%	2,788
TOTALS & AVERAGES BY MODEL			Ricoh MP 5054		Black Photocopier	6	27,666	1.5		99.73%	4,706
Mt. Desert Elementary School	8 Joy Road	Northeast Harbor	Ricoh MP 6054	G195R140078	Black Photocopier	1	126,552	0.2		99.90%	10,881
Mt. Desert Elementary School	8 Joy Road	Northeast Harbor	Ricoh MP 6054	G195R140107	Black Photocopier	3	26,734	3.0		99.40%	6,558
Mt. Desert Island High School	1081 Eagle Lake Road	Mount Desert	Ricoh MP 6054	G195R440005	Black Photocopier	0	0	0.0		100.00%	3,603
TOTALS & AVERAGES BY MODEL			Ricoh MP 6054		Black Photocopier	4	51,095	1.6		99.77%	7,014
Mt. Desert Island High School	1081 Eagle Lake Road	Mount Desert	Ricoh MP 7502	W875L500050	Black Photocopier	4	56,039	6.3		98.80%	17,894
Mt. Desert Island High School	1081 Eagle Lake Road	Mount Desert	Ricoh MP 7502	W875L500166	Black Photocopier	5	57,521	2.6		99.00%	25,217
Connors-Emerson School	11 Eagle Lake Road	Bar Harbor	Ricoh MP 7502	W875L500187	Black Photocopier	4	24,904	3.3		99.20%	9,237
Mt. Desert Island High School	1081 Eagle Lake Road	Mount Desert	Ricoh MP 7502	W875L500190	Black Photocopier	4	64,165	9.8		98.00%	24,862
Trenton Elementary School	51 School Road	Trenton	Ricoh MP 7502	W875L500376	Black Photocopier	7	19,450	2.5		99.00%	10,649
Tremont Consolidated School	119 Tremont Road	Bass Harbor	Ricoh MP 7502	W875L500378	Black Photocopier	7	31,938	6.5		97.70%	18,788
TOTALS & AVERAGES BY MODEL			Ricoh MP 7502		Black Photocopier	31	42,336	5.2		98.62%	17,775
Longfellow School	251 Cranberry Road	Great Cranberry Isle	Ricoh MP C305SPF	W795P301186	Color Laser MFP	0	0	0.0		100.00%	962
Mt. Desert Island High School	1081 Eagle Lake Road	Mount Desert	Ricoh MP C305SPF	W795P301199	Color Laser MFP	1	46,027	0.3		99.90%	4,066
Frenchboro Elementary School	2 High Road	Frenchboro	Ricoh MP C305SPF	W795P401237	Color Laser MFP	0	0	0.0		100.00%	2,451
Mt. Desert Island High School	1081 Eagle Lake Road	Mount Desert	Ricoh MP C305SPF	W795P401290	Color Laser MFP	1	12,112	4.8		99.70%	1,148
Ashley Bryan School		Islesford	Ricoh MP C305SPF	W795P401428	Color Laser MFP	0	0	0.0		100.00%	55
TOTALS & AVERAGES BY MODEL			Ricoh MP C305SPF		Color Laser MFP	2	11,628	2.6		99.92%	1,736
Tremont Consolidated School	119 Tremont Road	Bass Harbor	Ricoh MP C4503	E175M411585	Color Photocopier	4	36,991	4.7		99.10%	12,640
TOTALS & AVERAGES BY MODEL			Ricoh MP C4503		Color Photocopier	4	36,991	4.7		99.10%	12,640
Mt. Desert Elementary School	8 Joy Road	Northeast Harbor	Ricoh MP C5503	E185M460583	Color Photocopier	1	93,442	3.2		99.80%	8,039
Connors-Emerson School	11 Eagle Lake Road	Bar Harbor	Ricoh MP C5503	E185M460584	Color Photocopier	3	50,665	0.9		99.80%	13,159
Pemetic Elementary School	327 Main Street	Southwest Harbor	Ricoh MP C5503	E185M460589	Color Photocopier	3	43,196	1.6		99.60%	10,865
Connors-Emerson School	11 Eagle Lake Road	Bar Harbor	Ricoh MP C5503	E185M560381	Color Photocopier	6	25,080	2.4		98.90%	13,001
AOS 91 District Office	1081 Eagle Lake Road	Mount Desert	Ricoh MP C5503	E185M560939	Color Photocopier	2	45,216	1.3		99.80%	7,785
TOTALS & AVERAGES BY MODEL			Ricoh MP C5503		Color Photocopier	15	51,520	1.9		99.58%	10,570
Connors-Emerson School	11 Eagle Lake Road	Bar Harbor	Ricoh MP C6003	E195M310152	Color Photocopier	5	39,114	3.7		98.80%	20,097
Pemetic Elementary School	327 Main Street	Southwest Harbor	Ricoh MP C6003	E195M410080	Color Photocopier	5	27,746	1.9		99.40%	11,989
Trenton Elementary School	51 School Road	Trenton	Ricoh MP C6003	E195M510027	Color Photocopier	4	38,313	2.7		99.30%	12,176
TOTALS & AVERAGES BY MODEL			Ricoh MP C6003		Color Photocopier	14	35,058	2.8		99.17%	14,754
Mt. Desert Elementary School	8 Joy Road	Northeast Harbor	Ricoh MP201	W3019102251	Black Laser MFP	1	29,860	1.0		99.90%	122
Frenchboro Elementary School	2 High Road	Frenchboro	Ricoh MP201	W3058603399	Black Laser MFP	0	0	0.0		100.00%	37
TOTALS & AVERAGES BY MODEL			Ricoh MP201		Black Laser MFP	1	14,930	1.0		99.95%	79
Swans Island Elementary School	116 Rose Hill Road	Swans Island	Ricoh MPC300	S7206000315	Color Photocopier	0	0	0.0		100.00%	2,070
TOTALS & AVERAGES BY MODEL			Ricoh MPC300		Color Photocopier	0	0	0.0		100.00%	2,070
Mt. Desert Island High School	1081 Eagle Lake Road	Mount Desert	Ricoh MPC4501	V9515401361	Color Photocopier	2	9,796	1.5		99.70%	1,476
TOTALS & AVERAGES BY MODEL			Ricoh MPC4501		Color Photocopier	2	9,796	1.5		99.70%	1,476
Mt. Desert Island High School	1081 Eagle Lake Road	Mount Desert	Ricoh MPC5501	V9615401171	Color Photocopier	1	73,656	0.7		99.90%	6,460
AOS 91 District Office	1081 Eagle Lake Road	Mount Desert	Ricoh MPC5501	V9615401178	Color Photocopier	4	17,260	6.4		98.80%	6,001
TOTALS & AVERAGES BY MODEL			Ricoh MPC5501		Color Photocopier	5	45,458	3.6		99.35%	6,230

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Connors-Emerson School	11 Eagle Lake Road	Bar Harbor	Ricoh SP 4510DN	T574H700103	Black Network Printer	0	0	0.0		100.00%	0
Pemetic Elementary School	327 Main Street	Southwest Harbor	Ricoh SP 4510DN	T574H700284	Black Network Printer	0	0	0.0		100.00%	486
Tremont Consolidated School	119 Tremont Road	Bass Harbor	Ricoh SP 4510DN	T574H800019	Black Network Printer	1	39,493	0.8		99.90%	51
Connors-Emerson School	11 Eagle Lake Road	Bar Harbor	Ricoh SP 4510DN	T574H800111	Black Network Printer	0	0	0.0		100.00%	0
Pemetic Elementary School	327 Main Street	Southwest Harbor	Ricoh SP 4510DN	T574H800118	Black Network Printer	0	0	0.0		100.00%	456
Connors-Emerson School	11 Eagle Lake Road	Bar Harbor	Ricoh SP 4510DN	T574H800231	Black Network Printer	1	39,493	0.4		100.00%	102
Connors-Emerson School	11 Eagle Lake Road	Bar Harbor	Ricoh SP 4510DN	T574H900075	Black Network Printer	0	0	0.0		100.00%	126
Connors-Emerson School	11 Eagle Lake Road	Bar Harbor	Ricoh SP 4510DN	T574H900162	Black Network Printer	0	13,652	0.8		99.90%	175
AOS 91 District Office	1081 Eagle Lake Road	Mount Desert	Ricoh SP 4510DN	T574H900174	Black Network Printer	0	0	0.0		100.00%	280
Connors-Emerson School	11 Eagle Lake Road	Bar Harbor	Ricoh SP 4510DN	T574H900197	Black Network Printer	0	0	0.0		100.00%	0
Connors-Emerson School	11 Eagle Lake Road	Bar Harbor	Ricoh SP 4510DN	T574H900200	Black Network Printer	0	0	0.0		100.00%	71
Connors-Emerson School	11 Eagle Lake Road	Bar Harbor	Ricoh SP 4510DN	T574H900271	Black Network Printer	0	0	0.0		100.00%	0
Connors-Emerson School	11 Eagle Lake Road	Bar Harbor	Ricoh SP 4510DN	T574H900278	Black Network Printer	0	0	0.0		100.00%	0
Connors-Emerson School	11 Eagle Lake Road	Bar Harbor	Ricoh SP 4510DN	T574H900295	Black Network Printer	0	0	0.0		100.00%	205
Connors-Emerson School	11 Eagle Lake Road	Bar Harbor	Ricoh SP 4510DN	T574H900364	Black Network Printer	1	39,710	2.2		99.90%	2,686
Longfellow School	251 Cranberry Road	Great Cranberry Isle	Ricoh SP 4510DN	T574H900376	Black Network Printer	0	0	0.0		100.00%	28
Connors-Emerson School	11 Eagle Lake Road	Bar Harbor	Ricoh SP 4510DN	T574H900380	Black Network Printer	1	17,614	1.4		99.90%	126
Connors-Emerson School	11 Eagle Lake Road	Bar Harbor	Ricoh SP 4510DN	T574H900665	Black Network Printer	0	0	0.0		100.00%	105
Connors-Emerson School	11 Eagle Lake Road	Bar Harbor	Ricoh SP 4510DN	T574H900708	Black Network Printer	0	0	0.0		100.00%	199
Pemetic Elementary School	327 Main Street	Southwest Harbor	Ricoh SP 4510DN	T574H900728	Black Network Printer	0	0	0.0		100.00%	243
Mt. Desert Elementary School	8 Joy Road	Northeast Harbor	Ricoh SP 4510DN	T574H900735	Black Network Printer	0	0	0.0		100.00%	278
Connors-Emerson School	11 Eagle Lake Road	Bar Harbor	Ricoh SP 4510DN	T574HC00099	Black Network Printer	1	17,159	1.0		99.90%	60
Mt. Desert Elementary School	8 Joy Road	Northeast Harbor	Ricoh SP 4510DN	T574HC00225	Black Network Printer	1	39,710	1.4		99.90%	21
Connors-Emerson School	11 Eagle Lake Road	Bar Harbor	Ricoh SP 4510DN	T575H302601	Black Network Printer	0	0	0.0		100.00%	29
Connors-Emerson School	11 Eagle Lake Road	Bar Harbor	Ricoh SP 4510DN	T575H303207	Black Network Printer	1	28,062	0.2		100.00%	432
Pemetic Elementary School	327 Main Street	Southwest Harbor	Ricoh SP 4510DN	T575H303218	Black Network Printer	0	0	0.0		100.00%	364
Connors-Emerson School	11 Eagle Lake Road	Bar Harbor	Ricoh SP 4510DN	T575H303706	Black Network Printer	0	0	0.0		100.00%	700
Connors-Emerson School	11 Eagle Lake Road	Bar Harbor	Ricoh SP 4510DN	T575H303716	Black Network Printer	0	0	0.0		100.00%	115
Pemetic Elementary School	327 Main Street	Southwest Harbor	Ricoh SP 4510DN	T575H410654	Black Network Printer	1	39,710	4.6		99.70%	1,662
TOTALS & AVERAGES BY MODEL			Ricoh SP 4510DN		Black Network Printer	8	9,469	1.4		99.97%	310
Mt. Desert Island High School	1081 Eagle Lake Road	Mount Desert	Ricoh SP 8300DN	T425M310143	Black Network Printer	2	5,472	0.3		99.90%	1,138
Trenton Elementary School	51 School Road	Trenton	Ricoh SP 8300DN	T425M310144	Black Network Printer	1	34,219	0.3		99.90%	2,836
Mt. Desert Island High School	1081 Eagle Lake Road	Mount Desert	Ricoh SP 8300DN	T425M510168	Black Network Printer	3	24,444	1.1		99.80%	6,036
TOTALS & AVERAGES BY MODEL			Ricoh SP 8300DN		Black Network Printer	6	21,378	0.6		99.87%	3,337
Mt. Desert Elementary School	8 Joy Road	Northeast Harbor	Ricoh SPC430DN	S9309200447	Color Network Printer	0	0	0.0		100.00%	3,309
Mt. Desert Elementary School	8 Joy Road	Northeast Harbor	Ricoh SPC430DN	S9318501348	Color Network Printer	0	0	0.0		100.00%	2,844
Mt. Desert Elementary School	8 Joy Road	Northeast Harbor	Ricoh SPC430DN	S9318501432	Color Network Printer	0	0	0.0		100.00%	683
AOS 91 District Office	1081 Eagle Lake Road	Mount Desert	Ricoh SPC430DN	S9318501434	Color Network Printer	1	18,029	1.1		99.90%	1,296
Connors-Emerson School	11 Eagle Lake Road	Bar Harbor	Ricoh SPC430DN	S9318501486	Color Network Printer	0	0	0.0		100.00%	81
Mt. Desert Island High School	1081 Eagle Lake Road	Mount Desert	Ricoh SPC430DN	S9318501503	Color Network Printer	0	0	0.0		100.00%	0
AOS 91 District Office	1081 Eagle Lake Road	Mount Desert	Ricoh SPC430DN	S9318501553	Color Network Printer	0	0	0.0		100.00%	1,165
Connors-Emerson School	11 Eagle Lake Road	Bar Harbor	Ricoh SPC430DN	S9318501835	Color Network Printer	3	6,076	0.6		99.80%	2,198
Connors-Emerson School	11 Eagle Lake Road	Bar Harbor	Ricoh SPC430DN	S9318600322	Color Network Printer	1	9,189	0.2		100.00%	1,061
Swans Island Elementary School	116 Rose Hill Road	Swans Island	Ricoh SPC430DN	S9318600420	Color Network Printer	1	29,421	1.4		99.90%	1,600
Connors-Emerson School	11 Eagle Lake Road	Bar Harbor	Ricoh SPC430DN	S9318600452	Color Network Printer	0	0	0.0		100.00%	627
TOTALS & AVERAGES BY MODEL			Ricoh SPC430DN		Color Network Printer	6	5,701	0.8		99.96%	1,351
Tremont Consolidated School	119 Tremont Road	Bass Harbor	Ricoh SPC431dn	S9458700350	Color Network Printer	1	2,402	0.3		99.90%	236
TOTALS & AVERAGES BY MODEL			Ricoh SPC431dn		Color Network Printer	1	2,402	0.3		99.90%	236
TOTALS & AVERAGES						106	22,872	2.2		99.68 %	5,081

This color represents TOTALS in these columns

This color represents totals and averages for a MODEL of machine

This color represents totals and averages for all equipment.

This color represents potential problem areas

* A "0" means there were no service calls during the 12-month period