

RICOH USA

Customer Service History Fleet Report

Status of Data 1/25/2019

CLIENT NAME Islesboro Community Center
Month (MM/YYYY) JAN 2018 TO DEC 2018

SPC Evaluation Report

Your copier is performing well, although it was just installed in October of 2018, so as a new copier we would expect it to be running at 100% with no service calls and down time.

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
Islesboro Community Center	103 Pendleton Point Rd	Islesboro	MPC307	C508P902206	Color Photocopier	0	0	0.0	0.0	100.00 %	3,492
TOTALS & AVERAGES						0	0	0.0	0.0	100.00 %	3,492

- 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