



## Customer Service History Fleet Report

Status of Data	3/29/2019
CLIENT NAME	SU 06
Month (MM/YYYY)	6/1/18 - 3/29/19

## SPC Evaluation Report

For a new fleet, your equipment is running as it should. Response time by the vendor is excellent, well below the four-hour response time required in your contract. Uptime is also excellent, with very close to 100%. There are no issues with the length of down time on the copiers either. Even the copier with 5 service calls at Mettawee, up time is excellent, minimal down time, each call was for a different issue that was resolved in a relatively short period of time. However, we will keep an eye on this copier (highlighted in yellow below) to ensure issues do not continue.

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	2	17,683	2.90	0.14	100.00%	1,475
	<b>Model Totals &amp; Averages</b>		<b>Kyocera 3501i</b>		<b>Black Photocopier</b>	<b>2</b>	<b>17,683</b>	<b>2.90</b>	<b>0.14</b>	<b>100.00%</b>	<b>1,475</b>
Sunderland Elementary	98 Bear Ridge Road	Sunderland	Kyocera 5002i	W347X05878	Black Photocopier	0	0	0.00	0.00	100.00%	7,107
	<b>98 Bear Ridge Road</b>		<b>Kyocera 5002i</b>		<b>Black Photocopier</b>	<b>0</b>	<b>0</b>	<b>0.00</b>	<b>0.00</b>	<b>100.00%</b>	<b>7,107</b>
Dorset School	130 School Drive	Dorset	Kyocera 5052ci	22H7Z06305	Color Photocopier	0	0	0.00	0.00	100.00%	8,160
Currier Memorial	234 Main Street	Danby	Kyocera 5052ci	W2H7Z06161	Color Photocopier	2	19,014	4.31	4.83	99.93%	16,502
Sunderland Elementary	98 Bear Ridge Road	Sunderland	Kyocera 5052ci	W2H7Z06301	Color Photocopier	2	13,464	2.14	2.44	99.97%	8,551
Manchester Elementary/Middle	80 Memorial Drive	Manchester Ctr	Kyocera 5052ci	W2H7Z06318	Color Photocopier	3	11,938	1.35	1.49	99.98%	13,257
Mettawee Community School	5788 Route 153	West Pawlet	Kyocera 5052ci	W2H7Z06325	Color Photocopier	1	16,455	0.95	1.80	99.98%	16,070
SU 6 District	6378 Vermont Route 7A	Sunderland	Kyocera 5052ci	W2H8106777	Color Photocopier	1	18,169	1.62	0.33	100.00%	6,469
	<b>6378 Vermont Route 7A</b>		<b>Kyocera 5052ci</b>		<b>Color Photocopier</b>	<b>9</b>	<b>15,808</b>	<b>2.07</b>	<b>10.89</b>	<b>99.98%</b>	<b>11,502</b>
SU 6 District	6378 Vermont Route 7A	Sunderland	Kyocera 8002i	VAK7500887	Black Photocopier	4	13,673	1.69	1.96	99.97%	9,673
Dorset School	130 School Drive	Dorset	Kyocera 8002i	VAK7500890	Black Photocopier	0	0	0.00	0.00	100.00%	20,745
Manchester Elementary/Middle	80 Memorial Drive	Manchester Ctr	Kyocera 8002i	VAK7801147	Black Photocopier	3	48,998	7.84	8.58	99.88%	32,996
Manchester Elementary/Middle	80 Memorial Drive	Manchester Ctr	Kyocera 8002i	VAK7801209	Black Photocopier	2	37,145	1.99	3.14	99.96%	29,904
Mettawee Community School	5788 Route 153	West Pawlet	Kyocera 8002i	VAK8301739	Black Photocopier	5	11,557	3.23	2.64	99.96%	11,134
	<b>5788 Route 153</b>		<b>Kyocera 8002i</b>		<b>Black Photocopier</b>	<b>14</b>	<b>27,843</b>	<b>3.69</b>	<b>16.32</b>	<b>99.95%</b>	<b>20,890</b>
<b>TOTALS &amp; AVERAGES</b>						<b>25</b>	<b>20,810</b>	<b>2.80</b>	<b>27.35</b>	<b>99.97%</b>	<b>14,003</b>

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