



Specialized Purchasing Consultants Corp.

Serving Maine & New Hampshire since 1988

SAU 03 - Canon Fleet Report FY22

SPC SUMMARY

This fleet service 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 112 units under contract with Canon, there were 33 service calls on 27 copiers and printers. All calls were fixed on the first visit and average uptime was 99.97%, which is excellent for the size of your fleet. The majority of the calls were for miscellaneous issues such as connectivity problems, adjustments, install/inspect, etc. Only six calls were made for jamming and 4 for poor quality.

SPC's bid specs require vendor to arrive within an average of four hours for service calls. However, each vendor calculates these figures differently. Canon notes their response time from call to arrival as 5.02 hours, which is over the recommended average, but this is recognized by the vendor. Oftentimes, working machines are not given priority and calls are delayed, inflating the average response time.

All equipment is under a five-year contract ending 6/30/2025. All of your machines are about 3 years from model introduction date. We monitor this aspect because when machines reach more than 10 years from their model date of introduction parts become difficult to find. Overall, your fleet seems to be performing very well.

SAU #3 BERLIN PUBLIC SCHOOLS

PERIOD SUMMARY
Aug 01, 2021 - Aug 01, 2022
August 08, 2022

FLEET SUMMARY

Product Performance

Total Units	112	
Total Units With Service Activity in Period	27	24.11%
Total Units Without Service Activity in Period	85	75.89%

Total Calls	33
Customer Calls	14
Percentage of Customer Calls	42.42%

Average Customer Calls Per Unit 0.12 Calls

Average Placement Term 27 months

Unit Effectiveness

Average Copy Volume 9,019 Copies

Average Up Time 99.97%

Average Customer Calls Per Month 1 Visits

Response Time

Average Response Time 05:02 Hrs

Bench Mark Response Time 04:00 Hrs

Restore Time

Average Restore Time 05:32 Hrs

First Call Fix%

First Call Fix% 100 %

SAU #3 BERLIN PUBLIC SCHOOLS

PERIOD SUMMARY (08/01/2021 to 08/01/2022)

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%
ICLBP664N CDW	NPAA103537	05/11/2020	550 WILLARD ST BERLIN MHS RM 514 BERLIN NH 03570-1412	1	1		99.62%	07:54 Hrs	08:08 Hrs	00:14 Hrs					100 %
ICMF543 DW	2SQ02712	05/13/2020	200 STATE ST BERLIN ES RM 310 BERLIN NH 03570-1817	2		2	100%			00:02 Hrs	3,158	1,196	166		
ICMF543 DW	2SQ02755	05/13/2020	183 HILLSIDE AVE SAU DISTRICT OFFICE BUS ADMIN BERLIN NH 03570-1817	1		1	100%			00:02 Hrs					
ICMF543 DW	2SQ02758	05/13/2020	200 STATE ST BERLIN ES RM 304 BERLIN NH 03570-1817	1		1	100%			00:02 Hrs					
ICMF543 DW	2SQ02759	05/13/2020	200 STATE ST BERLIN ES RM 311 BERLIN NH 03570-1817	1		1	100%			00:02 Hrs					
ICMF543 DW	2SQ02761	05/13/2020	200 STATE ST BERLIN ES RM 305 BERLIN NH 03570-1817	1		1	100%			00:02 Hrs					
ICMF543 DW	2SQ02762	05/13/2020	200 STATE ST BERLIN ES RM 302 BERLIN NH 03570-1817	1		1	100%			00:03 Hrs					
ICMF543 DW	2SQ02764	05/13/2020	200 STATE ST BERLIN ES RM 211 BERLIN NH 03570-1817	1		1	100%			00:02 Hrs					
ICMF543 DW	2SQ02767	05/13/2020	200 STATE ST BERLIN ES RM 307 BERLIN NH 03570-1817	1		1	100%			00:02 Hrs					
ICMF543 DW	2SQ02807	05/13/2020	550 WILLARD ST BERLIN MHS RM 511 BERLIN NH 03570-1412	1	1		99.96%	00:44 Hrs	00:57 Hrs	00:13 Hrs					100 %
ICMF543 DW	2SQ02853	05/13/2020	200 STATE ST BERLIN ES RM 208 BERLIN NH 03570-1817	1		1	100%			00:03 Hrs					
ICMF543 DW	2SQ02855	05/13/2020	200 STATE ST BERLIN ES RM 210 BERLIN NH 03570-1817	1		1	100%			00:03 Hrs					
ICMF543 DW	2SQ02857	05/13/2020	200 STATE ST BERLIN ES RM 201 BERLIN NH 03570-1817	1		1	100%			00:06 Hrs					
ICMF543 DW	2SQ02861	05/13/2020	200 STATE ST BERLIN ES RM 205 BERLIN NH 03570-1817	1		1	100%			00:05 Hrs					
ICMF543 DW	2SQ02862	05/13/2020	200 STATE ST BERLIN ES RM 207 BERLIN NH 03570-1817	1		1	100%			00:06 Hrs					
ICMF543 DW	2SQ02983	05/13/2020	183 HILLSIDE AVE SAU DISTRICT OFC MAIN OFC BERLIN NH 03570-1817	2		2	100%			00:01 Hrs					
ICMF543 DW	2SQ02985	05/13/2020	200 STATE ST BERLIN ES RM 203 BERLIN NH 03570-1817	2	1	1	99.87%	02:40 Hrs	02:48 Hrs	01:39 Hrs	4,904	1,167	212		100 %
ICMF543 DW	2SQ02989	05/13/2020	183 HILLSIDE AVE SAU DISTRICT OFC ACCOUNT PAY BERLIN NH 03570-1817	1		1	100%			00:02 Hrs					
ICMF746 CDW	2QL23552	05/13/2020	550 WILLARD ST BERLIN MHS MAIN OFC BERLIN NH 03570-1412	2	1	1	99.76%	04:43 Hrs	05:12 Hrs	00:15 Hrs					100 %
ICMF746 CDW	2QL23554	05/13/2020	550 WILLARD ST BERLIN MHS CAF OFFICE BERLIN NH 03570-1412	1	1		99.72%	05:44 Hrs	05:60 Hrs	00:15 Hrs	16,088		790		100 %
IRADV657 5IV3	3EH00659	05/12/2020	550 WILLARD ST BERLIN MHS TEACH RM BERLIN NH 03570-1412	2	2		98.98%	10:29 Hrs	10:56 Hrs	00:26 Hrs	183,514	20,991	8,805	87,534	100 %
IRADV858 5IV3	YGS00780	05/12/2020	550 WILLARD ST BERLIN MHS MAIN OFC BERLIN NH 03570-1412	1	1		99.86%	01:54 Hrs	03:03 Hrs	01:07 Hrs	174,755		7,423		100 %
IRADV858 5IV3	YGS00783	05/12/2020	550 WILLARD ST BERLIN MHS RM 609 TEACH BERLIN NH 03570-1412	1	1		99.8%	03:50 Hrs	04:13 Hrs	00:22 Hrs	284,267		12,284		100 %
IRADVCS 550IV3	2JH05538	05/12/2020	200 STATE ST BERLIN ES LIBRARY BERLIN NH 03570-1817	1	1		99.57%	08:58 Hrs	09:15 Hrs	00:17 Hrs	148,626		9,484		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%
IRADVC5 550IV3	2JH05552	05/12/2020	183 HILLSIDE AVE SAU DISTRICT OFC MAIN OFC BERLIN NH 03570-1817	1	1		99.78%	04:25 Hrs	04:40 Hrs	00:15 Hrs	98,330		4,889		100 %
IRADVC5 550IV3	2JH05622	05/12/2020	200 STATE ST BERLIN ES TEACH RM EAST BERLIN NH 03570-1881	1	1		99.73%	04:58 Hrs	05:50 Hrs	00:51 Hrs	228,523		13,626		100 %
IRADVC7 565IV3	2KT04100	06/10/2020	550 WILLARD ST BERLIN MHS RM 514 GRAPHIC A BERLIN NH 03570-1412	2	2		99.74%	01:52 Hrs	02:48 Hrs	00:56 Hrs	205,438	12,720	8,727	85,230	100 %

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

SAU #3 BERLIN PUBLIC SCHOOLS

PERIOD SUMMARY (08/01/2021 to 08/01/2022)

Unit(s) with No Activity

Model	Serial#	Install Date	Location
ADVC5051	GQM63104	07/31/2012	183 HILLSIDE AVE BERLIN NH 03570-1817
ICLBP664CDW	NPAA102961	05/11/2020	200 STATE ST BERLIN ES TEACH RM WEST BERLIN NH 03570-1881
ICLBP664CDW	NPAA103415	05/11/2020	550 WILLARD ST BERLIN MHS RM 103 BERLIN NH 03570-1412
ICLBP664CDW	NPAA103535	05/11/2020	550 WILLARD ST BERLIN MHS RM 603 BERLIN NH 03570-1412
ICLBP664CDW	NPAA103536	05/11/2020	200 STATE ST BERLIN ES RM 406 BERLIN NH 03570-1881
ICLBP664CDW	NPAA103543	05/11/2020	550 WILLARD ST BERLIN MHS RM 400 BERLIN NH 03570-1412
ICMF543DW	2SQ01087	05/13/2020	550 WILLARD ST BERLIN MHS RM 100 BERLIN NH 03570-1412
ICMF543DW	2SQ02027	05/13/2020	200 STATE ST BERLIN ES RM 502 BERLIN NH 03570-1881
ICMF543DW	2SQ02068	05/13/2020	200 STATE ST BERLIN ES RM 606 BERLIN NH 03570-1881
ICMF543DW	2SQ02257	05/13/2020	200 STATE ST BERLIN ES RM 604 BERLIN NH 03570-1881
ICMF543DW	2SQ02259	05/13/2020	200 STATE ST BERLIN ES RM 507 BERLIN NH 03570-1881
ICMF543DW	2SQ02293	05/13/2020	200 STATE ST BERLIN ES RM 504 BERLIN NH 03570-1881
ICMF543DW	2SQ02451	05/13/2020	200 STATE ST BERLIN ES RM 610 BERLIN NH 03570-1881
ICMF543DW	2SQ02456	05/13/2020	200 STATE ST BERLIN ES RM 509 BERLIN NH 03570-1881
ICMF543DW	2SQ02459	05/13/2020	550 WILLARD ST BERLIN MHS RM 502 BERLIN NH 03570-1412
ICMF543DW	2SQ02485	05/13/2020	200 STATE ST BERLIN ES RM 609 BERLIN NH 03570-1881
ICMF543DW	2SQ02623	05/13/2020	550 WILLARD ST BERLIN MHS RM 608 BERLIN NH 03570-1412
ICMF543DW	2SQ02629	05/13/2020	550 WILLARD ST BERLIN MHS RM 517 BERLIN NH 03570-1412
ICMF543DW	2SQ02631	05/13/2020	550 WILLARD ST BERLIN MHS RM 602 BERLIN NH 03570-1412
ICMF543DW	2SQ02632	05/13/2020	550 WILLARD ST BERLIN MHS RM 605 BERLIN NH 03570-1412
ICMF543DW	2SQ02633	05/13/2020	550 WILLARD ST BERLIN MHS RM 610 BERLIN NH 03570-1412
ICMF543DW	2SQ02634	05/13/2020	550 WILLARD ST BERLIN MHS RM 600 BERLIN NH 03570-1412
ICMF543DW	2SQ02636	05/13/2020	550 WILLARD ST BERLIN MHS RM 516 BERLIN NH 03570-1412
ICMF543DW	2SQ02637	05/13/2020	550 WILLARD ST BERLIN MHS RM 604 BERLIN NH 03570-1412
ICMF543DW	2SQ02638	05/13/2020	550 WILLARD ST BERLIN MHS HOT SWAP BERLIN NH 03570-1412
ICMF543DW	2SQ02645	05/13/2020	170 PERRY ST SAU DISTRICT OFC BUS GARAGE BERLIN NH 03570-1817
ICMF543DW	2SQ02655	05/13/2020	200 STATE ST BERLIN ES RM 512 BERLIN NH 03570-1881
ICMF543DW	2SQ02656	05/13/2020	200 STATE ST BERLIN ES RM 511 BERLIN NH 03570-1881
ICMF543DW	2SQ02657	05/13/2020	200 STATE ST BERLIN ES RM 513 BERLIN NH 03570-1881
ICMF543DW	2SQ02658	05/13/2020	550 WILLARD ST BERLIN MHS ATHLETICS BERLIN NH 03570-1412
ICMF543DW	2SQ02659	05/13/2020	550 WILLARD ST BERLIN MHS GUIDANCE BERLIN NH 03570-1412
ICMF543DW	2SQ02660	05/13/2020	200 STATE ST BERLIN ES RM 514 BERLIN NH 03570-1881
ICMF543DW	2SQ02661	05/13/2020	200 STATE ST BERLIN ES WEST WING BERLIN NH 03570-1881
ICMF543DW	2SQ02662	05/13/2020	550 WILLARD ST BERLIN MHS RM 406 BERLIN NH 03570-1412
ICMF543DW	2SQ02664	05/13/2020	200 STATE ST FL 1 BERLIN ES CUST BERLIN NH 03570-1881
ICMF543DW	2SQ02671	05/13/2020	550 WILLARD ST BERLIN MHS RM 301 BERLIN NH 03570-1412
ICMF543DW	2SQ02672	05/13/2020	550 WILLARD ST BERLIN MHS NURSE BERLIN NH 03570-1412
ICMF543DW	2SQ02673	05/13/2020	550 WILLARD ST BERLIN MHS GYM BERLIN NH 03570-1412
ICMF543DW	2SQ02674	05/13/2020	550 WILLARD ST BERLIN MHS LIBRARY BERLIN NH 03570-1412
ICMF543DW	2SQ02675	05/13/2020	550 WILLARD ST BERLIN MHS HOT SWAP BERLIN NH 03570-1412
ICMF543DW	2SQ02676	05/13/2020	550 WILLARD ST BERLIN MHS RM 300 BERLIN NH 03570-1412
ICMF543DW	2SQ02753	05/13/2020	200 STATE ST BERLIN ES CUSTO WEST BERLIN NH 03570-1817
ICMF543DW	2SQ02756	05/13/2020	193 PINE ST MARSTON SCHOOL FIRST SP ED BERLIN NH 03570-1889
ICMF543DW	2SQ02757	05/13/2020	193 PINE ST FL 2 MARSTON SCHOOL BERLIN NH 03570-1889
ICMF543DW	2SQ02760	05/13/2020	200 STATE ST BERLIN ES RM 501 BERLIN NH 03570-1881
ICMF543DW	2SQ02765	05/13/2020	200 STATE ST BERLIN ES RM 601 BERLIN NH 03570-1881

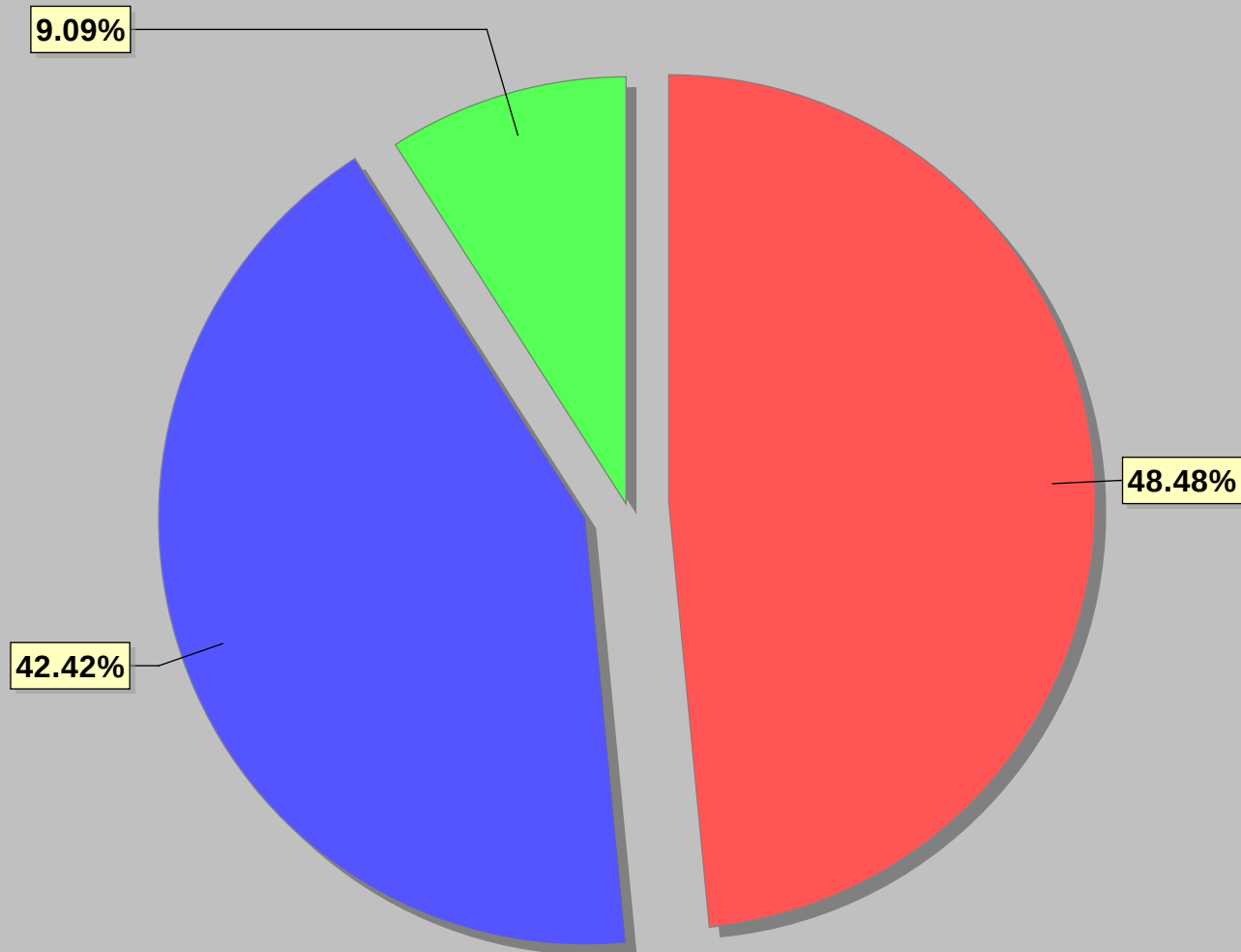
Model	Serial#	Install Date	Location
ICMF543DW	2SQ02766	05/13/2020	200 STATE ST BERLIN ES RM 603 BERLIN NH 03570-1881
ICMF543DW	2SQ02768	05/13/2020	200 STATE ST BERLIN ES RM 405 BERLIN NH 03570-1881
ICMF543DW	2SQ02772	05/13/2020	200 STATE ST BERLIN ES RM 308 BERLIN NH 03570-1817
ICMF543DW	2SQ02780	05/13/2020	550 WILLARD ST BERLIN MHS RM 504 BERLIN NH 03570-1412
ICMF543DW	2SQ02781	05/13/2020	550 WILLARD ST BERLIN MHS RM 101 BERLIN NH 03570-1412
ICMF543DW	2SQ02782	05/13/2020	550 WILLARD ST BERLIN MHS RM 503 BERLIN NH 03570-1412
ICMF543DW	2SQ02784	05/13/2020	550 WILLARD ST BERLIN MHS RM 505 BERLIN NH 03570-1412
ICMF543DW	2SQ02786	05/13/2020	550 WILLARD ST BERLIN MHS RM 501 BERLIN NH 03570-1412
ICMF543DW	2SQ02788	05/13/2020	550 WILLARD ST BERLIN MHS RM 102 BERLIN NH 03570-1412
ICMF543DW	2SQ02802	05/13/2020	550 WILLARD ST BERLIN MHS RM 512 BERLIN NH 03570-1412
ICMF543DW	2SQ02805	05/13/2020	550 WILLARD ST BERLIN MHS RM 513 BERLIN NH 03570-1412
ICMF543DW	2SQ02811	05/13/2020	550 WILLARD ST BERLIN MHS RM 506 BERLIN NH 03570-1412
ICMF543DW	2SQ02812	05/13/2020	550 WILLARD ST BERLIN MHS RM 515 BERLIN NH 03570-1412
ICMF543DW	2SQ02813	05/13/2020	550 WILLARD ST BERLIN MHS RM 507 BERLIN NH 03570-1412
ICMF543DW	2SQ02814	05/13/2020	550 WILLARD ST BERLIN MHS RM 510 BERLIN NH 03570-1412
ICMF543DW	2SQ02815	05/13/2020	550 WILLARD ST BERLIN MHS RM 508 BERLIN NH 03570-1412
ICMF543DW	2SQ02858	05/13/2020	200 STATE ST BERLIN ES EAST WING NURSE BERLIN NH 03570-1817
ICMF543DW	2SQ02859	05/13/2020	200 STATE ST BERLIN ES RM 100 BERLIN NH 03570-1817
ICMF543DW	2SQ02860	05/13/2020	200 STATE ST BERLIN ES GYM OFFICE BERLIN NH 03570-1817
ICMF543DW	2SQ02896	05/13/2020	550 WILLARD ST BERLIN MHS RM 616 BERLIN NH 03570-1412
ICMF543DW	2SQ02897	05/13/2020	550 WILLARD ST BERLIN MHS RM 618 BERLIN NH 03570-1412
ICMF543DW	2SQ02898	05/13/2020	550 WILLARD ST BERLIN MHS RM 611 BERLIN NH 03570-1412
ICMF543DW	2SQ02899	05/13/2020	550 WILLARD ST BERLIN MHS RM 614 BERLIN NH 03570-1412
ICMF543DW	2SQ02901	05/13/2020	550 WILLARD ST BERLIN MHS RM 615 BERLIN NH 03570-1412
ICMF543DW	2SQ02904	05/13/2020	550 WILLARD ST BERLIN MHS RM 613 BERLIN NH 03570-1412
ICMF543DW	2SQ02905	05/13/2020	550 WILLARD ST BERLIN MHS RM 612 BERLIN NH 03570-1412
ICMF543DW	2SQ02981	05/13/2020	183 HILLSIDE AVE SAU DISTRICT OFC PAYROLL BERLIN NH 03570-1817
ICMF543DW	2SQ02986	05/13/2020	183 HILLSIDE AVE SAU DISTRICT OFC SUPER BERLIN NH 03570-1817
ICMF543DW	2SQ02987	05/13/2020	200 STATE ST BERLIN ES RM 612 BERLIN NH 03570-1881
IRADV8585IV3	YGS00801	05/12/2020	200 STATE ST BERLIN ES TEACH RM WEST BERLIN NH 03570-1881
IRADV8585IV3	YGS00809	05/12/2020	200 STATE ST BERLIN ES TEACH RM EAST BERLIN NH 03570-1881
IRADVC5540IV3	2JV03566	05/12/2020	550 WILLARD ST BERLIN MHS CTE OFFICE BERLIN NH 03570-1412
IRADVC5540IV3	2JV03572	05/12/2020	550 WILLARD ST BERLIN MHS GUIDANCE BERLIN NH 03570-1412
IRADVC5550IV3	2JH05465	05/12/2020	200 STATE ST BERLIN ES EAST WING OFF BERLIN NH 03570-1817
IRADVC5550IV3	2JH06144	05/12/2020	193 PINE ST MARSTON SCHOOL SPECIAL ED BERLIN NH 03570-1889
IRADVC5550IV3	2JH06154	05/12/2020	550 WILLARD ST BERLIN MHS RM 609 TEACH BERLIN NH 03570-1412
IRADVC5550IV3	2JH06389	05/12/2020	200 STATE ST BERLIN ES EAST WING OFF BERLIN NH 03570-1817
IRADVC5550IV3	2JH06409	05/12/2020	550 WILLARD ST BERLIN MHS LIBRARY BERLIN NH 03570-1412
TOSIM4530	7080080-TOSIM4530	02/29/2008	170 PERRY ST BERLIN NH 03570-2922

PERIOD SUMMARY (08/01/2021 to 08/01/2022)

Unit Call Type Summary

Model	Serial#	IW Remote Install	Customer Service Call	Phone Support	Total Calls
ICLBP664CDW	NPAA103537		1		1
ICMF543DW	2SQ02712	1		1	2
ICMF543DW	2SQ02755	1			1
ICMF543DW	2SQ02758	1			1
ICMF543DW	2SQ02759	1			1
ICMF543DW	2SQ02761	1			1
ICMF543DW	2SQ02762	1			1
ICMF543DW	2SQ02764	1			1
ICMF543DW	2SQ02767	1			1
ICMF543DW	2SQ02807		1		1
ICMF543DW	2SQ02853	1			1
ICMF543DW	2SQ02855	1			1
ICMF543DW	2SQ02857	1			1
ICMF543DW	2SQ02861	1			1
ICMF543DW	2SQ02862	1			1
ICMF543DW	2SQ02983	1		1	2
ICMF543DW	2SQ02985	1	1		2
ICMF543DW	2SQ02989	1			1
ICMF746CDW	2QL23552		1	1	2
ICMF746CDW	2QL23554		1		1
IRADV6575IV3	3EH00659		2		2
IRADV8585IV3	YGS00780		1		1
IRADV8585IV3	YGS00783		1		1
IRADVC5550IV3	2JH05538		1		1
IRADVC5550IV3	2JH05552		1		1
IRADVC5550IV3	2JH05622		1		1
IRADVC7565IV3	2KT04100		2		2
Grand Total		16	14	3	33

Call Types



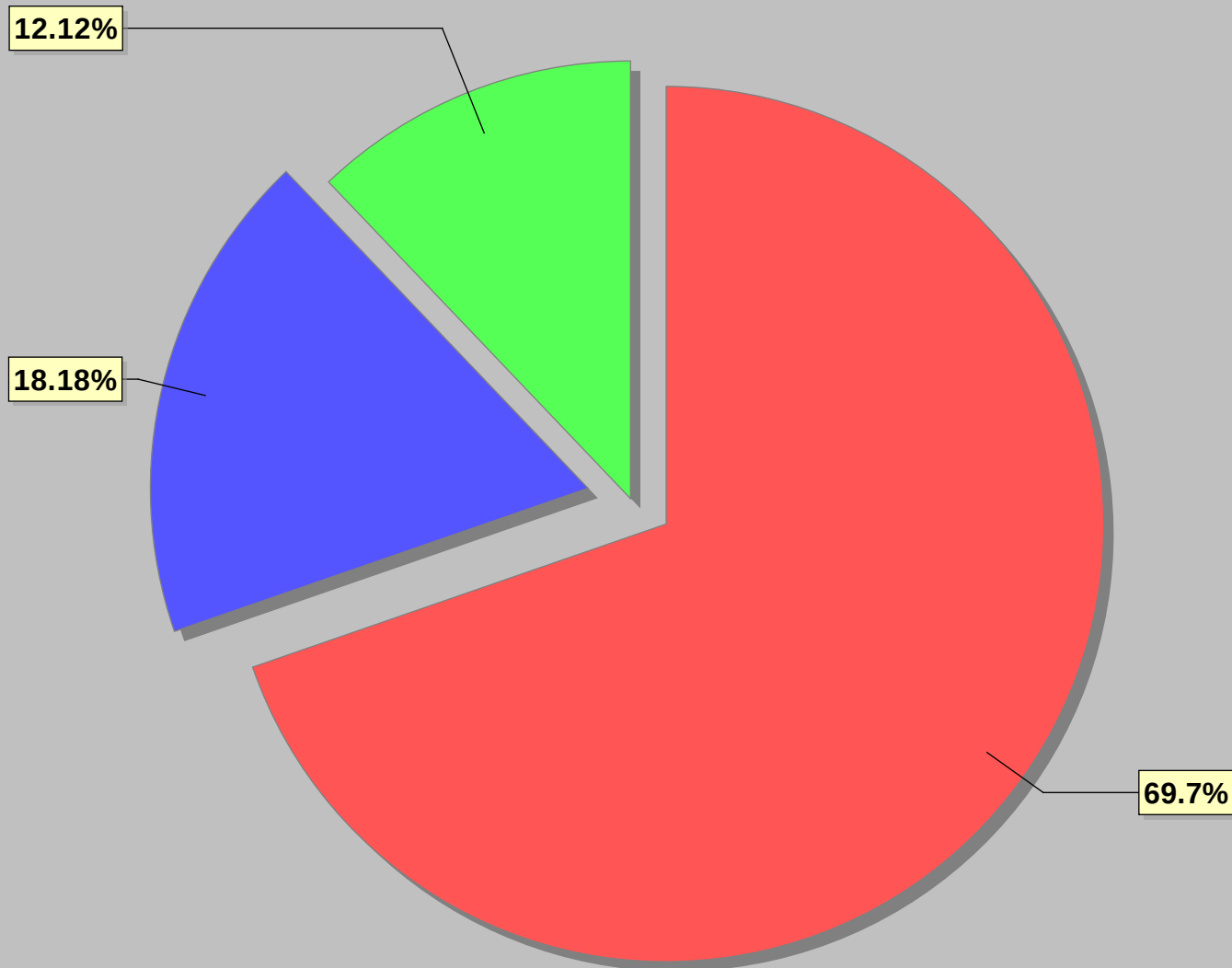
● IW Remote Install ● Customer Service Call ● Phone Support

PERIOD SUMMARY (08/01/2021 to 08/01/2022)

Unit Problem Summary

Model	Serial#	Other Miscellaneous	Jamming	Copy Quality	Total Calls
ICLBP664CDW	NPAA103537			1	1
ICMF543DW	2SQ02712	1		1	2
ICMF543DW	2SQ02755	1			1
ICMF543DW	2SQ02758	1			1
ICMF543DW	2SQ02759	1			1
ICMF543DW	2SQ02761	1			1
ICMF543DW	2SQ02762	1			1
ICMF543DW	2SQ02764	1			1
ICMF543DW	2SQ02767	1			1
ICMF543DW	2SQ02807		1		1
ICMF543DW	2SQ02853	1			1
ICMF543DW	2SQ02855	1			1
ICMF543DW	2SQ02857	1			1
ICMF543DW	2SQ02861	1			1
ICMF543DW	2SQ02862	1			1
ICMF543DW	2SQ02983	2			2
ICMF543DW	2SQ02985	1	1		2
ICMF543DW	2SQ02989	1			1
ICMF746CDW	2QL23552	1	1		2
ICMF746CDW	2QL23554	1			1
IRADV6575IV3	3EH00659	1	1		2
IRADV8585IV3	YGS00780	1			1
IRADV8585IV3	YGS00783		1		1
IRADVC5550IV3	2JH05538	1			1
IRADVC5550IV3	2JH05552	1			1
IRADVC5550IV3	2JH05622		1		1
IRADVC7565IV3	2KT04100			2	2
Grand Total		23	6	4	33

Problem Codes



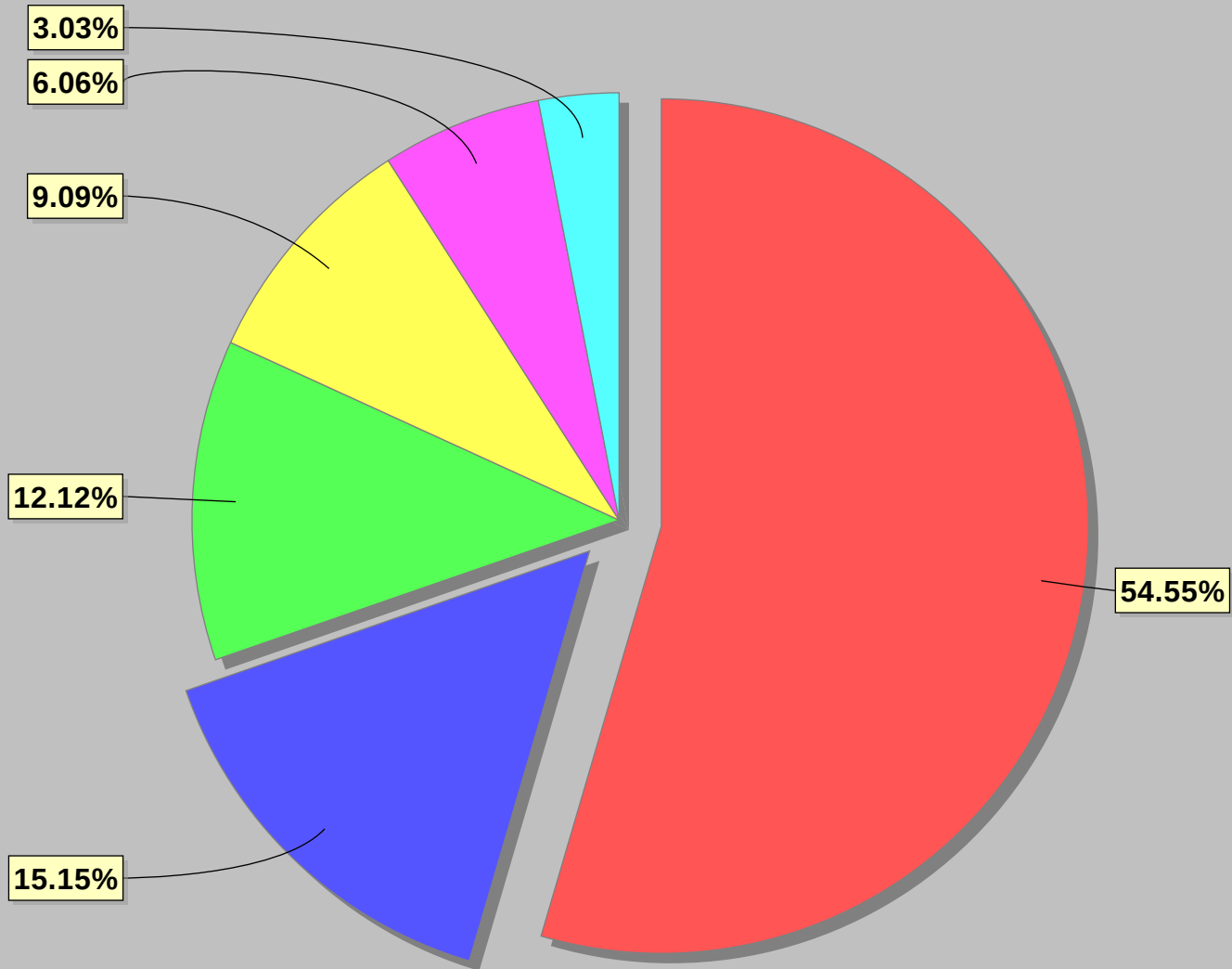
● Other Miscellaneous ● Jamming ● Copy Quality

PERIOD SUMMARY (08/01/2021 to 08/01/2022)

Unit Diagnostic Summary

Model	Serial#	Install / Inspect	Misalignment / Misadjustment	Environment	Malfunction / Defective	Operator Error	Electrical / Power	Total Calls
ICLBP664CDW	NPAA103537				1			1
ICMF543DW	2SQ02712	1		1				2
ICMF543DW	2SQ02755	1						1
ICMF543DW	2SQ02758	1						1
ICMF543DW	2SQ02759	1						1
ICMF543DW	2SQ02761	1						1
ICMF543DW	2SQ02762	1						1
ICMF543DW	2SQ02764	1						1
ICMF543DW	2SQ02767	1						1
ICMF543DW	2SQ02807		1					1
ICMF543DW	2SQ02853	1						1
ICMF543DW	2SQ02855	1						1
ICMF543DW	2SQ02857	1						1
ICMF543DW	2SQ02861	1						1
ICMF543DW	2SQ02862	1						1
ICMF543DW	2SQ02983	1					1	2
ICMF543DW	2SQ02985		1		1			2
ICMF543DW	2SQ02989	1						1
ICMF746CDW	2QL23552	1				1		2
ICMF746CDW	2QL23554			1				1
IRADV6575IV3	3EH00659	1		1				2
IRADV8585IV3	YGS00780				1			1
IRADV8585IV3	YGS00783		1					1
IRADVC5550IV3	2JH05538		1					1
IRADVC5550IV3	2JH05552	1						1
IRADVC5550IV3	2JH05622					1		1
IRADVC7565IV3	2KT04100		1	1				2
Grand Total		18	5	4	3	2	1	33

Diagnostic Codes



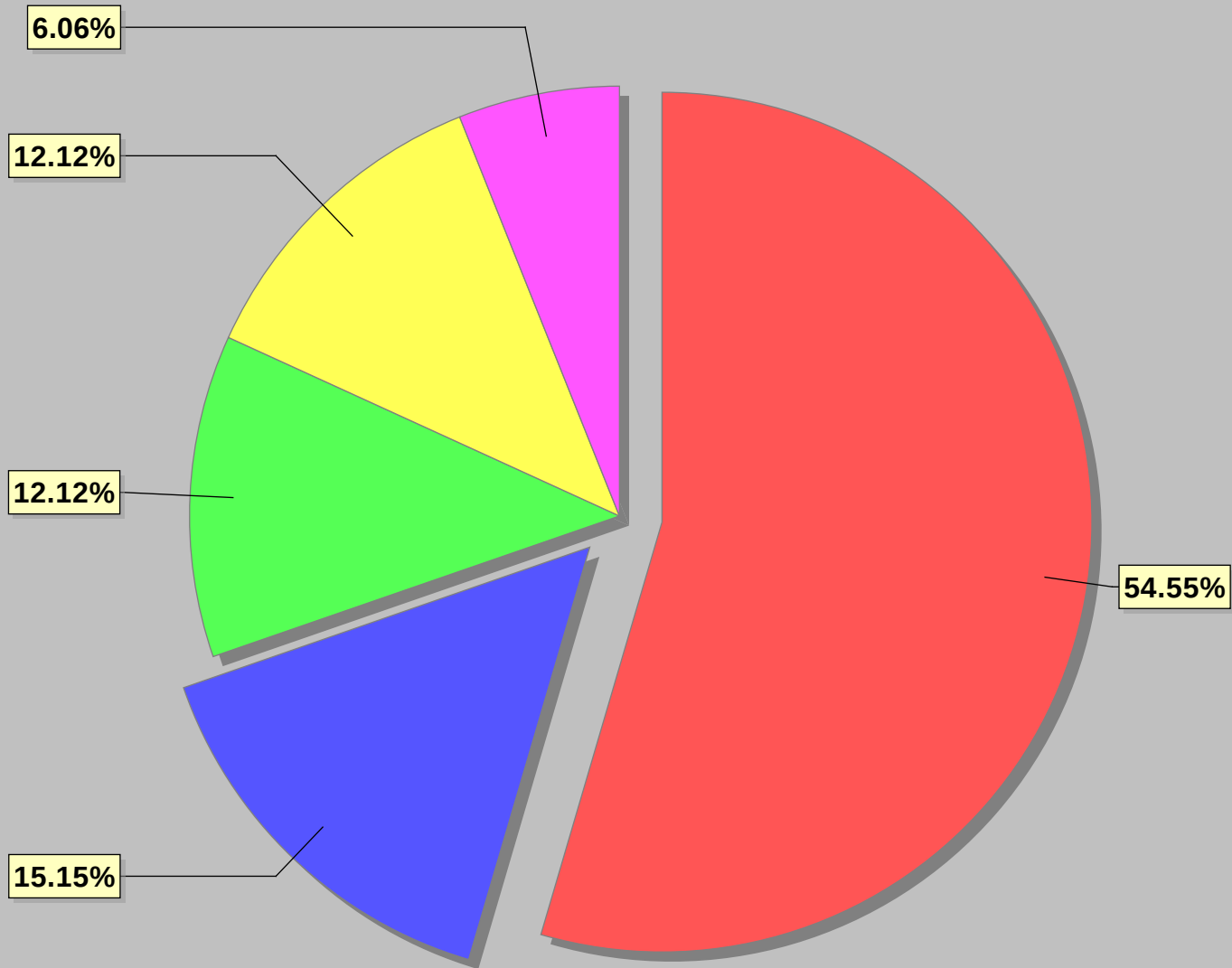
● Install / Inspect ● Misalignment / Misadjustment ● Environment ● Malfunction / Defective ● Operator Error
● Electrical / Power

PERIOD SUMMARY (08/01/2021 to 08/01/2022)

Unit Correction Summary

Model	Serial#	Connectivity	Adjustment	Install / Inspect	Other	Parts Replacement	Total Calls
ICLBP664CDW	NPAA103537					1	1
ICMF543DW	2SQ02712	2					2
ICMF543DW	2SQ02755	1					1
ICMF543DW	2SQ02758	1					1
ICMF543DW	2SQ02759	1					1
ICMF543DW	2SQ02761	1					1
ICMF543DW	2SQ02762	1					1
ICMF543DW	2SQ02764	1					1
ICMF543DW	2SQ02767	1					1
ICMF543DW	2SQ02807				1		1
ICMF543DW	2SQ02853	1					1
ICMF543DW	2SQ02855	1					1
ICMF543DW	2SQ02857	1					1
ICMF543DW	2SQ02861			1			1
ICMF543DW	2SQ02862			1			1
ICMF543DW	2SQ02983	2					2
ICMF543DW	2SQ02985	1			1		2
ICMF543DW	2SQ02989	1					1
ICMF746CDW	2QL23552	1	1				2
ICMF746CDW	2QL23554		1				1
IRADV6575IV3	3EH00659			1	1		2
IRADV8585IV3	YGS00780					1	1
IRADV8585IV3	YGS00783				1		1
IRADVC5550IV3	2JH05538	1					1
IRADVC5550IV3	2JH05552			1			1
IRADVC5550IV3	2JH05622		1				1
IRADVC7565IV3	2KT04100		2				2
Grand Total		18	5	4	4	2	33

Correction Codes



● Connectivity ● Adjustment ● Install / Inspect ● Other ● Parts Replacement

Account Information

Customer Name	Party Number	Party Type	Account Number	Machine Count
SAU #3 BERLIN PUBLIC SCHOOLS	14777588	ORGANIZATION	1855626	112

Grand Total

112

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