

**SAU 81 Hudson - Ricoh
FLEET 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 113 units under contract with Ricoh, there were 78 service calls on 22 copiers and 6 printers during the fiscal year. Uptime for your fleet was 99.72%, which is decent 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 6.17 hours, which is higher than it should be. However, it should be noted that responses to lower priority calls (i.e., Preventative Maintenance or functioning machines) may inflate the average response time artificially.

Your last upgrade was 7/1/2021. All machines are under a five-year+ warranty and service contract that expires on 6/30/2025. The average model in your fleet was introduced 3.55 years ago. There are no units 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.

Five units have 5 or more service calls for a variety of issues. Details on those service calls can be seen on the last page.

SAU 81 Hudson - Ricoh

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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
Alvirne High School														
AP Office	Ricoh P 501	5211P500248	14498360	0	No Calls	No Calls	100.00%	528	483	0	0	4/1/19	3.67	Black Network Printer
Athletics Office	Ricoh IM430F	3351P501346	14498369	0	No Calls	No Calls	100.00%	528	1,121	0	0	3/1/19	3.75	Black Laser MFP
Café	Ricoh IM430F	3351P501350	14498370	2	14,781	10.90	98.90%	774	710	0	0	3/1/19	3.75	Black Laser MFP
Computer Lab	Ricoh P 501	5211P500244	14498358	0	No Calls	No Calls	100.00%	528	1,943	0	0	4/1/19	3.67	Black Network Printer
Copy Room	Ricoh IM 9000	4041C300061	14497845	3	67,101	3.00	98.70%	41,667	14,562	0	0	10/1/20	2.17	Color Photocopier
CTE Main Office	Ricoh IM C300F	3921P500283	14498389	0	No Calls	No Calls	100.00%	994	945	747	1,222	3/1/20	2.75	Color Laser MFP
DOA Office	Ricoh SPC352dn	X031R400212	14498302	0	No Calls	No Calls	100.00%	319	63	377	43	12/1/17	5.00	Color Network Printer
Garage	Ricoh P 501	5211P401246	14774575	0	No Calls	No Calls	100.00%	528	75	0	0	4/1/19	3.67	Black Network Printer
Guidance Office	Ricoh P 501	5211P500245	14498357	0	No Calls	No Calls	100.00%	528	876	0	0	4/1/19	3.67	Black Network Printer
ISS	Ricoh P 501	5211P500241	14498361	0	No Calls	No Calls	100.00%	528	0	0	0	4/1/19	3.67	Black Network Printer
IT Office	Ricoh P 501	5211P500238	14498354	0	No Calls	No Calls	100.00%	319	144	0	0	4/1/19	3.67	Black Network Printer
Language Office	Ricoh P 501	5211P500170	14498366	0	No Calls	No Calls	100.00%	528	1,413	0	0	4/1/19	3.67	Black Network Printer
Library	Ricoh IM 9000	4041C300054	14498255	3	160,659	6.20	99.00%	125,000	42,381	0	0	10/1/20	2.17	Color Photocopier
Library	Ricoh IM 9000	4041C400331	14498251	2	165,505	2.80	99.60%	125,000	41,198	0	0	10/1/20	2.17	Color Photocopier
Library	Ricoh P 501	5211P500217	14498341	0	No Calls	No Calls	100.00%	319	954	0	0	4/1/19	3.67	Black Network Printer
Library	Ricoh SPC352dn	X031R900422	14765680	0	No Calls	No Calls	100.00%	0	830	0	107	12/1/17	5.00	Color Network Printer
Main Office	Ricoh IMC6000	3141R400268	14496966	0	No Calls	No Calls	100.00%	14,583	19,811	1,886	1,625	1/1/19	3.92	Color Photocopier
Main Office	Ricoh P 501	5211P500243	14498355	0	No Calls	No Calls	100.00%	319	197	0	0	4/1/19	3.67	Black Network Printer
Math Office	Ricoh P 501	5211P500211	14498347	0	No Calls	No Calls	100.00%	319	433	0	0	4/1/19	3.67	Black Network Printer
Music	Ricoh P 501	5211P500206	14498350	0	No Calls	No Calls	100.00%	528	211	0	0	4/1/19	3.67	Black Network Printer
Nurse	Ricoh P 501	5211P500242	14498362	0	No Calls	No Calls	100.00%	528	227	0	0	4/1/19	3.67	Black Network Printer
Room 112	Ricoh IM 9000	4041C300094	14776297	1	250,598	1.60	99.90%	83,333	26,212	0	0	10/1/20	2.17	Color Photocopier
Room 114	Ricoh P 501	5211P500210	14498346	0	No Calls	No Calls	100.00%	528	646	0	0	4/1/19	3.67	Black Network Printer
Room 210	Ricoh P 501	5211P500247	14498359	0	No Calls	No Calls	100.00%	528	1,051	0	0	4/1/19	3.67	Black Network Printer
Room 306A	Ricoh P 501	5211P500240	14498356	0	No Calls	No Calls	100.00%	528	1,912	0	0	4/1/19	3.67	Black Network Printer
Room 313	Ricoh P 501	5211P500169	14498364	0	No Calls	No Calls	100.00%	528	194	0	0	4/1/19	3.67	Black Network Printer
Room 317	Ricoh P 501	5211P500171	14498363	0	No Calls	No Calls	100.00%	528	310	0	0	4/1/19	3.67	Black Network Printer
Room C1A	Ricoh P 501	5211P500180	14498339	0	No Calls	No Calls	100.00%	528	4	0	0	4/1/19	3.67	Black Network Printer
Room C2	Ricoh IM C300F	3921P500081	14498388	0	No Calls	No Calls	100.00%	994	0	747	0	3/1/20	2.75	Color Laser MFP
Room C2	Ricoh P 501	5211P500213	14498368	0	No Calls	No Calls	100.00%	528	0	0	0	4/1/19	3.67	Black Network Printer
Room WP106B	Ricoh P 501	5211P500216	14498340	0	No Calls	No Calls	100.00%	319	353	0	0	4/1/19	3.67	Black Network Printer
Room WP106B	Ricoh SPC352dn	X031R400119	14498338	0	No Calls	No Calls	100.00%	319	2	377	4	12/1/17	5.00	Color Network Printer
Room WP114	Ricoh IM430F	3351P650019	14498371	0	No Calls	No Calls	100.00%	774	456	0	0	3/1/19	3.75	Black Laser MFP
Room WP114	Ricoh SPC352dn	X031R400315	14498334	0	No Calls	No Calls	100.00%	319	39	377	107	12/1/17	5.00	Color Network Printer
Room WP118	Ricoh SPC352dn	X031R400306	14498335	0	No Calls	No Calls	100.00%	319	65	377	106	12/1/17	5.00	Color Network Printer
Room WP210	Ricoh SPC352dn	X031R400318	14498336	0	No Calls	No Calls	100.00%	319	4	377	11	12/1/17	5.00	Color Network Printer
Room WP219	Ricoh SPC352dn	X031R400204	14498333	0	No Calls	No Calls	100.00%	319	76	377	203	12/1/17	5.00	Color Network Printer
Room WP221	Ricoh SPC352dn	X031R400203	14498337	0	No Calls	No Calls	100.00%	319	555	377	464	12/1/17	5.00	Color Network Printer
Science Office	Ricoh P 501	5211P500212	14498348	0	No Calls	No Calls	100.00%	528	648	0	0	4/1/19	3.67	Black Network Printer
Social Studies	Ricoh P 501	5211P500179	14498349	1	18,945	9.60	99.50%	528	354	0	0	4/1/19	3.67	Black Network Printer
Special Ed	Ricoh P 501	5211P500172	14498365	0	No Calls	No Calls	100.00%	528	78	0	0	4/1/19	3.67	Black Network Printer
Special Ed Guidance	Ricoh IM 9000	4041C300109	14776296	1	121,564	4.70	99.70%	50,000	7,898	0	0	10/1/20	2.17	Color Photocopier
Ventrinary Clinic	Ricoh P 501	5211P500092	14774557	0	No Calls	No Calls	100.00%	319	503	0	0	4/1/19	3.67	Black Network Printer
Early Learning Center														
HOS Café	Ricoh IM430F	3351P650051	14498396	0	No Calls	No Calls	100.00%	528	275	0	0	3/1/19	3.75	Black Laser MFP
HOS Computer Lab	Ricoh P 501	5211P501155	14774576	0	No Calls	No Calls	100.00%	528	0	0	0	4/1/19	3.67	Black Network Printer
HOS Library	Ricoh P 501	5211P500205	14774558	1	33,644	7.80	99.60%	528	522	0	0	4/1/19	3.67	Black Network Printer

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HOS Main Office	Ricoh IM 7000	4021C500023	14776387	2	69,684	3.50	99.40%	16,667	8,430	0	0	2/1/21	1.83	Black Photocopier
HOS Main Office	Ricoh P 501	5211P500207	14774581	0	No Calls	No Calls	100.00%	528	324	0	0	4/1/19	3.67	Black Network Printer
HOS Principal	Ricoh P 501	5211P401247	14774577	0	No Calls	No Calls	100.00%	528	253	0	0	4/1/19	3.67	Black Network Printer
HOS Teacher's Room	Ricoh IMC6000	3141R300395	14497227	3	126,069	6.70	98.80%	62,500	30,256	8,333	7,294	1/1/19	3.92	Color Photocopier
LSS Copy Room	Ricoh IMC6000	3141R200750	14498006	3	110,267	5.80	99.00%	62,500	18,295	8,333	9,699	1/1/19	3.92	Color Photocopier
LSS Main Office	Ricoh IM C300F	3921P500045	14498391	0	No Calls	No Calls	100.00%	994	1,428	747	360	3/1/20	2.75	Color Laser MFP
LSS Special Ed Office	Ricoh IM430F	3351P650050	14498398	0	No Calls	No Calls	100.00%	528	1,582	0	0	3/1/19	3.75	Black Laser MFP
LSS Teacher's Room	Ricoh IM 7000	4021C500689	14776392	2	119,135	13.20	98.50%	41,667	11,993	0	0	2/1/21	1.83	Black Photocopier
Hills Garrison School														
Café	Ricoh IM430F	3351P502043	14498399	0	No Calls	No Calls	100.00%	774	501	0	0	3/1/19	3.75	Black Laser MFP
Computer Lab	Ricoh SPC352dn	X031R400317	14498392	0	No Calls	No Calls	100.00%	994	293	747	663	12/1/17	5.00	Color Network Printer
Computer Lab	Ricoh SPC352dn	X031R400382	14498394	0	No Calls	No Calls	100.00%	994	351	747	169	12/1/17	5.00	Color Network Printer
Mail Room	Ricoh IM 9000	4041C300091	14498232	6	82,488	7.00	97.80%	66,667	37,027	0	0	10/1/20	2.17	Color Photocopier
Main Office	Ricoh IMC6000	3141R300943	14497342	2	40,489	9.80	99.10%	12,500	5,826	377	960	1/1/19	3.92	Color Photocopier
Main Office	Ricoh P 501	5211P500203	14774564	0	No Calls	No Calls	100.00%	528	556	0	0	4/1/19	3.67	Black Network Printer
Main Office	Ricoh P 501	5211P500250	14774579	1	10,711	2.30	99.80%	528	339	0	0	4/1/19	3.67	Black Network Printer
Nurse	Ricoh P 501	5211P500234	14774578	0	No Calls	No Calls	100.00%	528	165	0	0	4/1/19	3.67	Black Network Printer
Special Ed	Ricoh IM 7000	4021C500682	14776401	5	12,252	8.10	97.60%	20,000	3,670	0	0	2/1/21	1.83	Black Photocopier
Work Room	Ricoh IM 9000	4041C400305	14774645	4	93,476	14.40	97.30%	75,000	27,125	0	0	10/1/20	2.17	Color Photocopier
Hudson Memorial School														
Café	Ricoh IM430F	3351P650018	14498375	0	No Calls	No Calls	100.00%	774	825	0	0	3/1/19	3.75	Black Laser MFP
Library	Ricoh IM 9000	4041C400064	14776582	3	92,191	6.00	98.90%	83,333	19,813	0	0	10/1/20	2.17	Color Photocopier
Library	Ricoh IM C300F	3921P500246	14498373	0	No Calls	No Calls	100.00%	319	370	377	1,935	3/1/20	2.75	Color Laser MFP
Main Office	Ricoh IMC6000	3141R300456	14496897	0	No Calls	No Calls	100.00%	29,167	5,569	2,263	832	1/1/19	3.92	Color Photocopier
Nurse	Ricoh P 501	5211P500322	14774546	0	No Calls	No Calls	100.00%	528	319	0	0	4/1/19	3.67	Black Network Printer
Room 103	Ricoh P 501	5211P500176	14774552	0	No Calls	No Calls	100.00%	528	467	0	0	4/1/19	3.67	Black Network Printer
Room 113	Ricoh P 501	5211P500312	14498374	0	No Calls	No Calls	100.00%	528	408	0	0	4/1/19	3.67	Black Network Printer
Room 114	Ricoh IM 9000	4041C300086	14776591	10	55,952	8.90	95.30%	83,333	38,814	0	0	10/1/20	2.17	Color Photocopier
Room 124 Art	Ricoh SPC352dn	X031R400308	14498376	0	No Calls	No Calls	100.00%	319	174	377	82	12/1/17	5.00	Color Network Printer
Room 157	Ricoh P 501	5211P500317	14774565	0	No Calls	No Calls	100.00%	319	320	0	0	4/1/19	3.67	Black Network Printer
Room 170	Ricoh P 501	5211P500308	14774567	0	No Calls	No Calls	100.00%	319	290	0	0	4/1/19	3.67	Black Network Printer
Room 172	Ricoh P 501	5211P500320	14774548	0	No Calls	No Calls	100.00%	528	167	0	0	4/1/19	3.67	Black Network Printer
Room 173	Ricoh P 501	5211P500319	14774547	0	No Calls	No Calls	100.00%	319	56	0	0	4/1/19	3.67	Black Network Printer
Room 201A	Ricoh P 501	5211P500311	14774572	0	No Calls	No Calls	100.00%	528	212	0	0	4/1/19	3.67	Black Network Printer
Room 204	Ricoh P 501	5211P500321	14774569	0	No Calls	No Calls	100.00%	528	538	0	0	4/1/19	3.67	Black Network Printer
Room 207	Ricoh P 501	5211P500318	14774566	0	No Calls	No Calls	100.00%	528	666	0	0	4/1/19	3.67	Black Network Printer
Room 210	Ricoh P 501	5211P500316	14774554	0	No Calls	No Calls	100.00%	528	264	0	0	4/1/19	3.67	Black Network Printer
Room 210A	Ricoh IM 9000	4041C300108	14498221	8	47,272	7.20	96.90%	83,333	44,719	0	0	10/1/20	2.17	Color Photocopier
Room 213A	Ricoh P 501	5211P500309	14774553	0	No Calls	No Calls	100.00%	319	263	0	0	4/1/19	3.67	Black Network Printer
Room 213C	Ricoh P 501	5211P500315	14774571	1	28,799	0.40	99.90%	528	549	0	0	4/1/19	3.67	Black Network Printer
Room 215	Ricoh P 501	5211P500314	14774545	0	No Calls	No Calls	100.00%	528	204	0	0	4/1/19	3.67	Black Network Printer
Room 216	Ricoh P 501	5211P500313	14774568	0	No Calls	No Calls	100.00%	528	296	0	0	4/1/19	3.67	Black Network Printer
Room 220	Ricoh P 501	5211P500310	14774551	0	No Calls	No Calls	100.00%	319	738	0	0	4/1/19	3.67	Black Network Printer
Room 222	Ricoh P 501	5211P500251	14774570	0	No Calls	No Calls	100.00%	319	557	0	0	4/1/19	3.67	Black Network Printer
Room 226	Ricoh P 501	5211P500249	14774549	0	No Calls	No Calls	100.00%	528	1,230	0	0	4/1/19	3.67	Black Network Printer
Special Ed	Ricoh IM 7000	4021C500716	14776585	2	66,622	15.30	98.40%	20,833	8,169	0	0	2/1/21	1.83	Black Photocopier
Unknown	Ricoh SPC352dn	X031R900433		0	No Calls	No Calls	100.00%	0	25	0	88	4/1/19	3.67	Black Network Printer

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Nottingham West Elementary School														
Break Room	Ricoh P 501	5211P500239	14774561	0	No Calls	No Calls	100.00%	319	377	0	0	4/1/19	3.67	Black Network Printer
Café	Ricoh IM430F	3351P650052	14498397	0	No Calls	No Calls	100.00%	774	651	0	0	3/1/19	3.75	Black Laser MFP
Library	Ricoh P 501	5211P500204	14774580	0	No Calls	No Calls	100.00%	528	160	0	0	4/1/19	3.67	Black Network Printer
Main Office	Ricoh IMC6000	3141R300471	14497094	0	No Calls	No Calls	100.00%	20,000	4,616	377	872	1/1/19	3.92	Color Photocopier
Main Office	Ricoh P 501	5211P501154	14774555	0	No Calls	No Calls	100.00%	528	904	0	0	4/1/19	3.67	Black Network Printer
Nurse	Ricoh P 501	5211P401245	14774573	0	No Calls	No Calls	100.00%	528	92	0	0	4/1/19	3.67	Black Network Printer
PTO Work Room	Ricoh IM 9000	4041C400321	14497768	3	138,515	3.70	99.30%	95,833	36,785	0	0	10/1/20	2.17	Color Photocopier
Room 107	Ricoh P 501	5211P500246	14774559	0	No Calls	No Calls	100.00%	528	65	0	0	4/1/19	3.67	Black Network Printer
Room 122 Reading	Ricoh P 501	5211P500235	14774563	0	No Calls	No Calls	100.00%	528	153	0	0	4/1/19	3.67	Black Network Printer
Room 207 Art	Ricoh SPC352dn	X031R400375	14498395	0	No Calls	No Calls	100.00%	319	54	377	119	12/1/17	5.00	Color Network Printer
Room 209	Ricoh P 501	5211P500236	14774556	0	No Calls	No Calls	100.00%	528	36	0	0	4/1/19	3.67	Black Network Printer
Special Ed	Ricoh IM 7000	4021C500666	14776684	1	174,860	2.90	99.80%	20,833	5,734	0	0	2/1/21	1.83	Black Photocopier
Teacher's Closet	Ricoh SPC352dn	X031R400385	14765679	1	8,107	1.30	99.70%	319	485	377	1,856	12/1/17	5.00	Color Network Printer
Work Room	Ricoh IM 9000	4041C400311	14774696	5	85,173	3.00	98.50%	95,833	32,617	0	0	10/1/20	2.17	Color Photocopier
SAU 81														
1st Floor 1310	Ricoh P 501	5211P300525		1	33,644	5.00	99.80%	528	735	0	0	4/1/19	3.67	Black Network Printer
1st Floor 1310	Ricoh P 501	5211P500136	14774560	0	No Calls	No Calls	100.00%	528	5,835	0	0	4/1/19	3.67	Black Network Printer
Basement	Ricoh IM430F	3351P650053	14498400	0	No Calls	No Calls	100.00%	994	265	0	0	3/1/19	3.75	Black Laser MFP
Downstairs	Ricoh IM 8000	4031C100177	14471315	1	74,588	1.60	99.90%	14,167	6,229	0	0	10/1/20	2.17	Color Photocopier
HR	Ricoh IM C300F	3921P500100	14498390	0	No Calls	No Calls	100.00%	994	1,790	747	248	3/1/20	2.75	Color Laser MFP
HR 1st Floor 1320	Ricoh P 501	5211P401244	14774574	0	No Calls	No Calls	100.00%	528	0	0	0	4/1/19	3.67	Black Network Printer
Room 1305	Ricoh P 501	5211P500237	14774562	0	No Calls	No Calls	100.00%	528	357	0	0	4/1/19	3.67	Black Network Printer
Upstairs	Ricoh IMC6000	3141R200838	14470895	0	No Calls	No Calls	100.00%	20,833	7,406	13,247	1,491	1/1/19	3.92	Color Photocopier
Totals and Averages				78	82,253	6.17	99.72%	25,169	10,101	3,476	2,350		3.55	

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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
Hudson Memorial Rm 114	Ricoh IM9000	4041C300086	10	639,627	55,952	8.90	95.30%	38,814	Black Photocopier	All calls for this machine were for jamming issues in various locations but primarily in Tray 1, which was ultimately replaced. Many of the jams were caused by misalignment as well as paper scraps from previously removed jams.
Hudson Memorial Rm 210A	Ricoh IM9000	4041C300108	8	770,687	47,272	7.20	96.90%	44,719	Black Photocopier	Most of the calls on this copier were related to torn bits of paper in the first paper tray causing jamming; tech cleaned machine each time; also replaced rollers; other calls were for display issue affecting the stapler, slippage/wear in the fusing unit, and an error code requiring a corona wire to be replaced.
Hills Garrison Mail Room	Ricoh IM9000	4041C300091	6	694,948	82,488	7.00	97.80%	37,027	Black Photocopier	Calls on this copier were primarily due to jamming, requiring the tech to remove bits of paper and clean. Another call was to resolve an issue with noise at the paper exit area, which was resolved with adjustment and trace paper removal.
Hills Garrison Special Ed	Ricoh IM7000	4021C500682	5	68,981	12,252	8.10	97.60%	3,670	Black Photocopier	There were several jamming calls in various locations. The last call was in January 2022 for an error code due to a mechanical malfunction in the head maintenance unit affecting paper loading. Tech refilled with paper and adjusted.
Nottingham West Work Room	Ricoh IM9000	4041C400311	5	595,090	85,173	3.00	98.50%	32,617	Black Photocopier	Unit experienced several odd error codes, one relating to the machine not recognizing a new toner cartridge, the other requiring user to restart machine constantly. The technician made some adjustments to resolve the one error, and replaced the fuser unit fuse on the other. There was also an issue with jamming in the 1st paper tray; the technician replaced rollers on a subsequent visit.