

# Specialized Purchasing Consultants

PO Box 190 Gorham, NH 03581 (800) 750-1538 www.spccopypro.com

# 2011-12 Annual Report

Year - End Photocopier Analysis

With projected costs for 2012-13

Laurie Verville NHSAU 83 Blackrocks Village, 5 Hall Road Suite 1 Fremont, NH 03044



# Specialized Purchasing Consultants Corp. Serving Maine & New Hampshire since 1988

October 2012

Skip Tilton President

Corporate Office: PO Box 190 Gorham, NH 03581 (800) 750-1538

Laurie Verville NHSAU 83

(800) 750-1538 (866) 281-7596 Fax

Blackrocks Village, 5 Hall Road Suite 1

Fremont, NH 03044

VISIT US ON THE WEB: www.spccopypro.com

Dear Laurie:

Once again the staff at SPC would like to extend our appreciation for being of service to you and your organization for the past 3 *years*. Though each year seems to pose unique challenges, we are thrilled with all that we have been able to accomplish on behalf of our clients for the past 24 *years*.

In these difficult economic times, our staff continues to be fully committed to assisting your organization in achieving goals and objectives relative to new technologies and related costs. In relation to new services, we are excited to bring to your attention *new cost-savings initiatives as well as a new service called SPC STAR Doc* that will continue to meet our mutual goal of improving the quality of service and equipment while reducing your overall cost.

I hope you find the enclosed annual report useful. We are providing you an overview of your current equipment situation, reports associated with copying and printing costs and, if needed, recommendations for addressing situations posing a problem now or could become a problem in the near future.

Thank you again for allowing SPC the opportunity to be of service. If you have any questions or are in need of more information, please let us know.

Sincerely,

Skip Tilton President

Ship Zitt

# Table of Contents

The SPC Team	
Equipment Health Status	3
Aging Equipment Summary	4
Average Student to Copy Usage – Black Only	7
Average Student to Copy Usage – Color Only	11
Black & Color Usage Comparisons	10
Usage Profile for Service & Supplies	12
SPC Service & Supply Cost Savings	
Projected Equipment Costs by Building - Black	16
Service & Supply Usage Profile by Vendor - Black	17
Projected Equipment Costs by Building - Color	
Service & Supply Usage Profile by Vendor - Color	19
Reprographic Equipment Assessment	20
Leased Equipment	21
Active Reprographic Equipment & Manufacturers	22
Improved SPC Services	23
SPC's Service & Supply Contract – Purpose & Sample	25
SPC's Dual-Layered Warranty – Purpose & Explanation	26

## The SPC Team

## would like to personally thank you for your continued trust and confidence!



### Skip Tilton, President Billie Jo Tilton, Vice President

As co-founders of SPC, Billie Jo and I are very proud of our team of professionals. The concept of group purchasing to save millions has grown since 1988 into providing over 16 different managerial services that increase reliability and extend the life of your equipment. However, none of this would have been possible without the loyalty of over 117 clients (3200+ machines with 1.7 billion prints over five years). Together, we have realized the lowest prices possible while improving the quality of your service and



equipment.



## **Paul Garozzo** General Manager

As General Manager my goal is ensure our clients are pleased with our services and also provide solutions that are efficient, productive and reduce cost. With my 23 years in the copier industry, I will use my experiences to achieve this

goal. In addition, I will be utilizing our new SPC STARDoc system to further enhance SPC services. Clients will now have the benefit of visually seeing where all their devices are located and project future expenses. I could not be more excited to join the SPC team.

#### Glen Fortier

Auditor, Electronic Specialist & Equipment Implementation
With 24 years of experience in the electrical field, I look forward to continually meeting and helping all of you with your reprographic



needs. It is my sincere commitment to ensure all machine changes are as smooth as possible.



Derik Brasher

Administration & Finance Manager
SPC is committed to providing cost-effective and reliable reprographic platforms to our community of clients. My 20+ years of experience in corporate management will be key in

strengthening the relationships between SPC's clients and vendors. I will be focused on responding to your inquiries with the goal of solving any issues that may arise in a timely and efficient manner. Providing quality customer service is my top priority.

#### Alex Webster

Director of Customer Relations

It is a great pleasure for me to join the SPC team. One of my responsibilities will be creating detailed maps of your Copiers/Printers and will be assisting the team in monitoring all of your equipment. My background as a



Network Technician and my experience in Customer Service will allow me to give our clients the level of service that they have come to expect from SPC. It is my personal goal to aid in fulfilling each and every promise made to our valued clients.

### The SPC Team Continued....



Robert B. Dutil

Director of Information Technology I have been working with SPC since February 2000. SPC's honesty, work ethics and loyalty have made my experience with the company a pleasurable journey. SPC is

constantly trying to improve their technology to better serve their clients. My goal has been to give our clients and associates the best tools available to allow them to be more productive. By doing this, our clientele has the ability to monitor their assets and keep their costs down. I am excited about what the future holds for SPC and our clients.

#### Rachel Guay

Accounting Coordinator

I am responsible for the majority of the accounting communications between SPC and its vendors and clients. I will rely upon my years of experiences and my strong attention to detail to ensure our



client's needs are well served. It is my goal to work accurately and efficiently and to uphold the high standards of customer satisfaction that SPC has provided to their customers. I look forward to establishing a strong working relationship with each and every one of you.



Pam Weed

Client-Vendor Relations

SPC's clients are my Number One priority. When you have a question, concern, need, or problem related to equipment, service or billing, I am available to assist you in getting it resolved promptly. I am pleased to be able to act as liaison between our

clients and vendors to ensure smooth transitions or quick resolutions.

#### Anne Arbore

Administration

Since many of our clients are educational systems, I find it satisfying to know that my coworkers and I have made a contribution toward their success by assisting them in saving on their budgets for reprographic equipment,



providing better quality equipment to work with and freeing their resources for other needs.



Laura Lynch

Marketing Coordinator & Client Relations

As a member of the SPC team for the past 12 years as their website designer, I am excited to take on this new position. Some of my responsibilities will include

scheduling essential meetings with our clients and vendors, creating new marketing collateral and developing new clients. I look forward to establishing a closer relationship with each of our clients.

## **Equipment Health Status**

Total Number of Machines:	6
Total Black Photocopiers	4
Total Low Cost of Operation Black Network Printers	0
Total High-Speed Duplicators	0
Total Color Photocopiers (including MFP)	2
Total Low Cost of Operation Color Network Printers	0
Total Removed from Service:	0
# of Units OFF Warranty:	0
# of Units Approaching End of Warranty:	1
# of Units Overused:	0
# of Units Underused:	0
# of Units Connected to Network with Print and/or Scan	6
Commencement Date:	6/1/2009
# of Annual Payments Left on Lease	1
All Warranties and Service Contracts Expire:	6/30/2014
Print Management Software Loaded	Yes
LENP Contract Signed	Yes

NOTE: When a machine goes off warranty, it does not mean that the service contract expires. It simply means that if a replacement machine becomes necessary, it may not be at "no charge."

#### Hello Laurie,

In behalf of SPC we are looking forward to continuing to service your school district. We are under contract to provide these annual reports that keep track of all your reprographic equipment. An Old Lease with US BanCorp expires in October 2012. As part of the SPC <u>Five Year Equipment Schedule</u> dated 6-2009 the board had approved acquiring a new machine as a replacement. Funds were set aside to do just that.

#### Skip

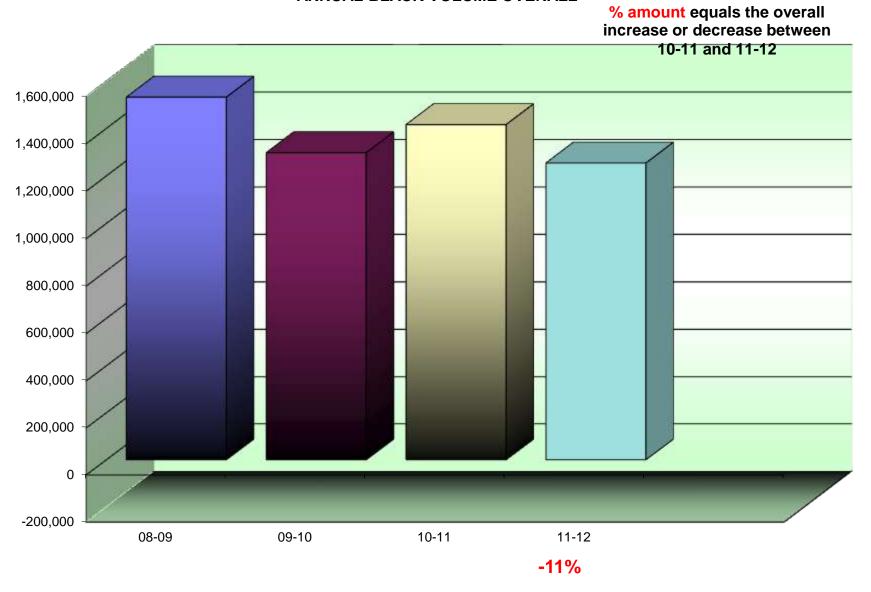
# Aging Equipment Summary

The following equipment is <u>seven or more years</u> from the date they were first offered for sale by the manufacturer. This is a major factor because availability of parts, cost of operation and warranties all become diminished at 10 years from the date of Intro. Usage, age, and service history need to be considered to see if they are due for replacement soon.

Building	Department	Make/Model	Serial #	Vendor ID	Intro Date
Ellis Elementary	Art Room	Konica Minolta BH350	31114700	8802 5080	10/2005
Superintendent Office		Konica Minolta C451	A00K010010952	87022168	06/2007

This report uses current trends for <u>black volume</u> to project future costs and potential equipment needs on an overall basis.

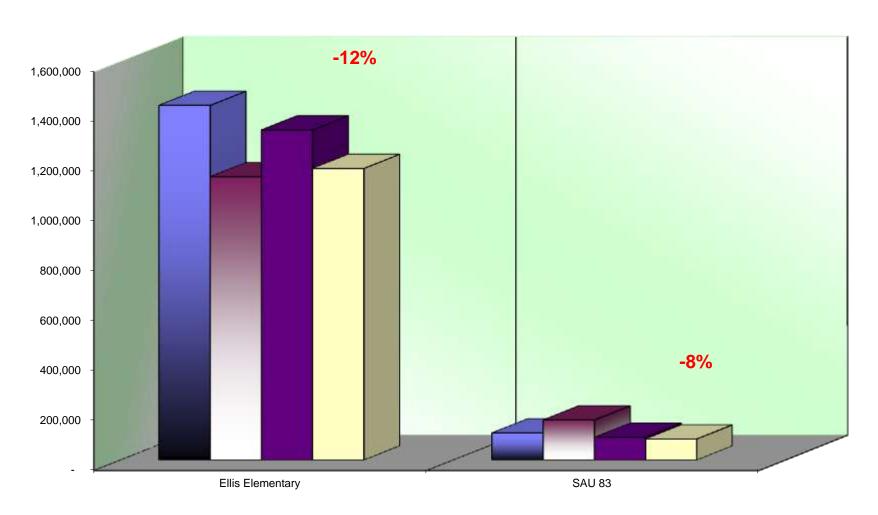
#### ANNUAL BLACK VOLUME OVERALL



This report uses current trends for <u>black volume</u> to project future costs and potential equipment needs by building.

#### ANNUAL BLACK VOLUME BY BUILDING





## Average Student to Copy Usage – Black Only

Using the projected costs by building as the basis, this table represents the projected average usage and cost per student for each building.

Building Name	Student Population	Annual Volume	Total School Cost*	Annual Copies Per Student	Annual Cost Per Student
Ellis School	534	1,169,691	\$27,420.56	2,190	\$51.35
SAU #83	0	84,075	\$1,970.12	0	\$0.00
Totals	534	1,253,766	\$29,390.68	2,348	<b>\$55.04</b>

<sup>\*</sup>Total School Cost refers to the cost of Service, Supplies, Paper, and Equipment.

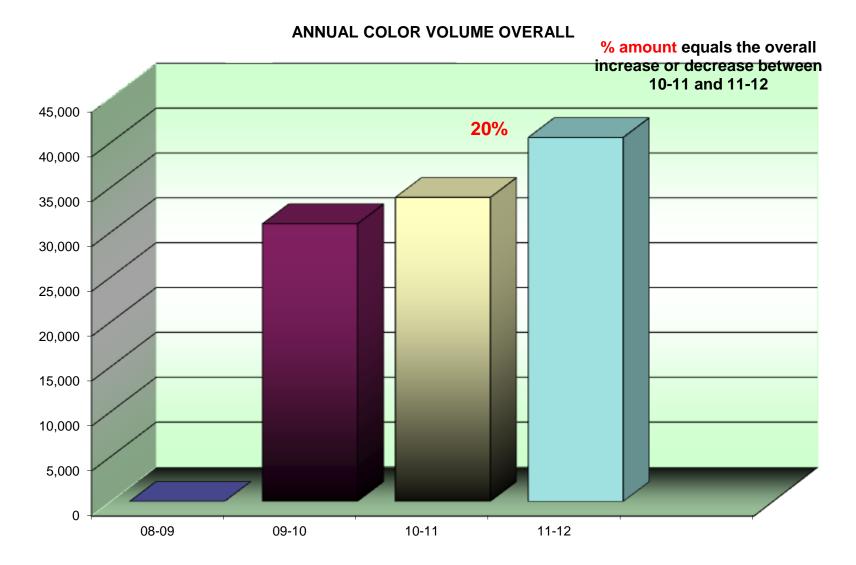
## Cost Comparison Black Only

This is an SPC Comparison contrasting your district with 84 client school districts throughout the states of Maine, New Hampshire, and Vermont. By comparing to the Average Student to Copy Usage, this will help you to set up future budgets if student populations increase or decrease within the district or if you plan to build an addition or a new school.

	Total Student Population	Total Annual Volume	Total District Cost*	Annual Copies Per Student	Annual Cost Per Student
All Schools w/student populations	131,784	307,171,835	\$5,571,341.44	2,331	\$42.28

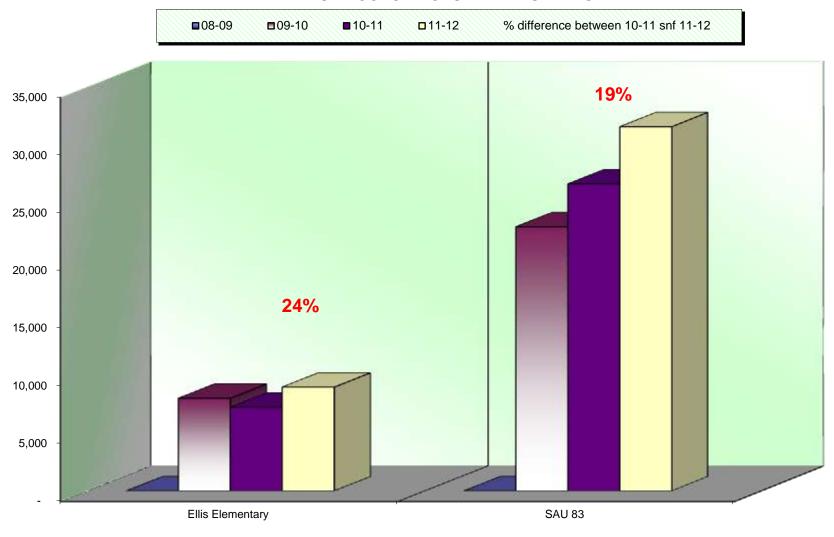
<sup>\*</sup>Total District Cost refers to the cost of Service, Supplies, Paper, and Equipment.

This report uses current trends for *color volume* to project future costs and potential equipment needs on an overall basis.



This report uses current trends for *color volume* to project future costs and potential equipment needs by building.

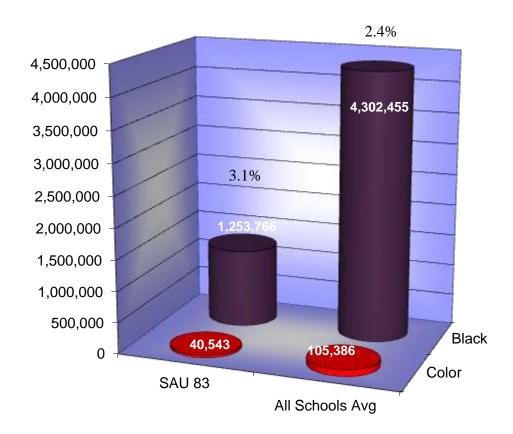
#### ANNUAL COLOR VOLUME BY BUILDING



## Black & Color Usage Comparisons

This chart compares your current usage ratios to the average of all SPC client school districts.

## **Color to Total Volume Percentage**



## Average Student to Copy Usage - Color Only

Using the projected costs by building as the basis, this table represents the projected average usage and cost per student for each building.

Building Name	Student Population	Annual Volume	Total School Cost*	Annual Copies Per Student	Annual Cost Per Student
Ellis School	534	9,015	\$530.55	17	\$0.99
SAU #83	0	31,528	\$2,003.98	0	\$0.00
Totals	534	40,543	\$2,534.53	<b>76</b>	\$4.75

<sup>\*</sup>Total School Cost refers to the cost of Service, Supplies, and Paper; Equipment Lease costs are not figured into color averages.

## Cost Comparison – Color Only

This is an SPC Comparison contrasting your district with 84 client school districts throughout the states of Maine, New Hampshire, and Vermont. By comparing to the Average Student to Copy Usage, this will help you to set up future budgets if student populations increase or decrease within the district or if you plan to build an addition or a new school.

	Total Student Population	Total Annual Volume	Total District Cost*	Annual Copies Per Student	Annual Cost Per Student
All Schools w/student populations	131,784	7,377,029	\$486,775.63	56	\$3.69

<sup>\*</sup>Total District Cost refers to the cost of Service, Supplies and Paper. Equipment is calculated only into the Black Volume.

# Usage Profile for Service & Supplies

The usage analysis shown here provides an overview of the usage of each piece of equipment currently under contract and monitored by SPC. Projected Volume comparison is based on projected volume figured on your most recent Five-Year Equipment Replacement Schedule.

Date of Last Upgrade: 6/1/2009

Make-Model / Speed Serial Number / Vendor ID Life / Intro Date Connectivity / Printer Exp Date Vendor	7/1/2011 Meter	6/30/2012 Meter	2011/12 Annual Volume	2012/13 Projected Volume		Cost/Copy Annual Cost	Recommendations
Ellis School							
Art Room							
Konica Minolta BH350 35 CPM 31114700 / 8802 5080	47,068	119,071	72,003	64,239	7,764	\$0.004120 \$296.65	7 Years from Intro.
750,000 / 10/2005 Black Photocopier Connected KMBS	0	0	0	0	0	\$0.00000 \$0.00	
Main Office							
Xerox 8860MFP 30 CPM Black & Color HBB040276 /	1,657	12,170	10,513	102,236	-91,723	\$0.005170 \$54.35	None at this time.
750,000 / 09/2007 Color Photocopier Connected 7/5/2014 VARY	375	9,390	9,015	0	9,015	\$0.05268 \$474.91	
Room 511							
Konica Minolta BH950 95 CPM A0Y5011000832 / 87040463	677,626	1,003,642	326,016	500,000	-173,984	\$0.004120 \$1,343.19	None at this time.
5,000,000 / 03/2009 Black Photocopier Connected KMBS	0	0	0	0	0	\$0.00000 \$0.00	

## **NHSAU 83**

Date of Last Upgrade: 6/1/2009

Make-Model / Speed Serial Number / Vendor ID Life / Intro Date Connectivity / Printer Exp Date Vendor	7/1/2011 Meter	6/30/2012 Meter	2011/12 Annual Volume	2012/13 Projected Volume		Cost/Copy Annual Cost	Recommendations
Ellis School							
Staff Lounge							
Konica Minolta BH501 50 CPM A0R5011008591 / 87040379	594,818	858,096	263,278	98,375	164,903	\$0.004120 \$1,084.71	None at this time.
1,000,000 / 06/2008 Black Photocopier Connected KMBS	0	0	0	0	0	\$0.00000 \$0.00	
Konica Minolta BH950 95 CPM A0Y5011000657 / 87040461	1,013,473	1,511,354	497,881	655,389	-157,508	\$0.004120 \$2,051.27	None at this time.
5,000,000 / 03/2009 Black Photocopier Connected KMBS	0	0	0	0	0		
	Subtota	als B&W	1,169,691	1,420,239		\$4,830.17	
	Subtota	als Color	9,015	0		\$474.91	

## **NHSAU 83**

Date of Last Upgrade: 6/1/2009

Make-Model / Speed Serial Number / Vendor ID Life / Intro Date Connectivity / Printer Exp Date Vendor	7/1/2011 Meter	6/30/2012 Meter	2011/12 Annual Volume	2012/13 Projected Volume	Volume Difference	Cost/Copy Annual Cost	Recommendations
SAU #83							
Lobby							
Konica Minolta C451 45 CPM	261,658	345,733	84,075	108,855	-24,780	\$0.004120	<b>Current Lease Expires</b>
A00K010010952 / 87022168							10-2012 Funds in budget
1,000,000 / 06/2007	56,881	88,409	31,528	5,342	26,186		to acquire New Unit!
Color Photocopier						\$1,805.92	
Connected KMBS							
	Subtota	Is B&W	84,075	108,855		\$346.39	
	Subtota	ls Color	31,528	5,342		\$1,805.92	
District Wide Black Totals			1,253,766	1,529,094		\$5,176.55	
District Wide Color Totals			40,543	5,342		\$2,280.83	

## SPC Service & Supply Cost Savings

This table compares your equipment cost per copy for service and supplies (black prints or copies only) before becoming an SPC client with your projected cost per copy through SPC presently. Annual Volume represents actual projected volume when you first became an SPC client on 6/1/2009. If all things remained the same, this table demonstrates your average annual and five-year savings.

Annual Volume	Before SPC CPC	After SPC CPC	SPC's CPC Savings	SPC's Annual Cost Savings	SPC's 5-year Cost Savings
1,551,501	\$0.00932	\$0.00422	\$0.00510	\$7,912.66	\$39,563.30

# Projected Equipment Costs by Building - Black

This table represents projected expenses for BLACK prints or copies by building based on recent activity. Approximate current paper case costs and averaged current annual lease payment are figured in to provide budget information for the upcoming fiscal year.

<b>Building Name</b>	<b>Projected Volume</b>	Service & Supply Cost	Paper Cost \$24.81/Case	Equipment Cost	<b>Total Cost</b>
Ellis School	1,169,691	\$4,935.75	\$5,804.01	\$16,680.80	\$27,420.56
SAU #83	84,075	\$353.96	\$417.18	\$1,198.98	\$1,970.12
Totals	1,253,766	\$5,289.71	\$6,221.19	\$17,879.78	\$29,390.68

## Service & Supply Usage Profile by Vendor - Black

This table represents actual expenses for BLACK prints or copies by vendor for the current year along with projected service & supply expenses for the upcoming fiscal year. Vendor typically invoices 80% of projected costs annually in advance. Cost per copy typically increases by 5% or CPI annually, whichever is less. Next year's increase will be 2.3%.

Vendor	Equipment Type	2011/12 Annual Volume	2011/12 Cost Per Copy	2011/12 Total Cost	2012/13 Cost Per Copy	2012/13 Projected Cost
Konica-Minolta	Color Photocopier	84,075	\$0.00412	\$346.39	\$0.00421	\$353.96
Konica-Minolta	Black Photocopier	1,159,178	\$0.00412	\$4,775.81	\$0.00421	\$4,880.14
Vary Technologies	Color Photocopier	10,513	\$0.00517	\$54.35	\$0.00529	\$55.61
Totals and Averages		1,253,766	\$0.00413	\$5,176.55	\$0.00422	\$5,289.71

# Projected Equipment Costs by Building - Color

This table represents projected expenses for COLOR prints or copies by building based on recent activity. Approximate current paper costs are figured in to provide budget information for the upcoming fiscal year. Equipment cost is not calculated with color usage.

<b>Building Name</b>	<b>Projected Volume</b>	Service & Supply Cost	Paper Cost \$24.81/Case	<b>Total Cost</b>
Ellis School	9,015	\$485.82	\$44.73	\$530.55
SAU #83	31,528	\$1,847.54	\$156.44	\$2,003.98
Totals	40,543	\$2,333.36	\$201.17	\$2,534.53

# Service & Supply Usage Profile by Vendor - Color

This table represents actual and projected expenses for COLOR prints or copies by vendor for the current and next fiscal year. Color copies are typically billed in arrears quarterly or semi-annually. Cost per copy typically increases by 5% or CPI annually, whichever is less. Next year's increase will be 2.3%.

Vendor	Equipment Type	2011/12 Annual Volume	2011/12 Cost Per Copy	2011/12 Actual Cost	2012/13 Cost Per Copy	2012/13 Projected Cost
Konica-Minolta I	Business Solutions Color	31,528	\$0.05728	\$1,805.92	\$0.05860	\$1,847.54
Vary Technologie	es Color Photocopier	9,015	\$0.05268	\$474.91	\$0.05389	\$485.82
Totals and	A <i>verages</i>	40,543	\$0.05626	\$2,280.83	<i>\$0.05755</i>	\$2,333.36

# Reprographic Equipment Assessment

This chart provides the status of your equipment and details of your current lease, if any. \*

Total # of Units	6	
# of Units on Lease	6	
# of Units Owned	0	
Lease Company	Northway Bank	
Lease Start Date	6/1/2009	
Lease End Date	8/1/2013	
Term	5 Annual	
Annual Payment usually due on 8/1	\$17,879.78	
Remaining Payments	1	

<sup>\*</sup>The determination on the lease has no bearing on Service & Supply and Warranty Contracts.

# Leased Equipment

Equipment currently held as collateral under SPC-monitored or private lease.

Building	Make	Model	Serial #
Ellis School	Konica Minolta	BH950	A0Y5011000657
Ellis School	Konica Minolta	BH501	A0R5011008591
Ellis School	Konica Minolta	BH950	A0Y5011000832
Ellis School	Konica Minolta	BH350	31114700
Ellis School	Xerox	8860MFP	HBB040276
SAU #83	Konica Minolta	C451	A00K010010952

NOTE: With your next upgrade, your current Leased Equipment would be listed as Owned, and any new equipment would be listed as Leased.

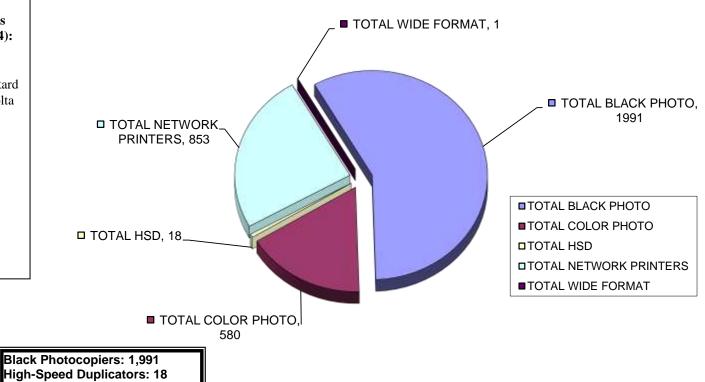
## Active Reprographic Equipment & Manufacturers

SPC currently maintains 3,4 high-end production reprographic units across the tri-state region. They are currently running over 301 million annual prints (black and color), culminating into over 1.5 billion prints over five years!

## **SPC Total Active Equipment**

#### Current Manufacturers Represented (14):

- Canon
- Gestetner
- Hewlett-Packard
- Konica-Minolta
- Kyocera
- Lexmark
- Océ
- Ricoh
- Risograph
- Samsung
- Savin
- Sharp
- Toshiba
- Xerox



High-Speed Duplicators: 18
Color Photocopiers: 580
Black Network Printers: 520
Color Network Printers: 333

Total Number of Units: 3,443 Number of Manufacturers: 14 Number of Vendors: 15 **Total Number of Active Equipment is 3,443** 

# **Current Vendors Represented (15):**

- A-COPI
- Catamount/Lockrows
- Conway
- KMBS
- Levesque
- Océ
- Office Systems of VT
- Offtech New England
- Ricoh USA
- Spillers
- SymQuest
- Toshiba
- UBM
- Vary Tech
- Xerox

Those marked in bold have won bids in the last 12 months.

## Improved SPC Services

### Print Management Software (MagicSoft) with its Benefits

In 2007 we initiated what is called **Print Management Software**. It was designed to capture meter reads and order supplies electronically on most, if not all, of your networked printing devices automatically. This software offers the following benefits:

#### Collect meter reads daily. Benefits...

- IT staff can isolate problem volume locations
- Monitor over-use or under-use locations and make the adjustments sooner
- Know when to shift from expensive laser and inkjet printers to low-cost-of-operation reprographic units
- Project cost on both black and color prints before the invoice arrives

#### Automatic ordering of consumable items. Benefits...

Eliminate the need of valuable time spent ordering supplies manually

#### Automatic service alert sent to service provider. Benefit...

• E-mail sent out to both IT staff and service provider. Provider will then call to verify service need with IT staff to qualify the issue and send out a technician.

# Cost per print plan for networking printing devices such as HP and Lexmark network printers. Benefits...

• Instead of individual expensive purchase of supply items, a cost-per-print quarterly in arrears at about half what you are currently paying will be offered.

## Announcing: STAR Doc!

SPC would like to introduce an exciting new tool:



STAR Doc has been custom developed and designed by SPC to assist their clients in efficiently and effectively managing all their assets. The detailed floor maps feature for all of our clients' devices is unique and invaluable. The floor maps will provide online, real-time information on each device daily, including meter reads. SPC realizes how important it is for their clients to be aligned with their budget. In response to that need, STAR Doc has the ability to project your budget and determine if you are on target or falling behind. This valuable feature provides our clients the access to information needed to make important budget decisions before the end of the year. Additionally, STAR Doc will store all your documents, which will include your most recent Upgrade Report, Annual Report, Compare Report, and Total Bid Analysis. At SPC we strive to improve our services and optimize our clients' resources; we are proud to be able to offer our clients all the benefits of the STAR Doc system.

Anticipated released date: September 2012

# SPC's Service & Supply Contract - Purpose & Sample

In an effort to serve our clients better, at our own expense, SPC hired Bond Counsel to set up your Service & Supply Contract to ensure accuracy and protection to our Clients. Integrated into and tailored to mirror the Lease-Purchase Agreement, this contract protects equipment held as collateral under the Lease-Purchase Agreement or for equipment already owned and purchased outright. Please note that it provides you with the option to upgrade your service contract with a <u>30-day termination notice</u>. This provides you tremendous flexibility.

#### **CONTRACT SAMPLE:**

#### SERVICE AND SUPPLY CONTRACT

(LEASED EQUIPMENT)

The Vendor identified below of the equipment described at Exhibit A to Property Schedule No. 1 (the "Equipment") to a Master Lease-Purchase Agreement between M.S.T. Government Leasing, LLC, as lessor (the "Lessor") and <u>Client</u>, as lessee (the "Lessee"), dated <u>beginning date</u>, (the "Lease-Purchase") hereby contracts with Lessee for the term of the Lease-Purchase (terminating on <u>ending date</u>) to provide comprehensive services, supplies, and maintenance to such Equipment, excluding only the cost of paper, transparencies, and staples, at a cost per copy per item of Equipment as shown on Schedule A attached hereto. In addition, for high-speed duplicators, Vendor may charge the cost shown on Schedule A attached hereto for masters used when the number of copies made by use of such masters is, on an annual average, fewer than 100. Vendor shall provide a four-hour response time to all service calls.

On July 1 of each calendar year during the term of the Lease-Purchase, Vendor, at its option, may increase such costs per copy under this Service and Supply Contract (the "Contract") by 5% or by a percentage equal to the increase during the immediately preceding 12-month period of "The Consumer Price Index for All Urban Consumers (CPI-U) for the U.S. City Average for All Items, 1982-84 = 100," whichever is less.

On July 1 of each calendar year during the term of the Lease-Purchase, Vendor shall credit to Lessee any cost of this Contract prepaid by Lessee and unused by Lessee because fewer copies were made by Lessee during the Contract period ending on such July 1 than were originally estimated under this Contract to be made by Lessee during such period. If the Lease-Purchase is terminated prior to the end of its term, Vendor shall prorate and return to Lessee, within 30 days of such termination, any cost of this Contract prepaid by Lessee and unused by Lessee because of such early termination of the Lease-Purchase.

Vendor:	 Lessee:	
<b>Street Address:</b>	 Street Address:	
City/State/Zip:	 City/State/Zip:	
By (signature):	 By (signature):	
Name:	 Name:	
Title:	 Title:	

# SPC's Dual-Layered Warranty - Purpose & Explanation

Reprographic equipment is expensive and does not hold its value. Therefore, it is crucial for you and the banking industry holding the collateral to secure this asset.

Our unique Dual-Layered Warranty guarantees a like-for-like no-charge replacement unit in the event of equipment not performing satisfactorily.

- 1. Servicing Vendor; implemented in 1988
- 2. **ESP Electrical**; implemented in 2007, all photocopiers with such units will be warranted from electrical damage by ESP.

**ESPs** (Electronic Surge Protectors) with our most recent upgrades are being installed by SPC on 40 CPM units and faster in order to cut down on approximately 30% of all service calls. These units will not only protect from electrical surges but will also filter out electronic noise that creates havoc with boards and the operation of your equipment.

# WARRANTY (LEASED EQUIPMENT)

sold by Vendor to malfunctions through no fault of	of the equipment described on Schedule A(P) attached hereto (the "Equipment" (the "Owner") hereby warrants to Owner that, if any such Equipment Owner during a term commencing on and terminating or the Equipment cannot be repaired promptly, Vendor promptly will replace such
Equipment with equipment which at no cost to Owner.	is equal to or superior in quality and capabilities to the Equipment being replaced
The only exclusions to this	Varranty are as follows:
•	spire for an item of Equipment when the life expectancy of such item of Equipment as shown on Schedule A(P) attached hereto, is exceeded;
•	spire for an item of Equipment at the date which is ten years after such Equipment all or lease by the manufacturer as shown on Schedule A(P) attached hereto.
	Vendor:
	Street Address:  City/State/7in:
	City/State/Zip:  By (signature):
	Name:
	Title: