

Harwood Unified Union School District - National 1927
Fleet Service Report FY22



SPC SUMMARY

This annual fleet report is a service SPC offers in order to stay ahead of problem or aging units under contract. It is designed to highlight areas of concern as well as determine how well your vendor is managing your fleet.

Out of 113 units under contract with National, there were 66 service calls on 15 copiers and 1 printer during the fiscal year. Uptime for your fleet was 99.19%, which is reasonable for the size of your fleet. SPC's bid specs require vendor to arrive within an average of four hours for service calls. However, each vendor calculates these figures differently. National notes their average response time from call to arrival as 3.07 hours, which is excellent and well within the requirement.

Your last upgrade was on 8/2/2020. All machines are under a five-year+ warranty and service contract that expires on 6/30/2026. The average model in your fleet was introduced 5.46 years ago. Fourteen units are more than 7 years from date of intro. We monitor this detail because as models get more than 10 years out from date of introduction parts become harder to locate and repair times may be longer.

Five units have 5 or more service calls for a variety of issues. Details on those service calls can be seen on the last page.

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Location	Make/Model	Serial Number	Vendor ID	# Service Calls	Avg Volume between Service Calls	Avg Response Time	Average Down Time	Uptime%	Projected Monthly Volume Black	Actual Monthly Volume Black	Projected Monthly Volume Color	Actual Monthly Volume Color	Model Intro Date	Model Age (years)	Model Type
Crossett Brook Middle School															
Hall of Room #108	Kyocera P2040dw	VD20449420	V0827	0	No Calls	No Calls	No Calls	100.00%	499	249	0	0	4/1/17	5.67	Black Network Printer
Learning Center	Kyocera P2040dw	VD20449423	V0825	0	No Calls	No Calls	No Calls	100.00%	602	14	0	0	4/1/17	5.67	Black Network Printer
Library	Kyocera TASKalfa 5053ci	RF70105365	V0580	4	45,152	2.14	2.29	99.97%	4,224	7,440	8,333	4,834	2/1/19	3.83	Color Photocopier
Mail Room	Kyocera TASKalfa 8353ci	RS29Y00094	V0583	6	40,586	1.49	1.81	99.98%	22,535	17,315	1,487	4,195	2/1/19	3.83	Color Photocopier
Main Office	Kyocera 306CI	V9W6401241	V0882	0	No Calls	No Calls	No Calls	100.00%	1,201	733	1,175	844	7/1/16	6.42	Color Laser MFP
North Wing #2 Hall	Kyocera P2040dw	VD20449410	V0830	0	No Calls	No Calls	No Calls	100.00%	851	631	0	0	4/1/17	5.67	Black Network Printer
Room 119- Cassels	Kyocera P2040dw	VD26Z03748	V0887	0	No Calls	No Calls	No Calls	100.00%	434	224	0	0	4/1/17	5.67	Black Network Printer
Room 126 PE Office	Kyocera P2040dw	VD20449427	V0824	0	No Calls	No Calls	No Calls	100.00%	262	210	0	0	4/1/17	5.67	Black Network Printer
Room 142- Zina	Kyocera P2040dw	VD26Z03730	V0888	0	No Calls	No Calls	No Calls	100.00%	106	40	0	0	4/1/17	5.67	Black Network Printer
Room 203- Burke	Kyocera P2040dw	VD26Z03734	V0884	0	No Calls	No Calls	No Calls	100.00%	132	117	0	0	4/1/17	5.67	Black Network Printer
Room 204	Kyocera P2040dw	VD26Z03736	V0889	0	No Calls	No Calls	No Calls	100.00%	188	266	0	0	4/1/17	5.67	Black Network Printer
Room 225- Spaulding	Kyocera P2040dw	VD26Z03727	V0890	0	No Calls	No Calls	No Calls	100.00%	311	560	0	0	4/1/17	5.67	Black Network Printer
Room 236- Kenney	Kyocera P2040dw	VD26Z03737	V0883	0	No Calls	No Calls	No Calls	100.00%	615	353	0	0	4/1/17	5.67	Black Network Printer
West Wing #1 Common Area	Kyocera P2040dw	VD20449426	V0828	0	No Calls	No Calls	No Calls	100.00%	1,268	1,546	0	0	4/1/17	5.67	Black Network Printer
West Wing #2 Common Area	Kyocera P2040dw	VD20449425	V0829	0	No Calls	No Calls	No Calls	100.00%	1,069	1,258	0	0	4/1/17	5.67	Black Network Printer
Fayston Elementary School															
Main Office	Kyocera TASKalfa 5053ci	RF70405899	V0577	4	10,573	2.04	1.20	99.99%	2,667	2,617	1,625	1,781	2/1/19	3.83	Color Photocopier
Room 15	Kyocera TASKalfa 8003i	RRG9Y00267	V0370	8	31,524	1.95	9.67	99.89%	10,926	11,029	0	0	10/1/19	3.17	Black Photocopier
Room 22 Library	Kyocera M6630cidn	RBW9902025	V0849	0	No Calls	No Calls	No Calls	100.00%	45	360	96	782	6/1/18	4.50	Color Laser MFP
Room 23A	Kyocera P2040dw	VD27408565	V0906	0	No Calls	No Calls	No Calls	100.00%	529	324	0	0	4/1/17	5.67	Black Network Printer
Harwood Union High School															
Community Learning Center	Kyocera TASKalfa 3553ci	RFE9Z04148	V0570	0	No Calls	No Calls	No Calls	100.00%	659	637	453	383	2/1/19	3.83	Color Photocopier
Kitchen Office STORAGE	Kyocera P2040dw	VD27408527	V0865	0	No Calls	No Calls	No Calls	100.00%	308	0	0	0	4/1/17	5.67	Black Network Printer
LRC	Kyocera P2040dw	VD27408524	V0860	0	No Calls	No Calls	No Calls	100.00%	50	471	0	0	4/1/17	5.67	Black Network Printer
Room 110 Science	Kyocera P6230cdn	RCB0403937	V0846	0	No Calls	No Calls	No Calls	100.00%	288	680	393	378	6/1/18	4.50	Color Network Printer
Room 118	Kyocera TASKalfa 8003i	RRG9Y00275	V0573	4	41,817	3.00	11.64	99.87%	15,899	11,451	0	0	6/1/18	4.50	Color Network Printer
Room 122	Kyocera P2040dw	VD27408579	V0857	0	No Calls	No Calls	No Calls	100.00%	62	0	0	0	4/1/17	5.67	Black Network Printer
Room 122 History	Kyocera P6230cdn	RCB0203649	V0845	0	No Calls	No Calls	No Calls	100.00%	178	284	164	167	6/1/18	4.50	Color Network Printer
Room 124 Facilities	Kyocera 306CI	V9W6401416	V0866	0	No Calls	No Calls	No Calls	100.00%	89	62	125	146	7/1/16	6.42	Color Laser MFP
Room 205	Kyocera P6130cdn	V5Q7504845	V0863	0	No Calls	No Calls	No Calls	100.00%	217	11	172	46	6/1/15	7.50	Color Network Printer
Room 206 Library	Kyocera P6130cdn	V5Q7504846	V0867	0	No Calls	No Calls	No Calls	100.00%	159	114	486	520	6/1/15	7.50	Color Network Printer
Room 206 Library	Kyocera P2040dw	VD20449413	V0841	0	No Calls	No Calls	No Calls	100.00%	1,325	1,507	0	0	4/1/17	5.67	Black Network Printer
Room 207	Kyocera TASKalfa 5003i	RFU9Y03433	V0575	0	No Calls	No Calls	No Calls	100.00%	7,804	11,185	0	0	2/1/19	3.83	Black Photocopier
Room 210	Kyocera TASKalfa 5003i	RFU9Y03438	V0576	0	No Calls	No Calls	No Calls	100.00%	6,538	3,971	0	0	2/1/19	3.83	Black Photocopier
Room 219	Kyocera 306CI	V9W6401230	V0868	0	No Calls	No Calls	No Calls	100.00%	255	160	283	243	7/1/16	6.42	Color Laser MFP
Room 226	Kyocera P6230cdn	RCB0203625	V0844	0	No Calls	No Calls	No Calls	100.00%	78	0	275	0	6/1/18	4.50	Color Network Printer
Room 302	Kyocera P6130cdn	V5Q7504876	V0869	0	No Calls	No Calls	No Calls	100.00%	145	133	286	274	6/1/15	7.50	Color Network Printer
Room 304 Storage	Kyocera P2040dw	VD27408575	V0853	0	No Calls	No Calls	No Calls	100.00%	0	0	0	0	4/1/17	5.67	Black Network Printer
Room 307	Kyocera P6130cdn	V5Q7504859	V0870	0	No Calls	No Calls	No Calls	100.00%	879	361	333	487	6/1/15	7.50	Color Network Printer
Room 308	Kyocera P2040dw	VD27408532	V0859	0	No Calls	No Calls	No Calls	100.00%	25	40	0	0	4/1/17	5.67	Black Network Printer
Room 316	Kyocera P2040dw	VD27408531	V0898	0	No Calls	No Calls	No Calls	100.00%	140	250	0	0	4/1/17	5.67	Black Network Printer
Room 331	Kyocera P6130cdn	V5Q7504860	V0871	0	No Calls	No Calls	No Calls	100.00%	163	137	257	265	6/1/15	7.50	Color Network Printer
Room 339 MS Office	Kyocera P2040dw	VD27408515	V0858	0	No Calls	No Calls	No Calls	100.00%	1,671	252	0	0	4/1/17	5.67	Black Network Printer
Room 339 MS Office	Kyocera TASKalfa 8003i	RRG9Y00274	V0571	1	75,084	4.75	7.53	99.91%	15,063	11,771	0	0	10/1/19	3.17	Black Photocopier
Room 405	Kyocera P6130cdn	V5Q7504883	V0873	0	No Calls	No Calls	No Calls	100.00%	4	103	32	66	6/1/15	7.50	Color Network Printer
Room 407 Main Office	Kyocera 306CI	V9W6401159	V0874	0	No Calls	No Calls	No Calls	100.00%	160	92	978	279	7/1/16	6.42	Color Laser MFP
Room 408 Left	Kyocera TASKalfa 8003i	RRG9Y00319	V0572	2	24,050	6.33	16.28	99.81%	6,697	5,174	0	0	10/1/19	3.17	Black Photocopier

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Room 408 Right	Kyocera TASKalfa 8003i	RRG9Y00268	V0574	1	187,333	1.97	3.22	9.96%	15,696	13,637	0	0	10/1/19	3.17	Black Photocopier
Room 409	Kyocera P6230cdn	RCB0403973	V0847	0	No Calls	No Calls	No Calls	100.00%	22	0	36	109	6/1/18	4.50	Color Network Printer
Room 414 Closet	Kyocera TASKalfa 3553ci	RFE0405143	V0569	0	No Calls	No Calls	No Calls	100.00%	1,549	747	272	1,298	2/1/19	3.83	Color Photocopier
Room 415 Taggart	Kyocera P6230cdn	RCB0403961	V0843	0	No Calls	No Calls	No Calls	100.00%	10	0	57	0	6/1/18	4.50	Color Network Printer
Room 425	Kyocera P2040dw	VD27408509	V0875	0	No Calls	No Calls	No Calls	100.00%	292	178	0	0	4/1/17	5.67	Black Network Printer
Room 501 Kitchen	Kyocera P2040dw	VD27408526	V0897	0	No Calls	No Calls	No Calls	100.00%	1	151	0	0	4/1/17	5.67	Black Network Printer
Room 502 Guidance Office	Kyocera TASKalfa 5053ci	RF70105307	V0373	1	59,765	2.73	0.00	100.00%	3,030	3,923	1,948	1,520	2/1/19	3.83	Color Photocopier
Room 503	Kyocera P2040dw	VD27408521	V0899	0	No Calls	No Calls	No Calls	100.00%	154	93	0	0	4/1/17	5.67	Black Network Printer
Room 504 Guidance	Kyocera P2040dw	VD27408522	V0861	0	No Calls	No Calls	No Calls	100.00%	230	9	0	0	4/1/17	5.67	Black Network Printer
Room 514	Kyocera P6130cdn	V5Q7504874	V0877	0	No Calls	No Calls	No Calls	100.00%	16	29	36	64	6/1/15	7.50	Color Network Printer
Room 515	Kyocera M2635dw	VCA6Y00827	V0876	0	No Calls	No Calls	No Calls	100.00%	195	338	0	0	3/1/17	5.75	Black Laser MFP
Room 517 Nurse	Kyocera P2040dw	VD27408582	V0851	0	No Calls	No Calls	No Calls	100.00%	459	10	0	0	4/1/17	5.67	Black Network Printer
Room 604 Athletic Director	Kyocera M6630cidn	RBW9902027	V0850	0	No Calls	No Calls	No Calls	100.00%	170	268	110	136	6/1/18	4.50	Color Laser MFP
Room 606	Kyocera P2040dw	VD27408581	V0856	0	No Calls	No Calls	No Calls	100.00%	42	27	0	0	4/1/17	5.67	Black Network Printer
Room 615	Kyocera P2040dw	VD27408578	V0862	0	No Calls	No Calls	No Calls	100.00%	167	35	0	0	4/1/17	5.67	Black Network Printer
Room 623A	Kyocera P2040dw	VD27408535	V0855	0	No Calls	No Calls	No Calls	100.00%	254	0	0	0	4/1/17	5.67	Black Network Printer
Room 623B Music Office	Kyocera TASKalfa 5003i	RFU9Y03443	V0568	0	No Calls	No Calls	No Calls	100.00%	3,915	2,376	0	0	10/1/19	3.17	Black Photocopier
Room 708 Trainer Athletic Trainer	Kyocera M2635dw	VCA6Y00831	V0878	0	No Calls	No Calls	No Calls	100.00%	342	311	0	0	3/1/17	5.75	Black Laser MFP
Room 711	Kyocera P2040dw	VD27408570	V0854	0	No Calls	No Calls	No Calls	100.00%	111	66	0	0	4/1/17	5.67	Black Network Printer
Room 809	Kyocera 306CI	V9W6401417	V0881	0	No Calls	No Calls	No Calls	100.00%	420	229	84	77	7/1/16	6.42	Color Laser MFP
Room 811	Kyocera P6130cdn	V5Q7504871	V0879	0	No Calls	No Calls	No Calls	100.00%	68	91	287	186	6/1/15	7.50	Color Network Printer
Room 813	Kyocera M6535cidn	V6D7512105		0	No Calls	No Calls	No Calls	100.00%	54	110	164	187	6/1/16	6.50	Color Laser MFP
Room 813 Traded 7/30/21	Kyocera P6130cdn	V5Q7605064	V0880	0	No Calls	No Calls	No Calls	100.00%	54	0	164	0	6/1/15	7.50	Color Network Printer
Unknown	Kyocera P2040dw	VD27408523	V0864	0	No Calls	No Calls	No Calls	100.00%	4	0	0	0	4/1/17	5.67	Black Network Printer
HUUSD Central Office															
Accounting	Kyocera P2040dw	VD20449430	V0821	0	No Calls	No Calls	No Calls	100.00%	812	203	0	0	4/1/17	5.67	Black Network Printer
Accounts Payable	Kyocera P2040dw	VD27408572	V0900	0	No Calls	No Calls	No Calls	100.00%	2,113	1,346	0	0	4/1/17	5.67	Black Network Printer
Human Resources	Kyocera P2040dw	VD27408564	V0903	0	No Calls	No Calls	No Calls	100.00%	912	664	0	0	4/1/17	5.67	Black Network Printer
Main Office	Kyocera TASKalfa 5053ci	RF39X02122	V0582	1	0	2.08	9.03	99.90%	5,149	2,506	2,115	1,631	2/1/19	3.83	Color Photocopier
SAU Office	Kyocera P2040dw	VD27408530	V0904	0	No Calls	No Calls	No Calls	100.00%	0	0	0	0	4/1/17	5.67	Black Network Printer
Special Ed	Kyocera P6130cdn	V5Q7605067	V0905	0	No Calls	No Calls	No Calls	100.00%	515	413	245	97	6/1/15	7.50	Color Network Printer
Superintendent's Office	Kyocera P6130cdn	V5Q7605074	V0901	0	No Calls	No Calls	No Calls	100.00%	18	8	38	7	6/1/15	7.50	Color Network Printer
Superintendent's Secretary	Kyocera M2635dw	VCA6Y00826	V0902	0	No Calls	No Calls	No Calls	100.00%	1,626	1,012	0	0	3/1/17	5.75	Black Laser MFP
Moretown Elementary School															
Hallway of Rooms 11 and 12	Kyocera P2040dw	VD27408553	V0912	0	No Calls	No Calls	No Calls	100.00%	815	603	0	0	4/1/17	5.67	Black Network Printer
Library	Kyocera P6130cdn	V5Q7605068	V0907	0	No Calls	No Calls	No Calls	100.00%	188	248	205	241	6/1/15	7.50	Color Network Printer
Main Office Copy Room	Kyocera TASKalfa 6053ci	RF39701612	V0375	7	38,842	2.67	3.07	99.96%	15,164	13,713	5,272	3,880	2/1/19	3.83	Color Photocopier
Principal's Office	Kyocera P2040dw	VD20449431	V0822	0	No Calls	No Calls	No Calls	100.00%	87	852	0	0	4/1/17	5.67	Black Network Printer
Room 04 Pre-School	Kyocera P2040dw	VD27408562	V0908	0	No Calls	No Calls	No Calls	100.00%	126	0	0	0	4/1/17	5.67	Black Network Printer
Room 05 Kindergarten	Kyocera P2040dw	VD27408563	V0909	0	No Calls	No Calls	No Calls	100.00%	233	0	0	0	4/1/17	5.67	Black Network Printer
Room 19	Kyocera P2040dw	VD27408574	V0910	0	No Calls	No Calls	No Calls	100.00%	45	0	0	0	4/1/17	5.67	Black Network Printer
Room 20	Kyocera P2040dw	VD27408571	V0911	0	No Calls	No Calls	No Calls	100.00%	92	46	0	0	4/1/17	5.67	Black Network Printer
Thatcher Brook Primary School															
Art Printer - Room 311	Kyocera P6230cdn	RCB0203646	V0842	0	No Calls	No Calls	No Calls	100.00%	10	32	41	142	6/1/18	4.50	Color Network Printer
Café Printer	Kyocera P2040dw	VD20449421	V0832	0	No Calls	No Calls	No Calls	100.00%	175	144	0	0	4/1/17	5.67	Black Network Printer
Library Copier - Room 312/315	Kyocera TASKalfa 8003i	RRG9Y00322	V0374	1	239,509	4.42	5.48	99.94%	14,072	16,445	0	0	10/1/19	3.17	Black Photocopier
Library Printer Parts Room	Kyocera P2040dw	VD20449417	V0831	0	No Calls	No Calls	No Calls	100.00%	417	354	0	0	4/1/17	5.67	Black Network Printer

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Lighthouse Printer - Room 121	Kyocera P2040dw	VD20449416	V0838	0	No Calls	No Calls	No Calls	100.00%	609	408	0	0	4/1/17	5.67	Black Network Printer
Nurse	Kyocera P2040dw	VD20449415	V0835	0	No Calls	No Calls	No Calls	100.00%	238	336	0	0	4/1/17	5.67	Black Network Printer
NW 1 Printer - Room 201	Kyocera P2040dw	VD20449418	V0834	0	No Calls	No Calls	No Calls	100.00%	469	669	0	0	4/1/17	5.67	Black Network Printer
NW2 Printer - Room 301	Kyocera P2040dw	VD20449412	V0839	0	No Calls	No Calls	No Calls	100.00%	1,611	722	0	0	4/1/17	5.67	Black Network Printer
NWB Printer - Room 102	Kyocera P2040dw	VD20449422	V0833	0	No Calls	No Calls	No Calls	100.00%	475	979	0	0	4/1/17	5.67	Black Network Printer
Office Copy Room	Kyocera TASKalfa 8003i	RRG9Y00265	V0372	14	15,920	4.34	2.78	99.97%	30,489	17,536	0	0	10/1/19	3.17	Black Photocopier
Office Multi - Main Office	Kyocera TASKalfa 5053ci	RF70105392	V0579	1	57,458	2.82	4.15	99.95%	2,919	2,918	3,084	5,291	2/1/17	5.83	Color Photocopier
Support Office Color	Kyocera P6130cdn	V5Q7605072	V0885	0	No Calls	No Calls	No Calls	100.00%	441	339	794	863	6/1/15	7.50	Color Network Printer
Support Office Printer	Kyocera P2040dw	VD20449387	V0836	0	No Calls	No Calls	No Calls	100.00%	1,448	1,194	0	0	4/1/17	5.67	Black Network Printer
SW1 Printer - Room 235/238	Kyocera P2040dw	VD20449414	V0840	0	No Calls	No Calls	No Calls	100.00%	615	707	0	0	4/1/17	5.67	Black Network Printer
SW2 Printer - Room 330	Kyocera P2040dw	VD20449419	V0837	0	No Calls	No Calls	No Calls	100.00%	1,746	1,572	0	0	4/1/17	5.67	Black Network Printer
Waitsfield Elementary School															
Library	Kyocera P6130cdn	V5Q7504877	V0886	0	No Calls	No Calls	No Calls	100.00%	459	534	934	1,497	6/1/15	7.50	Color Network Printer
Main Office	Kyocera P2040dw	VD20449429	V0826	0	No Calls	No Calls	No Calls	100.00%	1,332	979	0	0	4/1/17	5.67	Black Network Printer
Main Office Copy Room	Kyocera TASKalfa 8003i	RRG9Y00273	V0371	10	36,864	3.21	7.89	99.91%	18,268	21,027	0	0	10/1/19	3.17	Black Photocopier
Resource Room	Kyocera P2040dw	VD27408568	V0892	0	No Calls	No Calls	No Calls	100.00%	820	1,308	0	0	4/1/17	5.67	Black Network Printer
Tech Room 203	Kyocera P2040dw	VD27408529	V0872	0	No Calls	No Calls	No Calls	100.00%	5	158	0	0	4/1/17	5.67	Black Network Printer
Warren School															
Administration	Kyocera P2040dw	VD27408577	V0891	0	No Calls	No Calls	No Calls	100.00%	36	57	0	0	4/1/17	5.67	Black Network Printer
Copy Room	Kyocera TASKalfa 5053ci	RF70405884	V0578	1	39,178	3.18	4.40	99.95%	8,184	7,539	4,860	4,728	2/1/19	3.83	Color Photocopier
Heidi - Writing	Kyocera P2040dw	VD27408573	V0896	0	No Calls	No Calls	No Calls	100.00%	635	195	0	0	4/1/17	5.67	Black Network Printer
Library	Kyocera P6230cdn	RCB0904388	V1122	0	No Calls	No Calls	No Calls	100.00%	311	69	21	164	6/1/18	4.50	Color Network Printer
Room 17 Special Ed	Kyocera P2040dw	VD27408569	V0895	0	No Calls	No Calls	No Calls	100.00%	539	417	0	0	4/1/17	5.67	Black Network Printer
Room 25 Special Ed	Kyocera P2040dw	VD27408576	V0893	0	No Calls	No Calls	No Calls	100.00%	215	0	0	0	4/1/17	5.67	Black Network Printer
Special Ed Downstairs	Kyocera P2040dw	VD27408560	V0894	0	No Calls	No Calls	No Calls	100.00%	0	199	0	0	4/1/17	5.67	Black Network Printer
Upstairs Hall	Kyocera TASKalfa 5003i	RFU0103925	V0581	0	No Calls	No Calls	No Calls	100.00%	6,436	4,465	0	0	2/1/19	3.83	Black Photocopier
Totals and Averages															
				66	58,978	3.07	5.65	99.19%	2322	2,219	967	969		5.46	

**Harwood Unified Union School District - National 1927
Fleet Service Report FY22**

Equipment with 5 or more calls for the reporting period July 1, 2021 to June 30, 2022

Location	Current Equipment	Serial Number	# Service Calls	Current Total Meter	Avg Copies between all Service Calls (incl PM)	Avg Response Time	Uptime%	Avg Monthly Volume Total	Model Type	Reasons for service calls
Thatcher Brook Primary Main Office Copy Room	Kyocera TASKalfa 8003i	RRG9Y00265	14	494,640	15,920	4.34	99.97%	17,536	Black Photocopier	Eight calls were for jamming; 6 were courtesy calls
Waitsfield Elementary Main Office Copy Room	Kyocera TASKalfa 8003i	RRG9Y00273	10	573,304	36,864	3.21	99.91%	21,027	Black Photocopier	Four calls were for jamming, 2 courtesy calls, 1 call for poor copy quality, 1 service call over the phone, 1 NFS call, and 1 unspecified call.
Fayston Elementary Room 15	Kyocera TASKalfa 8003i	RRG9Y00267	8	266,915	31,524	1.95	99.89%	11,029	Black Photocopier	Two calls were for jamming; 3 for poor copy quality, 1 courtesy call (follow-up) and 2 calls handling service over the phone.
Moretown Elementary Main Office Copy Room	Kyocera TASKalfa 6053ci	RF39701612	7	484,402	38,842	2.67	0.9996	17,593	Color Photocopier	Three calls were for unit bgeing down, 1 for jamming, 1 for an unspecified problem, 1 courtesy call, and 1 phone service call
Crossett Brook Middle Mail Room	Kyocera TASKalfa 8353ci	RS29Y00094	6	518,286	40,586	1.49	0.9998	51,210	Color Photocopier	Four calls were for jamming issues; 1 call was to address copier not working, and 1 phone service call.