

Orleans Southwest SU- National 1927  
Fleet Service Report FY23



### 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 23 units under contract with National, there were 38 service calls on 13 copiers and six printers 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. National notes their average response time from call to arrival as 3.4 hours, which is excellent and well within the bid specs.

Your last upgrade was on 2022. All machines are under a five-year+ warranty and service contract that expires on 6/30/2027. The average model in your fleet was introduced three years ago. None of your units are more than seven 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.

Two units have five or more service calls for a variety of issues. Details on those service calls can be seen on the last page.

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Location	Make/Model	Serial Number	Vendor ID	# Service Calls	Avg Volume between Service Calls	Avg Response Time	Average Down Time	Uptime%	Projected Monthly Volume Black	Actual Monthly Volume Black	Projected Monthly Volume Color	Actual Monthly Volume Color	Model Intro Date	Model Age (years)	Model Type
<b>Craftsbury Academy</b>															
Academy Office	Kyocera M6630cidn	RC42320091	V1213	0	No Calls	No Calls	No Calls	100.00%	2,201	389	185	8	6/1/18	5.33	Color Laser MFP A-4 8.5x14
Academy Office	Kyocera TASKalfa 6054ci	RVE1Y02026	V1213	4	30,107	5.67	6.23	99.93%	9,511	7,375	1,192	7,534	9/1/21	2.08	Color MFP A-3 11x17
Elementary Office	Kyocera TASKalfa 6054ci	RVE1Y01203	V1203	1	No Calls	2.17	2.68	99.97%	11,942	2,489	2,074	3,439	9/1/21	2.08	Color MFP A-3 11x17
Library	Kyocera TASKalfa 6004i	W9T2302974	V0966	1	No Calls	13.40	No Calls	100.00%	9,273	9,246	0	0	10/1/21	2.00	Black MFP A-3 11x17
<b>Hardwick Elementary School</b>															
Downstairs	Kyocera TASKalfa 6054ci	RVE1Y01809	V1208	0	No Calls	No Calls	No Calls	100.00%	20,876	8,199	2,548	5,263	9/1/21	2.08	Color MFP A-3 11x17
Office	Kyocera TASKalfa 4054ci	RVE1Y02168	V1204	1	No Calls	8.92	9.28	99.89%	4,291	2,015	872	1,768	10/1/21	2.00	Black MFP A-3 11x17
SPED	Kyocera M6630cidn	RC42320081	V0969	1	No Calls	No Calls	No Calls	100.00%	451	385	42	306	6/1/18	5.33	Color Laser MFP A-4 8.5x14
Upstairs Tech Office	Kyocera TASKalfa 6054ci	W9S2100952	V0967	1	No Calls	0.30	0.02	100.00%	13,178	1,980	1,714	14,081	9/1/21	2.08	Color MFP A-3 11x17
<b>Hazen Union High School</b>															
Guidance	Kyocera TASKalfa 4004i	W9T2403640	V0968	1	No Calls	4.52	5.33	99.94%	2,397	4,133	0	0	10/1/21	2.00	Black MFP A-3 11x17
Library	Kyocera TASKalfa 6054ci	RVE1Y02338	V1207	6	36,028	7.54	5.03	99.94%	20,849	9,846	3,851	8,001	9/1/21	2.08	Color MFP A-3 11x17
Maintenance Room	Kyocera M6630cidn	RC42320069	V0956	1	No Calls	0.23	No Calls	100.00%	21	59	18	160	6/1/18	5.33	Color Laser MFP A-4 8.5x14
Nurse	Kyocera Ecosys M3645	R4S1Z23634	V0954	1	No Calls	0.20	No Calls	100.00%	215	62	0	0	7/1/18	5.25	Black Laser MFP A-4 8.5x14
Pathways	Kyocera TASKalfa 4004i	W9T2403641	V0965	4	648	4.42	3.15	99.96%	7,537	4,076	0	0	10/1/21	2.00	Black MFP A-3 11x17
Principal's Office	Kyocera M6630cidn	RC42320076	V0957	0	No Calls	No Calls	No Calls	100.00%	0	809	167	307	6/1/18	5.33	Color Laser MFP A-4 8.5x14
<b>Lakeview Elementary School</b>															
Lower Nurse	Kyocera TASKalfa 4004i	W9T2403643	V0974	3	585	1.95	1.39	99.98%	3,744	3,411	0	0	10/1/21	2.00	Black MFP A-3 11x17
Office	Kyocera TASKalfa 6054ci	W9S1Z00256	V1211	1	No Calls	2.42	3.18	99.96%	6,863	2,476	2,413	3,321	9/1/21	2.08	Color MFP A-3 11x17
<b>OSSU District Office</b>															
Check Printer	Kyocera Ecosys P3145	R4H1Y27907	V0953	1	No Calls	0.38	No Calls	100.00%	836	427	0	0	10/1/19	4.00	Black Printer A-4
Downstairs	Kyocera TASKalfa 4054ci	W9S1Z00206	V1206	2	1,300	4.07	5.27	99.94%	1,860	872	2,523	3,375	10/1/21	2.00	Black MFP A-3 11x17
Upstairs	Kyocera TASKalfa 6054ci	RVE1Y01538	V1210	2	40,557	1.84	3.51	99.96%	10,619	4,267	2,943	3,611	9/1/21	2.08	Color MFP A-3 11x17
<b>Wolcott Elementary School</b>															
Backup	Kyocera Ecosys M3645	R4S1Z23620	V0952	1	No Calls	0.22	No Calls	100.00%	0	24	0	0	7/1/18	5.25	Black Laser MFP A-4 8.5x14
Office	Kyocera TASKalfa 6054ci	W9S1Z00258	V1209	5	49,860	2.59	2.44	99.97%	25,520	3,398	3,501	13,433	9/1/21	2.08	Color MFP A-3 11x17
<b>Woodbury Elementary School</b>															
Library	Kyocera Ecosys M3645	R4S1Z23636	V0955	1	No Calls	0.27	No Calls	100.00%	457	165	0	0	7/1/18	5.25	Black Laser MFP A-4 8.5x14
Office	Kyocera TASKalfa 4054ci	RVE1Y02063	V1205	0	No Calls	No Calls	No Calls	100.00%	5,719	2,476	1,277	3,067	10/1/21	2.00	Black MFP A-3 11x17
<b>Totals and Averages</b>															
				38	22,726	3.40	3.96	99.98%	7541	2,982	1,688	4,512		3.12	

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Equipment with 5 or more calls for the reporting period July 1, 2022 to June 30, 2023

Location	Current Equipment	Serial Number	# Service Calls	Current Total Meter	Avg Copies between all Service Calls (incl PM)	Avg Response Time	Uptime%	Avg Monthly Volume Total	Model Type	Reasons for service calls
HUHS Library	Kyocera TASKalfa 6054ci	RVE1Y02338	6	261,357	36,028	7.54	99.94%	10,637	Color MFP A-3 11x17	For the six calls on this machine, only one was for the technician to collect the serial number from the hole punch unit. The copier also experienced an error code, jamming twice, and making a loud noise twice. Since then, however, the copier has had one service call for jamming, one for the copier not printing, and SIX calls for noise coming from the copier that the technician has been unable to resolve. It will be important to monitor this copier for future issues and reliability.
Wolcott Elem Office	Kyocera TASKalfa 6054ci	W9S1Z00258	5	248,238	49,860	3	1.00	11,463	Color MFP A-3 11x17	Copier had five service calls in the fiscal period for a variety of reasons. One was related to the control panel, the second was a courtesy call/preventative maintenance, the third for a broken stapler part, the fourth for a broken tray and the 5th for an error code. Vendor was able to repair each issue in one call.