

RICOH

Customer Service History Fleet Report

Status of Data 1/25/2019

CLIENT NAME Islesboro School Department
Month (MM/YYYY) JAN 2018 TO DEC 2018

SPC Evaluation Report

Your copiers are performing very well based on the report received from Ricoh. Uptime is excellent, and only two service calls during the year indicates your copiers are running properly. The response time for one of the service calls is quite high (10 hours), but isn't terrible considering the need for the technician to coordinate a ferry ride to the island for repairs. The vendor could not provide the average number of copies between service calls nor did they record the number of hours the copiers were down during their maintenance.

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 Central	159 Alumni Drive	Islesboro	MPC4503	E175M610310	Color Photocopier	1	90,383	10.0		99.30 %	7,969
Islesboro Central	159 Alumni Drive	Islesboro	MPC6003	E195M610252	Color Photocopier	1	106,312	0.0		99.80%	10,785
Islesboro Central	159 Alumni Drive	Islesboro	MP201SPF	W3058900238	Black Laser MFP	0	0	0.0		100.00 %	193
TOTALS & AVERAGES						2	98,348	5.0		99.70 %	6,316

- 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