

**South Burlington School District - National Business Technologies
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 104 units under contract with National, there were 79 service calls on 23 copiers and 10 printers during the fiscal year. SPC's bid specs require vendor to arrive within an average of four hours for service calls. However, each vendor calculates these figures differently. SymQuest notes their average response time from call to arrival as 2.36 hours, which is excellent.

Your last upgrade was on 8/2/2020. 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 5.44 years ago. Thirty-seven 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.

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

Definitions

Response time: Time from when service call was created at SymQuest until the onsite technician arrives. Proactive calls are not counted in this column

Closed in 1 or 2 visits: There can be multiple visits for one call, example would be a second visit to install a part that was ordered.

Cycle Time: Time from when service call was created until SymQuest closed the call.

Up Time: Time being serviced divided by number of business hours available between date range of report

Average volume between calls: Total volume from service call to service call (does not include from install to first call)

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Location	Make/Model	Serial Number	Vendor ID	# Service Calls	Avg Volume between Service Calls	Avg Response Time	Avg Down Time	Projected Monthly Volume Black	Actual Monthly Volume Black	Projected Monthly Volume Color	Actual Monthly Volume Color	Model Intro Date	Model Age (years)	Model Type
Chamberlin School														
Library	Kyocera P3155dn	R4A9Y07544	V1004	0	No Calls	No Calls	No Calls	543	587	0	0	6/1/20	2.42	Black Network Printer
Library Circulation Desk	Kyocera P6130cdn	V5Q5901825	V1062	1	No Calls	4.62	0.06	180	321	697	604	6/1/15	7.42	Color Network Printer
Main Office	Kyocera P2135DN	LVK6X53729	V1061	0	No Calls	No Calls	No Calls	344	98	0	0	3/1/14	8.67	Black Network Printer
Main Office	Kyocera TASKalfa 4053ci	RFB0203986	V0924	1	99,905	1.82	0.03	3,795	2,638	6,001	4,490	2/1/19	3.75	Color Photocopier
Nurse's Office	Kyocera M2640idw	VCM9Z09246	V1024	0	No Calls	No Calls	No Calls	32	95	0	0	1/1/17	5.83	Black Laser MFP
Room 1- Office	Kyocera P2135DN	LVK6X53736	V1067	0	No Calls	No Calls	No Calls	281	192	0	0	3/1/14	8.67	Black Network Printer
Room 13	Kyocera P2135DN	LVK6X53724	V1074	0	No Calls	No Calls	No Calls	448	8	0	0	3/1/14	8.67	Black Network Printer
Room 16	Kyocera P3155dn	R4A9Y07548	V1005	0	No Calls	No Calls	No Calls	1,052	187	0	0	6/1/20	2.42	Black Network Printer
Room 17	Kyocera TASKalfa 8003i	RRG0600639	V0936	0	No Calls	No Calls	No Calls	11,208	9,201	0	0	10/1/19	3.08	Black Photocopier
Room 18/19 Project Room	Kyocera P2135DN	LVK6X53734	V1063	1	No Calls	2.85	0.04	439	363	0	0	3/1/14	8.67	Black Network Printer
Staff Room	Kyocera TASKalfa 8003i	RRG0600620	V0943	2	84,539	2.95	6.46	13,830	13,614	0	0	10/1/19	3.08	Black Photocopier
Staff Room	Kyocera TASKalfa 8003i	RRG0600638	V0939	5	29,776	1.20	6.44	19,354	12,009	0	0	10/1/19	3.08	Black Photocopier
Frederick H. Tuttle Middle School														
Custodial Office	Kyocera P3155dn	R4A9Y07550	V1003	0	No Calls	No Calls	No Calls	290	33	0	0	6/1/20	2.42	Black Network Printer
Guidance	Kyocera P3155dn	R4A9Y07547	V1002	0	No Calls	No Calls	No Calls	579	387	0	0	6/1/20	2.42	Black Network Printer
Kitchen	Kyocera M2535DN	LVZ6633792	V1054	0	No Calls	No Calls	No Calls	83	444	0	0	3/1/14	8.67	Black Laser MFP
Library	Kyocera P3155dn	R4A9Y07546	V1001	0	No Calls	No Calls	No Calls	3,897	1,780	0	0	6/1/20	2.42	Black Network Printer
Main Office	Kyocera TASKalfa 4053ci	RFB0204007	V0925	1	106,714	1.50	3.05	2,452	2,512	5,389	6,251	2/1/19	3.75	Color Photocopier
Main Office	Kyocera TASKalfa 8003i	RRG0500543	V0938	3	48,290	3.00	4.06	18,907	18,056	0	0	10/1/19	3.08	Black Photocopier
Nurse's Office	Kyocera M2535DN	LVZ6633784	V1072	0	No Calls	No Calls	No Calls	83	322	0	0	3/1/14	8.67	Black Laser MFP
Room 101	Kyocera P2135DN	LVK6X55187	V1043	0	No Calls	No Calls	No Calls	219	403	0	0	3/1/14	8.67	Black Network Printer
Room 168	Kyocera P2135DN	LVK6X53733	V1042	0	No Calls	No Calls	No Calls	73	215	0	0	3/1/14	8.67	Black Network Printer
Room 221	Kyocera P2135DN	LVK6X53728	V1081	0	No Calls	No Calls	No Calls	279	341	0	0	3/1/14	8.67	Black Network Printer
Room 221	Kyocera P3155dn	R4A9Y07537	V1009	0	No Calls	No Calls	No Calls	788	707	0	0	6/1/20	2.42	Black Network Printer
Room 223	Kyocera P3155dn	R4A9Y07539	V1010	0	No Calls	No Calls	No Calls	1,251	975	0	0	6/1/20	2.42	Black Network Printer
Room 224 Lab	Kyocera P2135DN	LVK6X55193	V1044	0	No Calls	No Calls	No Calls	278	251	0	0	3/1/14	8.67	Black Network Printer
Room 233	Kyocera P2040dw	VD27306828	V1045	0	No Calls	No Calls	No Calls	745	446	0	0	4/1/17	5.58	Black Network Printer
Room 238	Kyocera P6230cdn	RCB0504077	V1022	0	No Calls	No Calls	No Calls	73	23	70	9	6/1/18	4.42	Color Network Printer
Room 244	Kyocera P2135DN	LVK6X55221	V1056	0	No Calls	No Calls	No Calls	291	257	0	0	3/1/14	8.67	Black Network Printer
Room 260	Kyocera P2040dw	VD26Z03728	V1055	0	No Calls	No Calls	No Calls	305	70	0	0	4/1/17	5.58	Black Network Printer
Room 267	Kyocera P2135DN	LVK6X53723	V1046	0	No Calls	No Calls	No Calls	278	658	0	0	3/1/14	8.67	Black Network Printer
Room 274	Kyocera FS-C8650DN	NXW6901121	V1057	0	No Calls	No Calls	No Calls	370	414	1,530	1,835	7/1/16	6.33	Color Network Printer
Room E265	Kyocera TASKalfa 8003i	RRG0500568	V0937	5	58,644	1.48	9.64	37,895	22,409	0	0	10/1/19	3.08	Black Photocopier
Room W139	Kyocera TASKalfa 8003i	RRG0600637	V0935	1	173,812	4.93	5.97	18,036	20,605	0	0	10/1/19	3.08	Black Photocopier
Orchard School														
2/3 Hall Closet	Kyocera TASKalfa 8003i	RRG0500574	V0932	4	53,675	3.05	3.95	17,942	21,011	0	0	10/1/19	3.08	Black Photocopier
4/5 Project Room	Kyocera P2040dw	VD27306821	V1029	1	No Calls	1.22	0.02	98	835	0	0	4/1/17	5.58	Black Network Printer

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Library Tech Alley	Kyocera P6130cdn	V5Q6403028	V1064	1	24,565	2.03	0.00	481	344	1,594	2,988	6/1/15	7.42	Color Network Printer
Main Office	Kyocera TASKalfa 4053ci	RFB0203945	V0929	1	96,246	1.14	14.63	2,458	3,857	3,197	2,674	2/1/19	3.75	Color Photocopier
Main Office	Kyocera TASKalfa 8003i	RRG0600634	V0931	5	42,517	2.68	21.72	34,350	22,410	0	0	10/1/19	3.08	Black Photocopier
Room 16 Guidance	Kyocera P2040dw	VD27305552	V1053	0	No Calls	No Calls	No Calls	233	202	0	0	4/1/17	5.58	Black Network Printer
Room 27 SPED	Kyocera P2135DN	LVK6X55194	V1065	0	No Calls	No Calls	No Calls	576	316	0	0	3/1/14	8.67	Black Network Printer
Trailer	Kyocera M6630cidn	RBW1Z05018	V1190	0	No Calls	No Calls	No Calls	0	16	0	23	6/1/18	4.42	Color Laser MFP
Rick Marcotte Central School														
Front SPED Office	Kyocera P3155dn	R4A9Y07545	V1006	0	No Calls	No Calls	No Calls	356	0	0	0	6/1/20	2.42	Black Network Printer
Grade 5 Project Room	Kyocera P3155dn	R4A9Y07541	V1011	0	No Calls	No Calls	No Calls	1,306	1,391	0	0	6/1/20	2.42	Black Network Printer
Library	Kyocera P3155dn	R4A9Y07540	V1007	1	No Calls	1.10	1.92	609	240	0	0	6/1/20	2.42	Black Network Printer
Main Office	Kyocera M2640idw	VCM9Z08995	V1090	0	No Calls	No Calls	No Calls	790	450	0	0	1/1/17	5.83	Black Laser MFP
Main Office	Kyocera P3155dn	R4A9Y07543	V1008	0	No Calls	No Calls	No Calls	1,717	2,422	0	0	6/1/20	2.42	Black Network Printer
Main Office Hallway	Kyocera TASKalfa 4053ci	RFB9601618	V0947	4	91,883	3.76	1.65	2,131	5,410	7,409	9,154	2/1/19	3.75	Color Photocopier
Nurse's Office	Kyocera M2640idw	VCM9Z09247	V1025	0	No Calls	No Calls	No Calls	83	137	0	0	1/1/17	5.83	Black Laser MFP
Primary Wing Storage Closet	Kyocera P2135DN	LVK6951963	V1059	0	No Calls	No Calls	No Calls	785	244	0	0	3/1/14	8.67	Black Network Printer
Primary Wing Storage Closet	Kyocera TASKalfa 8003i	RRG0600635	V0940	2	122,085	1.01	6.37	16,560	16,087	0	0	10/1/19	3.08	Black Photocopier
Room 116 Music	Kyocera P2135DN	LVK6X55170	V1048	1	No Calls	2.97	8.52	249	340	0	0	3/1/14	8.67	Black Network Printer
Room C2 Vader	Kyocera TASKalfa 8003i	RRG0600631	V0941	2	81,835	2.41	2.72	18,960	14,293	0	0	10/1/19	3.08	Black Photocopier
Room C2 Yoda	Kyocera TASKalfa 8003i	RRG0500569	V0945	5	24,767	1.24	17.19	15,624	13,083	0	0	10/1/19	3.08	Black Photocopier
Special Education Office	Kyocera P3155dn	R4A9Y07534	V1012	1	No Calls	3.18	0.00	1,782	1,526	0	0	6/1/20	2.42	Black Network Printer
South Burlington High School														
2nd Floor Copy	Kyocera TASKalfa 8003i	RRG0600628	V0942	0	No Calls	No Calls	No Calls	17,735	3,906	0	0	10/1/19	3.08	Black Photocopier
Athletics Office	Kyocera M2635dw	VCA6X00717	V1039	1	No Calls	4.18	0.00	794	197	0	0	3/1/17	5.67	Black Laser MFP
Attendance Office	Kyocera P3155dn	R4A9Y07542	V1013	0	No Calls	No Calls	No Calls	1,257	1,389	0	0	6/1/20	2.42	Black Network Printer
Career Center	Kyocera P2135DN	LVK6X55180	V1060	0	No Calls	No Calls	No Calls	84	21	0	0	3/1/14	8.67	Black Network Printer
Custodial Office	Kyocera P2040dw	VD26Z03744	V1049	0	No Calls	No Calls	No Calls	227	255	0	0	4/1/17	5.58	Black Network Printer
Guidance Office	Kyocera P3155dn	R4A9Y07536	V1015	0	No Calls	No Calls	No Calls	650	0	0	0	6/1/20	2.42	Black Network Printer
Guidance Office	Kyocera TASKalfa 5053ci	RF70405869	V0928	0	No Calls	No Calls	No Calls	4,065	1,622	1,634	1,121	2/1/19	3.75	Color Photocopier
Health Office	Kyocera P2135DN	LVK6X53735	V1075	0	No Calls	No Calls	No Calls	250	86	0	0	3/1/14	8.67	Black Network Printer
IT Storage	Kyocera P2135DN	LVK6X53725	V1041	0	No Calls	No Calls	No Calls	234	2	0	0	3/1/14	8.67	Black Network Printer
Kitchen	Kyocera P2040dw	VD27409231	V1032	0	No Calls	No Calls	No Calls	68	167	0	0	4/1/17	5.58	Black Network Printer
Main Library	Kyocera P3155dn	R4A9Y07535	V1014	0	No Calls	No Calls	No Calls	5,942	2,392	0	0	6/1/20	2.42	Black Network Printer
Main Office	Kyocera 306CI	V7E7Y04248	V1076	0	No Calls	No Calls	No Calls	548	634	701	537	7/1/16	6.33	Color Laser MFP
Main Office	Kyocera TASKalfa 8003i	RRG0600643	V0944	1	No Calls	4.08	5.28	27,146	18,135	0	0	10/1/19	3.08	Black Photocopier
Math Office	Kyocera P3155dn	R4A9Y07538	V1016	0	No Calls	No Calls	No Calls	2,247	1,502	0	0	6/1/20	2.42	Black Network Printer
Music Office	Kyocera P2135DN	LVK6X53727	V1050	0	No Calls	No Calls	No Calls	270	170	0	0	3/1/14	8.67	Black Network Printer
Nurse's Office	Kyocera M2640idw	VCM9Z09245	V1026	0	No Calls	No Calls	No Calls	83	319	0	0	1/1/17	5.83	Black Laser MFP
Room 101	Kyocera P2135DN	LVK6X53721	V1034	0	No Calls	No Calls	No Calls	210	238	0	0	3/1/14	8.67	Black Network Printer

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Room 105	Kyocera P3155dn	R4A0417620	V1021	0	No Calls	No Calls	No Calls	1,246	941	0	0	6/1/20	2.42	Black Network Printer
Room 111	Kyocera P2135DN	LVK6X53731	V1069	0	No Calls	No Calls	No Calls	739	237	0	0	3/1/14	8.67	Black Network Printer
Room 112 AV Lab	Kyocera TASKalfa 6053ci	RF39601316	V0926	6	51,311	2.15	1.68	9,728	5,736	22,944	12,871	2/1/19	3.75	Color Photocopier
Room 112 AV Lab	Kyocera TASKalfa 8003i	RRG0600627	V0948	2	141,037	3.66	14.50	9,966	20,825	0	0	10/1/19	3.08	Black Photocopier
Room 114	Kyocera P2135DN	LVK6X53737	V1035	0	No Calls	No Calls	No Calls	368	123	0	0	3/1/14	8.67	Black Network Printer
Room 124	Kyocera P2135DN	LVK6X53730	V1031	0	No Calls	No Calls	No Calls	436	233	0	0	3/1/14	8.67	Black Network Printer
Room 138	Kyocera P6130cdn	V5Q6503178	V1030	0	No Calls	No Calls	No Calls	453	9	596	0	6/1/15	7.42	Color Network Printer
Room 138B- Library Copy Room	Kyocera TASKalfa 8003i	RRG0600633	V0934	3	55,272	3.68	12.65	5,933	5,190	0	0	10/1/19	3.08	Black Photocopier
Room 139	Kyocera P2135DN	LVK6X53726	V1037	0	No Calls	No Calls	No Calls	57	18	0	0	3/1/14	8.67	Black Network Printer
Room 141	Kyocera P6130cdn	V5Q5901836	V1033	0	No Calls	No Calls	No Calls	84	76	188	218	6/1/15	7.42	Color Network Printer
Room 204	Kyocera P2135DN	R4A0518519	V1017	0	No Calls	No Calls	No Calls	3,347	2,313	0	0	3/1/14	8.67	Black Network Printer
Room 205	Kyocera P3155dn	R4A0518581	V1018	0	No Calls	No Calls	No Calls	1,224	0	0	0	6/1/20	2.42	Black Network Printer
Room 206	Kyocera P3155dn	R4A0518574	V1020	0	No Calls	No Calls	No Calls	815	145	0	0	6/1/20	2.42	Black Network Printer
Room 220 Office	Kyocera M2640idw	VCM9Z09250	V1027	0	No Calls	No Calls	No Calls	792	312	0	0	1/1/17	5.83	Black Laser MFP
Room 232 Work Room	Kyocera P2135DN	LVK6X53732	V1040	0	No Calls	No Calls	No Calls	170	190	0	0	3/1/14	8.67	Black Network Printer
Room 235	Kyocera P3155dn	R4A0417630	V1019	0	No Calls	No Calls	No Calls	1,986	157	0	0	6/1/20	2.42	Black Network Printer
Room 240	Kyocera P6130cdn	V5Q7X06022	V1073	2	222	3.39	0.00	65	215	248	344	6/1/15	7.42	Color Network Printer
Room 241	Kyocera P2135DN	LVK6X53719	V1038	1	No Calls	0.00	55.25	172	249	0	0	3/1/14	8.67	Black Network Printer
Science	Kyocera TASKalfa 8003i	RRG0500572	V0933	5	107,997	2.52	2.32	38,903	30,406	0	0	10/1/19	3.08	Black Photocopier
Science Office 230	Kyocera P2135DN	LVK6X53718	V1051	1	No Calls	2.37	1.90	709	302	0	0	3/1/14	8.67	Black Network Printer
Triple S Office	Kyocera P2135DN	LVK6X53722	V1036	0	No Calls	No Calls	No Calls	347	28	0	0	3/1/14	8.67	Black Network Printer
SBSD Bus Garage														
Break Room	Kyocera M2535DN	LVZ6633777	V1070	0	No Calls	No Calls	No Calls	572	174	0	0	3/1/14	8.67	Black Laser MFP
Manager's Office	Kyocera M2640idw	VCM9Z09257	V1028	0	No Calls	No Calls	No Calls	659	1,019	0	0	1/1/17	5.83	Black Laser MFP
SBSD Maintenance Building														
Maintenance Office	Kyocera 306CI	V9W6601966	V0753	0	No Calls	No Calls	No Calls	174	102	129	71	7/1/16	6.33	Color Laser MFP
SBSD Office														
Business Office	Kyocera TASKalfa 5053ci	RF70405905	V0923	4	22,269	0.33	44.03	5,764	4,005	333	1,683	2/1/19	3.75	Color Photocopier
Business Office (MICR)	HP Laser Jet 600 M604	CNDCJCG124	V1071	0	No Calls	No Calls	No Calls	1,588	1,539	0	0	4/1/15	7.58	Black Network Printer
Central Office	Kyocera P2040dw	VD28116803	V1068	0	No Calls	No Calls	No Calls	376	767	0	0	4/1/17	5.58	Black Network Printer
Central Office	Kyocera TASKalfa 8003i	RRG0500565	V0930	3	10,469	0.15	0.86	13,690	4,888	0	0	10/1/19	3.08	Black Photocopier
Central Office (MS)	Kyocera TASKalfa 4053ci	RFB0204004	V0927	0	No Calls	No Calls	No Calls	2,683	2,251	3,032	1,651	2/1/19	3.75	Color Photocopier
Central Office Maura	Kyocera M2535DN	LVZ6633782	V1066	0	No Calls	No Calls	No Calls	307	560	0	0	3/1/14	8.67	Black Laser MFP
IT Help Desk	Kyocera 306CI	V9W6601972	V1052	0	No Calls	No Calls	No Calls	61	65	144	45	7/1/16	6.33	Color Laser MFP
Office	Kyocera TASKalfa 4053ci	RFB1907605	V1182	2	No Calls	1.28	0.00	0	724	0	58	2/1/19	3.75	Color Photocopier
SPED (Replace with Color)	Kyocera P6230cdn	RCB0504078	V1023	0	No Calls	No Calls	No Calls	1,836	1,612	0	192	6/1/18	4.42	Color Network Printer

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Totals and Averages				79	69,447	2.36	7.66	4,145	3,284	3,102	2,341		5.44	

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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	Avg Down Time	Avg Monthly Volume Total	Model Type	Reasons for service calls
SBHS Room 112 A/V Lab	Kyocera TASKAlfa 6053c	RF39601316	6	476,123	51,311	2.15	1.68	18,607	Color Photocopier	This unit had 3 service calls for training, 2 calls for jamming, and 1 courtesy call
SBHS Science	Kyocera TASKAlfa 8003i	RRG0500572	5	729,744	107,997	2.52	2.32	30,406	Black Photocopier	Vendor reports this unit had 3 calls for jamming issues and 2 for phone service
Orchard School Room 16 Guidance	Kyocera TASKAlfa 8003i	RRG0600634	5	619,558	42,517	2.68	21.72	22,410	Black Photocopier	All five calls were for different issues: copier down, poor quality, jam, courtesy call, and one unidentified call.
Chamberlin Staff Room	Kyocera TASKAlfa 8003i	RRG0600638	5	377,916	29,776	1.20	6.44	12,001	Black Photocopier	This unit had 2 calls for jamming issues and 3 calls for poor quality.
Tuttle Room E265	Kyocera TASKAlfa 8003i	RRG0500568	5	706,154	58,644	1.48	9.64	22,409	Black Photocopier	There were four service calls on this unit for jamming and one phone service call.
Marcotte Central Room C2 Yoda	Kyocera TASKAlfa 8003i	RRG0500569	5	409,627	24,767	1.24	17.19	13,083	Black Photocopier	There were two calls for jamming, one for poor quality, 1 courtesy call, and one follow-up call.