



Customer Service History Fleet Report

Status of Data	8/29/2019
CLIENT NAME	SU 06
Month (MM/YYYY)	7/1/18 - 6/30/19

SPC Evaluation Report

All of your copiers continue to run well. Average response time of 3.59 hours is within the four-hour average response time required in the bid specifications, and downtime, for the most part, has been minimal. Average uptime is excellent.

Building	Address	City	Model	Serial #	Reprographic Type	Total Calls*	Avg Copies between All Service Calls incl PM*	Avg Response Time*	Tot Hrs Down*	Uptime %	Avg Mthly Volume
Currier Memorial	234 Main Street	Danby	Kyocera 3501i	L7S4105025	Black Photocopier	1	26,524	3.35	0.18	100.00%	2,191
	Model Totals & Averages		Kyocera 3501i		Black Photocopier	1	26,524	3.35	0.18	100.00%	2,191
Sunderland Elementary	98 Bear Ridge Road	Sunderland	Kyocera 5002i	W347X05878	Black Photocopier	0	0	0.00	0.00	100.00%	6,502
	Model Totals & Averages		Kyocera 5002i		Black Photocopier	0	0	0.00	0.00	100.00%	6,502
Dorset School	130 School Drive	Dorset	Kyocera 5052ci	W2H7Z06305	Color Photocopier	2	25,742	2.65	3.81	99.96%	8,846
Currier Memorial	234 Main Street	Danby	Kyocera 5052ci	W2H7Z06161	Color Photocopier	4	25,804	4.43	5.03	99.94%	15,785
Sunderland Elementary	98 Bear Ridge Road	Sunderland	Kyocera 5052ci	W2H7Z06301	Color Photocopier	3	18,446	2.65	3.09	99.96%	8,328
Manchester Elementary/Middle	80 Memorial Drive	Manchester Ctr	Kyocera 5052ci	W2H7Z06318	Color Photocopier	4	23,305	1.29	1.20	99.99%	12,994
Mettawee Community School	5788 Route 153	West Pawlet	Kyocera 5052ci	W2H7Z06325	Color Photocopier	2	90,123	5.01	5.75	99.93%	17,137
SU 6 District	6378 Vermont Route 7A	Sunderland	Kyocera 5052ci	W2H8106777	Color Photocopier	1	27,254	2.43	0.00	100.00%	6,442
	Model Totals & Averages		Kyocera 5052ci		Color Photocopier	16	35,112	3.08	18.88	99.96%	11,589
SU 6 District	6378 Vermont Route 7A	Sunderland	Kyocera 8002i	VAK7500887	Black Photocopier	5	16,408	2.21	1.80	99.98%	8,669
Dorset School	130 School Drive	Dorset	Kyocera 8002i	VAK7500890	Black Photocopier	1	120,260	1.54	2.02	99.98%	21,299
Manchester Elementary/Middle	80 Memorial Drive	Manchester Ctr	Kyocera 8002i	VAK7801147	Black Photocopier	3	61,247	10.45	11.11	99.87%	32,355
Manchester Elementary/Middle	80 Memorial Drive	Manchester Ctr	Kyocera 8002i	VAK7801209	Black Photocopier	2	55,717	2.98	4.22	99.95%	29,275
Mettawee Community School	5788 Route 153	West Pawlet	Kyocera 8002i	VAK8301739	Black Photocopier	6	20,488	4.10	3.33	99.95%	11,028
	Model Totals & Averages		Kyocera 8002i		Black Photocopier	17	54,824	4.26	22.48	99.95%	20,525
TOTALS & AVERAGES						34	42,616	3.59	41.54	99.96%	13,912

This color represents TOTALS in these columns
This color represents totals and averages for a MODEL of machine
This color represents totals and averages for all equipment.
This color represents potential problem areas

* A "0" means there were no service calls during the 12-month period