

**SAU 24 - RICOH
FLEET SERVICE SUMMARY 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 90 units under contract with Ricoh there were 18 service calls on 5 copiers and 7 printers during the fiscal year. Uptime for your fleet was 99.8%, which is very good for the size and newness 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 7.44 hours, which is high and will be addressed with the vendor.

Your last upgrade was 9/1/2021. 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 3.72 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, your fleet seems to be running well and Ricoh seems to be taking good care of your equipment.

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Location	Make/Model	Serial Number	Vendor ID	# Service Calls	Avg Copies between all Service Calls (incl PM)	Avg Response 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
Center Woods Elementary School														
Art Room	Ricoh SPC352dn	X031R800004	14765256	0	No Calls	No Calls	100.00%	14	16	34	58	10/1/20	2.17	Black Photocopier
Computer Lab	Ricoh SPC352dn	X031R800014	14765335	0	No Calls	No Calls	100.00%	23	34	85	97	1/1/19	3.92	Color Photocopier
Hallway Outside Room 006	Ricoh P 501	5211P701377	14762851	0	No Calls	No Calls	100.00%	934	955	0	0	10/1/20	2.17	Black Photocopier
Hallway Outside Room 112	Ricoh P 501	5211P701375	14762850	0	No Calls	No Calls	100.00%	500	1,529	0	0	1/1/19	3.92	Color Photocopier
Hallway Outside Room 235	Ricoh P 501	5211P801833	14764011	0	No Calls	No Calls	100.00%	119	131	0	0	10/1/20	2.17	Color Photocopier
Library	Ricoh P 501	5211P801622	14764021	0	No Calls	No Calls	100.00%	372	197	0	0	10/1/20	2.17	Black Photocopier
Main Office	Ricoh IMC6000	3141R600369	14776834	2	29,275	16.40	97.80%	3,404	3,944	1,022	2,139	10/1/20	2.17	Black Photocopier
Main Office	Ricoh P 501	5211P801828	14764057	0	No Calls	No Calls	100.00%	462	514	0	0	1/1/19	3.92	Color Photocopier
Main Office	Ricoh P 501	5211P801623	14764022	0	No Calls	No Calls	100.00%	203	63	0	0	1/1/19	3.92	Color Photocopier
Nurse	Ricoh P 501	5211P801601	14784491	0	No Calls	No Calls	100.00%	264	132	0	0	1/1/19	3.92	Color Photocopier
Room 109	Ricoh P 501	5211P801836	14764005	0	No Calls	No Calls	100.00%	240	347	0	0	6/1/21	1.50	Black Photocopier
Room 118	Ricoh P 501	5211P801837	14764003	0	No Calls	No Calls	100.00%	429	1,062	0	0	6/1/21	1.50	Black Photocopier
Room 12	Ricoh P 501	5211P801627	14764017	0	No Calls	No Calls	100.00%	155	140	0	0	1/1/19	3.92	Color Photocopier
Room 151	Ricoh IM 8000	4031C300723	14784595	1	319,553	7.50	99.50%	16,769	17,581	0	0	1/1/19	3.92	Color Photocopier
Room 355	Ricoh P 501	5211P801573	14764016	0	No Calls	No Calls	100.00%	54	203	0	0	1/1/19	3.92	Color Photocopier
Teachers' Room 008	Ricoh IM 8000	4031C600778	14784597	0	No Calls	No Calls	100.00%	21,637	7,674	0	0	1/1/19	3.92	Color Photocopier
SAU 24 District Office														
2nd Floor Conference Room	Ricoh IM C4500	3121R201346	14786091	1	59,900	11.40	99.20%	1,242	1,979	1,075	1,962	10/1/20	2.17	Color Photocopier
Back Copy Room	Ricoh IMC6000	3141R600501	14762520	0	No Calls	No Calls	100.00%	5,000	3,243	1,250	2,392	3/1/19	3.75	Black Laser MFP
HR	Ricoh P 501	5211P503043		0	No Calls	No Calls	100.00%	264	154	0	0	1/1/19	3.92	Color Photocopier
Meredith's Office	Ricoh P 501	5211P502952		0	No Calls	No Calls	100.00%	264	436	0	0	1/1/19	3.92	Color Photocopier
Spare	Ricoh P 501	5211P801603	14784490	0	No Calls	No Calls	100.00%	264	220	0	0	1/1/19	3.92	Color Photocopier
Student Services	Ricoh P 501	5211P801821	14764001	0	No Calls	No Calls	100.00%	264	0	0	0	1/1/19	3.92	Color Photocopier
Superintendent Secretary	Ricoh P 501	5211P800110	14764015	0	No Calls	No Calls	100.00%	264	0	0	0	1/1/19	3.92	Color Photocopier
Henniker Community School														
Main Office	Ricoh IM C4500	3121R600050	14786017	1	53,931	5.30	99.60%	3,555	2,282	993	1,198	1/1/19	3.92	Color Photocopier
Special Ed Room 147	Ricoh IM C4500	3121R103278	14786095	1	60,516	8.80	99.40%	2,083	2,832	62	751	1/1/19	3.92	Color Photocopier
Teachers' Room	Ricoh IM 8000	3841C500011	14785701	0	No Calls	No Calls	100.00%	20,614	19,202	208	2,669	1/1/19	3.92	Color Photocopier
Teachers' Room	Ricoh IM 8000	3841C500008	14785700	2	123,794	3.60	99.40%	17,708	14,978	208	3,278	4/1/19	3.67	Black Network Printer
James Faulkner Elementary School														
Hallway Cart	Ricoh P 501	5211P801819	14764025	0	No Calls	No Calls	100.00%	264	179	0	0	4/1/19	3.67	Black Network Printer
Hallway Cart	Ricoh SPC352dn	X031R800013	14764950	0	No Calls	No Calls	100.00%	160	275	189	228	4/1/19	3.67	Black Network Printer
Hot Swap	Ricoh P 501	5211P801834	14764009	0	No Calls	No Calls	100.00%	264	0	0	0	4/1/19	3.67	Black Network Printer
Main Office	Ricoh IM C4500	3121R600221	14786093	1	59,900	18.60	98.80%	6,250	4,703	792	772	4/1/19	3.67	Black Network Printer

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Modular	Ricoh P 501	5211P801406	14763993	0	No Calls	No Calls	100.00%	264	481	0	0	4/1/19	3.67	Black Network Printer
John Stark Regional High School														
Area 51	Ricoh P 501	5211P801829	14764024	0	No Calls	No Calls	100.00%	264	178	0	0	4/1/19	3.67	Black Network Printer
Area 51	Ricoh SPC352dn	X031R800012	14764949	0	No Calls	No Calls	100.00%	160	10	64	26	4/1/19	3.67	Black Network Printer
Art	Ricoh SPC352dn	X031R800007	14765333	0	No Calls	No Calls	100.00%	160	34	189	155	4/1/19	3.67	Black Network Printer
Art Department	Ricoh P 501	5211P801820	14764006	0	No Calls	No Calls	100.00%	264	308	0	0	4/1/19	3.67	Black Network Printer
Bookkeeper	Ricoh P 501	5211P801822	14763999	0	No Calls	No Calls	100.00%	264	302	0	0	4/1/19	3.67	Black Network Printer
Café	Ricoh IM430F	3351P850110	14782849	0	No Calls	No Calls	100.00%	264	255	0	0	4/1/19	3.67	Black Network Printer
Conference Room 141	Ricoh P 501	5211P801620	14763996	0	No Calls	No Calls	100.00%	264	0	0	0	4/1/19	3.67	Black Network Printer
Floater 02 Library	Ricoh IM 5000	4451R500669	14762719	0	No Calls	No Calls	100.00%	363	4,237	0	0	4/1/19	3.67	Black Network Printer
Graphics Lab Room 177	Ricoh P 501	5211P801600	14784486	0	No Calls	No Calls	100.00%	264	36	0	0	4/1/19	3.67	Black Network Printer
Guidance	Ricoh IM C4500	3121R201340	14786087	0	No Calls	No Calls	100.00%	1,754	3,501	280	1,051	4/1/19	3.67	Black Network Printer
Guidance	Ricoh SPC352dn	X031R700216	14765255	0	No Calls	No Calls	100.00%	160	80	64	147	4/1/19	3.67	Black Network Printer
Learning Lab	Ricoh P 501	5211P801818	14764004	0	No Calls	No Calls	100.00%	264	320	0	0	4/1/19	3.67	Black Network Printer
Library	Ricoh IM C4500	3121R600468	14786360	0	No Calls	No Calls	100.00%	1,166	10,234	371	1,777	4/1/19	3.67	Black Network Printer
Library	Ricoh P 501	5211P801599	14784487	0	No Calls	No Calls	100.00%	264	1,033	0	0	4/1/19	3.67	Black Network Printer
Main Office	Ricoh IMC6000	3141R600417	14776804	0	No Calls	No Calls	100.00%	6,321	3,314	83	665	4/1/19	3.67	Black Network Printer
Main Office	Ricoh P 501	5211P801494	14763994	0	No Calls	No Calls	100.00%	264	471	0	0	4/1/19	3.67	Black Network Printer
Main Office	Ricoh SPC352dn	X031R800015	14765334	0	No Calls	No Calls	100.00%	160	9	64	33	4/1/19	3.67	Black Network Printer
Math Office Room 227 Floater 01	Ricoh IM 5000	4451R501082	14762899	0	No Calls	No Calls	100.00%	3,875	11,123	0	0	4/1/19	3.67	Black Network Printer
Office Room 114	Ricoh P 501	5211P801824	14764002	0	No Calls	No Calls	100.00%	264	137	0	0	4/1/19	3.67	Black Network Printer
Office Room 213	Ricoh P 501	5211P801827	14764013	0	No Calls	No Calls	100.00%	264	1,796	0	0	4/1/19	3.67	Black Network Printer
Performing Arts Room 187	Ricoh P 501	5211P801618	14763995	0	No Calls	No Calls	100.00%	264	181	0	0	4/1/19	3.67	Black Network Printer
Principal	Ricoh P 501	5211P800098	14764056	0	No Calls	No Calls	100.00%	264	246	0	0	4/1/19	3.67	Black Network Printer
Room 168	Ricoh P 501	5211P800115	14764055	0	No Calls	No Calls	100.00%	264	102	0	0	4/1/19	3.67	Black Network Printer
Room 171	Ricoh P 501	5211P801598	14784488	0	No Calls	No Calls	100.00%	264	174	0	0	4/1/19	3.67	Black Network Printer
Room 175	Ricoh P 501	5211P801626	14764018	0	No Calls	No Calls	100.00%	264	93	0	0	4/1/19	3.67	Black Network Printer
Room 177	Ricoh SPC352dn	X031R700188	14765331	0	No Calls	No Calls	100.00%	160	4	64	69	4/1/19	3.67	Black Network Printer
Room 191	Ricoh P 501	5211P800116	14764030	0	No Calls	No Calls	100.00%	264	150	0	0	4/1/19	3.67	Black Network Printer
Room 193 Computer Lab	Ricoh P 501	5211P801619	14764020	0	No Calls	No Calls	100.00%	264	685	0	0	4/1/19	3.67	Black Network Printer
Room 197	Ricoh P 501	5211P801817	14764026	0	No Calls	No Calls	100.00%	264	291	0	0	4/1/19	3.67	Black Network Printer
Room 199	Ricoh P 501	5211P800099	14764027	0	No Calls	No Calls	100.00%	264	144	0	0	4/1/19	3.67	Black Network Printer
Room 213	Ricoh IM C8000	3841C900089	14764745	2	126.073	2.80	99.20%	11,893	9,409	333	4,149	4/1/19	3.67	Black Network Printer
Room 227	Ricoh P 501	5211P801629	14763991	1	18,426	1.90	99.60%	264	254	0	0	4/1/19	3.67	Black Network Printer
Room 241	Ricoh P 501	5211P801835	14764012	0	No Calls	No Calls	100.00%	264	13	0	0	4/1/19	3.67	Black Network Printer
Room 244	Ricoh P 501	5211P801823	14764000	0	No Calls	No Calls	100.00%	264	181	0	0	4/1/19	3.67	Black Network Printer
Room 245	Ricoh IM C8000	3841C900105	14764096	0	No Calls	No Calls	100.00%	13,210	10,606	333	5,026	4/1/19	3.67	Black Network Printer

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Spare	Ricoh P 501	5211P801621	14764019	0	No Calls	No Calls	100.00%	264	0	0	0	4/1/19	3.67	Black Network Printer
Special Ed	Ricoh IM C4500	3121R201545	14786089	0	No Calls	No Calls	100.00%	347	1,025	412	360	4/1/19	3.67	Black Network Printer
Special Ed	Ricoh P 501	X031R800009	14765332	0	No Calls	No Calls	100.00%	160	163	64	233	4/1/19	3.67	Black Network Printer
Teachers' Room 245	Ricoh P 501	5211P801831	14764010	0	No Calls	No Calls	100.00%	264	503	0	0	4/1/19	3.67	Black Network Printer
Tech Dir Office Room 170	Ricoh SPC352dn	X031R800006	14765330	0	No Calls	No Calls	100.00%	160	2	64	6	4/1/19	3.67	Black Network Printer
Weare Middle School														
4th Grade Wing	Ricoh IMC6000	3141R700083	14762720	0	No Calls	No Calls	100.00%	9,375	7,357	83	2,473	4/1/19	3.67	Black Network Printer
4th Grade Wing	Ricoh P 501	5211P801571	14763990	0	No Calls	No Calls	100.00%	264	79	0	0	4/1/19	3.67	Black Network Printer
5th Grade Wing	Ricoh IMC6000	3141R600348	14762533	0	No Calls	No Calls	100.00%	9,375	7,551	83	2,840	4/1/19	3.67	Black Network Printer
5th Grade Wing	Ricoh P 501	5211P800114	14764029	0	No Calls	No Calls	100.00%	264	79	0	0	4/1/19	3.67	Black Network Printer
6th Grade Wing	Ricoh IMC6000	3141R710224	14763587	1	84,570	1.90	99.80%	9,375	7,950	83	1,581	4/1/19	3.67	Black Network Printer
6th Grade Wing	Ricoh P 501	5211P800112	14763997	2	10,004	1.90	99.50%	264	232	0	0	4/1/19	3.67	Black Network Printer
7th-8th Grade Wing	Ricoh IMC6000	3141R600497	14776805	0	No Calls	No Calls	100.00%	12,500	7,092	83	2,790	4/1/19	3.67	Black Network Printer
7th-8th Grade Wing	Ricoh P 501	5211P801500	14764023	0	No Calls	No Calls	100.00%	264	173	0	0	4/1/19	3.67	Black Network Printer
Computer Lab	Ricoh P 501	5211P801602	14784489	0	No Calls	No Calls	100.00%	264	4	0	0	12/1/17	5.00	Color Network Printer
Guidance/ Nurse	Ricoh IMC6000	3141R600364	14762714	0	No Calls	No Calls	100.00%	849	411	83	97	12/1/17	5.00	Color Network Printer
Library	Ricoh IM C4500	3120RB00874	14786094	3	19,266	9.20	97.90%	898	2,426	365	861	12/1/17	5.00	Color Network Printer
Library Office	Ricoh P 501	5211P801825	14764014	0	No Calls	No Calls	100.00%	264	232	0	0	12/1/17	5.00	Color Network Printer
Main Office	Ricoh IM C4500	3121R201264	14786088	0	No Calls	No Calls	100.00%	1,859	3,737	509	2,124	12/1/17	5.00	Color Network Printer
N/A	Ricoh P 501	5211P801830	14764007	0	No Calls	No Calls	100.00%	264	358	0	0	12/1/17	5.00	Color Network Printer
Room U0030	Ricoh P 501	5211P801832	14764008	0	No Calls	No Calls	100.00%	264	299	0	0	12/1/17	5.00	Color Network Printer
Room U0070	Ricoh P 501	5211P800101	14764028	0	No Calls	No Calls	100.00%	264	39	0	0	12/1/17	5.00	Color Network Printer
Room U0090	Ricoh P 501	5211P801574	14763998	0	No Calls	No Calls	100.00%	264	174	0	0	12/1/17	5.00	Color Network Printer
Speech	Ricoh P 501	5211P801628	14763992	0	No Calls	No Calls	100.00%	264	83	0	0	12/2/17	5.00	Color Network Printer
Totals and Averages				18	80,434	7.44	99.89%	2,201	2,060	309	1,400		3.72	