

**Town of Kittery - Ricoh USA
FLEET 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 16 units under contract with Ricoh there were 4 service calls on 2 copiers during the fiscal year. Uptime for your fleet was 99.98%, which is excellent for the size and age 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. Ricoh notes their average response time from call to arrival as 1.7 hours, which is excellent.

Your last upgrade was 7/1/2021. 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 about 4 years ago. No 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.

Overall, Ricoh seems to be taking good care of your equipment at this time.