

**SAU 55 Hampstead - Ricoh
Fleet Service Report 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 53 units under contract with Ricoh, there were 19 service calls on 6 copiers and 1 printers during the fiscal year. Uptime for your fleet was 99.86% which is fair 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. Ricoh notes their average response time from call to arrival as 6.84 hours, which is much higher than specified and will be addressed with the vendor. It should be noted that non-urgent calls may be delayed for higher priority calls, which can inflate the average response time.

Your last upgrade was 7/1/2021. 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 3.94 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.

One units had 8 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 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
Hampstead District Office														
Accounts Payable	Ricoh P 501	5211P403546	14497899	0	No Calls	No Calls	100.00%	833	455	0	0	4/1/19	3.67	Black Network Printer
Business Office	Ricoh P 501	5211P501014	14497900	0	No Calls	No Calls	100.00%	833	90	0	0	4/1/19	3.67	Black Network Printer
Copy Room	Ricoh IMC6000	3141R200585	14497367	2	34,964	5.30	99.40%	8,333	2,456	2,083	3,229	1/1/19	3.92	Color Photocopier
Hampstead Central														
Music Room	Ricoh SP3710DN	5161Z210872	14470762	0	No Calls	No Calls	100.00%	255	21	0	0	11/1/18	4.08	Black Network Printer
Room 101B	Ricoh SP3710DN	5161Z210603	14497268	0	No Calls	No Calls	100.00%	255	196	0	0	11/1/18	4.08	Black Network Printer
Room 110	Ricoh SP3710DN	5161Z210594	14497061	0	No Calls	No Calls	100.00%	255	435	0	0	11/1/18	4.08	Black Network Printer
Room 110 Main Office	Ricoh IMC6000	3141R200335	14497630	0	No Calls	No Calls	100.00%	6,471	3,575	1,189	2,271	1/1/19	3.92	Color Photocopier
Room 110A	Ricoh IM350F	3371P600006	14496917	0	No Calls	No Calls	100.00%	255	307	0	0	3/1/19	3.75	Black Laser MFP
Room 110B	Ricoh SP3710DN	5161Z210597	14470765	0	No Calls	No Calls	100.00%	255	205	0	0	11/1/18	4.08	Black Network Printer
Room 115	Ricoh P 501	5211P403544	14497902	0	No Calls	No Calls	100.00%	503	754	0	0	4/1/19	3.67	Black Network Printer
Room 117	Ricoh SP3710DN	5161Z210552	14497698	0	No Calls	No Calls	100.00%	255	607	0	0	11/1/18	4.08	Black Network Printer
Room 125	Ricoh IM 8000	4031C100069	14497153	1	215,314	5.30	99.60%	19,656	20,192	0	0	10/1/20	2.17	Color Photocopier
Room 129	Ricoh P 501	5211P500329	14497903	0	No Calls	No Calls	100.00%	1,064	702	0	0	4/1/19	3.67	Color Photocopier
Room 133	Ricoh SP3710DN	5161Z210606	14497267	0	No Calls	No Calls	100.00%	63	415	0	0	11/1/18	4.08	Black Network Printer
Room 136	Ricoh IM 8000	4031C100015	14496922	4	51,016	6.50	98.50%	22,081	19,015	0	0	10/1/20	2.17	Color Photocopier
Room 136	Ricoh SPC352dn	X031R400046	14497152	0	No Calls	No Calls	100.00%	98	172	555	1,517	12/1/17	5.00	Color Network Printer
Room 211	Ricoh IM350F	3371P600007	14496192	0	No Calls	No Calls	100.00%	255	972	0	0	4/1/19	3.67	Black Network Printer
Room 212	Ricoh SP3710DN	5161Z210598	14497062	0	No Calls	No Calls	100.00%	255	72	0	0	11/1/18	4.08	Black Network Printer
Room 214- Library	Ricoh SP3710DN	5161Z210610	14497266	0	No Calls	No Calls	100.00%	255	70	0	0	11/1/18	4.08	Black Network Printer
Room 215	Ricoh SPC352dn	X031R400012	14497151	0	No Calls	No Calls	100.00%	42	59	301	227	12/1/17	5.00	Color Network Printer
Room 215	Ricoh IM430F	3351P101872	14496191	0	No Calls	No Calls	100.00%	1,643	1,647	0	0	3/1/19	3.75	Black Laser MFP
Room 223	Ricoh IM 8000	4031C100079	14470773	2	162,451	17.80	98.20%	19,719	28,199	0	0	10/1/20	2.17	Color Photocopier
Room 225 Nurse	Ricoh SP3710DN	5161Z210599	14497699	0	No Calls	No Calls	100.00%	255	289	0	0	11/1/18	4.08	Black Network Printer
Room 228	Ricoh SP3710DN	5161Z210600	14497265	0	No Calls	No Calls	100.00%	255	193	0	0	11/1/18	4.08	Black Network Printer
Room 228	Ricoh IM C300F	3921P401568	14470774	0	No Calls	No Calls	100.00%	683	333	1,299	646	3/1/20	2.75	Color Laser MFP
Room 233	Ricoh SP3710DN	5161Z210601	14497269	0	No Calls	No Calls	100.00%	255	81	0	0	11/1/18	4.08	Black Network Printer
Hampstead Middle School														
IT Room	Ricoh SPC352dn	X031R400321	14470766	1	3,944	4.10	99.70%	54	119	66	117	12/1/17	5.00	Color Network Printer
Main Office	Ricoh IMC6000	3141R400224	14496919	0	No Calls	No Calls	100.00%	3,341	2,906	926	1,184	1/1/19	3.92	Color Photocopier
Main Office	Ricoh SP3710DN	5161Z412138	14496193	0	No Calls	No Calls	100.00%	255	117	0	0	11/1/18	4.08	Black Network Printer
Nurse	Ricoh SP3710DN	5161Z210623	14497282	0	No Calls	No Calls	100.00%	255	641	0	0	11/1/18	4.08	Black Network Printer
Room 112 SPED	Ricoh IMC6000	3141R400271	14497368	0	No Calls	No Calls	100.00%	5,524	3,608	525	861	1/1/19	3.92	Color Photocopier
Room 118	Ricoh SPC352dn	X031R400218	14497369	0	No Calls	No Calls	100.00%	255	161	301	213	12/1/17	5.00	Color Network Printer
Room 121	Ricoh SP3710DN	5161Z210625	14497270	0	No Calls	No Calls	100.00%	255	0	0	0	11/1/18	4.08	Black Network Printer

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Room 211	Ricoh P 501	5211P401235	14497901	0	No Calls	No Calls	100.00%	537	797	0	0	4/1/19	3.67	Black Network Printer
Room 213	Ricoh SPC352dn	X031R400313	14497359	0	No Calls	No Calls	100.00%	5	158	270	240	12/1/17	5.00	Color Network Printer
Room 217	Ricoh SP3710DN	5161Z210617	14470761	0	No Calls	No Calls	100.00%	255	86	0	0	11/1/18	4.08	Black Network Printer
Room 312	Ricoh SP3710DN	5161Z210627	14497277	0	No Calls	No Calls	100.00%	174	544	0	0	11/1/18	4.08	Black Network Printer
Room 313	Ricoh SP3710DN	5161Z210630	14497283	0	No Calls	No Calls	100.00%	303	591	0	0	11/1/18	4.08	Black Network Printer
Room 313	Ricoh SPC352dn	X031R400312	14470764	0	No Calls	No Calls	100.00%	264	185	363	861	12/1/17	5.00	Color Network Printer
Room 315	Ricoh SP3710DN	5161Z210629	14497272	0	No Calls	No Calls	100.00%	255	148	0	0	11/1/18	4.08	Black Network Printer
Room 317 IT Spare	Ricoh SP3710DN	5161Z210632	14470770	0	No Calls	No Calls	100.00%	0	68	0	0	11/1/18	4.08	Black Network Printer
Room 317 IT Spare	Ricoh SP3710DN	5161Z210605	14497264	0	No Calls	No Calls	100.00%	0	432	0	0	11/1/18	4.08	Black Network Printer
Room 415	Ricoh SPC352dn	X031R400311	14470765	0	No Calls	No Calls	100.00%	212	478	395	698	12/1/17	5.00	Color Network Printer
Room 416	Ricoh P 501	5211P403460	14497904	0	No Calls	No Calls	100.00%	423	3	0	0	4/1/19	3.67	Black Network Printer
Room 417	Ricoh SP3710DN	5161Z412143	14470775	0	No Calls	No Calls	100.00%	87	557	0	0	11/1/18	4.08	Black Network Printer
Room 513	Ricoh SP3710DN	5161Z210633	14497271	0	No Calls	No Calls	100.00%	255	487	0	0	11/1/18	4.08	Black Network Printer
Room 514	Ricoh SP3710DN	5161Z210619	14497276	0	No Calls	No Calls	100.00%	255	261	0	0	11/1/18	4.08	Black Network Printer
Room 516	Ricoh SPC352dn	X031R400305	14470767	0	No Calls	No Calls	100.00%	360	340	537	604	12/1/17	5.00	Color Network Printer
Room 611	Ricoh SP3710DN	5161Z210631	14497273	0	No Calls	No Calls	100.00%	255	163	0	0	11/1/18	4.08	Black Network Printer
Room 613	Ricoh SPC352dn	X031R400324	14496190	0	No Calls	No Calls	100.00%	255	124	301	151	12/1/17	5.00	Color Network Printer
Room 620- Music	Ricoh IM350F	3371P400272	14496916	0	No Calls	No Calls	100.00%	128	231	0	0	3/1/19	3.75	Color Laser MFP
Teachers' Room	Ricoh IM 9000	4041C300058	14497628	1	238,490	3.20	99.60%	14,583	14,587	0	0	12/1/20	2.00	Black Photocopier
Teachers' Room	Ricoh IM 9000	4041C300095	14474651	8	45,148	5.70	97.50%	33,110	45,379	0	0	12/1/20	2.00	Black Photocopier
Totals and Averages				19	107,332	6.84	99.86%	2,877	2,975	650	916		3.94	

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Equipment with 5 or more calls for the reporting period July 1, 2021 to June 30, 2022

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
Hampstead Middle Teachers' Room	Ricoh IM9000	4041C300095	8	835,912	45,148	5.70	97.50%	45,379	Black Photocopier	Seven calls were for jamming, primarily in Tray 1, with two in the ADF, and one in the Finisher/Sorter. These problems were caused by torn paper when user removed jam. Technician cleaned, reset, and replaced rollers on some of the calls. One call was for an error in the fusing unit.