



Specialized Purchasing Consultants Corp.

Serving Maine & New Hampshire since 1988

SPC SUMMARY – MISSISQUOI VALLEY SCHOOL DISTRICT

This fleet service report is a new service SPC is offering 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. This is the first year Canon was able to produce a fleet service report so we don't have a comparison to last year, but because of COVID-19 your volumes dropped by almost 30%, which likely has an effect on the number of service calls on your equipment for FY20.

Out of 109 units under contract with Canon, there were 89 service calls on 29 copiers and printers. While that sounds like a significant amount, 19 of those calls were through phone support and 20 were for preventative maintenance. There were 37 calls for miscellaneous issues, with only 10 calls for poor quality and 13 calls for jamming. Uptime was 99.94% with 82% of all calls being corrected on the first call. This is excellent for the number of printers in your fleet.

Of those machines with five or more service calls in the service period, none were highlighted as significant as these were primarily for preventative maintenance or follow-up by the vendor and not for actual service being required on the machines.

SPC's bid specs require vendor to arrive within four hours for service calls. However, each vendor calculates these figures differently. Canon notes their response time from call to arrival as just under 3 hours, which is excellent. Average down time was about 9.5 hours overall.

The majority of your equipment runs between 4 and 5 years from model introduction date, with about 12 having reached the 7 year mark, when parts become difficult to find. We will want to keep an eye on those machines for reliability. Overall, though, your fleet seems to be performing well.

MISSISQUOI VALLEY SCHOOL DISTRICT

PERIOD SUMMARY
Jul 01, 2019 - Jul 01, 2020
July 28, 2020

MISSISQUOI VALLEY SCHOOL DISTRICT

PERIOD SUMMARY (07/01/2019 to 07/01/2020)

FLEET SUMMARY

Product Performance

Total Units	109	
Total Units With Service Activity in Period	29	26.61%
Total Units Without Service Activity in Period	80	73.39%

Total Calls	89
Customer Calls	40
Percentage of Customer Calls	44.94%

Average Customer Calls Per Unit 0.37 Calls

Average Placement Term 44 months

Unit Effectiveness

Average Copy Volume 24,834 Copies

Average Up Time 99.94%

Average Customer Calls Per Month 3 Visits

Response Time

Average Response Time 02:52 Hrs

Bench Mark Response Time 04:00 Hrs

Restore Time

Average Restore Time 09:25 Hrs

First Call Fix%

First Call Fix% 82 %

MISSISQUOI VALLEY SCHOOL DISTRICT

PERIOD SUMMARY (07/01/2019 to 07/01/2020)

UNIT SUMMARY

Model	Serial#	Install Date	Location	Total Calls	Total Customer Calls	Total Non-Customer Calls	Operational Uptime	Average Response Time	Average Restore Time	Average Labor Time	Last Service Meter	Monthly Copy Volume This Period*	Monthly Copy Volume From Install	MCBF	First Call Fix%
HPLJM452DW	VNB3P13903	10/25/2016	78 POOR FARM RD SHELDON ES TECH LAB SHELDON VT 05483-9771	5	1	4	99.65%	06:25 Hrs	47:29 Hrs	00:15 Hrs					100 %
HPLJM401DNE	PHGFF17789	12/08/2016	24 4TH ST SWANTON HALL RM B4 GREEN RM SWANTON VT 05488-1233	8	2	6	99.44%	05:10 Hrs	44:14 Hrs	00:24 Hrs	163,155	56,067	4,476	163,155	50 %
HPLJM402DW	PHBVB07120	10/26/2016	78 POOR FARM RD SHELDON ES RM 9 SHELDON VT 05483-9771	2		2	100%			00:05 Hrs					
HPLJM402DW	PHBVF08975	10/25/2016	100 THUNDERBIRD DR MISSISQUOI VALLEY UN HS RM A47 SWANTON VT 05488-8534	2	1	1	99.85%	02:37 Hrs	03:12 Hrs	00:18 Hrs					100 %
HPLJM402DW	PHBVF09038	10/25/2016	78 POOR FARM RD SHELDON ES TUTORIAL OFC SHELDON VT 05483-9771	2	1	1	99.79%	03:38 Hrs	04:37 Hrs	00:32 Hrs					100 %
IRADV4251	RKP08378	10/25/2016	100 THUNDERBIRD DR MISSISQUOI VALLEY UN HS AG OFC SWANTON VT 05488-8534	1	1		99.81%	02:30 Hrs	03:58 Hrs	01:28 Hrs	35,247		876		100 %
IRADV4251	RKP08475	10/26/2016	78 POOR FARM RD SHELDON ES LIBRARY SHELDON VT 05483-9771	6	2	4	99.68%	02:13 Hrs	28:38 Hrs	00:49 Hrs	427,201	10,008	9,834	80,369	0 %
IRADV8585I	SWN01325	10/26/2016	219 GORE RD HIGHGATE ES MAIN OFC HIGHGATE CENTER VT 05459	2	2		99.78%	01:60 Hrs	02:23 Hrs	00:23 Hrs	404,561	7,944	10,400	36,544	100 %
IRADV8585I	SWN01332	10/25/2016	100 ROBIN HOOD DR FRANKLIN NORTHWEST SU COPYRM SWANTON VT 05488-4463	5	1	4	99.97%	00:18 Hrs	00:34 Hrs	00:20 Hrs	850,299	12,488	19,155		100 %
IRADV8585I	SWN01333	10/26/2016	78 POOR FARM RD SHELDON ES STAFF ROOM SHELDON VT 05483-9771	6	5	1	99.27%	02:31 Hrs	05:45 Hrs	00:33 Hrs	990,920	24,863	26,488	21,195	60 %
IRADV8585I	SWN01379	10/26/2016	219 GORE RD HIGHGATE ES UPPER LVL GUIDANCE HIGHGATE CENTER VT 05459	1		1	100%			00:29 Hrs	810,049		20,664		
IRADV8585I	SWN01380	10/26/2016	24 4TH ST SWANTON SCHOOL MAIN LEFT SWANTON VT 05488-1233	9	3	6	99.3%	04:20 Hrs	19:52 Hrs	00:29 Hrs	1,556,479	45,109	37,953	154,950	66 %
IRADV8585I	SWN01381	10/26/2016	24 4TH ST SWANTON SCHOOL BABCOCK SWANTON VT 05488-1233	3	2	1	99.61%	03:21 Hrs	04:08 Hrs	00:42 Hrs	980,409	26,145	23,970	177,004	100 %
IRADV8585I	SWN01382	10/26/2016	15 SCHOOL ST FRANKLIN CENTRAL SCHOOL FRANKLIN VT 05457	2	1	1	99.86%	02:25 Hrs	03:03 Hrs	00:39 Hrs	792,415	19,511	20,214		100 %
IRADV8585I	SWN01383	10/26/2016	15 SCHOOL ST FRANKLIN CENTRAL SCHOOL FRANKLIN VT 05457	1	1		99.94%	01:05 Hrs	01:17 Hrs	00:11 Hrs	351,362		9,607		100 %
IRADV8585I	SWN01384	10/26/2016	219 GORE RD HIGHGATE ES TEACHERS ROOM HIGHGATE CENTER VT 05459	2	1	1	99.87%	02:34 Hrs	02:41 Hrs	00:24 Hrs	601,072	17,370	15,333		100 %
IRADV8585I	SWN01385	10/26/2016	219 GORE RD HIGHGATE ES TEACHERS ROOM HIGHGATE CENTER VT 05459	1	1		99.8%	03:43 Hrs	04:13 Hrs	00:29 Hrs	713,600		19,475		100 %
IRADV8585I	SWN01386	10/26/2016	100 THUNDERBIRD DR MISS VALLEY UNION HS A47 SWANTON VT 05488-8534	2	2		99.75%	02:15 Hrs	02:38 Hrs	00:23 Hrs	722,143	21,823	18,022	125,923	100 %
IRADV8585I	SWN01387	10/26/2016	100 THUNDERBIRD DR MISS VALLEY UNION FACULTY ROOM SWANTON VT 05488-8534	2		2	100%			00:28 Hrs	822,708	33,850	20,278		
IRADV8585I	SWN01388	10/26/2016	100 THUNDERBIRD DR MISS VALLEY UNION HS PRINCIPAL SWANTON VT 05488-8534	4	4		99.39%	02:48 Hrs	03:18 Hrs	00:30 Hrs	1,282,211	35,355	32,543	52,325	100 %
IRADV8585I	SWN01389	10/26/2016	100 THUNDERBIRD DR MISSISQUOI VALLEY UN HS RM D21 SWANTON VT 05488-8534	2		2	100%			00:31 Hrs	1,417,678		35,972		
IRADV8585I	SWN01390	10/26/2016	100 THUNDERBIRD DR MISSISQUOI VALLEY UN HS RM C23 SWANTON VT 05488-8534	3		3	100%			00:21 Hrs	851,405	43,250	21,333		
IRADV8585I	SWN01391	10/26/2016	100 THUNDERBIRD DR MISSISQUOI VALLEY UN HS RM J15 SWANTON VT 05488-8534	6	4	2	99.36%	02:48 Hrs	03:25 Hrs	00:29 Hrs	913,408	21,242	25,093	22,659	100 %
IRADV8585I	SWN01392	10/26/2016	100 THUNDERBIRD DR MISSISQUOI VALLEY UN HS RM C23 SWANTON VT 05488-8534	1	1		99.9%	01:40 Hrs	02:10 Hrs	00:29 Hrs	405,087		9,822		100 %

*Monthly Copy Volume is for review period. Units with only 1 Total Call use Monthly Copy Volume from Install

Model	Serial#	Install Date	Location	Total Calls	Total Customer Calls	Total Non-Customer Calls	Operational Uptime	Average Response Time	Average Restore Time	Average Labor Time	Last Service Meter	Monthly Copy Volume This Period*	Monthly Copy Volume From Install	MCBF	First Call Fix%
IRADVC5540I	WHG01497	10/25/2016	100 THUNDERBIRD DR MISSISQUOI VAL UN HS GUIDANCE SWANTON VT 05488-8534	3	1	2	99.88%	01:25 Hrs	14:26 Hrs	01:17 Hrs	402,578	9,178	9,377		0 %
IRADVC5550I	WXD02804	10/25/2016	24 4TH ST SWANTON SCHOOL MAIN SWANTON VT 05488-1233	4	2	2	99.71%	02:25 Hrs	03:05 Hrs	00:32 Hrs	764,529	20,144	19,051	120,260	100 %
IRADVC5550I	WXD02856	10/25/2016	100 ROBIN HOOD DR FRANKLIN NORTHWEST SU COPYRM SWANTON VT 05488-4463	1	1		99.83%	03:32 Hrs	03:41 Hrs	00:09 Hrs	727,991		18,434		100 %
IRADVC5550I	WXD02864	10/25/2016	24 4TH ST SWANTON SCHOOL BABCOCK SWANTON VT 05488-1233	2		2	100%			00:30 Hrs	367,418	17,829	10,011		
IRADVC7260	ULK06332	10/25/2016	78 POOR FARM RD SHELDON ES MAIN OFC SHELDON VT 05483-9771	1		1	100%			00:15 Hrs					

*Monthly Copy Volume is for review period. Units with only 1 Total Call use Monthly Copy Volume from Install

MISSISQUOI VALLEY SCHOOL DISTRICT

PERIOD SUMMARY (07/01/2019 to 07/01/2020)

Unit(s) with No Activity

Model	Serial#	Install Date	Location
HPCLJM452DW	VNB3D11036	10/25/2016	219 GORE RD HIGHGATE ES WHITE BLDG A1 LVL HIGHGATE CENTER VT 05459
HPCLJM452DW	VNB3P09900	10/25/2016	219 GORE RD HIGHGATE ES RM A7 CLASSRM HIGHGATE CENTER VT 05459
HPCLJM452DW	VNB3P09908	10/25/2016	100 THUNDERBIRD DR MISSISQUOI VALLEY UN HS RM J15 SWANTON VT 05488-8534
HPCLJM452DW	VNB3P10638	10/20/2016	78 POOR FARM RD SHELDON ES RM 16 SHELDON VT 05483-9771
HPCLJM452DW	VNB3P13811	10/25/2016	100 THUNDERBIRD DR MISSISQUOI VALLEY UN HS RM A35 SWANTON VT 05488-8534
HPCLJM452DW	VNB3P13899	10/25/2016	219 GORE RD HIGHGATE ES SLP RM HIGHGATE CENTER VT 05459
HPCLJM452DW	VNB3P13900	10/25/2016	100 THUNDERBIRD DR MISSISQUOI VALLEY UN HS ROOM SWANTON VT 05488-8534
HPLJM401DNE	PHGFD01161	12/08/2016	100 THUNDERBIRD DR MISSISQUOI VAL RM 9 PLANT OPS SWANTON VT 05488-8534
HPLJM401DNE	PHGFD13577	12/08/2016	24 4TH ST SWANTON SCHOOL RED CARD RM SWANTON VT 05488-1233
HPLJM401DNE	PHGFD13585	12/08/2016	24 4TH ST SWANTON HALL RM A4 BLUE PLAN SWANTON VT 05488-1233
HPLJM401N	PHGDF34902	12/08/2016	78 POOR FARM RD SHELDON ES RM 13 SHELDON VT 05483-9771
HPLJM401N	PHGDF34904	12/08/2016	78 POOR FARM RD SHELDON ES HALL RM 2/4 SHELDON VT 05483-9771
HPLJM401N	PHGDF34914	12/08/2016	78 POOR FARM RD SHELDON ES RM 15 SHELDON VT 05483-9771
HPLJM401N	PHGDG74532	12/08/2016	78 POOR FARM RD SHELDON ES BOOKKEEPER OFC SHELDON VT 05483-9771
HPLJM401N	VNG3F56972	12/08/2016	100 THUNDERBIRD DR MISSISQUOI VALLEY REGISTRAR SWANTON VT 05488-8534
HPLJM402DW	PHBVB07102	10/26/2016	78 POOR FARM RD SHELDON ES RM 11 SHELDON VT 05483-9771
HPLJM402DW	PHBVB07104	10/26/2016	219 GORE RD B30 1ST GRADE WING HIGHGATE HIGHGATE CENTER VT 05459-4220
HPLJM402DW	PHBVB07105	10/26/2016	219 GORE RD HIGHGATE ES ASST PRINCIPAL HIGHGATE CENTER VT 05459
HPLJM402DW	PHBVB07110	10/26/2016	219 GORE RD HIGHGATE ES RES SPECIAL SVCS HIGHGATE CENTER VT 05459
HPLJM402DW	PHBVB07114	10/26/2016	78 POOR FARM RD SHELDON ES RM 14 SHELDON VT 05483-9771
HPLJM402DW	PHBVB07115	10/26/2016	219 GORE RD HIGHGATE ES BRICK BLDG BST OFC HIGHGATE CENTER VT 05459-4220
HPLJM402DW	PHBVB07116	10/26/2016	100 THUNDERBIRD DR MISSISQUOI VALLEY UN HS HS OFC SWANTON VT 05488-8534
HPLJM402DW	PHBVB07117	10/26/2016	100 THUNDERBIRD DR MISSISQUOI VAL UN HS GUIDANCE SWANTON VT 05488-8534
HPLJM402DW	PHBVB07119	10/26/2016	24 4TH ST SWANTON SCHOOL BABCOCK BLD OFC SWANTON VT 05488-1233
HPLJM402DW	PHBVB07123	10/26/2016	100 THUNDERBIRD DR MISSISQUOI VAL UN HS SECRETARY SWANTON VT 05488-8534
HPLJM402DW	PHBVB07124	10/26/2016	100 THUNDERBIRD DR MISSISQUOI VAL UN H SHOT SWAP SWANTON VT 05488-8534
HPLJM402DW	PHBVB07166	10/26/2016	219 GORE RD HIGHGATE ES SPECIAL ED HIGHGATE CENTER VT 05459
HPLJM402DW	PHBVB07171	10/26/2016	78 POOR FARM RD SHELDON ES LIBRARY SHELDON VT 05483-9771
HPLJM402DW	PHBVB07628	10/25/2016	100 THUNDERBIRD DR MISSISQUOI VALLEY UN HS RM C22 SWANTON VT 05488-8534
HPLJM402DW	PHBVB07631	10/25/2016	78 POOR FARM RD SHELDON ES RM 10 SHELDON VT 05483-9771
HPLJM402DW	PHBVB07632	10/25/2016	219 GORE RD HIGHGATE ES WHITE BLDG A2 HIGHGATE CENTER VT 05459
HPLJM402DW	PHBVB07639	10/25/2016	78 POOR FARM RD SHELDON ES SPECIAL ED OFC SHELDON VT 05483-9771
HPLJM402DW	PHBVB07640	10/25/2016	219 GORE RD MAINT OFFICE HIGHGATE ES HIGHGATE CENTER VT 05459-4220
HPLJM402DW	PHBVB07642	10/25/2016	100 THUNDERBIRD DR MISSISQUOI VAL UN H SHOT SWAP SWANTON VT 05488-8534
HPLJM402DW	PHBVB07643	10/25/2016	219 GORE RD SPEC ED 4TH GRD WING HIGHGATE HIGHGATE CENTER VT 05459-4220
HPLJM402DW	PHBVB07644	10/25/2016	78 POOR FARM RD SHELDON ES RM 12 SHELDON VT 05483-9771
HPLJM402DW	PHBVB07646	10/25/2016	219 GORE RD HIGHGATE ES CROSSROADS HIGHGATE CENTER VT 05459
HPLJM402DW	PHBVB07647	10/25/2016	100 THUNDERBIRD DR MISSISQUOI VALLEY UN HS RM D22 SWANTON VT 05488-8534
HPLJM402DW	PHBVC07812	01/24/2017	175 THUNDERBIRD DR MISSISQUOI VALLEY UNION MID/HS SWANTON VT 05488
HPLJM402DW	PHBVF08838	10/25/2016	219 GORE RD HIGHGATE ES PRINCIPAL HIGHGATE CENTER VT 05459
HPLJM402DW	PHBVF08868	10/25/2016	219 GORE RD HIGHGATE ES COUNSELOR OFC HIGHGATE CENTER VT 05459
HPLJM402DW	PHBVF08961	10/25/2016	100 THUNDERBIRD DR MISSISQUOI VALLEY UN HS RM D14 SWANTON VT 05488-8534
HPLJM402DW	PHBVF08969	10/25/2016	100 THUNDERBIRD DR MISSISQUOI VALLEY UN HS RM D2 SWANTON VT 05488-8534
HPLJM402DW	PHBVF08971	10/25/2016	24 4TH ST SWANTON SCHOOL HOT SWAP SWANTON VT 05488-1233
HPLJM402DW	PHBVF08972	10/25/2016	100 THUNDERBIRD DR MISSISQUOI VALLEY UN HS RM D15 SWANTON VT 05488-8534
HPLJM402DW	PHBVF08973	10/25/2016	219 GORE RD HIGHGATE ES SPEC ED SENSAY RM HIGHGATE CENTER VT 05459

Model	Serial#	Install Date	Location
HPLJM402DW	PHBVF08974	10/25/2016	219 GORE RD HIGHGATE ES RM A7 CLASSRM HIGHGATE CENTER VT 05459
HPLJM402DW	PHBVF08976	10/25/2016	100 THUNDERBIRD DR MISSISQUOI VALLEY UN HS RM J15 SWANTON VT 05488-8534
HPLJM402DW	PHBVF08977	10/25/2016	100 THUNDERBIRD DR MISSISQUOI VAL UN HS GUIDANCE SWANTON VT 05488-8534
HPLJM402DW	PHBVF08978	10/25/2016	100 THUNDERBIRD DR MISSISQUOI VALLEY UN HS RM C21 SWANTON VT 05488-8534
HPLJM402DW	PHBVF08980	10/25/2016	100 THUNDERBIRD DR MISSISQUOI VALLEY UN HS RM F2 SWANTON VT 05488-8534
HPLJM402DW	PHBVF08982	10/25/2016	219 GORE RD HIGHGATE ES 3RD GRADE HIGHGATE CENTER VT 05459
HPLJM402DW	PHBVF08984	10/25/2016	219 GORE RD HIGHGATE ES RM A PSYCH SPEC ED HIGHGATE CENTER VT 05459
HPLJM402DW	PHBVF08986	10/25/2016	100 THUNDERBIRD DR MISSISQUOI VAL UN HS GUIDANCE SWANTON VT 05488-8534
HPLJM402DW	PHBVF08987	10/25/2016	100 THUNDERBIRD DR MISSISQUOI VALLEY UN HS RM F7 SWANTON VT 05488-8534
HPLJM402DW	PHBVF08988	10/25/2016	100 THUNDERBIRD DR MISSISQUOI VAL UN H SHOT SWAP SWANTON VT 05488-8534
HPLJM402DW	PHBVF09030	10/25/2016	100 THUNDERBIRD DR MISSISQUOI VAL UN HS RM A18 SWANTON VT 05488-8534
HPLJM402DW	PHBVF09031	10/25/2016	100 THUNDERBIRD DR MISSISQUOI VALLEY UN HS AG OFC SWANTON VT 05488-8534
HPLJM402DW	PHBVF09032	10/25/2016	78 POOR FARM RD SHELDON ES LITERACY PROGRAM SHELDON VT 05483-9771
HPLJM402DW	PHBVF09034	10/25/2016	100 THUNDERBIRD DR MISSISQUOI VAL UNION HS MS OFC SWANTON VT 05488-8534
HPLJM402DW	PHBVF09036	10/25/2016	100 THUNDERBIRD DR MISSISQUOI VALLEY UN HS RM D21 SWANTON VT 05488-8534
HPLJM402DW	PHBVF09040	10/25/2016	100 THUNDERBIRD DR MISSISQUOI VAL UN H SHOT SWAP SWANTON VT 05488-8534
HPLJM402DW	PHBVF09041	10/25/2016	100 THUNDERBIRD DR MISSISQUOI VAL UN H SHOT SWAP SWANTON VT 05488-8534
HPLJM402DW	PHBVF09044	10/25/2016	24 4TH ST SWANTON SCH BABCOCK HALL RM 10 SWANTON VT 05488-1233
HPLJM402DW	PHBVF09046	10/25/2016	100 THUNDERBIRD DR MISSISQUOI VALLEY UN HS RM F6 SWANTON VT 05488-8534
HPLJM402DW	PHBVF09047	10/25/2016	100 THUNDERBIRD DR MISSISQUOI VALLEY UN HS ROOM SWANTON VT 05488-8534
HPLJM402DW	PHBVF09053	10/25/2016	100 THUNDERBIRD DR MISSISQUOI VALLEY UN HS RM C23 SWANTON VT 05488-8534
HPLJM402DW	PHBVH02517	11/09/2016	219 GORE RD HIGHGATE ES 2ND GRADE CLASSRM HIGHGATE CENTER VT 05459
HPLJM604	CNBCH6T0FD	01/09/2020	100 ROBIN HOOD DR MVSD OFFICE SWANTON VT 05488-4463
ICLBP351DN	NEQA002249	10/25/2016	100 ROBIN HOOD DR FRANKLIN NW BUSINESS MGRS OFC SWANTON VT 05488-4463
ICLBP351DN	NEQA002259	10/25/2016	100 ROBIN HOOD DR FRANKLIN NW BUSINESS MGRS OFC SWANTON VT 05488-4463
ICLBP351DN	NEQA002262	10/25/2016	100 ROBIN HOOD DR FRANKLIN NW BUSINESS MGRS OFC SWANTON VT 05488-4463
ICLBP351DN	NEQA002268	10/25/2016	100 ROBIN HOOD DR FRANKLIN NW BUSINESS MGRS OFC SWANTON VT 05488-4463
ICLBP351DN	NEQA002331	10/25/2016	24 4TH ST SWANTON SCHOOL OFC MGRS OFC SWANTON VT 05488-1233
IRADV4251	RKP08322	10/26/2016	100 THUNDERBIRD DR MISSISQUOI VALLEY UN HS RM D14 SWANTON VT 05488-8534
IRADV4251	RKP08470	10/26/2016	100 THUNDERBIRD DR MISS VALLEY UNION HS LIBRARY SWANTON VT 05488-8534
IRADVC5540I	WHG00846	10/25/2016	100 ROBIN HOOD DR FRANKLIN NW EARLY CHILDHOOD DE SWANTON VT 05488-4463
IRADVC5540I	WHG01060	10/25/2016	100 THUNDERBIRD DR MISS VALLEY UNION HS A32 ART SWANTON VT 05488-8534
IRADVC5540I	WHG01469	10/26/2016	219 GORE RD HIGHGATE ES MAIN OFC HIGHGATE CENTER VT 05459
IRADVC5540I	WHG01973	10/25/2016	15 SCHOOL ST FRANKLIN CENTRAL SCHOOL FRANKLIN VT 05457

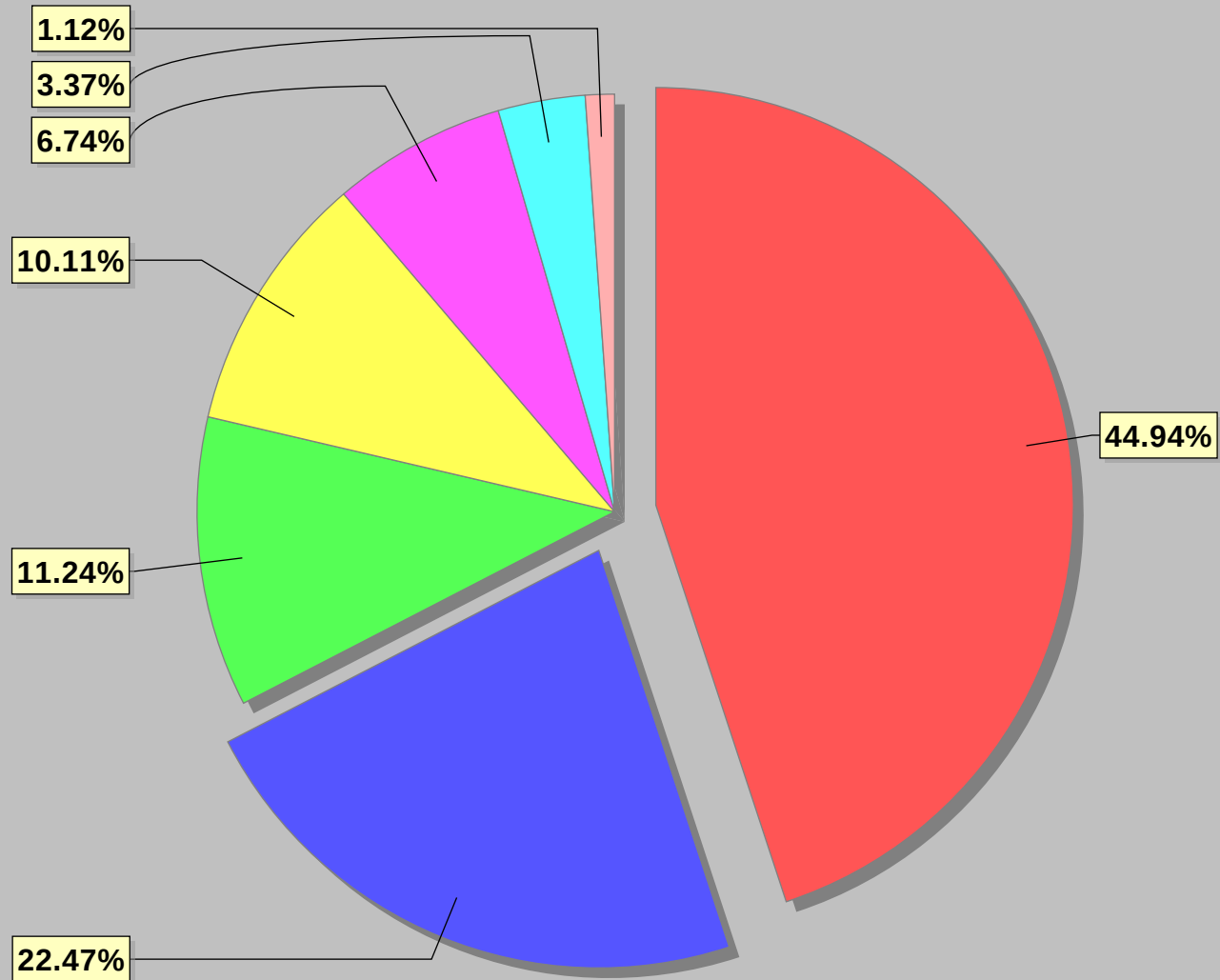
MISSISQUOI VALLEY SCHOOL DISTRICT

PERIOD SUMMARY (07/01/2019 to 07/01/2020)

Unit Call Type Summary

Model	Serial#	Customer Service Call	Preventive Maintenance	Phone Support	MDS Phone Support	Part Calls	Insufficient Time	Specialist Follow Up	Total Calls
HPCLJM452DW	VNB3P13903	1		1	2		1		5
HPLJM401DNE	PHGFF17789	2			4	1	1		8
HPLJM402DW	PHBVB07120			1	1				2
HPLJM402DW	PHBVF08975	1			1				2
HPLJM402DW	PHBVF09038	1			1				2
IRADV4251	RKP08378	1							1
IRADV4251	RKP08475	2		1		2	1		6
IRADV8585I	SWN01325	2							2
IRADV8585I	SWN01332	1	1	3					5
IRADV8585I	SWN01333	5				1			6
IRADV8585I	SWN01379		1						1
IRADV8585I	SWN01380	3	3	1		1		1	9
IRADV8585I	SWN01381	2	1						3
IRADV8585I	SWN01382	1	1						2
IRADV8585I	SWN01383	1							1
IRADV8585I	SWN01384	1	1						2
IRADV8585I	SWN01385	1							1
IRADV8585I	SWN01386	2							2
IRADV8585I	SWN01387		2						2
IRADV8585I	SWN01388	4							4
IRADV8585I	SWN01389		1	1					2
IRADV8585I	SWN01390		3						3
IRADV8585I	SWN01391	4	1	1					6
IRADV8585I	SWN01392	1							1
IRADVC5540I	WHG01497	1	1			1			3
IRADVC5550I	WXD02804	2	2						4
IRADVC5550I	WXD02856	1							1
IRADVC5550I	WXD02864		2						2
IRADVC7260	ULK06332			1					1
Grand Total		40	20	10	9	6	3	1	89

Call Types



● Customer Service Call ● Preventive Maintenance ● Phone Support ● MDS Phone Support ● Part Calls ● Insufficient Time
● Specialist Follow Up

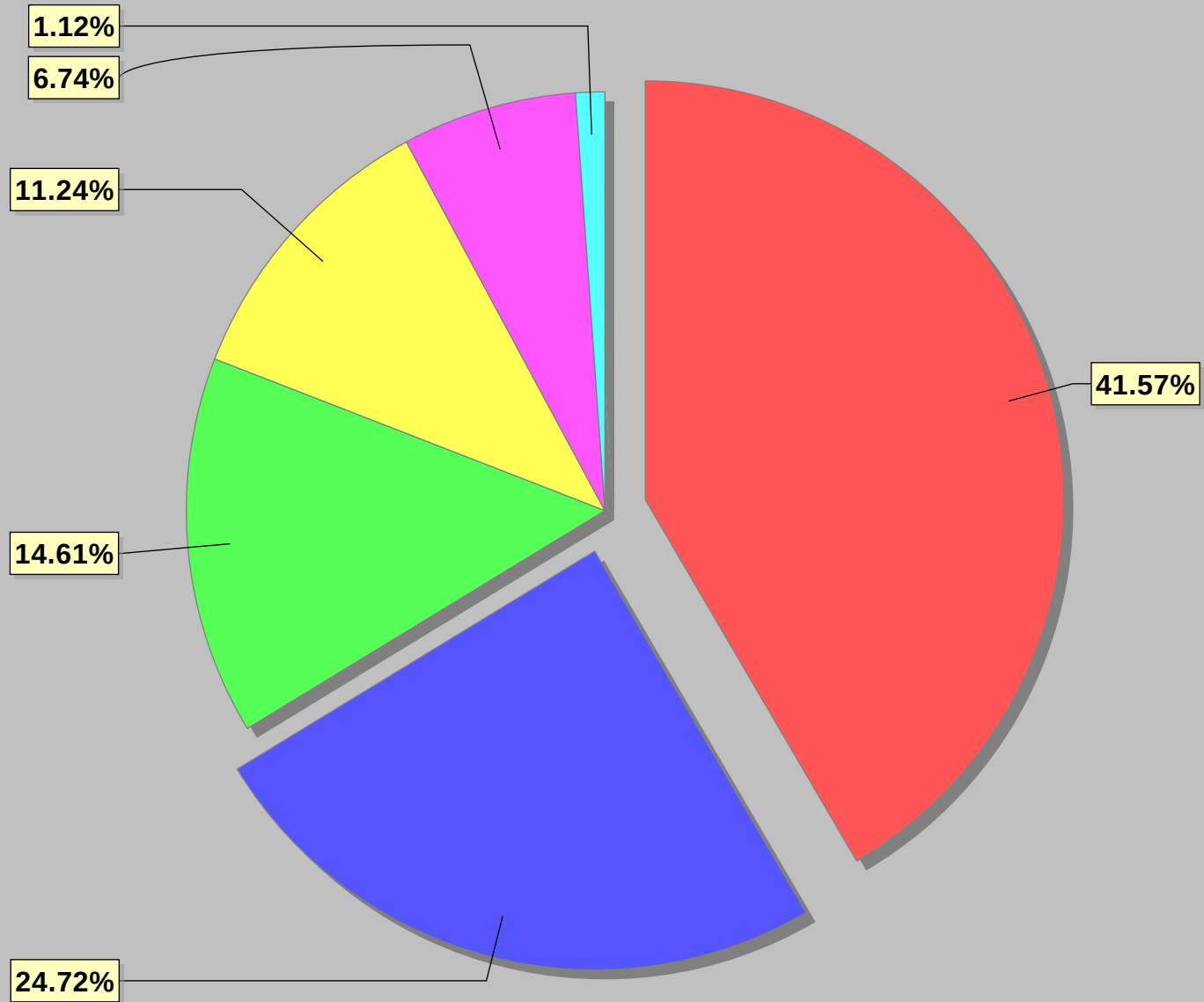
MISSISQUOI VALLEY SCHOOL DISTRICT

PERIOD SUMMARY (07/01/2019 to 07/01/2020)

Unit Problem Summary

Model	Serial#	Other Miscellaneous	Inspection	Jamming	Copy Quality	Connectivity	Electrical	Total Calls
HPCLJM452DW	VNB3P13903	1	1		2	1		5
HPLJM401DNE	PHGFF17789	4			4			8
HPLJM402DW	PHBVB07120		1			1		2
HPLJM402DW	PHBVF08975	2						2
HPLJM402DW	PHBVF09038	1				1		2
IRADV4251	RKP08378				1			1
IRADV4251	RKP08475	2		4				6
IRADV8585I	SWN01325	2						2
IRADV8585I	SWN01332	3	1	1				5
IRADV8585I	SWN01333	4		1		1		6
IRADV8585I	SWN01379		1					1
IRADV8585I	SWN01380	3	2	2		2		9
IRADV8585I	SWN01381	1		1	1			3
IRADV8585I	SWN01382		2					2
IRADV8585I	SWN01383	1						1
IRADV8585I	SWN01384		1	1				2
IRADV8585I	SWN01385	1						1
IRADV8585I	SWN01386	1		1				2
IRADV8585I	SWN01387		2					2
IRADV8585I	SWN01388	1		2			1	4
IRADV8585I	SWN01389		2					2
IRADV8585I	SWN01390		3					3
IRADV8585I	SWN01391	4	2					6
IRADV8585I	SWN01392	1						1
IRADVC5540I	WHG01497	2	1					3
IRADVC5550I	WXD02804	1	1		2			4
IRADVC5550I	WXD02856		1					1
IRADVC5550I	WXD02864	1	1					2
IRADVC7260	ULK06332	1						1
Grand Total		37	22	13	10	6	1	89

Problem Codes



● Other Miscellaneous ● Inspection ● Jamming ● Copy Quality ● Connectivity ● Electrical

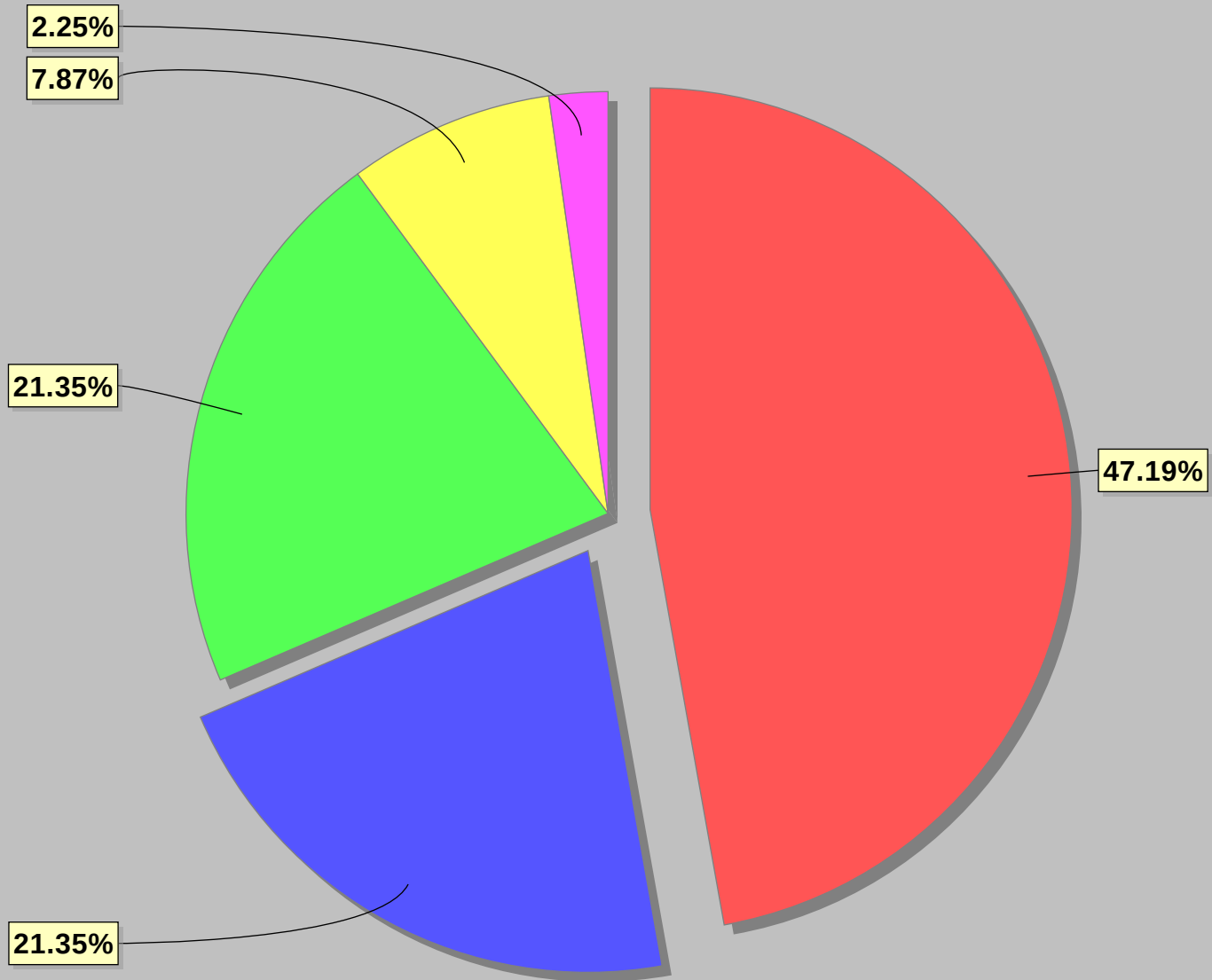
MISSISQUOI VALLEY SCHOOL DISTRICT

PERIOD SUMMARY (07/01/2019 to 07/01/2020)

Unit Diagnostic Summary

Model	Serial#	Malfunction / Defective	Install / Inspect	Operator Error	Environment	Connectivity	Total Calls
HPCLJM452DW	VNB3P13903	3	1			1	5
HPLJM401DNE	PHGFF17789	8					8
HPLJM402DW	PHBVB07120		1			1	2
HPLJM402DW	PHBVF08975	2					2
HPLJM402DW	PHBVF09038	1		1			2
IRADV4251	RKP08378	1					1
IRADV4251	RKP08475	6					6
IRADV8585I	SWN01325			2			2
IRADV8585I	SWN01332	1	1	3			5
IRADV8585I	SWN01333	4		2			6
IRADV8585I	SWN01379		1				1
IRADV8585I	SWN01380	3	2	2	2		9
IRADV8585I	SWN01381			1	2		3
IRADV8585I	SWN01382		1	1			2
IRADV8585I	SWN01383	1					1
IRADV8585I	SWN01384		1		1		2
IRADV8585I	SWN01385	1					1
IRADV8585I	SWN01386			1	1		2
IRADV8585I	SWN01387		2				2
IRADV8585I	SWN01388	3		1			4
IRADV8585I	SWN01389		2				2
IRADV8585I	SWN01390		3				3
IRADV8585I	SWN01391	3	1	1	1		6
IRADV8585I	SWN01392	1					1
IRADVC5540I	WHG01497	2	1				3
IRADVC5550I	WXD02804	2	1	1			4
IRADVC5550I	WXD02856			1			1
IRADVC5550I	WXD02864		1	1			2
IRADVC7260	ULK06332			1			1
Grand Total		42	19	19	7	2	89

Diagnostic Codes



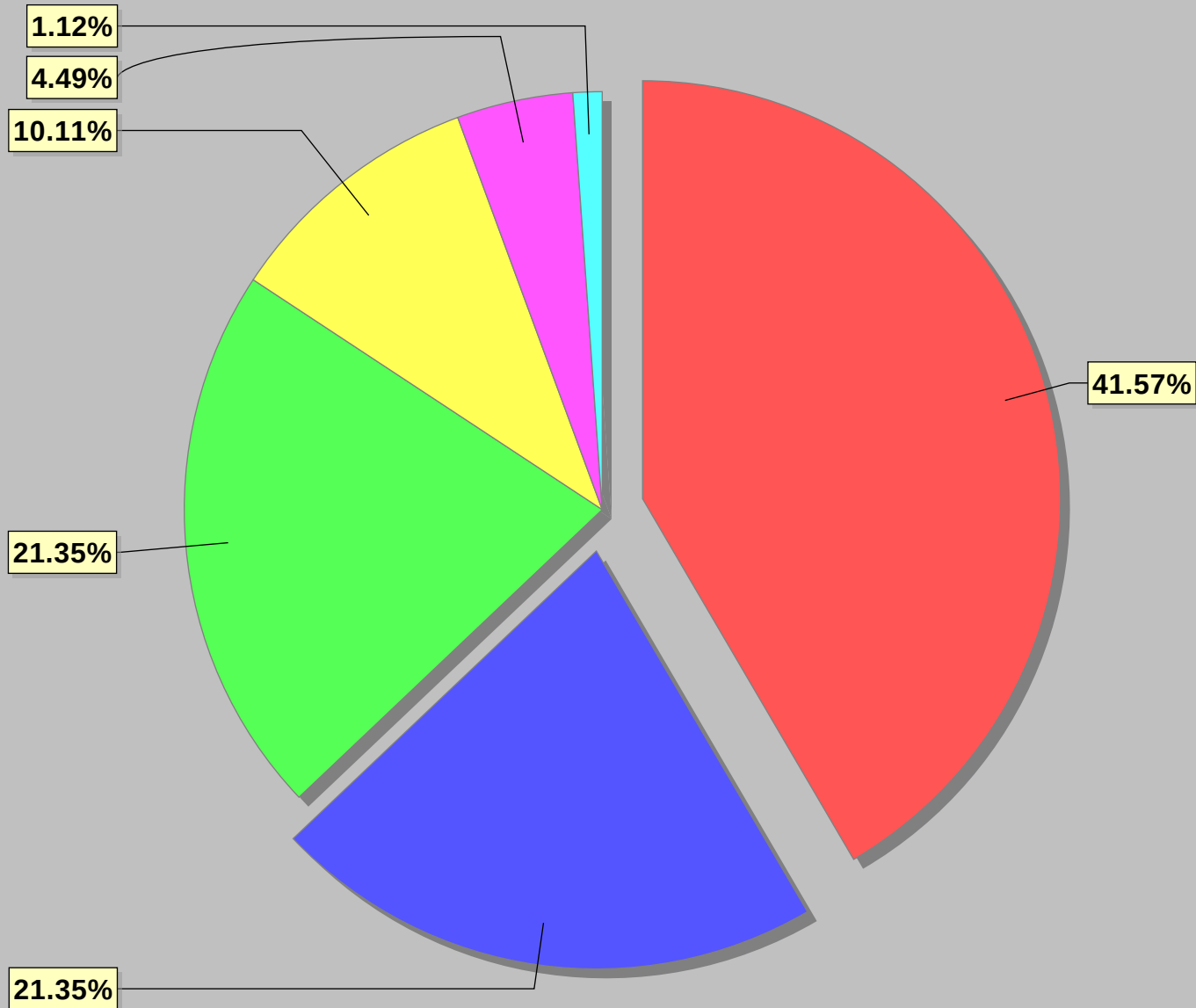
MISSISQUOI VALLEY SCHOOL DISTRICT

PERIOD SUMMARY (07/01/2019 to 07/01/2020)

Unit Correction Summary

Model	Serial#	Parts Replacement	Adjustment	Connectivity	No Problem Found	Other	Install / Inspect	Total Calls
HPCLJM452DW	VNB3P13903	1		3		1		5
HPLJM401DNE	PHGFF17789	3		4		1		8
HPLJM402DW	PHBVB07120			2				2
HPLJM402DW	PHBVF08975		1	1				2
HPLJM402DW	PHBVF09038		1	1				2
IRADV4251	RKP08378	1						1
IRADV4251	RKP08475	4		1		1		6
IRADV8585I	SWN01325				2			2
IRADV8585I	SWN01332	1	1	3				5
IRADV8585I	SWN01333	3	1		2			6
IRADV8585I	SWN01379	1						1
IRADV8585I	SWN01380	4	2	1	1	1		9
IRADV8585I	SWN01381		2		1			3
IRADV8585I	SWN01382	1					1	2
IRADV8585I	SWN01383		1					1
IRADV8585I	SWN01384	1	1					2
IRADV8585I	SWN01385		1					1
IRADV8585I	SWN01386		2					2
IRADV8585I	SWN01387	2						2
IRADV8585I	SWN01388	2	2					4
IRADV8585I	SWN01389	1		1				2
IRADV8585I	SWN01390	3						3
IRADV8585I	SWN01391	2	3	1				6
IRADV8585I	SWN01392	1						1
IRADVC5540I	WHG01497	3						3
IRADVC5550I	WXD02804	2	1		1			4
IRADVC5550I	WXD02856				1			1
IRADVC5550I	WXD02864	1			1			2
IRADVC7260	ULK06332			1				1
Grand Total		37	19	19	9	4	1	89

Correction Codes



● Parts Replacement ● Adjustment ● Connectivity ● No Problem Found ● Other ● Install / Inspect

Account Information

Customer Name	Party Number	Party Type	Account Number	Machine Count
MISSISQUOI VALLEY SCHOOL DISTRICT	14785961	ORGANIZATION	1856703	109

Grand Total 109

* Machine Count may not be exact as machines may move between internal accounts. Please see Fleet Summary for the exact count of Units.