



Customer Service History Fleet Report

SPC Evaluation Report

All of your copiers continue to run well. Average response time of 3.36 hours is well within the four-hour average response time outlined in the bid specifications. Average copies between service calls is excellent in comparison with monthly averages.

Status of Data 4/14/2020
 CLIENT NAME SU 06
 Month (MM/YYYY) 7/1/19 to 4/14/2020

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	17,907	9.95	11.10		2,918
	Model Totals & Averages		Kyocera 3501i		Black Photocopier	1	17,907	9.95	11.10		2,918
Sunderland Elementary	98 Bear Ridge Road	Sunderland	Kyocera 5002i	W347X05878	Black Photocopier	0	0	0.00	0.00	100.00%	5,705
	Model Totals & Averages		Kyocera 5002i		Black Photocopier	0	0	0.00	0.00	100.00%	5,705
Dorset School	130 School Drive	Dorset	Kyocera 5052ci	W2H7Z06305	Color Photocopier	3	39,141	3.96	12.64		9,999
Currier Memorial	234 Main Street	Danby	Kyocera 5052ci	W2H7Z06161	Color Photocopier	2	31,969	2.44	3.88		6,092
Sunderland Elementary	98 Bear Ridge Road	Sunderland	Kyocera 5052ci	W2H7Z06301	Color Photocopier	2	21,056	6.33	14.37		8,448
Manchester Elementary/Middle	80 Memorial Drive	Manchester Ctr	Kyocera 5052ci	W2H7Z06318	Color Photocopier	2	38,535	2.93	6.05	%	12,095
Mettawee Community School	5788 Route 153	West Pawlet	Kyocera 5052ci	W2H7Z06325	Color Photocopier	1	54,570	8.12	8.90		16,132
SU 6 District	6378 Vermont Route 7A	Sunderland	Kyocera 5052ci	W2H8106777	Color Photocopier	0	19,142	0.00	0.00	100.00%	6,092
	Model Totals & Averages		Kyocera 5052ci		Color Photocopier	10	34,069	3.96	45.84		9,810
SU 6 District	6378 Vermont Route 7A	Sunderland	Kyocera 8002i	VAK7500887	Black Photocopier	3	13,965	2.24	6.16		6,733
Dorset School	130 School Drive	Dorset	Kyocera 8002i	VAK7500890	Black Photocopier	3	50,369	3.53	13.75		20,704
Manchester Elementary/Middle	80 Memorial Drive	Manchester Ctr	Kyocera 8002i	VAK7801147	Black Photocopier	4	71,951	2.00	4.72		27,708
Manchester Elementary/Middle	80 Memorial Drive	Manchester Ctr	Kyocera 8002i	VAK7801209	Black Photocopier	1	102,671	2.15	0.00	100.00%	32,264
Mettawee Community School	5788 Route 153	West Pawlet	Kyocera 8002i	VAK8301739	Black Photocopier	0	17,561	0.00	0.00	100.00%	9,744
	Model Totals & Averages		Kyocera 8002i		Black Photocopier	11	51,303	1.98	24.63		19,431
TOTALS & AVERAGES						22	36,834	3.36	81.57		12,664

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