



## Specialized Purchasing Consultants Corp.

Serving Maine & New Hampshire since 1988

### SAU 03 Berlin

#### 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 110 units under contract with Canon, there were 27 service calls on 12 copiers and printers. Eighty percent of all calls were fixed on the first visit and average uptime was 99.92%, which is excellent for the size of your fleet. Twenty service calls were for miscellaneous issues, while four calls were due to poor copy quality and three were for jamming.

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 9.32 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 just over four 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 appears to be performing very well, and Canon is taking good care of your equipment.

Of the two machines with more than five service calls within the fiscal year, here is the vendor's detail of the calls:

Berlin Elementary, 2SQ02755 - Had quality issues for a couple of calls but the issue ended up being an HVT power supply; there were a couple of calls for jamming, the source of which was found to be the Contact Image Sensor.

Berlin Middle/High School, 2KT04100 - This unit had five calls related to the fixing web wrapping around the roller and jamming in the finisher. The issue was an intermittent fixing heater power supply, which was ultimately replaced.

# **SAU #3 BERLIN PUBLIC SCHOOLS**

PERIOD SUMMARY  
Aug 01, 2022 - Aug 01, 2023  
August 09, 2023

## FLEET SUMMARY

### Product Performance

|                                                |     |        |
|------------------------------------------------|-----|--------|
| Total Units                                    | 112 |        |
| Total Units With Service Activity in Period    | 12  | 10.71% |
| Total Units Without Service Activity in Period | 100 | 89.29% |

|                              |        |
|------------------------------|--------|
| Total Calls                  | 27     |
| Customer Calls               | 19     |
| Percentage of Customer Calls | 70.37% |

Average Customer Calls Per Unit 0.17 Calls

Average Placement Term 39 months

### Unit Effectiveness

Average Copy Volume 5,015 Copies

Average Up Time 99.92%

Average Customer Calls Per Month 2 Visits

### Response Time

Average Response Time 09:32 Hrs

Bench Mark Response Time 04:00 Hrs

### Restore Time

Average Restore Time 17:14 Hrs

### First Call Fix%

First Call Fix% 80 %

# SAU #3 BERLIN PUBLIC SCHOOLS

PERIOD SUMMARY (08/01/2022 to 08/01/2023)

## 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% |
|-----------------|----------|--------------|---------------------------------------------------------------------|-------------|----------------------|--------------------------|--------------------|-----------------------|----------------------|--------------------|--------------------|----------------------------------|----------------------------------|--------|-----------------|
| ICMF543 DW      | 2SQ02456 | 05/13/2020   | 200 STATE ST BERLIN ES RM 509 BERLIN NH 03570-1881                  | 1           | 1                    |                          | 99.77%             | 04:33 Hrs             | 04:58 Hrs            | 00:24 Hrs          |                    |                                  |                                  |        | 100 %           |
| ICMF543 DW      | 2SQ02485 | 05/13/2020   | 200 STATE ST BERLIN ES RM 609 BERLIN NH 03570-1881                  | 1           | 1                    |                          | 99.69%             | 06:18 Hrs             | 06:31 Hrs            | 00:13 Hrs          |                    |                                  |                                  |        | 100 %           |
| ICMF543 DW      | 2SQ02755 | 05/13/2020   | 183 HILLSIDE AVE SAU DISTRICT OFFICE BUS ADMIN BERLIN NH 03570-1817 | 8           | 5                    | 3                        | 97.45%             | 10:10 Hrs             | 25:47 Hrs            | 00:43 Hrs          | 19,146             | 1,191                            | 532                              | 1,608  | 100 %           |
| ICMF543 DW      | 2SQ02772 | 05/13/2020   | 200 STATE ST BERLIN ES RM 308 BERLIN NH 03570-1817                  | 1           | 1                    |                          | 99.69%             | 06:27 Hrs             | 06:40 Hrs            | 00:12 Hrs          |                    |                                  |                                  |        | 100 %           |
| ICMF543 DW      | 2SQ02805 | 05/13/2020   | 550 WILLARD ST BERLIN MHS RM 513 BERLIN NH 03570-1412               | 2           | 1                    | 1                        | 99.39%             | 11:38 Hrs             | 37:45 Hrs            | 01:41 Hrs          | 5                  | 50                               |                                  |        | 0 %             |
| IRADV657 5IV3   | 3EH00659 | 05/12/2020   | 550 WILLARD ST BERLIN MHS TEACH RM BERLIN NH 03570-1412             | 1           | 1                    |                          | 99.79%             | 03:50 Hrs             | 04:34 Hrs            | 00:44 Hrs          | 516,632            |                                  | 13,824                           |        | 100 %           |
| IRADV858 5IV3   | YGS00783 | 05/12/2020   | 550 WILLARD ST BERLIN MHS RM 609 TEACH BERLIN NH 03570-1412         | 1           | 1                    |                          | 99.89%             | 02:01 Hrs             | 02:21 Hrs            | 00:18 Hrs          | 364,261            |                                  | 11,915                           |        | 100 %           |
| IRADV858 5IV3   | YGS00809 | 05/12/2020   | 200 STATE ST BERLIN ES TEACH RM WEST BERLIN NH 03570-1881           | 1           | 1                    |                          | 99.81%             | 03:02 Hrs             | 04:04 Hrs            | 01:01 Hrs          | 608,285            |                                  | 15,701                           |        | 100 %           |
| IRADV550 540IV3 | 2JV03572 | 05/12/2020   | 550 WILLARD ST BERLIN MHS GUIDANCE BERLIN NH 03570-1412             | 1           | 1                    |                          | 99.89%             | 02:13 Hrs             | 02:25 Hrs            | 00:11 Hrs          | 119,707            |                                  | 3,579                            |        | 100 %           |
| IRADV550 550IV3 | 2JH05622 | 05/12/2020   | 200 STATE ST BERLIN ES TEACH RM EAST BERLIN NH 03570-1881           | 1           | 1                    |                          | 99.06%             | 19:23 Hrs             | 19:57 Hrs            | 00:33 Hrs          | 477,029            |                                  | 16,186                           |        | 100 %           |
| IRADV550 550IV3 | 2JH06154 | 05/12/2020   | 550 WILLARD ST BERLIN MHS RM 609 TEACH BERLIN NH 03570-1412         | 2           | 1                    | 1                        | 99.5%              | 09:44 Hrs             | 21:54 Hrs            | 00:49 Hrs          | 273,358            | 20                               | 9,854                            |        | 0 %             |
| IRADV550 565IV3 | 2KT04100 | 06/10/2020   | 550 WILLARD ST BERLIN MHS RM 514 GRAPHIC A BERLIN NH 03570-1412     | 7           | 4                    | 3                        | 96.94%             | 15:17 Hrs             | 21:51 Hrs            | 00:46 Hrs          | 399,499            | 18,799                           | 10,844                           | 48,002 | 50 %            |

\*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 (08/01/2022 to 08/01/2023)

## 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 | NPAA103537 | 05/11/2020   | 550 WILLARD ST BERLIN MHS RM 514 BERLIN NH 03570-1412         |
| 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   | 2SQ02459   | 05/13/2020   | 550 WILLARD ST BERLIN MHS RM 502 BERLIN NH 03570-1412         |
| 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   | 2SQ02712   | 05/13/2020   | 200 STATE ST BERLIN ES RM 310 BERLIN NH 03570-1817            |
| 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   | 2SQ02758   | 05/13/2020   | 200 STATE ST BERLIN ES RM 304 BERLIN NH 03570-1817            |
| ICMF543DW   | 2SQ02759   | 05/13/2020   | 200 STATE ST BERLIN ES RM 311 BERLIN NH 03570-1817            |

| Model         | Serial#  | Install Date | Location                                                           |
|---------------|----------|--------------|--------------------------------------------------------------------|
| ICMF543DW     | 2SQ02760 | 05/13/2020   | 200 STATE ST BERLIN ES RM 501 BERLIN NH 03570-1881                 |
| ICMF543DW     | 2SQ02761 | 05/13/2020   | 200 STATE ST BERLIN ES RM 305 BERLIN NH 03570-1817                 |
| ICMF543DW     | 2SQ02762 | 05/13/2020   | 200 STATE ST BERLIN ES RM 302 BERLIN NH 03570-1817                 |
| ICMF543DW     | 2SQ02764 | 05/13/2020   | 200 STATE ST BERLIN ES RM 211 BERLIN NH 03570-1817                 |
| ICMF543DW     | 2SQ02765 | 05/13/2020   | 200 STATE ST BERLIN ES RM 601 BERLIN NH 03570-1881                 |
| ICMF543DW     | 2SQ02766 | 05/13/2020   | 200 STATE ST BERLIN ES RM 603 BERLIN NH 03570-1881                 |
| ICMF543DW     | 2SQ02767 | 05/13/2020   | 200 STATE ST BERLIN ES RM 307 BERLIN NH 03570-1817                 |
| ICMF543DW     | 2SQ02768 | 05/13/2020   | 200 STATE ST BERLIN ES RM 405 BERLIN NH 03570-1881                 |
| 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     | 2SQ02807 | 05/13/2020   | 550 WILLARD ST BERLIN MHS RM 511 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     | 2SQ02853 | 05/13/2020   | 200 STATE ST BERLIN ES RM 208 BERLIN NH 03570-1817                 |
| ICMF543DW     | 2SQ02855 | 05/13/2020   | 200 STATE ST BERLIN ES RM 210 BERLIN NH 03570-1817                 |
| ICMF543DW     | 2SQ02857 | 05/13/2020   | 200 STATE ST BERLIN ES RM 201 BERLIN NH 03570-1817                 |
| 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     | 2SQ02861 | 05/13/2020   | 200 STATE ST BERLIN ES RM 205 BERLIN NH 03570-1817                 |
| ICMF543DW     | 2SQ02862 | 05/13/2020   | 200 STATE ST BERLIN ES RM 207 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     | 2SQ02983 | 05/13/2020   | 183 HILLSIDE AVE SAU DISTRICT OFC MAIN OFC BERLIN NH 03570-1817    |
| ICMF543DW     | 2SQ02985 | 05/13/2020   | 200 STATE ST BERLIN ES RM 203 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                 |
| ICMF543DW     | 2SQ02989 | 05/13/2020   | 183 HILLSIDE AVE SAU DISTRICT OFC ACCOUNT PAY BERLIN NH 03570-1817 |
| ICMF746CDW    | 2QL23552 | 05/13/2020   | 550 WILLARD ST BERLIN MHS MAIN OFC BERLIN NH 03570-1412            |
| ICMF746CDW    | 2QL23554 | 05/13/2020   | 550 WILLARD ST BERLIN MHS CAF OFFICE BERLIN NH 03570-1412          |
| IRADV8585IV3  | YGS00780 | 05/12/2020   | 550 WILLARD ST BERLIN MHS MAIN OFC BERLIN NH 03570-1412            |
| IRADV8585IV3  | YGS00801 | 05/12/2020   | 200 STATE ST BERLIN ES TEACH RM WEST BERLIN NH 03570-1881          |
| IRADVC5540IV3 | 2JV03566 | 05/12/2020   | 550 WILLARD ST BERLIN MHS CTE OFFICE BERLIN NH 03570-1412          |
| IRADVC5550IV3 | 2JH05465 | 05/12/2020   | 200 STATE ST BERLIN ES EAST WING OFF BERLIN NH 03570-1817          |
| IRADVC5550IV3 | 2JH05538 | 05/12/2020   | 200 STATE ST BERLIN ES LIBRARY BERLIN NH 03570-1817                |
| IRADVC5550IV3 | 2JH05552 | 05/12/2020   | 183 HILLSIDE AVE SAU DISTRICT OFC MAIN OFC BERLIN NH 03570-1817    |
| IRADVC5550IV3 | 2JH06144 | 05/12/2020   | 193 PINE ST MARSTON SCHOOL SPECIAL ED BERLIN NH 03570-1889         |

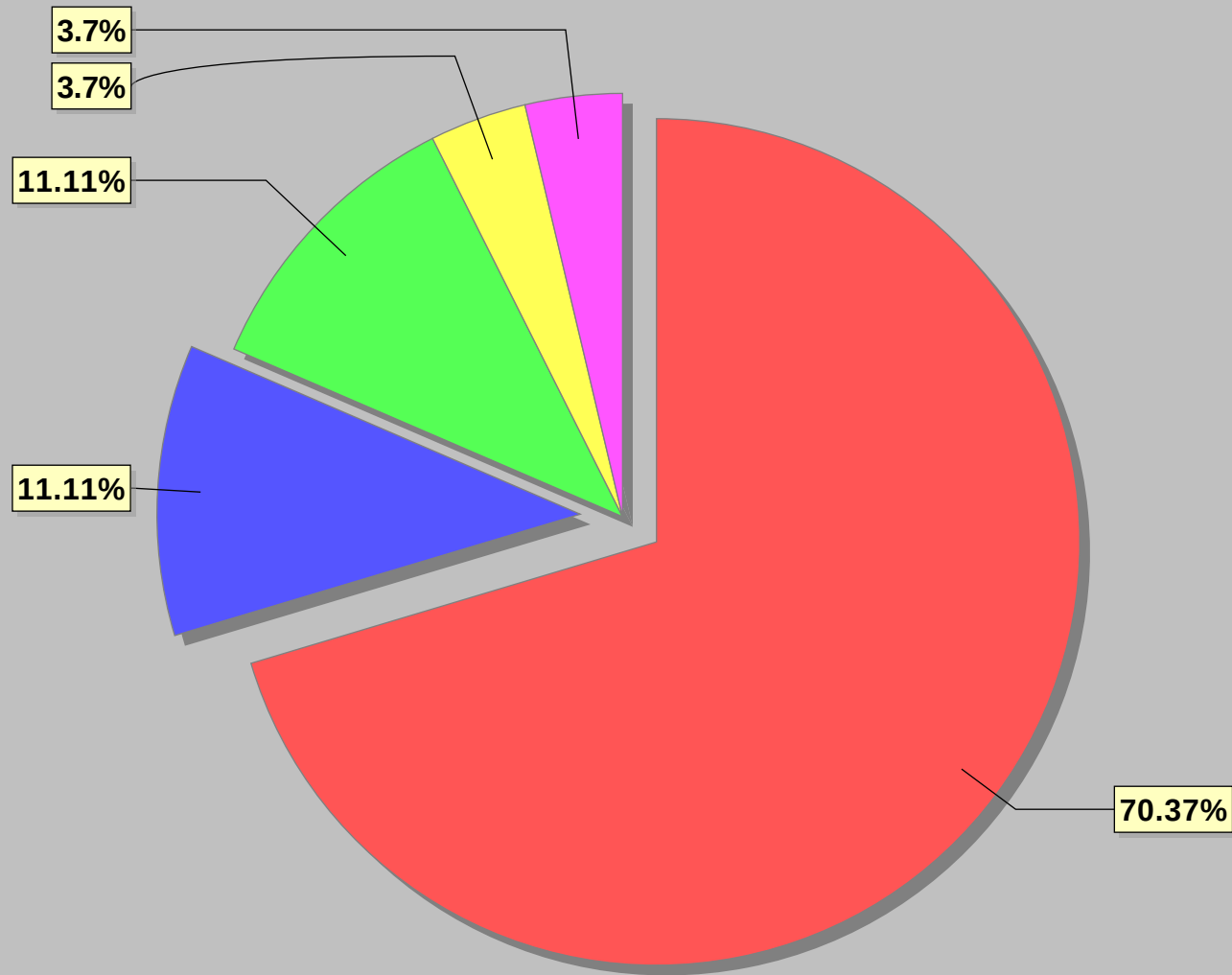
| Model         | Serial#           | Install Date | Location                                                  |
|---------------|-------------------|--------------|-----------------------------------------------------------|
| IRADVC5550IV3 | 2JH06389          | 05/12/2020   | 200 STATE ST BERLIN ES 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 (08/01/2022 to 08/01/2023)

## Unit Call Type Summary

| Model              | Serial#  | Customer Service Call | Part Calls | Insufficient Time | Phone Support | Network Systems | Total Calls |
|--------------------|----------|-----------------------|------------|-------------------|---------------|-----------------|-------------|
| ICMF543DW          | 2SQ02456 | 1                     |            |                   |               |                 | 1           |
| ICMF543DW          | 2SQ02485 | 1                     |            |                   |               |                 | 1           |
| ICMF543DW          | 2SQ02755 | 5                     |            | 3                 |               |                 | 8           |
| ICMF543DW          | 2SQ02772 | 1                     |            |                   |               |                 | 1           |
| ICMF543DW          | 2SQ02805 | 1                     | 1          |                   |               |                 | 2           |
| IRADV6575IV3       | 3EH00659 | 1                     |            |                   |               |                 | 1           |
| IRADV8585IV3       | YGS00783 | 1                     |            |                   |               |                 | 1           |
| IRADV8585IV3       | YGS00809 | 1                     |            |                   |               |                 | 1           |
| IRADVC5540IV3      | 2JV03572 | 1                     |            |                   |               |                 | 1           |
| IRADVC5550IV3      | 2JH05622 | 1                     |            |                   |               |                 | 1           |
| IRADVC5550IV3      | 2JH06154 | 1                     | 1          |                   |               |                 | 2           |
| IRADVC7565IV3      | 2KT04100 | 4                     | 1          |                   | 1             | 1               | 7           |
| <b>Grand Total</b> |          | <b>19</b>             | <b>3</b>   | <b>3</b>          | <b>1</b>      | <b>1</b>        | <b>27</b>   |

# Call Types



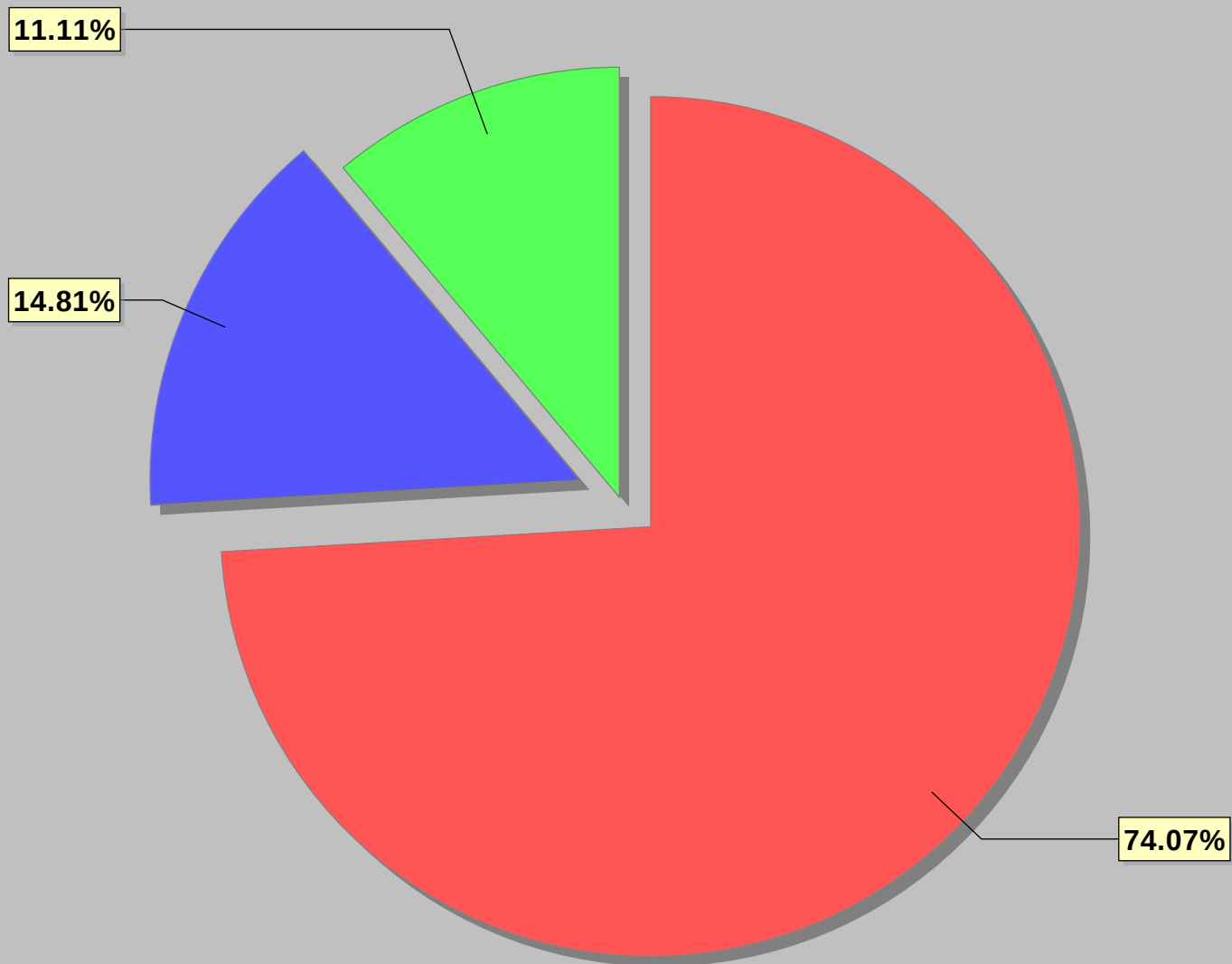
● Customer Service Call ● Part Calls ● Insufficient Time ● Phone Support ● Network Systems

PERIOD SUMMARY (08/01/2022 to 08/01/2023)

## Unit Problem Summary

| Model              | Serial#  | Other Miscellaneous | Copy Quality | Jamming  | Total Calls |
|--------------------|----------|---------------------|--------------|----------|-------------|
| ICMF543DW          | 2SQ02456 |                     |              | 1        | 1           |
| ICMF543DW          | 2SQ02485 | 1                   |              |          | 1           |
| ICMF543DW          | 2SQ02755 | 6                   | 2            |          | 8           |
| ICMF543DW          | 2SQ02772 | 1                   |              |          | 1           |
| ICMF543DW          | 2SQ02805 | 2                   |              |          | 2           |
| IRADV6575IV3       | 3EH00659 | 1                   |              |          | 1           |
| IRADV8585IV3       | YGS00783 |                     |              | 1        | 1           |
| IRADV8585IV3       | YGS00809 |                     |              | 1        | 1           |
| IRADVC5540IV3      | 2JV03572 |                     | 1            |          | 1           |
| IRADVC5550IV3      | 2JH05622 |                     | 1            |          | 1           |
| IRADVC5550IV3      | 2JH06154 | 2                   |              |          | 2           |
| IRADVC7565IV3      | 2KT04100 | 7                   |              |          | 7           |
| <b>Grand Total</b> |          | <b>20</b>           | <b>4</b>     | <b>3</b> | <b>27</b>   |

## Problem Codes



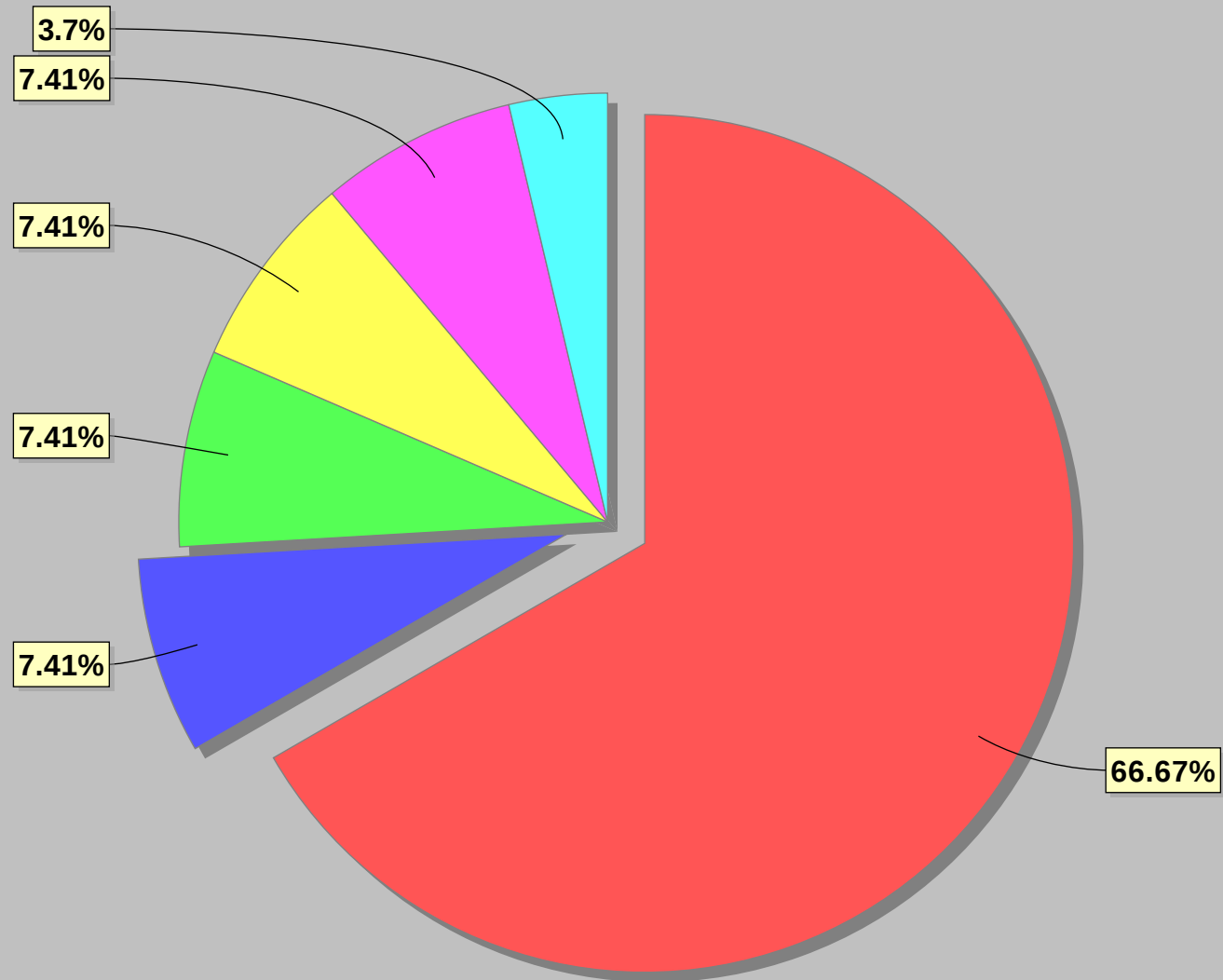
● Other Miscellaneous ● Copy Quality ● Jamming

PERIOD SUMMARY (08/01/2022 to 08/01/2023)

## Unit Diagnostic Summary

| Model              | Serial#  | Malfunction / Defective | Connectivity | Environment | Old Software / Modification | Misalignment / Misadjustment | Install / Inspect | Total Calls |
|--------------------|----------|-------------------------|--------------|-------------|-----------------------------|------------------------------|-------------------|-------------|
| ICMF543DW          | 2SQ02456 |                         |              |             |                             | 1                            |                   | 1           |
| ICMF543DW          | 2SQ02485 | 1                       |              |             |                             |                              |                   | 1           |
| ICMF543DW          | 2SQ02755 | 5                       |              |             | 1                           | 1                            | 1                 | 8           |
| ICMF543DW          | 2SQ02772 | 1                       |              |             |                             |                              |                   | 1           |
| ICMF543DW          | 2SQ02805 | 2                       |              |             |                             |                              |                   | 2           |
| IRADV6575IV3       | 3EH00659 | 1                       |              |             |                             |                              |                   | 1           |
| IRADV8585IV3       | YGS00783 | 1                       |              |             |                             |                              |                   | 1           |
| IRADV8585IV3       | YGS00809 |                         |              | 1           |                             |                              |                   | 1           |
| IRADVC5540IV3      | 2JV03572 |                         |              | 1           |                             |                              |                   | 1           |
| IRADVC5550IV3      | 2JH05622 | 1                       |              |             |                             |                              |                   | 1           |
| IRADVC5550IV3      | 2JH06154 | 2                       |              |             |                             |                              |                   | 2           |
| IRADVC7565IV3      | 2KT04100 | 4                       | 2            |             | 1                           |                              |                   | 7           |
| <b>Grand Total</b> |          | <b>18</b>               | <b>2</b>     | <b>2</b>    | <b>2</b>                    | <b>2</b>                     | <b>1</b>          | <b>27</b>   |

# Diagnostic Codes



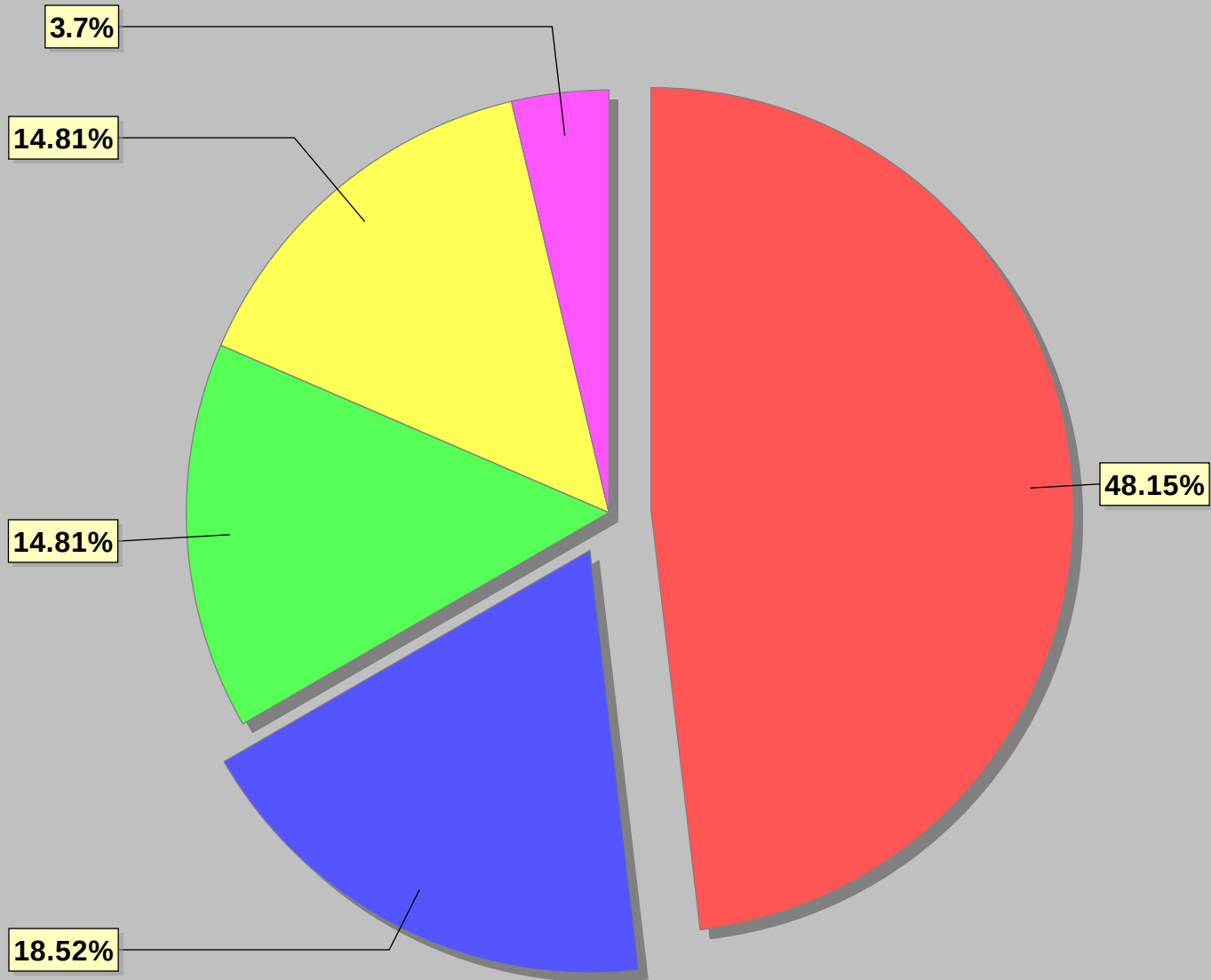
● Malfunction / Defective ● Connectivity ● Environment ● Old Software / Modification ● Misalignment / Misadjustment  
● Install / Inspect

PERIOD SUMMARY (08/01/2022 to 08/01/2023)

## Unit Correction Summary

| Model              | Serial#  | Parts Replacement | Other    | Adjustment | Install / Inspect | Connectivity | Total Calls |
|--------------------|----------|-------------------|----------|------------|-------------------|--------------|-------------|
| ICMF543DW          | 2SQ02456 |                   | 1        |            |                   |              | 1           |
| ICMF543DW          | 2SQ02485 |                   |          | 1          |                   |              | 1           |
| ICMF543DW          | 2SQ02755 | 2                 | 3        | 1          | 2                 |              | 8           |
| ICMF543DW          | 2SQ02772 | 1                 |          |            |                   |              | 1           |
| ICMF543DW          | 2SQ02805 | 2                 |          |            |                   |              | 2           |
| IRADV6575IV3       | 3EH00659 | 1                 |          |            |                   |              | 1           |
| IRADV8585IV3       | YGS00783 | 1                 |          |            |                   |              | 1           |
| IRADV8585IV3       | YGS00809 |                   | 1        |            |                   |              | 1           |
| IRADVC5540IV3      | 2JV03572 |                   |          | 1          |                   |              | 1           |
| IRADVC5550IV3      | 2JH05622 | 1                 |          |            |                   |              | 1           |
| IRADVC5550IV3      | 2JH06154 | 2                 |          |            |                   |              | 2           |
| IRADVC7565IV3      | 2KT04100 | 3                 |          | 1          | 2                 | 1            | 7           |
| <b>Grand Total</b> |          | <b>13</b>         | <b>5</b> | <b>4</b>   | <b>4</b>          | <b>1</b>     | <b>27</b>   |

# Correction Codes



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

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.