

STATE OF NEW YORK

JUDICIARY

—REQUEST FOR BID—

(This is not an order)
**BID MUST BE MADE ON THIS SHEET
 OR AS OTHERWISE SPECIFIED**

Bid Number: OCA/CP-249	Commodity Group:
Opening Date & Time: 03/03/2020 at 1:00 P.M.	Commodity Name: Photocopier Rental, Related Services and Operating Supply
Issue Date: 01/24/2020	

**NYS UNIFIED COURT SYSTEM
 OFFICE OF COURT ADMINISTRATION
 CONTRACTS & PROCUREMENT
 4ESP – SUITE 2001, 19th FLOOR
 ALBANY, NY 12223-1450**

(Agency Name and Address)

Direct Inquiries to: GABRIELLE TANSKI-SHAVER
E-mail: gtanski@nycourts.gov

Price to include delivery to (describe exact location and method of delivery). All prices to be net and inclusive of all services specified herein unless otherwise specified.

OFFICE OF GENERAL SERVICES "GENERAL SPECIFICATIONS" (May 2015) ARE FULLY INCORPORATED HEREIN.

Agency's Specification of item(s) Required (include quantities)	Bidder's Quotation and Specific Description of Item Offered
<p>NYS UCS Attachment I, III, and IV are attached & incorporated herein.</p> <p>Estimated quantity term contract for the rental of Digital Photocopying Equipment & Accessories, Related Services and Purchase of related Operating Supplies throughout the State of New York</p> <p>Mandatory Pre-Bid Conference: 02/07/2020 at 11:00</p>	<p>Bidders are to submit all required Documentation and Pricing in the format prescribed by the attached RFB/RFP specifications.</p> <p>All Bid Response Pricing <u>must</u> be entered on the attached EXHIBIT A/PRICING SHEET unless specified otherwise herein.</p>

NOTICE TO BIDDERS

Pursuant to the Rules and Regulations of the Chief Administrator for the Courts, sealed bids for furnishing the item(s) in this Request for Bid will be received at the above address. When submitting a bid, you must:

1. Complete this form in its entirety using ink or typewriter and return with all other documents.
2. Explain any deviations or qualifications if your bid deviates from the specifications. If necessary, attach a separate sheet setting forth such explanations.

3. Sign the bid. The bid must be completed in the name of the bidder (corporate or other) and must be fully and properly executed by an authorized person.

4. INDICATE THE BID NUMBER, THE BID OPENING DATE AND TIME ON THE ENVELOPE CONTAINING THE SEALED BID.

5. Mail the bid to the above agency address in sufficient time for it to be received before the specified bid opening. LATE BIDS WILL BE REJECTED.

BIDDER HEREBY CERTIFIES THAT THE ABOVE QUOTED (OR OTHERWISE NOTED) PRICES ARE APPLICABLE TO ALL CUSTOMERS FOR COMPARABLE QUANTITIES, QUALITY, STYLES OR SERVICES.

BIDS MUST BE SIGNED

Name of Bidder:	Employer's Federal Identification Number:		
	NYS Vendor ID Number (See "New York State Vendor File registration" paragraph):		
Address Street	City	State	Zip
Bidder's Designated Representative:	Official Title:		
Printed or Typed Copy of Signature:	Area Code/ Telephone Number E-mail:		

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DOCUMENT ENCLOSURE CHECKLIST (2 pages)

Pricing Sheet: Exhibit A/Pricing Sheet **must be fully executed and included** in bidder's proposal. Failure to do so **will** disqualify bidder's response.

The following forms must be fully executed and included in bidder's proposal. Failure to do so may disqualify bidder's response:

- _____ UCS Request for Bid/Proposal Form (rfb1.frm) and complete bid response with original signature
- _____ Attachment I - Standard Request for Bid Clauses & Forms
 - ☐ p.3 - Non-Collusive Bidding Certificate
 - ☐ p.4 – Acknowledgment of Individual or Corporation
 - ☐ p.6 – Bidder's Certification of Recycled Products
 - ☐ p.7 – Manufacturer's Affidavit of Recycled Content
- _____ Attachment II - Not Applicable
- _____ Attachment III - Vendor Responsibility Questionnaire
 - ☐ Questionnaire filed online via OSC VendRep System and certified within 6 months of the bid opening due date, **or**
 - ☐ Paper questionnaire
- _____ Attachment IV - Procurement Lobbying forms
 - ☐ Disclosure of Prior Non-Responsibility Determination (UCS 420)
 - ☐ Affirmation of Understanding and Agreement (UCS 421)
- _____ Certificates of NYS Worker's Compensation and NYS Disability Benefits Insurance, or Certificate of Attestation of Exemption. Please see paragraph "Insurance Requirements" for a list of accepted forms.
- _____ Copies of bidder's certificate(s) of insurance or other adequate proof evidencing the insurance coverages required by the bid specifications.
- _____ Three (3) complete photocopies of original bid response
- _____ Signed Document Enclosure Checklist
- _____ Proprietary information in separate folder from bid response, if applicable

In addition, bidder shall provide (See: Item VI., A., below):

- _____ 1. Bidder's contact information
- _____ 2. Narrative Description – Organizational Experience/Capacity
- _____ 3. Narrative Description – Relevant Business Experience/Qualifications
- _____ 4. Listing of References
- _____ 5. Photocopier Manufacturer's Equipment Brochures/Specifications by Model
- _____ 6. Description of Security Measures for Hard Drives on Copiers
- _____ 7. Listing of Statewide Service Branches, Locations and Trained Service Personnel

IMPORTANT:

1. All documents requiring an original signature must bear the BLUE INK signature of the same authorized individual. Signatory notarization must be that of the person whose signature is affixed to all required documents.
2. Exhibit A/Pricing Sheet and the other forms listed above must all have the SAME COMPANY NAME AND TAX ID NUMBER in order for a purchase order or contract to be approved by the NYS Comptroller.
3. **Do not alter this solicitation in any manner. Any changes, deletions, or additions (including the addition of supplemental terms and conditions) to this RFB or to any exhibits or appendices to this RFB, including Exhibit A/Pricing Sheet, may result in the rejection of the bid as non-responsive.**
4. Please note that the terms and conditions of this RFB will form the basis of the contract with the Awarded Contractor (defined below).

5. Bidder Contact Information

Bidder's Primary Contact For Bid Matters:

Name: _____			
Street: _____	City _____	State _____	Zip _____
Telephone Number: _____		Email: _____	

6. Verification:

Authorized representative of Bidder must complete and sign below to verify submission of all documents required per Document Enclosure Checklist:	
COMPANY NAME: _____	
AUTHORIZED OFFICER'S NAME AND TITLE: _____	
SIGNATURE: _____ DATE: _____	

I. OVERVIEW

Purpose and Scope

The New York State Unified Court System (“UCS”), Office of Court Administration (“OCA”) is soliciting sealed bids for the purpose of establishing a single, estimated quantity term contract for the statewide rental and maintenance of new, digital photocopying machines (“Copier” or “Copiers”), including accessories (“Required Accessory” or “Required Accessories”); Copiers and Required Accessories (hereinafter, the “Equipment”) and operating chemicals and consumable supplies (hereinafter defined, “Operating Supplies”) to participating courts, court-related offices and certain not-for-profit organizations receiving funding from UCS (“Equipment User or Users”). It is estimated that approximately 1550 Copiers will be rented over the term of the awarded contract at locations to be determined by UCS (“Location” or “Locations”).

The scope of services to be provided (together, “Services”) will include:

- monthly rental of Equipment (including an initial one-month captive supply of operating chemicals)
- initial delivery and installation
- operator instruction
- full-service Equipment maintenance (both preventative and remedial)
- relocation and removal of Equipment as provided herein
- provision of Operating Supplies

See Exhibit G attached hereto containing Detailed Bid Specifications.

Additionally, the Exhibits listed below have been attached to the bid specifications to assist bidders in the submission of bid proposals. The information contained therein is based on the most recent UCS statewide copier data. Please note: The locations, types and quantiles of Equipment indicated in listed Exhibits are subject to change by UCS over the course of an awarded contract. Prior service call history is not an indication of the volume of maintenance and repair services that will be required under the awarded contract.

Exhibit B: Map of NYS Judicial Districts

Exhibit C: Estimated Equipment Configurations by Category

Exhibit D: Statewide Copier Inventory

Exhibit E: Recent History of Copier Fleet Changes

Exhibit F: Service Call History

Key Bid Dates

EVENT	DATE
Bid Issue Date*	Friday, 01/24/2020
Mandatory Pre-Bid Conference	Friday, 02/07/2020 at 11:00 A.M.
Bid Question Due Date	Monday, 02/03/20 at 3:00 P.M.
Bid Submission Deadline Date	Tuesday, 03/03/2020 at 1:00 P.M.
Estimated Contract Start Date	07/01/2020

***OCA reserves the right to modify any Key Bid Date as it may deem appropriate.**

II. MINIMUM QUALIFICATIONS

UCS will consider proposals submitted by entities with a minimum of three (3) years' experience in the provision of similar services required under this solicitation. Bids will only be considered from original manufacturers or authorized dealers of the Equipment submitted.

III. AWARD

Term of Award

A single estimated quantity term contract ("Contract") will be awarded to the successful bidder ("Awarded Contractor") for an Initial Term of three (3) years ("Initial Term"). The Contract is expected to commence on or about July 1, 2020. OCA reserves the right to renew such Contract for two (2) additional one (1) year periods (each, a "Renewal Term") upon the same terms and conditions excluding pricing.

OCA further reserves the right to extend the Contract for a period not to exceed six (6) months ("Extension Term"), upon written notification to Awarded Contractor prior to the expiration date of the Initial Term or a Renewal Term, upon the same terms and conditions including pricing as the preceding Term; provided, the maximum term of the awarded contract will be five (5) years. The Contract, renewals and extension thereof are subject to the approval of the NYS Attorney General and the NYS Comptroller.

Method of Award

A single contract will be awarded to the lowest dollar cost, responsible bidder determined to be in compliance with this RFB and specifications. Lowest dollar cost is defined as the lowest

Grand Total Cost of all estimated services to be performed for the Initial Term, as indicated by bidders in the Exhibit A/Pricing Sheet.

IV. PRICING

Pricing

All pricing submitted pursuant to the solicitation shall be net f.o.b. destination unless otherwise expressly specified herein.

There shall be no other charge, cost, reimbursement or expense of any kind payable by UCS in connection with or arising from Awarded Contractor's performance of the Services set forth herein. Awarded Contractor shall be solely responsible for all costs and expenses incurred in connection with the performance of such Services.

Pricing shall be submitted only on, and in the format prescribed by, Exhibit A/Pricing Sheet. Bidder must quote pricing on a cost per unit basis (ex: price per 1,000 booklets) and compute all price extensions listed in Exhibit A/Pricing Sheet. In the event of a bidder's miscalculation, the unit price will prevail. UCS reserves the right to make mathematical corrections based on unit price(s.) Pricing in the awarded contract for amounts in increments not equal to pricing units indicated in the Pricing Sheet will be prorated accordingly.

Pricing will remain unchanged during the Initial Term.

Price Adjustments

Pricing shall be subject to increase as of the commencement date of each Renewal Term by the percentage equal to the lesser of: (i) the increase, if any, in the Consumer Price Index for All Urban Consumers (CPI-U): Northeast Region, All Items (1982-84=100 unless otherwise noted) (not seasonally adjusted) ("CPI") as of the third month prior to the commencement date of each such Renewal Term, over the CPI as of the third month prior to the commencement date of the immediately prior term of the Agreement, or (ii) five percent (5%). Pricing shall thereafter remain unchanged for the balance of each such term and shall further remain unchanged during an Extension Term.

Payment

Awarded Contractor shall send true and accurate invoices on a quarterly basis by email to such person/email address as UCS/OCA shall designate.

Monthly Equipment lease payments shall be made quarterly in advance, upon submission by Awarded Contractor and approval by UCS of invoices satisfactory to UCS and OSC.

Payment for completed Equipment relocations and delivered Operating Supplies delivered shall be payable within thirty (30) days of submission by Awarded Contractor and approval by UCS of invoices satisfactory to UCS and OSC.

Payment for overages in excess of monthly copier allowances specified will be reconciled on an annual contract year basis. Monthly volume underages will be netted against monthly overages within such year. Overage charges, if any, will be billed at the end of each contract year and shall be payable within thirty (30) days of submission by Awarded Contractor and approval by UCS of an invoice satisfactory to UCS and OSC.

For Locations within New York City (Queens, Kings, Bronx, Richmond and New York Counties), payment shall be made pursuant to direct billings to the respective Equipment Locations.

V. SCOPE OF WORK

1. Statement of Work Overview

Awarded Contractor will provide statewide rental and maintenance of Copiers, including Required Accessories and Operating Supplies to Equipment Users, as set forth below.

2. Equipment Specifications

All Equipment offered must meet the **Detailed Equipment Specifications set forth in Exhibit G attached hereto.**

3. Installation Requirements

- i. Awarded Contractor shall, upon initial installation, be required to make inside delivery of all Equipment, mechanical placement, networking and connection to an appropriate power source (including the installation of any electrical power device deemed appropriate to maintain proper machine performance in accordance with the Standard Electrical Requirements listed in section D.ii of Exhibit G – Detailed Equipment Specifications attached hereto), so that the Equipment is in fully operational condition upon installation; Installation must be in accordance with any applicable manufacturer's specifications and requirements and located where and as directed by the Location.
- ii. Awarded Contractor shall remove any Equipment crating and materials, and any refuse or debris caused by an installation. Awarded Contractor shall be responsible for any damage resulting from Equipment installations. Installation shall also include

- operator instruction. All installation services shall be at no additional charge to UCS (except for Equipment Relocations, which shall be subject to charge as provided in subsection 4.G below).
- iii. Initial installations must be completed within thirty (30) calendar days of request, or sooner, upon written notification from the OCA contract administrator or other designated person.
 - iv. Each Copier must be delivered with a captive supply of Operating Supplies, at no additional charge. Operating Supplies shall include all chemicals (toner and developer) and staple cartridges required for full Copier function. In addition, Awarded Contractor shall, together with initial installation, deliver two (2) additional toners, which shall be chargeable to the Location.
 - v. Each Copier shall be clearly labeled by Awarded Contractor with a 4-character "sub number" for inventory continuity and ease of tracking and invoicing, to be provided by UCS. The OCA contract administrator will work with the Awarded Contractor's account coordinator to establish the sub-numbering system prior to Copier installation.

4. Service Requirements

A. Maintenance and Repair Services

Awarded Contractor shall, at no additional charge, be required to provide on-site preventive maintenance and repair services such that the Equipment functions in accordance with all manufacturer's technical specifications and performance requirements (including, but not limited to mechanical, electrical and software performance requirements), and the requirements set forth in this RFB.

Awarded Contractor must maintain, throughout the term of the awarded contract, a sufficient number of duly trained and qualified personnel and attendant locations to enable contractor to service, repair, replace and relocate the Equipment in accordance with the requirements of this RFB.

B. Service Calls & Response Time

Service calls placed prior to 12:00 p.m. of any business day shall be responded to on the same day. Service calls placed after 12:00 p.m. of any business day shall be responded to no later than 12:00 p.m. of the next business day during normal hours of court operation, which are Monday - Friday, 9:00a.m. - 5:00 p.m.

C. Service Call Requirements

- i. Awarded Contractor shall confine operations at the site to areas necessary to perform Services, and shall, if necessary, maintain suitable, adequate and lawful barricades, guard lights, warning and all safeguards, to protect all property and personnel, public or private.
- ii. Awarded Contractor at all times shall keep its work area free from accumulation of waste materials or rubbish caused by its operations. Awarded Contractor shall not unreasonably encumber the work area with any materials or equipment and shall take all necessary precautions to ensure against fire or other casualty during performance of Services.
- iii. Upon completion of a service call, the Awarded Contractor shall leave the work area broom-clean and free of all materials, debris and equipment. In addition, the Awarded Contractor shall, at no additional cost to UCS, dispose of all parts, materials and other substances, if any, removed or replaced in the performance of Services.
- iv. Awarded Contractor shall be liable to UCS for damage to property and injury to persons caused by the negligence of contractor or of persons under its direction and control. In addition to any other legal remedies available to UCS, UCS may set off the costs and expense of any such damage against any moneys owed by contractor.

D. Service and Order Communication

Awarded Contractor must maintain and make available to Locations during the period an awarded contract a toll-free telephone number and e-mail address to accept service calls and supply orders. This toll-free telephone number must be clearly listed on the front of all installed Copiers.

All Copier equipment-related transactions, with the exception of on-site service calls and the ordering of Operating Supplies, will be relayed in writing via e-mail from the OCA contract administrator to the contractor's account coordinator. No action should be taken by the Awarded Contractor on any Copier equipment-related transactions including, but not limited to, new installations, relocations, terminations, Accessory additions or removals, and networking requests without a written request from the OCA contract administrator.

E. Replacement & Back-Up Equipment

Awarded Contractor must install a back-up Copier within twenty-four (24) hours of request therefor in the event that any Copier is not: (1) meeting the manufacturer's performance specifications and/or the specifications contained in this RFB or (2) producing acceptable copies (as determined by UCS), for a period of twenty-four (24) consecutive hours after notice from UCS. Back-up Copiers must, at a minimum, be of substantially comparable capability and specifications of the malfunctioning Copier. Back-up Equipment must be replaced within thirty

(30) days with either the original fully functioning Copier or a new, Copier that meets or exceeds the specified performance requirements of the malfunctioning Copier.

Replacement, delivery and installation of back-up Copiers and original repaired Copiers shall be at no charge to UCS (including erasure of any Copier hard drive upon removal from a Location). Monthly rental charges for back-up or replacement Copiers shall not be greater than the charge for the original model being replaced, regardless of whether specifications and/or functions exceed the specifications of the replaced Copier. All back-up and replacement Copiers must, at no cost to UCS, be delivered with a captive supply of operating chemicals sufficient to produce at least three times (3x) their categorical average monthly volume.

F. Equipment/Network/Software Modifications

Awarded Contractor shall, at no cost to UCS:

- i. make all Equipment modifications or improvements (i.e., retrofits/software updates) recommended by the manufacturer on all installed-to-date and subsequently delivered Equipment; and
- ii. make such Equipment modifications that may be required in connection with any UCS-initiated upgrades, changes or modifications to the Equipment operating environment.

G. Equipment Relocation

Awarded Contractor shall be required to relocate Equipment at the direction of the OCA administrator. As indicated on Exhibit A/Pricing Sheet, such relocations may be within the same building (Intra Building), to a different building at the same User Location (Inter Building), or to a different User Location, at the distances set forth in the Exhibit A/Pricing Sheet. Such relocations shall be performed in accordance with the installation requirements set forth in this RFB.

The UCS reserves the right to arrange relocation of Equipment with a third party licensed, insured, professional mover.

H. Equipment Removal

All Equipment shall be removed by Awarded Contractor without charge upon expiration or earlier termination of the awarded contract or as otherwise directed by UCS. Such removals must be completed within thirty (30) days after the expiration or termination of the contract, or request

from UCS, whichever is sooner. Equipment not removed on or before such period shall be deemed abandoned by Awarded Contractor and shall become the property of UCS or, at the option of UCS shall be removed at Awarded Contractor's expense.

I. OCA Contract Administrator

The OCA Office of Contracts & Procurement (“CP”) will appoint a contract administrator to act as the primary liaison between the court Locations and the contractor in respect to the administration of the awarded contract and the inventory of the Copiers installed throughout the UCS.

J. Contractor’s Account Coordinator

Awarded Contractor will be required to appoint an individual to act as the primary contact and account coordinator for UCS personnel to contact with respect to, their account-related questions including, but not limited to, invoicing, supply & equipment pricing and annual meter readings. Contractor will establish an e-mail address for this purpose.

K. Status Reporting

Awarded Contractor shall provide the OCA contract administrator with such status reports as may be reasonably and occasionally requested. Such reports may include, but are not limited to, quarterly and semi-annual usage reports, inventory reports (including make and model, agency, location, and serial number of installed Equipment), maintenance and service history reports, and down-time reports.

VI. BID RESPONSE DOCUMENTS

General Requirements

All documentation must be submitted on prescribed forms, without alteration. To facilitate photocopying, do not permanently bind documents. ***Bidders must submit every document listed in sections A and B, below. Failure to provide all documents in the manner required – including the number of requested copies - may result in disqualification of a bid response. Any changes, deletions, or additions (including the addition of supplemental terms and conditions) to this RFB or to any exhibits or appendices to this RFB, including Exhibit A/Pricing Sheet, will result in the rejection of the bid as non-responsive.***

A. REQUIRED BID DOCUMENTS

1. Bidder Contact Information

Bidder shall designate, where specified in the Document Enclosure Checklist, a person as primary contact for all questions OCA may have regarding bidder’s bid response.

2. Narrative Description - Organizational Experience/Capacity

Bidders must submit, with their bid response, a narrative which demonstrates their capacity and experience to meet the minimum qualifications listed in Article II, above (Minimum Qualifications), including a description of its capability to produce and deliver similar quantities of materials or services required hereunder on an as-needed basis.

3. Narrative Description – Relevant Business Experience/Qualifications

Bidder must submit proof satisfactory to UCS that it is an original manufacturer or duly authorized dealer of the Equipment offered in its bid proposal.

4. Listing of References

Each bidder must submit three (3) references, other than UCS, including the company/agency name, complete address, contact name, title, telephone number and email address, for whom the bidder has provided similar services at any time during the past three (3) years.

5. Photocopier Manufacturer's Equipment Brochures/Specifications by Model

- a. Bidders must provide the manufacturer's equipment brochures and any other detailed literature outlining the specifications by model of the Equipment submitted by category on the Exhibit A/Pricing Sheet.
- b. Bidder must submit documentation that sufficiently identifies and describes any deviation in the Equipment offered in its bid proposal from manufacturer specifications, including any deviations the Standard Electrical Requirements contained section D.ii of Exhibit G – Detailed Equipment Specifications, attached hereto.
- c. Bidders must submit a list containing a description of any Copier offered that does not conform to, including a description of the non-conforming requirement(s).

6. Description of Security Measures for Hard Drives on Copiers

Bidder must also provide documentation of manufacturer's hard drive encryption and image overwrite security features that encrypt all information stored on the hard disk of the Copier and auto erase data that is temporarily stored on the hard disk (or alternate security features satisfactory to UCS), with guarantee of hard drive wipe upon return of Equipment to Awarded Contractor.

7. Listing of Statewide Services Branches, Locations and Trained Service Personnel

Bidder must submit with its proposal satisfactory evidence demonstrating statewide service resources with a sufficient number of trained personnel qualified and located to service the Equipment offered in accordance with the requirements of this RFB. Bidder must include with their response a complete listing of those branch or dealership locations which will render

service, their geographic areas of responsibility and present number of service personnel qualified/certified on each model of Equipment being offered for bid.

8. Exhibit A/Pricing Sheet Instructions/Summary

- a. Bidder must complete each item listed in the Pricing Sheet, in the form and content required therein. Bidder may not deviate from or alter the Pricing Sheet in any manner. Any omissions, changes, deletions, or additions to the Pricing Sheet may result in rejection of the bid response.
- b. Category 1 – 6 Pricing Sheets
The following 3-page pricing sheet sections are included for each Copier Category (Category 1 - Category 6):
 1. Unit Pricing
 2. Table A. Equipment
 3. Table B. Operating Supplies
 4. Table C. Overage
 5. Table D. Relocation
 6. Table E. Total Initial Term Price

Bidder must enter all required pricing and other data for all items listed in each section of each Copier Category.

- c. “All Categories” Pricing Sheet (Table F)

Bidder must insert the Total Initial Term Price it has submitted on Table E for each Category, then tabulate and insert in Table F. Grand Total Initial Term Contract Price (All Categories) where indicated.

B. NYS BID FORMS

1. Attachment I - Standard Request for Bid Clauses & Forms and Attachment IV- Procurement Lobbying Law required forms

In addition to such other specifications and criteria as are presented herein, the NYS Unified Court System Attachment I - Standard Request for Bid Clauses & Forms , and Attachment IV - Disclosure of Prior Non-Responsibility Determination (UCS 420) and Affirmation of Understanding and Agreement (UCS 421) pursuant to the Procurement Lobbying Act, which must be downloaded or printed from the UCS Contract & Procurement website under “Addenda” for the appropriate solicitation, are incorporated and made a part of this solicitation.

2. Attachment III - Vendor Responsibility Questionnaire

The NYS Unified Court System (UCS) is required to conduct a review of a prospective Vendor to provide reasonable assurances that the vendor is responsible. The required Vendor Responsibility Questionnaire is designed to provide information to assist UCS in assessing a vendor's responsibility prior to entering into a contract with the vendor. Vendor responsibility is determined by a review of each prospective Vendor's legal authority to do business in New York State, business integrity, financial and organizational resources, and performance history (including references).

The UCS recommends that vendors file the required Vendor Responsibility Questionnaire online via the New York State VendRep System. However, vendors may choose to complete a paper questionnaire and submit it with their proposal.

Online Questionnaire: To enroll in and use the New York State VendRep System, see the VendRep System Instructions available at <http://www.osc.state.ny.us/vendrep/index.htm> or go directly to the VendRep System online at <https://portal.osc.state.ny.us/Enrollment/login>. Vendors must provide their New York State Vendor Identification Number when enrolling (see paragraph headed 'New York State Vendor File Registration' for instructions on obtaining a Vendor Identification Number.) For VendRep System assistance, contact the Office of the State Comptroller's Help Desk at 866-370-4672 or 518-408-4672 or by email at ITServiceDesk@osc.state.ny.us.

Bidders who file the Vendor Responsibility Questionnaire online via the OSC VendRep System are requested to checkmark the appropriate box on the Document Enclosure Checklist. Please note that online submissions must be certified and dated/updated not more than six (6) months prior to the bid opening date of this RFB/RFP. Bidders' authorized signature of the RFB/RFP form will serve as confirmation that bidders have knowingly filed their questionnaire online if the paper questionnaire is not included with the bidder's submission.

Paper Questionnaire: Vendors opting to complete and submit a paper questionnaire can obtain the appropriate questionnaire from the VendRep website www.osc.state.ny.us/vendrep/forms_vendor.htm or may contact the UCS or the Office of the State Comptroller's Help Desk for a copy of the paper form.

3. New York State Vendor File Registration

Prior to being awarded a contract pursuant to this solicitation, the bidder(s) must be registered in the New York State Vendor File (Vendor File) administered by the OSC. This is a central registry for all vendors who do business with New York State agencies and the registration must be initiated by a State agency. Following the initial registration, a unique New York State ten-digit vendor identification number (Vendor ID) will be assigned to vendors for usage on all future transactions with New York State. Additionally, the Vendor File enables vendors to use the Vendor Self-Service application to manage certain vendor information in one central location for all transactions related to the State of New York.

If the bidder is already registered in the Vendor File, the vendor must enter the vendor's ten-digit Vendor ID on the first page of this bid document.

If the bidder is not currently registered in the Vendor File, upon award of a contract the Bidder must complete the OSC Substitute W-9 Form (http://www.osc.state.ny.us/vendors/forms/ac3237s_fe.pdf) and submit the form to UCS. The UCS will initiate the vendor registration process for the Vendor. Once the process is initiated, Vendor will receive an e-mail identifying their unique ten-digit Vendor ID and instructions on how to enroll in the online Vendor Self-Service application. For more information on the Vendor File please visit the following website: http://www.osc.state.ny.us/vendor_management/.

4. Electronic Payments

Vendors not currently receiving electronic payments, and who wish to do so, should enroll in ePayment – New York State's electronic payment program for vendors. To do so, vendors need to log onto the Vendor Self-Service Portal and enter their bank account information. ePayments will ensure you are receiving payments faster and in a more secure manner. If you need assistance in accessing the Vendor Self-Service Portal, please contact the SFS Helpdesk at helpdesk@sfs.ny.gov or 1-877-737-4185.

5. Proof of Insurance

Bidder must provide together with its bid response all documentation required pursuant to Article IX, "Insurance Requirement."

6. ADDITIONAL BID DOCUMENTS

1. Financial Stability

Upon request by UCS, bidder shall provide its audited financial statements prepared in accordance with GAAP-Generally Accepted Accounting Principles for the past three (3) consecutive years and a copy of its last three (3) annual reports.

VII. BID SUBMISSION PROCEDURES

Packaging, Identifying and Delivering of Bids/Proposals

Bids/Proposals must be clearly addressed and submitted to:

Gabrielle Tanski-Shaver
Principal Court Analyst
NYS Unified Court System
Contracts & Procurement
4 ESP - Suite 2001, 19th Floor
Albany, NY 12223

All envelopes/cartons must also be labeled with the following information on two sides:

Deliver immediately to Gabrielle Tanski-Shaver
Sealed bid - Do not open
RFB# OCA/CP-249 **due Tuesday, 03/03/2020 at 1:00 P.M.**

Failure to seal and mark the bid/proposal as prescribed may result in non-delivery and/or rejection of the bid/proposal. Please note that bids/proposals must be received by the above-named OCA-designated person by **Tuesday, 03/03/2020 at 1:00 P.M.** at the latest or bids will be declared late bids and they will be disqualified. It is recommended that bidders allow several extra days for shipping in order to meet the deadline.

Bidder Confidential/Proprietary Information

If applicable, bidders should specifically identify those portions of the proposal deemed to contain confidential or proprietary information or trade secrets, and must provide justification why such material, upon request, should not be disclosed to parties other than UCS. Bidders are advised that any material deemed confidential by bidder may still be subject to disclosure in connection with any governmental or judicial proceeding or inquiry or as may be required by applicable law, including but not limited to Article 6 of the New York Public Officers Law (Freedom of Information Law). Such confidential/proprietary information must be in a separate folder from the non-confidential sections of the proposal.

No-Bids

Bidders are requested to send a no-bid letter to OCA, Attn: Gabrielle Tanski-Shaver, at the above address, should they decide not to answer this solicitation. The envelope shall be clearly marked in the lower left corner as follows: RFB# OCA/CP-249. No-bid letters may be sent by email to Gabrielle Tanski-Shaver. Please indicate in "Subject" field: RFB# OCA/CP-249 – No-Bid.

Questions

Any and all questions bidders may have in connection with this solicitation are to be directed by email only to:

Gabrielle Tanski-Shaver
gtanski@nycourts.gov

Please indicate in "Subject" field: "RFB# OCA/CP-249 - Question(s)."

The deadline to submit questions is **Monday, 02/03/2020 at 3:00 P.M.** Shortly thereafter, a written response to all submitted questions in the form of a Questions & Answers (Q&A) sheet will be posted on the UCS website at www.nycourts.gov/admin/bids under RFB# OCA/CP-249.

IMPORTANT: All questions regarding this solicitation must be in writing by email and directed

solely to the attention of the above designated person. Contact by any prospective bidder, or any

representative thereof, with any other personnel of the UCS in connection with this RFB/RFP may violate the Procurement Lobbying Act of 2005 (see Attachment IV), will jeopardize the respective bidder's standing and may cause rejection of its proposal.

Mandatory Pre-Bid Conference

A **mandatory** pre-bid conference will be held on **Friday, 02/07/2020 at 11:00 A.M.** at the NYS OCA Division of Financial Management, 4 ESP Suite 2001 – 19th Floor Conference Room, Albany, NY 12223. Bidders may participate by conference call. Bidders who do not attend the pre-bid conference may not submit a bid response and if a bid response is submitted, it will be disqualified. Bidders are required to notify Gabrielle Tanski-Shaver of their planned attendance, in person or by conference call. Instructions to call-in will be sent to Bidders by email prior to the mandatory bid conference.

Product Demonstrations

Bidders shall be required, upon request of UCS, to demonstrate all or a portion of the offered Equipment for evaluation purposes, at no cost to UCS. The purpose of a demonstration is to observe the Equipment in an operational environment and to verify its capability, suitability, and adaptability. The Equipment used for the demonstration shall be the same as the manufacturer's model identified in the bidder's bid. The Equipment provided by the successful bidder shall perform, at a minimum the same functions as the Equipment utilized for the demonstration.

If a demonstration is required, UCS shall notify the bidder in writing and will specify the date, time and location of the demonstration. If the bidder fails to perform the demonstration as requested, the bidder may be considered non-responsive. UCS shall be the sole judge of the acceptability of the Equipment in conformance with the RFB specifications, and its decision shall be final.

VIII. GENERAL BID REQUIREMENTS

Online RFB/RFP Package: Disclaimer

Bidders accessing any UCS/UCS/OCA solicitations and related documents from the New York State UCS website www.nycourts.gov/admin/bids under "Current Solicitations" shall remain solely and wholly responsible for reviewing the respective solicitation & bid documents on the internet regularly, up to the scheduled date and time of the bid/proposal due date, to ensure their knowledge of any amendments, addenda, modifications or other information affecting the solicitation or bid documents in question.

Binding Nature of Bid/Proposal on Bidders

All bids/proposals shall remain binding on bidders until such time as UCS/OCA provides written notification of its intent to award the contract to a specific bidder or until the bidder withdraws its bid/proposal in writing, whichever occurs first.

Estimated Quantities

Any quantities specified in this solicitation constitute estimates only, and accordingly no commitment or guarantee to reach any specified volume of business is made or implied.

Rejected and Unacceptable Bids/Proposals

UCS reserves the right to reject any and all proposals or bids submitted in response to this solicitation. In addition, UCS may reject any bids/proposals from any bidders who are in arrears to the State of New York upon any debt or performance of any contract; or who have previously defaulted on any contractual obligations, (as contracting party, surety or otherwise), or on any obligation to the State of New York; or who have been declared not responsible or disqualified by any agency of the State of New York, who have any proceeding pending against them relating to the responsibility or qualification of the bidders to receive public contracts, whose proposal is incomplete or otherwise non-responsive in any material respect, or who are found to be non-responsible based on any of the criteria specified in the section headed 'Responsible Bidder'.

UCS also reserves the right to reject any bidder: (i) whose facilities and/or resources are, in the opinion of OCA, inadequate, too remote from the UCS locations to render services in a timely manner in accordance with all requirements of this solicitation; (ii) who does not provide references in accordance with the bid specifications, or whose references report significant failure to comply with specifications; or (iii) who are otherwise, in the opinion of OCA, unable to meet specifications.

Responsible Bidder

A bidder shall be defined as "responsible" in accordance with, but not limited to, references, past performance history, financial stability, the criteria set forth in paragraph 2 of the General Specifications (Attachment III-Vendor Responsibility Questionnaire), and the criteria set forth in the paragraph headed "Rejected and Unacceptable Bids/Proposals" as well as any other criteria necessary and reasonable to establish the bidder's responsibility.

Clarification/Correction of Bids/Proposals

In addition to any rights articulated elsewhere in this solicitation, UCS reserves the right to require clarification at any time during the procurement process and/or require correction of arithmetic or other apparent errors for the purpose of assuring a full and complete understanding

of a bidder's proposal and/or to determine a bidder's compliance with the requirements of this solicitation. This clarifying information, if required in writing by UCS, must be submitted by the

bidder, in accordance with formats as prescribed by UCS at the time said information is requested and, if received by the due date set forth in UCS's request for clarification, shall be included as a formal part of the bidder's proposal. Clarifying information, if any, whether provided orally, visually or in writing will be considered in the evaluation process. Failure to provide required information by its associated due date may result in rejection of the bidder's proposal. Nothing in the foregoing shall mean or imply that it is obligatory upon UCS to seek or allow clarifications or corrections as provided for herein.

Minor Bid Irregularities

Provided the same will not materially benefit or disadvantage any particular bidder or substantially alter the requirements of this bid, UCS may (i) waive technicalities, irregularities, and omissions or minor incompleteness in the bid or a bid response, (ii) waive any bid requirements that unmet by all bidders; (iii) consider any and/or all alternatives and/or enhancements suggested by the successful bidder; (iv) make an award under the bid in whole or in part and negotiate contract terms and conditions to meet UCS requirements consistent such award.

Unified Court System Self-Insurance

UCS, a New York State governmental entity, is self-retained for risk of loss and liability.

Inspection of Bidder's/Awarded Contractor's Facilities

The UCS/OCA reserves the right to inspect bidder's proposed facilities, as part of the bid evaluation. Subsequent to award, Awarded Contractor's printing facilities shall be made available for periodic inspection. In all instances, advance notification will be communicated by appropriate court personnel.

Access to Court Facilities

Where applicable to the performance of work under an awarded contract, bidders shall be wholly responsible for familiarity with the physical layout and access to the courts and buildings in question, including but not limited to, roadways, overhangs, parking, security, elevators, required access permits or insurance certificates. No special accommodations can or will be made by court staff with respect to security measures, access or parking.

Subcontracting

Subcontracting and any other transfer of any duties or obligations to be performed hereunder will be permitted only with the prior written consent of UCS to the proposed subcontractors. In the event that bidder proposes to use one or more subcontractors, the specific subcontractors and the

services proposed to be performed by such subcontractors, must be listed in bidder's proposal. If a bidder that proposes to use one or more subcontractors is awarded the contract, the award will

constitute the prior written approval of UCS to the subcontractors named in the bidder's proposal.

The Awarded Contractor will be the prime contractor and will be responsible for all services required by this RFB/RFP. The UCS will communicate only with Awarded Contractor and the Awarded Contractor shall remain wholly liable for the performance by and payment to any such subcontractors, their employees, agents, consultants or representatives.

Implied Requirements

Products and services that are not specifically requested in this solicitation, but which are necessary to provide the functional capabilities proposed by the bidder, shall be included in the offer except as specified herein.

Silence of the Specifications

The apparent silence of the specifications contained as part of this package as to any detail or to the apparent omission of a detailed description concerning any point, shall be regarded as meaning that only the best commercial practices are to prevail. All interpretations of these specifications shall be made on the basis of this statement.

IX. CONTRACT TERMS AND REQUIREMENTS

Contract Terms

The successful bidder shall be required to comply with the provisions set forth in this Article, as well as such other provisions contained in an agreement, in form and content satisfactory to UCS its sole discretion.

Compliance with Laws

Awarded Contractor(s) must comply with all applicable federal, state and local laws, rules and regulations, including but not limited to, fire, health and safety codes, prior to and during the provision of all services under the contract resulting from this RFB/RFP.

Independent Contractor Status

It is expressly understood and agreed that the Awarded Contractor's status shall be that of an independent provider of services and that no officer, employee, servant or subcontractor of the contractor is an employee of the UCS, OCA or State of New York. The Awarded Contractor shall be solely responsible for the work, assignment, compensation, benefits and personal

conduct and standards of all such persons assigned to the provision of services. Nothing herein shall be construed to impose any liability or duty on the UCS, OCA or State of New York to

persons, firms, consultants or corporations employed or engaged by the Awarded Contractor either directly or indirectly in any capacity whatsoever, nor shall the UCS, OCA or State of New York be liable for any acts, omissions, liabilities, obligations or taxes of any nature including, but not limited to, unemployment and Workers' Compensation insurance of the Awarded Contractor or any of its employees or subcontractors.

Indemnity

Awarded Contractor shall indemnify, defend and hold harmless UCS, its officers and employees from and against any and all claims, causes of action, damages, costs, liabilities and expenses of any kind (including reasonable attorney's fees and the cost of legal defense) which UCS may incur by reason of: (i) Awarded Contractor's breach of any term, provision, covenant, representation or warranty contained in the contract awarded as a result of this bid; (ii) any act, omission, negligence or intentional misconduct of Awarded Contractor or its employees, subcontractors, agents, volunteers or of other persons under its direction and control; (iii) Awarded Contractor's performance or failure to perform under the contract; and (iv) enforcement by UCS of the awarded contract or any provisions thereof.

Confidentiality and Data Security

Awarded Contractor acknowledges that any and all information, records, files, documents or reports contained in any media format provided to the Awarded Contractor by the court, or which may be otherwise encountered by Awarded Contractor shall be considered extremely confidential and shall be handled accordingly at all times. Neither the Awarded Contractor nor any of its employees, servants, vendors, agents or volunteers shall at any time be permitted to utilize such confidential information for any purpose outside the scope of any resulting agreement without the express prior written authorization of UCS. Any breach of this confidentiality by the Awarded Contractor or by any of its employees, servants, subcontractors, agents, or volunteers may result in the immediate termination of any resulting agreement by UCS and may subject the Awarded Contractor to further penalties. Awarded Contractor shall use, and require its employees and authorized agents to use, at least the degree of care a reasonably prudent person would use to protect and prevent improper access to the records. Awarded Contractor is prohibited from maintaining confidential files and records provided to or generated by Awarded Contractor in a mobile or portable device. In addition, Awarded Contractor will be required to comply with the data security and confidentiality requirements of other government agencies that supply data to UCS.

Termination

Early termination of the contract for cause may result in, among other consequences, all remedies available to UCS and New York State, the Awarded Contractor both being declared non-responsible by the UCS/UCS/OCA, pursuant to the UCS and Office of the State

Comptroller's guidelines on vendor responsibility and in the Awarded Contractor's removal from the UCS/UCS/OCA's bidders list for future solicitations.

Intellectual Property

If Awarded Contractor is required to produce specially commissioned materials pursuant to this Agreement (the "Work"), whether in written form, on tape, computer-readable media or other tangible form, Contractor acknowledges and agrees that UCS shall have the option: (i) retain a royalty-free, nonexclusive and irrevocable right to reproduce, publish, or otherwise use the Work or (ii) be the sole owner of the Work (the Work shall be considered a "work made for hire), each of the foregoing at no additional cost to UCS.

Insurance Requirement

Awarded Contractor shall be required to maintain during the term of the contract, including any renewal terms, at their own cost and expense:

1. Workers' compensation and disability benefit insurance coverage as required under NYS law. Each vendor must provide with its proposal proof of such workers' compensation and disability benefits insurance coverage or, if it is legally exempt from such coverage, proof of exemption. Vendor must obtain the appropriate Workers Compensation Board forms from its insurance carrier or licensed agent or must follow the procedures set forth by the Workers' Compensation Board for obtaining an exemption from coverage. See Workers' Compensation Board website at <http://www.wcb.ny.gov> under "Forms" for a manual listing required forms and procedures. Any questions regarding workers' compensation coverage requirements or debarments should be directed to:

Workers' Compensation Board
Bureau of Compliance
(518) 462-8882
(866) 298-7830

Only the following forms will be accepted:

Proof of Workers' Compensation Coverage

- **Form C-105.2** - Certificate of Workers' Compensation Insurance issued by private insurance carriers; or
- **Form U-26.3** issued by the State Insurance Fund; or
- **Form SI-12** - Certificate of Workers' Compensation Self-Insurance; or
- **Form GSI-105.2** - Certificate of Participation in Workers' Compensation Group Self-Insurance; or
- **Form CE-200** - Certificate of Attestation of Exemption from NYS Workers' Compensation and/or Disability Benefits Coverage.

Proof of Disability Benefits Coverage

- **Form DB-120.1** - Certificate of Disability Benefits Insurance, or
- **Form DB-120.2** - Certificate of Participation in Disability Benefits Group Self-Insurance; or
- **Form DB-155** - Certificate of Disability Benefits Self-Insurance; or
- **Form CE-200** - Certificate of Attestation of Exemption from NYS Workers' Compensation and/or Disability Benefits Coverage.

On forms that have a space for a certificate holder to be listed, the carrier must enter:

NYS Unified Court System
Contracts & Procurement
4 ESP - Suite 2001, 19th Floor
Albany, NY 12223

The insurance carrier will notify the certificate holder if a policy is canceled.

Please note: An ACORD Certificate of Insurance is not acceptable proof of NYS workers' compensation or disability benefits insurance coverage.

For additional information regarding worker's compensation and disability benefits requirements, please refer to the New York State Workers' Compensation Board website at: <http://www.wcb.ny.gov> under "Employers/Businesses."

2. Commercial General Liability Insurance (bodily injury and property damage on an occurrence basis), contractual and products/completed operations liability coverage, and auto liability with minimum limits as follows:

Bodily Injury and Property Damage	\$1 million, per occurrence, \$2million, aggregate
Personal Injury and Advertising:	\$1 million aggregate
Contractual and Products / Completed Operations	\$2 million aggregate
Auto Liability, Combined single limits	\$1 million

Commercial General Liability insurance coverage shall be obtained from commercial insurance carriers licensed to do business in the State of New York.

X. EXHIBIT A/PRICING SHEET (19 pages) – Begins on next page

EXHIBIT A
PRICING SHEET

EXHIBIT A/PRICING SHEET

See Bid Article VI, Section A.8 for Pricing Sheet Instructions/Summary

CATEGORY 1 – Page 1

UNIT PRICING - CATEGORY 1		
Manufacturer/Authorized Dealer Name:		
Equipment Manufacturer:		
Item	Part #	Monthly Unit Price
EQUIPMENT:		
Base Unit		\$
RADF		\$
PFU		\$
LCT		\$
Stapler		\$
Punch Kit		\$
Inserter		\$
Folder		\$
Booklet Maker		\$
CONNECTIVITY:		
Basic Networking		\$
Fax Kit (Single Line)		\$
Fax Kit (Multi Line)		\$
ADVANCED MEMORY:		
System (Greater than required 4 GB)		\$
Hard Drive (Greater than required 250 GB)		\$
OPERATING SUPPLIES: Part# Unit Price		
Toner		\$
Developer		\$
Staples		\$

EXHIBIT A/PRICING SHEET
CATEGORY 1 – Page 2

A. EQUIPMENT - ESTIMATED INITIAL TERM PRICE - CATEGORY 1					
Item	Monthly Configuration Price [Base Unit + Required Accessories]	Estimated Annual Quantity	Estimated Annual Equipment Price	Initial 3-Year Term	Estimated Initial Term Price
EQUIPMENT:					
Base Unit (Platen Only)	\$	x 6	\$	x3	\$
Base Unit + RADF	\$	x 492	\$	x3	\$
Base Unit + RADF + PFU	\$	x 15	\$	x3	\$
Base Unit + RADF + LCT	\$	x 22	\$	x3	\$
Base Unit + RADF + Stapler	\$	x 321	\$	x3	\$
Base Unit + RADF + PFU + Stapler	\$	x 41	\$	x3	\$
Base Unit + RADF + LCT + Stapler	\$	x 61	\$	x3	\$
Finisher: Punch Kit	\$	x 2	\$	x3	\$
Finisher: Folder	\$	x 1	\$	x3	\$
Finisher: Booklet Maker	\$	x 1	\$	x3	\$
CONNECTIVITY:					
Item	Monthly Price	Estimated Annual Quantity	Estimated Annual Connectivity Price	Initial 3-Year Term	Estimated Initial Term Price
Basic Networking	\$	x 189	\$	x3	\$
Fax Kit (Single Line)	\$	x 1	\$	x3	\$
Fax Kit (Multi-Line)	\$	x 7	\$	x3	\$
Total Estimated Initial Term Price [Sum of all lines]. Carry to Cat 1 Table E.					\$

B. OPERATING SUPPLIES - ESTIMATED INITIAL TERM PRICE PER COPY - CATEGORY 1							
Item	Price Each	Yield	PRICE per Copy ("CPC") [Yield divided by PRICE] to the 4th decimal	Estimated Annual Quantity	Estimated Annual PRICE	Initial 3-Year Term	Estimated Initial Term PRICE
Toner	\$		\$	X 34,668,000*	\$	x 3	\$
Developer	\$		\$	X 34,668,000*	\$	x 3	\$
Staples	\$		\$	X 17,334,000**	\$	x 3	\$
Total Estimated Initial Term Price [Sum of all lines]. Carry to Cat 1 Table E.							\$
* Toner & Developer: Annual Copier Category Allowance (36,000) X Number of Estimated Category Copiers (963)							
** Staples: Half the Est. Annual Quantity (at least two sheets stapled together)							

EXHIBIT A/PRICING SHEET
CATEGORY 1 – Page 3 of 3

C. OVERAGE - ESTIMATED INITIAL TERM PRICE - CATEGORY 1					
Item	Price per page	Estimated Annual Quantity (Category-wide)	Estimated Annual Price	Initial 3- Year Term	Total Estimated Initial Term Price. Carry to Cat 1 Table E.
Per page Overage Price	\$	X 10,000	\$	x 3	\$

D. RELOCATION - TOTAL INITIAL TERM PRICE - CATEGORY 1					
Item	Price Each	Estimated Annual Quantity	Estimated Annual Price	Initial 3-Year Term	Estimated Initial Term PRICE
NYC* RELOCATIONS					
Relocation within Same Building:					
Stair Carry Required	\$	X 2	\$	x3	\$
No Stair Carry Required	\$	X 10	\$	x3	\$
Relocation to Different Building (Requiring Vehicle Transport):					
Stair Carry Required	\$	X 2	\$	x 3	\$
No Stair Carry Required	\$	X 10	\$	x 3	\$
Outside NYC** RELOCATIONS					
Relocation within Same Building:					
Stair Carry Required	\$	X 2	\$	x 3	\$
No Stair Carry Required	\$	X 10	\$	x 3	\$
Relocation to Different Building (Requiring Vehicle Transport):					
Up to 50 miles - Stair Carry	\$	X 4	\$	x 3	\$
Up to 50 miles - No Stair Carry	\$	X 4	\$	x 3	\$
50 miles+ - Stair Carry	\$	X 2	\$	x 3	\$
50 miles+ - No Stair Carry	\$	X 2	\$	x 3	\$
TOTAL INITIAL TERM PRICE [Sum of all lines]. Carry to Cat 1 Table E.					\$
*NYC Counties (Bronx, Kings, New York, Queens, Richmond)					
** Outside NYC Locations - All other NYS Counties					

E. TOTAL INITIAL TERM PRICE - CATEGORY 1	
Item	Initial Term PRICE
A. EQUIPMENT - ESTIMATED INITIAL TERM PRICE	\$
B. ESTIMATED INITIAL TERM PRICE PER COPY for OPERATING SUPPLIES	\$
C. ESTIMATED INITIAL TERM OVERAGE PRICE	\$
D. INITIAL TERM COPIER RELOCATION PRICE	\$
CATEGORY 1 TOTAL INITIAL TERM PRICE [A + B + C + D]. Carry to Cat 1 Table F	
	\$

EXHIBIT A/PRICING SHEET
CATEGORY 2 – Page 1

UNIT PRICING - CATEGORY 2		
Manufacturer/Authorized Dealer Name:		
Equipment Manufacturer:		
Item	Part #	Monthly Unit Price
EQUIPMENT:		
Base Unit		\$
RADF		\$
PFU		\$
LCT		\$
Stapler		\$
Punch Kit		\$
Insertter		\$
Folder		\$
Booklet Maker		\$
CONNECTIVITY:		
Basic Networking		\$
Fax Kit (Single Line)		\$
Fax Kit (Multi Line)		\$
ADVANCED MEMORY:		
System (Greater than required 4 GB)		\$
Hard Drive (Greater than required 250 GB)		\$
OPERATING SUPPLIES:		
Part#		Unit Price
Toner		\$
Developer		\$
Staples		\$

EXHIBIT A/PRICING SHEET
CATEGORY 2 – Page 2

A. EQUIPMENT - ESTIMATED INITIAL TERM PRICE - CATEGORY 2					
Item	Monthly Configuration Price [Base Unit + Required Accessories]	Estimated Annual Quantity	Estimated Annual Equipment Price	Initial 3-Year Term	Estimated Initial Term Price
EQUIPMENT:					
Base Unit + RADF + PFU	\$	x 79	\$	x3	\$
Base Unit + RADF + LCT	\$	x 14	\$	x3	\$
Base Unit + RADF + PFU + Stapler	\$	X 146	\$	x3	\$
Base Unit + RADF + LCT + Stapler	\$	x 105	\$	x3	\$
Finisher: Punch Kit	\$	X 2	\$	x3	\$
Finisher: Folder	\$	X 1	\$	x3	\$
Finisher: Booklet Maker	\$	X 1	\$	x3	\$
CONNECTIVITY:					
	Monthly Price	Estimated Annual Quantity	Estimated Annual Connectivity Price	Initial 3-Year Term	Estimated Initial Term Price
Basic Networking	\$	X 92	\$	x3	\$
Fax Kit (Single Line)	\$	X 2	\$	x3	\$
Fax Kit (Multi-Line)	\$	X 8	\$	x3	\$
Total Estimated Initial Term Price [Sum of all lines]. Carry to Cat 2 Table E.					\$

B. OPERATING SUPPLIES - ESTIMATED INITIAL TERM PRICE PER COPY - CATEGORY 2							
Item	Price Each	Yield	PRICE per Copy ("CPC") [Yield divided by PRICE] to the 4th decimal	Estimated Annual Quantity	Estimated Annual PRICE	Initial 3-Year Term	Estimated Initial Term PRICE
Toner	\$		\$	X 30,960,000*	\$	x 3	\$
Developer	\$		\$	X 30,960,000*	\$	x 3	\$
Staples	\$		\$	X 15,480,000**	\$	x 3	\$
Total Estimated Initial Term Price [Sum of all lines]. Carry to Cat 2 Table E.							\$
* Toner & Developer: Annual Copier Category Allowance (90,000) X Number of Estimated Category Copiers (344)							
** Staples: Half the Est. Annual Quantity (at least two sheets stapled together)							

EXHIBIT A/PRICING SHEET
CATEGORY 2 – Page 3

C. OVERAGE - ESTIMATED INITIAL TERM PRICE - CATEGORY 2					
Item	Price per page	Estimated Annual Quantity (Category-wide)	Estimated Annual Price	Initial 3- Year Term	Total Estimated Initial Term Price. Carry to Cat 2 Table E
Per page Overage Price	\$	X 10,000	\$	x 3	\$

D. RELOCATION - TOTAL INITIAL TERM PRICE - CATEGORY 2					
Item	Price Each	Estimated Annual Quantity	Estimated Annual Price	Initial 3-Year Term	Estimated Initial Term PRICE
NYC* RELOCATIONS					
Relocation within Same Building:					
Stair Carry Required	\$	X 2	\$	x3	\$
No Stair Carry Required	\$	X 10	\$	x3	\$
Relocation to Different Building (Requiring Vehicle Transport):					
Stair Carry Required	\$	X 2	\$	x 3	\$
No Stair Carry Required	\$	X 10	\$	x 3	\$
Outside NYC** RELOCATIONS					
Relocation within Same Building:					
Stair Carry Required	\$	X 2	\$	x 3	\$
No Stair Carry Required	\$	X 10	\$	x 3	\$
Relocation to Different Building (Requiring Vehicle Transport):					
Up to 50 miles - Stair Carry	\$	X 4	\$	x 3	\$
Up to 50 miles - No Stair Carry	\$	X 4	\$	x 3	\$
50 miles+ - Stair Carry	\$	X 2	\$	x 3	\$
50 miles+ - No Stair Carry	\$	X 2	\$	x 3	\$
TOTAL INITIAL TERM PRICE [Sum of all lines]. Carry to Cat 2 Table E.					\$
*NYC Counties (Bronx, Kings, New York, Queens, Richmond)					
** Outside NYC Locations - All other NYS Counties					

E. TOTAL INITIAL TERM PRICE - CATEGORY 2	
Item	Initial Term PRICE
A. EQUIPMENT - ESTIMATED INITIAL TERM PRICE	\$
B. ESTIMATED INITIAL TERM PRICE PER COPY for OPERATING SUPPLIES	\$
C. ESTIMATED INITIAL TERM OVERAGE PRICE	\$
D. INITIAL TERM COPIER RELOCATION PRICE	\$
CATEGORY 2 TOTAL INITIAL TERM PRICE [A + B + C + D]. Carry to Cat 2 Table F	
	\$

EXHIBIT A/PRICING SHEET
CATEGORY 3 LOW VOLUME (LV) – Page 1

UNIT PRICING - CATEGORY 3 LOW VOLUME (LV)		
Manufacturer/Authorized Dealer Name:		
Equipment Manufacturer:		
Item	Part #	Monthly Unit Price
EQUIPMENT:		
Base Unit		\$
RADF		\$
PFU		\$
LCT		\$
Stapler		\$
Punch Kit		\$
Insertter		\$
Folder		\$
Booklet Maker		\$
CONNECTIVITY:		
Basic Networking		\$
Fax Kit (Single Line)		\$
Fax Kit (Multi Line)		\$
ADVANCED MEMORY:		
System (Greater than required 4 GB)		\$
Hard Drive (Greater than required 250 GB)		\$
OPERATING SUPPLIES:		
Part#	Unit Price	
Toner	\$	
Developer	\$	
Staples	\$	

EXHIBIT A/PRICING SHEET
CATEGORY 3 LOW VOLUME (LV) – Page 2

A. EQUIPMENT - ESTIMATED INITIAL TERM PRICE - CATEGORY 3 LOW VOLUME (LV)					
Item	Monthly Configuration Price [Base Unit + Required Accessories]	Estimated Annual Quantity	Estimated Annual Equipment Price	Initial 3-Year Term	Estimated Initial Term Price
EQUIPMENT:					
Base Unit + RADF + LCT	\$	X 8	\$	x3	\$
Base Unit + RADF + PFU + Stapler	\$	X 1	\$	x3	\$
Base Unit + RADF + LCT + Stapler	\$	X 100	\$	x3	\$
Finisher: Punch Kit	\$	X 2	\$	x3	\$
Finisher: Folder	\$	X 1	\$	x3	\$
Finisher: Booklet Maker	\$	X 1	\$	x3	\$
CONNECTIVITY:					
	Monthly Price	Estimated Annual Quantity	Estimated Annual Connectivity Price	Initial 3-Year Term	Estimated Initial Term Price
Basic Networking	\$	X 49	\$	x3	\$
Fax Kit (Single Line)	\$	X 1	\$	x3	\$
Fax Kit (Multi-Line)	\$	X 7	\$	x3	\$
Total Estimated Initial Term Price [Sum of all lines]. Carry to Cat 3 LV Table E.					\$

B. OPERATING SUPPLIES - ESTIMATED INITIAL TERM PRICE PER COPY - CATEGORY 3 LOW VOLUME (LV)							
Item	Price Each	Yield	PRICE per Copy ("CPC") [Yield divided by PRICE] to the 4th decimal	Estimated Annual Quantity	Estimated Annual PRICE	Initial 3-Year Term	Estimated Initial Term PRICE
Toner	\$		\$	X 13,080,000*	\$	x 3	\$
Developer	\$		\$	X 13,080,000*	\$	x 3	\$
Staples	\$		\$	X 6,540,000**	\$	x 3	\$
Total Estimated Initial Term Price [Sum of all lines]. Carry to Cat 3 LV Table E.							\$
* Toner & Developer: Annual Copier Category Allowance (120,000) X Number of Estimated Category Copiers (109)							
** Staples: Half the Est. Annual Quantity (at least two sheets stapled together)							

EXHIBIT A/PRICING SHEET
CATEGORY 3 LOW VOLUME (LV) – Page 3

C. OVERAGE - ESTIMATED INTIAL TERM PRICE - CATEGORY 3 LOW VOLUME (LV)					
Item	Price per page	Estimated Annual Quantity (Category-wide)	Estimated Annual Price	Initial 3- Year Term	Total Estimated Initial Term Price. Carry to Cat 3 LV Table E.
Per page Overage Price	\$	X 10,000	\$	x 3	\$
D. RELOCATION - TOTAL INITIAL TERM PRICE - CATEGORY 3 LOW VOLUME (LV)					
Item	Price Each	Estimated Annual Quantity	Estimated Annual Price	Initial 3-Year Term	Estimated Initial Term PRICE
NYC* RELOCATIONS					
Relocation within Same Building:					
Stair Carry Required	\$	X 2	\$	x3	\$
No Stair Carry Required	\$	X 10	\$	x3	\$
Relocation to Different Building (Requiring Vehicle Transport):					
Stair Carry Required	\$	X 2	\$	x 3	\$
No Stair Carry Required	\$	X 10	\$	x 3	\$
Outside NYC** RELOCATIONS					
Relocation within Same Building:					
Stair Carry Required	\$	X 2	\$	x 3	\$
No Stair Carry Required	\$	X 10	\$	x 3	\$
Relocation to Different Building (Requiring Vehicle Transport):					
Up to 50 miles - Stair Carry	\$	X 4	\$	x 3	\$
Up to 50 miles - No Stair Carry	\$	X 4	\$	x 3	\$
50 miles+ - Stair Carry	\$	X 2	\$	x 3	\$
50 miles+ - No Stair Carry	\$	X 2	\$	x 3	\$
TOTAL INITIAL TERM PRICE [Sum of all lines]. Carry to Cat 3 LV Table E.					\$
*NYC Counties (Bronx, Kings, New York, Queens, Richmond)					
** Outside NYC Locations - All other NYS Counties					
E. TOTAL INITIAL TERM PRICE - CATEGORY 3 LOW VOLUME (LV)					
Item	Initial Term PRICE				
A. EQUIPMENT - ESTIMATED INITIAL TERM PRICE	\$				
B. ESTIMATED INITIAL TERM PRICE PER COPY for OPERATING SUPPLIES	\$				
C. ESTIMATED INTIAL TERM OVERAGE PRICE	\$				
D. INITIAL TERM COPIER RELOCATION PRICE	\$				
CATEGORY # LV TOTAL INITIAL TERM PRICE [A + B + C + D]. Carry to Cat 3 LV Table F					\$

EXHIBIT A/PRICING SHEET
CATEGORY 3 HIGH VOLUME (HV) – Page 1

UNIT PRICING - CATEGORY 3 HIGH VOLUME (HV)		
Manufacturer/Authorized Dealer Name:		
Equipment Manufacturer:		
Item	Part #	Monthly Unit Price
EQUIPMENT:		
Base Unit		\$
RADF		\$
PFU		\$
LCT		\$
Stapler		\$
Punch Kit		\$
Insertter		\$
Folder		\$
Booklet Maker		\$
CONNECTIVITY:		
Basic Networking		\$
Fax Kit (Single Line)		\$
Fax Kit (Multi Line)		\$
ADVANCED MEMORY:		
System (Greater than required 4 GB)		\$
Hard Drive (Greater than required 250 GB)		\$
OPERATING SUPPLIES: Part#		
		Unit Price
Toner		\$
Developer		\$
Staples		\$

EXHIBIT A/PRICING SHEET
CATEGORY 3 HIGH VOLUME (HV) – Page

A. EQUIPMENT - ESTIMATED INITIAL TERM PRICE - CATEGORY 3 HIGH VOLUME (HV)							
Item		Monthly Configuration Price [Base Unit + Required Accessories]		Estimated Annual Quantity		Estimated Annual Equipment Price	

EXHIBIT A/PRICING SHEET
CATEGORY 3 HIGH VOLUME (HV) – Page 3

C. OVERAGE - ESTIMATED INITIAL TERM PRICE - CATEGORY 3 HIGH VOLUME (HV)					
Item	Price per page	Estimated Annual Quantity (Category-wide)	Estimated Annual Price	Initial 3- Year Term	Total Estimated Initial Term Price. Carry to Cat 3 HV Table E.
Per page Overage Price	\$	X 10,000	\$	x 3	\$

D. RELOCATION - TOTAL INITIAL TERM PRICE - CATEGORY 3 HIGH VOLUME (HV)					
Item	Price Each	Estimated Annual Quantity	Estimated Annual Price	Initial 3-Year Term	Estimated Initial Term PRICE
NYC* RELOCATIONS					
Relocation within Same Building:					
Stair Carry Required	\$	X 2	\$	x3	\$
No Stair Carry Required	\$	X 10	\$	x3	\$
Relocation to Different Building (Requiring Vehicle Transport):					
Stair Carry Required	\$	X 2	\$	x 3	\$
No Stair Carry Required	\$	X 10	\$	x 3	\$
Outside NYC** RELOCATIONS					
Relocation within Same Building:					
Stair Carry Required	\$	X 2	\$	x 3	\$
No Stair Carry Required	\$	X 10	\$	x 3	\$
Relocation to Different Building (Requiring Vehicle Transport):					
Up to 50 miles - Stair Carry	\$	X 4	\$	x 3	\$
Up to 50 miles - No Stair Carry	\$	X 4	\$	x 3	\$
50 miles+ - Stair Carry	\$	X 2	\$	x 3	\$
50 miles+ - No Stair Carry	\$	X 2	\$	x 3	\$
TOTAL INITIAL TERM PRICE [Sum of all lines]. Carry to Cat 3 HV Table E.					\$
*NYC Counties (Bronx, Kings, New York, Queens, Richmond)					
** Outside NYC Locations - All other NYS Counties					

E. TOTAL INITIAL TERM PRICE - CATEGORY 3 HIGH VOLUME (HV)	
Item	Initial Term PRICE
A. EQUIPMENT - ESTIMATED INITIAL TERM PRICE	\$
B. ESTIMATED INITIAL TERM PRICE PER COPY for OPERATING SUPPLIES	\$
C. ESTIMATED INITIAL TERM OVERAGE PRICE	\$
D. INITIAL TERM COPIER RELOCATION PRICE	\$
CATEGORY 3 HV TOTAL INITIAL TERM PRICE [A + B + C + D]. Carry to Cat 3 HV Table F	
	\$

EXHIBIT A/PRICING SHEET
CATEGORY 4 – Page 1

UNIT PRICING - CATEGORY 4		
Manufacturer/Authorized Dealer Name:		
Equipment Manufacturer:		
Item	Part #	Monthly Unit Price
EQUIPMENT:		
Base Unit		\$
RADF		\$
PFU		\$
LCT		\$
Stapler		\$
Punch Kit		\$
Insertter		\$
Folder		\$
Booklet Maker		\$
CONNECTIVITY:		
Basic Networking		\$
Fax Kit (Single Line)		\$
Fax Kit (Multi Line)		\$
ADVANCED MEMORY:		
System (Greater than required 4 GB)		\$
Hard Drive (Greater than required 250 GB)		\$
OPERATING SUPPLIES: Part#		Unit Price
Toner		\$
Developer		\$
Staples		\$

EXHIBIT A/PRICING SHEET
CATEGORY 4 – Page 2

A. EQUIPMENT - ESTIMATED INITIAL TERM PRICE - CATEGORY 4					
Item	Monthly Configuration Price [Base Unit + Required Accessories]	Estimated Annual Quantity	Estimated Annual Equipment Price	Initial 3-Year Term	Estimated Initial Term Price
EQUIPMENT:					
Base Unit + RADF + PFU	\$	X 1	\$	x3	\$
Base Unit + RADF + LCT	\$	X 1	\$	x3	\$
Base Unit + RADF + PFU + Stapler	\$	X 8	\$	x3	\$
Base Unit + RADF + LCT + Stapler	\$	X 20	\$	x3	\$
Finisher: Punch Kit	\$	X 3	\$	x3	\$
Finisher: Folder	\$	X 1	\$	x3	\$
Finisher: Booklet Maker	\$	X 1	\$	x3	\$
CONNECTIVITY:					
	Monthly Price	Estimated Annual Quantity	Estimated Annual Connectivity Price	Initial 3-Year Term	Estimated Initial Term Price
Basic Networking	\$	X 15	\$	x3	\$
Fax Kit (Single Line)	\$	X 1	\$	x3	\$
Fax Kit (Multi-Line)	\$	X 1	\$	x3	\$
Total Estimated Initial Term Price [Sum of all lines]. Carry to Cat 4 Table E.					\$

B. OPERATING SUPPLIES - ESTIMATED INITIAL TERM PRICE PER COPY - CATEGORY 4							
Item	Price Each	Yield	PRICE per Copy ("CPC") [Yield divided by PRICE] to the 4th decimal	Estimated Annual Quantity	Estimated Annual PRICE	Initial 3-Year Term	Estimated Initial Term PRICE
Toner	\$		\$	X 10,800,000*	\$	x 3	\$
Developer	\$		\$	X 10,800,000*	\$	x 3	\$
Staples	\$		\$	X 5,400,000**	\$	x 3	\$
Total Estimated Initial Term Price [Sum of all lines]. Carry to Cat 4 Table E.							\$
* Toner & Developer: Annual Copier Category Allowance (360,000) X Number of Estimated Category Copiers (30)							
** Staples: Half the Est. Annual Quantity (at least two sheets stapled together)							

EXHIBIT A/PRICING SHEET
CATEGORY 4 – Page 3

C. OVERAGE - ESTIMATED INITIAL TERM PRICE - CATEGORY 4					
Item	Price per page	Estimated Annual Quantity (Category-wide)	Estimated Annual Price	Initial 3- Year Term	Total Estimated Initial Term Price. Carry to Cat 4 Table E.
Per page Overage Price	\$	X 10,000	\$	x 3	\$

D.RELOCATION - TOTAL INITIAL TERM PRICE - CATEGORY 4					
Item	Price Each	Estimated Annual Quantity	Estimated Annual Price	Initial 3-Year Term	Estimated Initial Term PRICE
NYC* RELOCATIONS					
Relocation within Same Building:					
Stair Carry Required	\$	X 2	\$	x3	\$
No Stair Carry Required	\$	X 10	\$	x3	\$
Relocation to Different Building (Requiring Vehicle Transport):					
Stair Carry Required	\$	X 2	\$	x 3	\$
No Stair Carry Required	\$	X 10	\$	x 3	\$
Outside NYC** RELOCATIONS					
Relocation within Same Building:					
Stair Carry Required	\$	X 2	\$	x 3	\$
No Stair Carry Required	\$	X 10	\$	x 3	\$
Relocation to Different Building (Requiring Vehicle Transport):					
Up to 50 miles - Stair Carry	\$	X 4	\$	x 3	\$
Up to 50 miles - No Stair Carry	\$	X 4	\$	x 3	\$
50 miles+ - Stair Carry	\$	X 2	\$	x 3	\$
50 miles+ - No Stair Carry	\$	X 2	\$	x 3	\$
TOTAL INITIAL TERM PRICE [Sum of all lines]. Carry to Cat 4 Table E.					\$
*NYC Counties (Bronx, Kings, New York, Queens, Richmond)					
** Outside NYC Locations - All other NYS Counties					

E. TOTAL INITIAL TERM PRICE - CATEGORY 4	
Item	Initial Term PRICE
A. EQUIPMENT - ESTIMATED INITIAL TERM PRICE	\$
B. ESTIMATED INITIAL TERM PRICE PER COPY for OPERATING SUPPLIES	\$
C. ESTIMATED INITIAL TERM OVERAGE PRICE	\$
D. INITIAL TERM COPIER RELOCATION PRICE	\$
CATEGORY 4 TOTAL INITIAL TERM PRICE [A + B + C + D]. Carry to Cat 4 Table F	
	\$

EXHIBIT A/PRICING SHEET
CATEGORY 5 – Page 1

UNIT PRICING - CATEGORY 5		
Manufacturer/Authorized Dealer Name:		
Equipment Manufacturer:		
Item	Part #	Monthly Unit Price
EQUIPMENT:		
Base Unit		\$
RADF		\$
PFU		\$
LCT		\$
Stapler		\$
Punch Kit		\$
Insertter		\$
Folder		\$
Booklet Maker		\$
CONNECTIVITY:		
Basic Networking		\$
Fax Kit (Single Line)		\$
Fax Kit (Multi Line)		\$
ADVANCED MEMORY:		
System (Greater than required 4 GB)		\$
Hard Drive (Greater than required 250 GB)		\$
OPERATING SUPPLIES:		
Part#	Unit Price	
Toner	\$	
Developer	\$	
Staples	\$	

EXHIBIT A/PRICING SHEET
CATEGORY 5 – Page 2

A. EQUIPMENT - ESTIMATED INITIAL TERM PRICE - CATEGORY 5						
Item	Monthly Configuration Price [Base Unit + Required Accessories]	Estimated Annual Quantity	Estimated Annual Equipment Price	Initial 3-Year Term	Estimated Initial Term Price	
EQUIPMENT:						
Base Unit + RADF + PFU + Stapler	\$	X 11	\$	x3	\$	
Base Unit + RADF + LCT + Stapler	\$	X 7	\$	x3	\$	
Finisher: Punch Kit	\$	X 2	\$	x3	\$	
Finisher: Folder	\$	X 5	\$	x3	\$	
Finisher: Booklet Maker	\$	X 5	\$	x3	\$	
CONNECTIVITY:						
	Monthly Price	Estimated Annual Quantity	Estimated Annual Connectivity Price	Initial 3-Year Term	Estimated Initial Term Price	
Basic Networking	\$	X 11	\$	x3	\$	
Fax Kit (Single Line)	\$	X 1	\$	x3	\$	
Fax Kit (Multi-Line)	\$	X 1	\$	x3	\$	
Total Estimated Initial Term Price [Sum of all lines]. Carry to Cat 5 Table E.					\$	
B. OPERATING SUPPLIES - ESTIMATED INITIAL TERM PRICE PER COPY - CATEGORY 5						
Item	Price Each	Yield	PRICE per Copy ("CPC") [Yield divided by PRICE] to the 4th decimal	Estimated Annual Quantity	Estimated Annual PRICE	Initial 3-Year Term Estimated Initial Term PRICE
Toner	\$		\$	X 12,960,000*	\$	x 3 \$
Developer	\$		\$	X 12,960,000*	\$	x 3 \$
Staples	\$		\$	X 6,480,000**	\$	x 3 \$
Total Estimated Initial Term Price [Sum of all lines]. Carry to Cat 5 Table E.					\$	
* Toner & Developer: Annual Copier Category Allowance (720,000) X Number of Estimated Category Copiers (18)						
** Staples: Half the Est. Annual Quantity (at least two sheets stapled together)						

EXHIBIT A/PRICING SHEET
CATEGORY 5 – Page 3

C. OVERAGE - ESTIMATED INITIAL TERM PRICE - CATEGORY 5					
Item	Price per page	Estimated Annual Quantity (Category-wide)	Estimated Annual Price	Initial 3- Year Term	Total Estimated Initial Term Price. Carry to Cat 5 Table E.
Per page Overage Price	\$	X 10,000	\$	x 3	\$

D.RELOCATION - TOTAL INITIAL TERM PRICE - CATEGORY 5					
Item	Price Each	Estimated Annual Quantity	Estimated Annual Price	Initial 3-Year Term	Estimated Initial Term PRICE
NYC* RELOCATIONS					
Relocation within Same Building:					
Stair Carry Required	\$	X 2	\$	x3	\$
No Stair Carry Required	\$	X 10	\$	x3	\$
Relocation to Different Building (Requiring Vehicle Transport):					
Stair Carry Required	\$	X 2	\$	x 3	\$
No Stair Carry Required	\$	X 10	\$	x 3	\$
Outside NYC** RELOCATIONS					
Relocation within Same Building:					
Stair Carry Required	\$	X 2	\$	x 3	\$
No Stair Carry Required	\$	X 10	\$	x 3	\$
Relocation to Different Building (Requiring Vehicle Transport):					
Up to 50 miles - Stair Carry	\$	X 4	\$	x 3	\$
Up to 50 miles - No Stair Carry	\$	X 4	\$	x 3	\$
50 miles+ - Stair Carry	\$	X 2	\$	x 3	\$
50 miles+ - No Stair Carry	\$	X 2	\$	x 3	\$
TOTAL INITIAL TERM PRICE [Sum of all lines]. Carry to Cat 5 Table E.					\$
*NYC Counties (Bronx, Kings, New York, Queens, Richmond)					
** Outside NYC Locations - All other NYS Counties					

E. TOTAL INITIAL TERM PRICE - CATEGORY 5	
Item	Initial Term PRICE
A. EQUIPMENT - ESTIMATED INITIAL TERM PRICE	\$
B. ESTIMATED INITIAL TERM PRICE PER COPY for OPERATING SUPPLIES	\$
C. ESTIMATED INITIAL TERM OVERAGE PRICE	\$
D. INITIAL TERM COPIER RELOCATION PRICE	\$
CATEGORY 5 TOTAL INITIAL TERM PRICE [A + B + C + D]. Carry to Cat 5 Table F	
	\$

EXHIBIT A/PRICING SHEET
ALL CATEGORIES, Page 1

F. GRAND TOTAL INITIAL TERM CONTRACT PRICE (ALL CATEGORIES)	
Item	Total Initial Term PRICE
A. CATEGORY 1 (from Cat 1 Table E)	\$
B. CATEGORY 2 (from Cat 2 Table E)	\$
C. CATEGORY 3 LOW VOLUME (LV) (from Cat 3 LV Table E)	\$
D. CATEGORY 3 HIGH VOLUME (HV) (from Cat 3 HV Table E)	\$
E. CATEGORY 4 (from Cat 4 Table E)	\$
F. CATEGORY 5 (from Cat 5 Table E)	\$
GRAND TOTAL INITIAL TERM CONTRACT PRICE [A + B + C + D + E + F]	\$

Authorized representative of Bidder must complete and sign below to verify submission of all pricing required per Exhibit A/Pricing Sheet:

COMPANY NAME:

AUTHORIZED OFFICER'S NAME AND TITLE:

SIGNATURE: _____ DATE: _____

EXHIBIT B

MAP OF NYS JUDICIAL DISTRICTS

STATE OF NEW YORK
OFFICE OF
COURT ADMINISTRATION

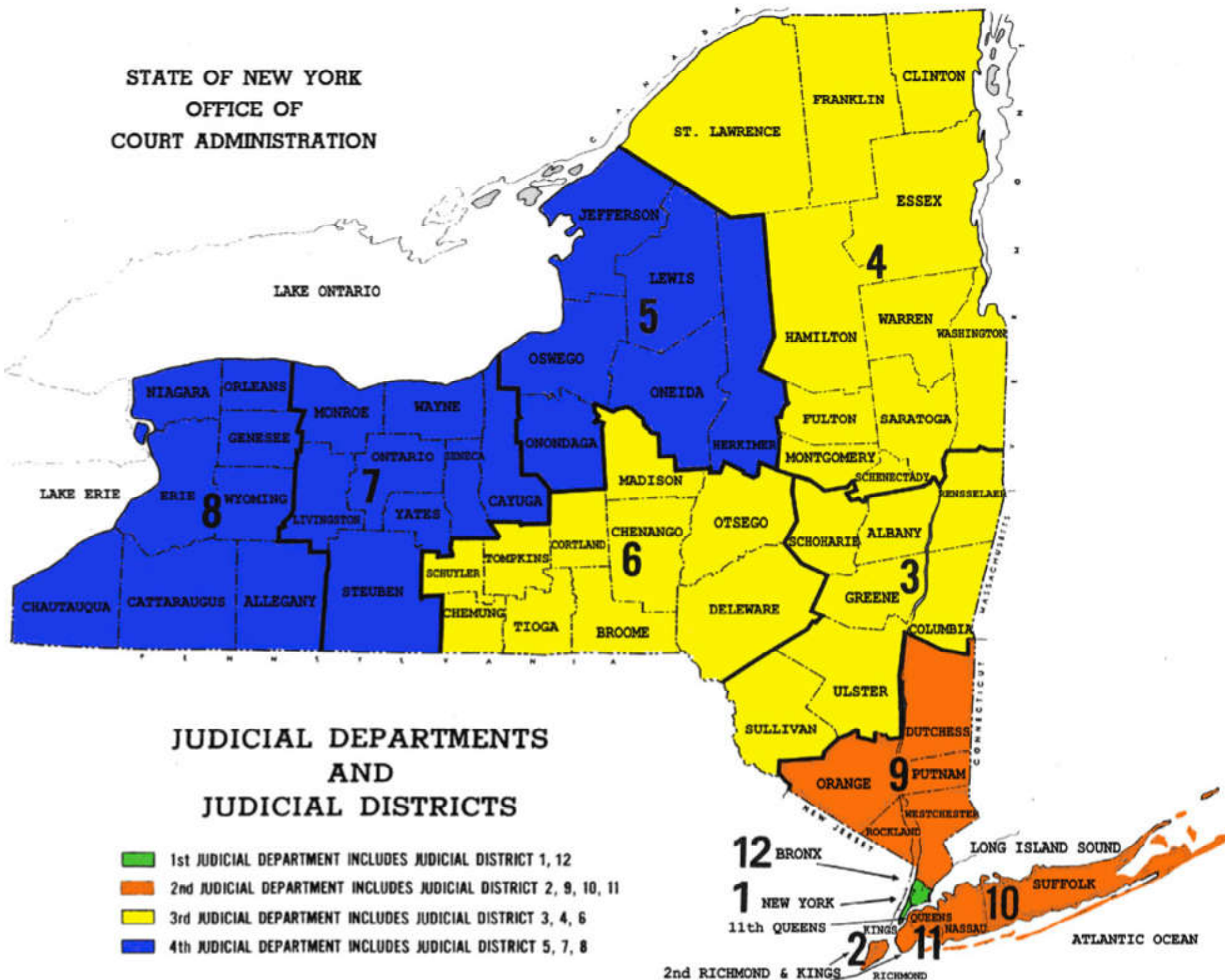


EXHIBIT C

ESTIMATED EQUIPMENT CONFIGURATIONS by CATEGORY

Exhibit C
Estimated Equipment Configurations by Category
[Base + Required Equipment Accessory]

Equipment Configuration	Categories					
	Cat 1	Cat 2	Cat 3 LV	Cat 3 HV	Cat 4	Cat 5
Base Model (Platen only - No Feeder)	6	0	0	0	0	0
Base + RADF	492	0	0	0	0	0
Base + RADF + PFU	15	79	0	0	1	0
Base + RADF + LCT	22	14	8	8	1	0
Base + RADF + Stapler	321	0	0	0	0	0
Base + RADF + PFU + Stapler	41	146	1	1	8	11
Base + RADF + LCT + Stapler	66	105	100	73	20	7
Total Number of Copiers by Category	963	344	109	82	30	18
Additional Required Equipment Accessories:						
Basic Networking (Connectivity)	189	92	49	29	15	11
Fax Kit	7	8	7	0	1	2
2-3 Hole Adj. Punch Kit	2	2	2	5	3	2
Finisher Option: Booklet Folder	1	1	1	1	1	1
Finisher Option: Booklet Maker	1	1	1	1	1	5
Note on Currently Installed Copiers:						
<u>Cat 2, 4 & 5:</u> The Required Accessory PFU was included in all base units currently installed in this category to meet the minimum standard paper capacity requirement.						
<u>Cat 3 (LV & HV)</u> - The Required Accessory LCT was included in all base units currently installed in this category to meet the minimum standard paper capacity requirement.						

EXHIBIT D

STATEWIDE COPIER INVENTORY

See published link to Excel spreadsheet:

<http://ww2.nycourts.gov/admin/bids/currentsolicitations.shtml>

[illegible]

Cat 1	RADF	LCT	Stapler	No		Central Islip	NY	11722
Cat 1	RADF	LCT	Stapler	No		Central Islip	NY	11722
Cat 1	RADF	LCT	Stapler	No		Central Islip	NY	11722
Cat 1	RADF	LCT	Stapler	No		Central Islip	NY	11722
Cat 1	RADF	LCT	Stapler	No		Central Islip	NY	11722
Cat 1	RADF	LCT	Stapler	No		Hempstead	NY	11550
Cat 1	RADF	LCT	None	No		Hempstead	NY	11550
Cat 1	RADF	LCT	Stapler	Yes	FAX Kit	Glen Cove	NY	11542
Cat 1	RADF	LCT	Stapler	Yes		Mineola	NY	11501
Cat 1	RADF	LCT	Stapler	Yes	FAX Kit	Mineola	NY	11501
Cat 1	RADF	LCT	Stapler	No		Mineola	NY	11501
Cat 1	RADF	LCT	Stapler	No		Mineola	NY	11501
Cat 1	RADF	LCT	None	No		Jamaica	NY	11435
Cat 1	RADF	LCT	None	No		Jamaica	NY	11435
Cat 1	RADF	LCT	None	No		Jamaica	NY	11432
Cat 1	RADF	LCT	None	No		Kew Gardens	NY	11415
Cat 1	RADF	LCT	None	No		Kew Gardens	NY	11415
Cat 1	RADF	LCT	None	No		Brooklyn	NY	11201
Cat 1	RADF	LCT	None	No		Brooklyn	NY	11201
Cat 1	RADF	LCT	None	No		Brooklyn	NY	11201
Cat 1	RADF	LCT	None	No		Brooklyn	NY	11201
Cat 1	RADF	LCT	Stapler	Yes		Tarrytown	NY	10591
Cat 1	RADF	LCT	None	No		Bronx	NY	10451
Cat 1	RADF	LCT	None	No		Bronx	NY	10451
Cat 1	RADF	LCT	Stapler	No		Staten Island	NY	10301
Cat 1	RADF	LCT	None	No		Staten Island	NY	10301
Cat 1	RADF	LCT	None	No		Staten Island	NY	10301
Cat 1	RADF	LCT	None	No		Staten Island	NY	10301
Cat 1	RADF	LCT	None	No		Staten Island	NY	10301
Cat 1	RADF	LCT	None	No		Staten Island	NY	10301
Cat 1	RADF	LCT	None	No		Staten Island	NY	10301
Cat 1	RADF	LCT	Stapler	Yes		New York	NY	10013
Cat 1	RADF	LCT	Stapler	Yes		New York	NY	10013
Cat 1	RADF	LCT	Stapler	Yes		New York	NY	10013
Cat 1	RADF	LCT	Stapler	No		New York	NY	10013
Cat 1	RADF	LCT	None	No		New York	NY	10013
Cat 1	RADF	LCT	None	No		New York	NY	10013
Cat 1	RADF	LCT	Stapler	Yes	Advanced Scanning Capacity - HD	New York	NY	10007
Cat 1	RADF	LCT	Stapler	Yes	Advanced Scanning Capacity - HD	New York	NY	10007
Cat 1	RADF	LCT	Stapler	Yes	Advanced Scanning Capacity - HD	New York	NY	10007
Cat 1	RADF	LCT	Stapler	Yes		New York	NY	10007

Cat 1	RADF	LCT	Stapler	Yes	New York	NY	10007
Cat 1	RADF	LCT	Stapler	Yes	New York	NY	10007
Cat 1	RADF	LCT	Stapler	Yes	New York	NY	10007
Cat 1	RADF	LCT	Stapler	Yes	New York	NY	10007
Cat 1	RADF	LCT	Stapler	Yes	New York	NY	10007
Cat 1	RADF	LCT	Stapler	Yes	New York	NY	10007
Cat 1	RADF	LCT	None	Yes	New York	NY	10007
Cat 1	RADF	PFU	Stapler	Yes	Buffalo	NY	14202
Cat 1	RADF	PFU	Stapler	No	Buffalo	NY	14202
Cat 1	RADF	PFU	Stapler	No	Buffalo	NY	14202
Cat 1	RADF	PFU	Stapler	No	Buffalo	NY	14202
Cat 1	RADF	PFU	Stapler	No	Buffalo	NY	14202
Cat 1	RADF	PFU	Stapler	No	Buffalo	NY	14202
Cat 1	RADF	PFU	Stapler	No	Buffalo	NY	14202
Cat 1	RADF	PFU	Stapler	No	Buffalo	NY	14202
Cat 1	RADF	PFU	Stapler	No	Buffalo	NY	14202
Cat 1	RADF	PFU	Stapler	No	Buffalo	NY	14202
Cat 1	RADF	PFU	Stapler	No	Buffalo	NY	14202
Cat 1	RADF	PFU	Stapler	No	Canton	NY	13617
Cat 1	RADF	PFU	Stapler	No	Malone	NY	12953
Cat 1	RADF	PFU	Stapler	Yes	Elizabethtown	NY	12932
Cat 1	RADF	PFU	Stapler	Yes	Plattsburgh	NY	12901
Cat 1	RADF	PFU	Stapler	No	Plattsburgh	NY	12901
Cat 1	RADF	PFU	Stapler	Yes	Lake George	NY	12845
Cat 1	RADF	PFU	Stapler	Yes	Fort Edward	NY	12828
Cat 1	RADF	PFU	Stapler	No	Fort Edward	NY	12828
Cat 1	RADF	PFU	Stapler	No	Fort Edward	NY	12828
Cat 1	RADF	PFU	Stapler	Yes	Glens Falls	NY	12801
Cat 1	RADF	PFU	Stapler	No	Hudson	NY	12534
Cat 1	RADF	PFU	Stapler	No	Catskill	NY	12414
Cat 1	RADF	PFU	Stapler	Yes	Schenectady	NY	12305
Cat 1	RADF	PFU	Stapler	No	Schenectady	NY	12305
Cat 1	RADF	PFU	Stapler	No	Schenectady	NY	12305
Cat 1	RADF	PFU	Stapler	No	Schenectady	NY	12305
Cat 1	RADF	PFU	Stapler	No	Schenectady	NY	12305
Cat 1	RADF	PFU	Stapler	No	Albany	NY	12223
Cat 1	RADF	PFU	Stapler	No	Troy	NY	12180
Cat 1	RADF	PFU	Stapler	No	Schoharie	NY	12157
Cat 1	RADF	PFU	Stapler	No	Johnstown	NY	12095
Cat 1	RADF	PFU	Stapler	No	Johnstown	NY	12095
Cat 1	RADF	PFU	None	No	Johnstown	NY	12095
Cat 1	RADF	PFU	Stapler	No	Fonda	NY	12068
Cat 1	RADF	PFU	Stapler	No	Fonda	NY	12068

Cat 1	RADF	PFU	Stapler	No	FAX	Ballston Spa	NY	12020
Cat 1	RADF	PFU	None	Yes		Hempstead	NY	11550
Cat 1	RADF	PFU	None	No		Jamaica	NY	11435
Cat 1	RADF	PFU	None	No		Jamaica	NY	11435
Cat 1	RADF	PFU	None	No		Jamaica	NY	11435
Cat 1	RADF	PFU	None	No		Jamaica	NY	11435
Cat 1	RADF	PFU	None	No		Kew Gardens	NY	11415
Cat 1	RADF	PFU	None	No		Kew Gardens	NY	11415
Cat 1	RADF	PFU	None	No		Kew Gardens	NY	11415
Cat 1	RADF	PFU	Stapler	No		Brooklyn	NY	11201
Cat 1	RADF	PFU	Stapler	No		Brooklyn	NY	11201
Cat 1	RADF	PFU	Stapler	No		Brooklyn	NY	11201
Cat 1	RADF	PFU	Stapler	No		Brooklyn	NY	11201
Cat 1	RADF	PFU	Stapler	Yes		New York	NY	10013
Cat 1	RADF	PFU	None	No		New York	NY	10013
Cat 1	RADF	PFU	None	No		New York	NY	10013
Cat 1	RADF	PFU	None	No		New York	NY	10013
Cat 1	RADF	PFU	None	No		New York	NY	10013
Cat 1	RADF	PFU	Stapler	Yes		New York	NY	10007
Cat 1	RADF	PFU	Stapler	Yes		New York	NY	10007
Cat 1	RADF	PFU	None	No		New York	NY	10007
Cat 1	RADF	PFU	None	No		New York	NY	10007
Cat 1	Platen	Standard	None	No	All "beeps" turned off - located in c Flexible platen - For 11 x 17 copyin	Batavia	NY	14411
Cat 1	Platen	Standard	None	No		Wampsville	NY	13163
Cat 1	Platen	Standard	None	No		White Plains	NY	10601
Cat 1	Platen	Standard	None	No		White Plains	NY	10601
Cat 1	Platen	Standard	None	No		White Plains	NY	10601
Cat 1	Platen	Standard	None	No		Bronx	NY	10451
Cat 1	RADF	Standard	None	Yes		Elmira	NY	14901
Cat 1	RADF	Standard	None	Yes		Elmira	NY	14901
Cat 1	RADF	Standard	None	Yes		Elmira	NY	14901
Cat 1	RADF	Standard	None	Yes		Elmira	NY	14901
Cat 1	RADF	Standard	None	Yes		Elmira	NY	14901
Cat 1	RADF	Standard	None	Yes		Elmira	NY	14901
Cat 1	RADF	Standard	None	Yes		Elmira	NY	14901
Cat 1	RADF	Standard	None	No		Watkins Glen	NY	14891
Cat 1	RADF	Standard	None	Yes		Ithaca	NY	14850
Cat 1	RADF	Standard	None	Yes		Ithaca	NY	14850
Cat 1	RADF	Standard	None	Yes		Ithaca	NY	14850
Cat 1	RADF	Standard	None	Yes		Ithaca	NY	14850
Cat 1	RADF	Standard	None	No		Ithaca	NY	14850

Cat 1	RADF	Standard	Stapler	No		Belmont	NY	14813
Cat 1	RADF	Standard	Stapler	No		Belmont	NY	14813
Cat 1	RADF	Standard	Stapler	No		Belmont	NY	14813
Cat 1	RADF	Standard	Stapler	No		Belmont	NY	14813
Cat 1	RADF	Standard	Stapler	No		Salamanca	NY	14779
Cat 1	RADF	Standard	Stapler	No		Olean	NY	14760
Cat 1	RADF	Standard	Stapler	No		Mayville	NY	14757
Cat 1	RADF	Standard	Stapler	No		Mayville	NY	14757
Cat 1	RADF	Standard	Stapler	No		Mayville	NY	14757
Cat 1	RADF	Standard	Stapler	No		Mayville	NY	14757
Cat 1	RADF	Standard	Stapler	No		Mayville	NY	14757
Cat 1	RADF	Standard	Stapler	No		Mayville	NY	14757
Cat 1	RADF	Standard	Stapler	No		Rochester	NY	14614
Cat 1	RADF	Standard	Stapler	No		Albion	NY	14411
Cat 1	RADF	Standard	Stapler	No		Albion	NY	14411
Cat 1	RADF	Standard	Stapler	No		Albion	NY	14411
Cat 1	RADF	Standard	Stapler	No		Batavia	NY	14411
Cat 1	RADF	Standard	Stapler	No		Niagara Falls	NY	14305
Cat 1	RADF	Standard	Stapler	No		Niagara Falls	NY	14305
Cat 1	RADF	Standard	Stapler	No		Niagara Falls	NY	14302
Cat 1	RADF	Standard	Stapler	No		Niagara Falls	NY	14302
Cat 1	RADF	Standard	Stapler	Yes	Advanced Scanning Capacity - HD Punch Kit	Buffalo	NY	14202
Cat 1	RADF	Standard	Stapler	No		Buffalo	NY	14202
Cat 1	RADF	Standard	Stapler	No		Buffalo	NY	14202
Cat 1	RADF	Standard	Stapler	No		Buffalo	NY	14202
Cat 1	RADF	Standard	Stapler	No		Buffalo	NY	14202
Cat 1	RADF	Standard	Stapler	No		Buffalo	NY	14202
Cat 1	RADF	Standard	Stapler	No		Buffalo	NY	14202
Cat 1	RADF	Standard	Stapler	No		Buffalo	NY	14202
Cat 1	RADF	Standard	Stapler	No		Lockport	NY	14094
Cat 1	RADF	Standard	Stapler	No		Lockport	NY	14094
Cat 1	RADF	Standard	Stapler	No		Lockport	NY	14094
Cat 1	RADF	Standard	Stapler	No		Lockport	NY	14094
Cat 1	RADF	Standard	Stapler	No		Lockport	NY	14094
Cat 1	RADF	Standard	Stapler	No		Lockport	NY	14094
Cat 1	RADF	Standard	Stapler	No		Lockport	NY	14094
Cat 1	RADF	Standard	Stapler	No		Lockport	NY	14094
Cat 1	RADF	Standard	None	Yes		Binghamton	NY	13901
Cat 1	RADF	Standard	None	Yes		Binghamton	NY	13901
Cat 1	RADF	Standard	None	Yes		Binghamton	NY	13901

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Cat 1	RADF	Standard	None	No	Cortland	NY	13045
Cat 1	RADF	Standard	Stapler	Yes	Tupper Lake	NY	12986
Cat 1	RADF	Standard	None	Yes	Tupper Lake	NY	12986
Cat 1	RADF	Standard	Stapler	Yes	Malone	NY	12953
Cat 1	RADF	Standard	Stapler	No	Malone	NY	12953
Cat 1	RADF	Standard	Stapler	No	Malone	NY	12953
Cat 1	RADF	Standard	Stapler	No	Elizabethtown	NY	12932
Cat 1	RADF	Standard	Stapler	No	Elizabethtown	NY	12932
Cat 1	RADF	Standard	Stapler	No	Elizabethtown	NY	12932
Cat 1	RADF	Standard	Stapler	No	Plattsburgh	NY	12903
Cat 1	RADF	Standard	Stapler	No	Plattsburgh	NY	12901
Cat 1	RADF	Standard	Stapler	No	Plattsburgh	NY	12901
Cat 1	RADF	Standard	Stapler	No	Plattsburgh	NY	12901
Cat 1	RADF	Standard	Stapler	No	Plattsburgh	NY	12901
Cat 1	RADF	Standard	None	No	Plattsburgh	NY	12901
Cat 1	RADF	Standard	None	No	Plattsburgh	NY	12901
Cat 1	RADF	Standard	Stapler	No	Saratoga Springs	NY	12866
Cat 1	RADF	Standard	Stapler	No	Saratoga Springs	NY	12866
Cat 1	RADF	Standard	Stapler	No	Saratoga Springs	NY	12866
Cat 1	RADF	Standard	None	No	Saratoga Springs	NY	12866
Cat 1	RADF	Standard	Stapler	No	Lake George	NY	12845
Cat 1	RADF	Standard	Stapler	No	Lake George	NY	12845
Cat 1	RADF	Standard	Stapler	No	Lake George	NY	12845
Cat 1	RADF	Standard	Stapler	No	Lake George	NY	12845
Cat 1	RADF	Standard	Stapler	No	Lake George	NY	12845
Cat 1	RADF	Standard	Stapler	No	Lake George	NY	12845
Cat 1	RADF	Standard	Stapler	No	Lake George	NY	12845
Cat 1	RADF	Standard	Stapler	No	Fort Edward	NY	12828
Cat 1	RADF	Standard	Stapler	No	Fort Edward	NY	12828
Cat 1	RADF	Standard	Stapler	No	Fort Edward	NY	12828
Cat 1	RADF	Standard	Stapler	No	Fort Edward	NY	12828
Cat 1	RADF	Standard	Stapler	No	Fort Edward	NY	12828
Cat 1	RADF	Standard	None	No	Fort Edward	NY	12828
Cat 1	RADF	Standard	None	No	Port Jervis	NY	12771
Cat 1	RADF	Standard	None	No	Port Jervis	NY	12771
Cat 1	RADF	Standard	Stapler	No	Monticello	NY	12701
Cat 1	RADF	Standard	Stapler	No	Monticello	NY	12701
Cat 1	RADF	Standard	Stapler	No	Monticello	NY	12701
Cat 1	RADF	Standard	Stapler	No	Monticello	NY	12701
Cat 1	RADF	Standard	Stapler	No	Monticello	NY	12701
Cat 1	RADF	Standard	Stapler	No	Monticello	NY	12701
Cat 1	RADF	Standard	None	No	Monticello	NY	12701
Cat 1	RADF	Standard	Stapler	No	Poughkeepsie	NY	12601

Cat 1	RADF	Standard	Stapler	No	Poughkeepsie	NY	12601
Cat 1	RADF	Standard	None	No	Poughkeepsie	NY	12601
Cat 1	RADF	Standard	None	No	Poughkeepsie	NY	12601
Cat 1	RADF	Standard	None	No	Poughkeepsie	NY	12601
Cat 1	RADF	Standard	None	No	Poughkeepsie	NY	12601
Cat 1	RADF	Standard	None	No	Poughkeepsie	NY	12601
Cat 1	RADF	Standard	None	No	Poughkeepsie	NY	12601
Cat 1	RADF	Standard	None	No	Poughkeepsie	NY	12601
Cat 1	RADF	Standard	None	No	Poughkeepsie	NY	12601
Cat 1	RADF	Standard	None	No	Poughkeepsie	NY	12601
Cat 1	RADF	Standard	None	No	Poughkeepsie	NY	12601
Cat 1	RADF	Standard	None	No	Poughkeepsie	NY	12601
Cat 1	RADF	Standard	None	No	Poughkeepsie	NY	12601
Cat 1	RADF	Standard	None	No	Poughkeepsie	NY	12601
Cat 1	RADF	Standard	None	No	Poughkeepsie	NY	12601
Cat 1	RADF	Standard	None	No	Newburgh	NY	12550
Cat 1	RADF	Standard	None	No	Newburgh	NY	12550
Cat 1	RADF	Standard	None	No	Newburgh	NY	12550
Cat 1	RADF	Standard	None	No	Newburgh	NY	12550
Cat 1	RADF	Standard	None	No	Newburgh	NY	12550
Cat 1	RADF	Standard	Stapler	No	Hudson	NY	12534
Cat 1	RADF	Standard	Stapler	No	Hudson	NY	12534
Cat 1	RADF	Standard	Stapler	No	Hudson	NY	12534
Cat 1	RADF	Standard	Stapler	No	Hudson	NY	12534
Cat 1	RADF	Standard	Stapler	No	Hudson	NY	12534
Cat 1	RADF	Standard	Stapler	No	Hudson	NY	12534
Cat 1	RADF	Standard	Stapler	No	Hudson	NY	12534
Cat 1	RADF	Standard	Stapler	No	Hudson	NY	12534
Cat 1	RADF	Standard	Stapler	No	Hudson	NY	12534
Cat 1	RADF	Standard	Stapler	No	Hudson	NY	12534
Cat 1	RADF	Standard	None	No	Beacon	NY	12508
Cat 1	RADF	Standard	None	No	Beacon	NY	12508
Cat 1	RADF	Standard	Stapler	Yes	Catskill	NY	12414
Cat 1	RADF	Standard	Stapler	No	Catskill	NY	12414
Cat 1	RADF	Standard	Stapler	No	Catskill	NY	12414
Cat 1	RADF	Standard	Stapler	No	Catskill	NY	12414
Cat 1	RADF	Standard	Stapler	No	Catskill	NY	12414
Cat 1	RADF	Standard	Stapler	No	Catskill	NY	12414
Cat 1	RADF	Standard	Stapler	No	Kingston	NY	12401
Cat 1	RADF	Standard	Stapler	No	Kingston	NY	12401
Cat 1	RADF	Standard	Stapler	No	Kingston	NY	12401
Cat 1	RADF	Standard	Stapler	No	Kingston	NY	12401

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Cat 1	RADF	Standard	None	No	Johnstown	NY	12095
Cat 1	RADF	Standard	Stapler	No	Fonda	NY	12068
Cat 1	RADF	Standard	Stapler	No	Fonda	NY	12068
Cat 1	RADF	Standard	Stapler	No	Fonda	NY	12068
Cat 1	RADF	Standard	Stapler	No	Fonda	NY	12068
Cat 1	RADF	Standard	None	No	Fonda	NY	12068
Cat 1	RADF	Standard	Stapler	No	Cohoes	NY	12047
Cat 1	RADF	Standard	Stapler	Yes	Castleton-on-Hudson	NY	12033
Cat 1	RADF	Standard	Stapler	No	Ballston Spa	NY	12020
Cat 1	RADF	Standard	Stapler	No	Ballston Spa	NY	12020
Cat 1	RADF	Standard	Stapler	No	Ballston Spa	NY	12020
Cat 1	RADF	Standard	Stapler	No	Ballston Spa	NY	12020
Cat 1	RADF	Standard	Stapler	No	Ballston Spa	NY	12020
Cat 1	RADF	Standard	Stapler	No	Ballston Spa	NY	12020
Cat 1	RADF	Standard	Stapler	No	Ballston Spa	NY	12020
Cat 1	RADF	Standard	Stapler	No	Ballston Spa	NY	12020
Cat 1	RADF	Standard	Stapler	No	Ballston Spa	NY	12020
Cat 1	RADF	Standard	Stapler	No	Ballston Spa	NY	12020
Cat 1	RADF	Standard	None	Yes	Riverhead	NY	11901
Cat 1	RADF	Standard	Stapler	No	Riverhead	NY	11901
Cat 1	RADF	Standard	Stapler	No	Riverhead	NY	11901
Cat 1	RADF	Standard	Stapler	No	Riverhead	NY	11901
Cat 1	RADF	Standard	Stapler	No	Riverhead	NY	11901
Cat 1	RADF	Standard	Stapler	No	Riverhead	NY	11901
Cat 1	RADF	Standard	Stapler	No	Riverhead	NY	11901
Cat 1	RADF	Standard	Stapler	No	Riverhead	NY	11901
Cat 1	RADF	Standard	Stapler	No	Riverhead	NY	11901
Cat 1	RADF	Standard	Stapler	No	Riverhead	NY	11901
Cat 1	RADF	Standard	Stapler	No	Riverhead	NY	11901
Cat 1	RADF	Standard	Stapler	No	Riverhead	NY	11901
Cat 1	RADF	Standard	Stapler	No	Riverhead	NY	11901
Cat 1	RADF	Standard	Stapler	No	Riverhead	NY	11901
Cat 1	RADF	Standard	Stapler	No	Riverhead	NY	11901
Cat 1	RADF	Standard	Stapler	No	Riverhead	NY	11901
Cat 1	RADF	Standard	Stapler	No	Riverhead	NY	11901
Cat 1	RADF	Standard	Stapler	No	Riverhead	NY	11901
Cat 1	RADF	Standard	Stapler	No	Riverhead	NY	11901
Cat 1	RADF	Standard	Stapler	No	Riverhead	NY	11901
Cat 1	RADF	Standard	Stapler	No	Riverhead	NY	11901
Cat 1	RADF	Standard	Stapler	No	Riverhead	NY	11901
Cat 1	RADF	Standard	None	No	Riverhead	NY	11901

Cat 1	RADF	Standard	None	No		Riverhead	NY	11901
Cat 1	RADF	Standard	Stapler	No		Hauppauge	NY	11788
Cat 1	RADF	Standard	None	No		Hauppauge	NY	11788
Cat 1	RADF	Standard	None	No		Hauppauge	NY	11788
Cat 1	RADF	Standard	None	No		Patchogue	NY	11772
Cat 1	RADF	Standard	None	Yes		Lindenhurst	NY	11757
Cat 1	RADF	Standard	None	Yes		Lindenhurst	NY	11757
Cat 1	RADF	Standard	None	No		Huntington Station	NY	11746
Cat 1	RADF	Standard	None	Yes		Central Islip	NY	11722
Cat 1	RADF	Standard	None	Yes		Central Islip	NY	11722
Cat 1	RADF	Standard	Stapler	No		Central Islip	NY	11722
Cat 1	RADF	Standard	Stapler	No		Central Islip	NY	11722
Cat 1	RADF	Standard	Stapler	No		Central Islip	NY	11722
Cat 1	RADF	Standard	Stapler	No		Central Islip	NY	11722
Cat 1	RADF	Standard	Stapler	No		Central Islip	NY	11722
Cat 1	RADF	Standard	Stapler	No		Central Islip	NY	11722
Cat 1	RADF	Standard	Stapler	No		Central Islip	NY	11722
Cat 1	RADF	Standard	Stapler	No		Central Islip	NY	11722
Cat 1	RADF	Standard	Stapler	No		Central Islip	NY	11722
Cat 1	RADF	Standard	Stapler	No		Central Islip	NY	11722
Cat 1	RADF	Standard	Stapler	No		Central Islip	NY	11722
Cat 1	RADF	Standard	Stapler	No		Central Islip	NY	11722
Cat 1	RADF	Standard	Stapler	No		Central Islip	NY	11722
Cat 1	RADF	Standard	Stapler	No		Central Islip	NY	11722
Cat 1	RADF	Standard	Stapler	No		Central Islip	NY	11722
Cat 1	RADF	Standard	Stapler	No		Central Islip	NY	11722
Cat 1	RADF	Standard	Stapler	No		Central Islip	NY	11722
Cat 1	RADF	Standard	Stapler	No		Central Islip	NY	11722
Cat 1	RADF	Standard	Stapler	No		Central Islip	NY	11722
Cat 1	RADF	Standard	Stapler	No		Central Islip	NY	11722
Cat 1	RADF	Standard	Stapler	No		Central Islip	NY	11722
Cat 1	RADF	Standard	Stapler	No		Central Islip	NY	11722
Cat 1	RADF	Standard	Stapler	No		Central Islip	NY	11722
Cat 1	RADF	Standard	Stapler	No		Central Islip	NY	11722
Cat 1	RADF	Standard	Stapler	No		Central Islip	NY	11722
Cat 1	RADF	Standard	Stapler	No		Central Islip	NY	11722
Cat 1	RADF	Standard	Stapler	No	FAX Kit	Hempstead	NY	11550
Cat 1	RADF	Standard	None	Yes		Hempstead	NY	11550
Cat 1	RADF	Standard	None	Yes	FAX Kit	Hempstead	NY	11550
Cat 1	RADF	Standard	Stapler	No		Hempstead	NY	11550
Cat 1	RADF	Standard	Stapler	No		Hempstead	NY	11550
Cat 1	RADF	Standard	None	No		Hempstead	NY	11550
Cat 1	RADF	Standard	None	No		Glen Cove	NY	11542
Cat 1	RADF	Standard	None	Yes		Garden City	NY	11530
Cat 1	RADF	Standard	Stapler	Yes	FAX Kit	Mineola	NY	11501

Cat 1	RADF	Standard	None	Yes		Mineola	NY	11501
Cat 1	RADF	Standard	None	Yes		Mineola	NY	11501
Cat 1	RADF	Standard	Stapler	No		Mineola	NY	11501
Cat 1	RADF	Standard	Stapler	No		Mineola	NY	11501
Cat 1	RADF	Standard	None	No		Mineola	NY	11501
Cat 1	RADF	Standard	None	No		Mineola	NY	11501
Cat 1	RADF	Standard	None	No		Mineola	NY	11501
Cat 1	RADF	Standard	None	No		Mineola	NY	11501
Cat 1	RADF	Standard	None	No		Mineola	NY	11501
Cat 1	RADF	Standard	None	No	Lock-out Code	Jamaica	NY	11435
Cat 1	RADF	Standard	None	No		Jamaica	NY	11435
Cat 1	RADF	Standard	None	No		Jamaica	NY	11435
Cat 1	RADF	Standard	None	No		Jamaica	NY	11435
Cat 1	RADF	Standard	None	No		Jamaica	NY	11435
Cat 1	RADF	Standard	None	No		Jamaica	NY	11435
Cat 1	RADF	Standard	None	No		Jamaica	NY	11435
Cat 1	RADF	Standard	None	Yes		Jamaica	NY	11433
Cat 1	RADF	Standard	None	Yes		Staten Island	NY	11433
Cat 1	RADF	Standard	Stapler	No		Jamaica	NY	11432
Cat 1	RADF	Standard	None	No		Jamaica	NY	11432
Cat 1	RADF	Standard	None	No		Jamaica	NY	11432
Cat 1	RADF	Standard	None	No		Jamaica	NY	11432
Cat 1	RADF	Standard	None	No		Jamaica	NY	11432
Cat 1	RADF	Standard	None	No		Jamaica	NY	11432
Cat 1	RADF	Standard	None	No		Jamaica	NY	11432
Cat 1	RADF	Standard	None	No		Jamaica	NY	11432
Cat 1	RADF	Standard	None	No		Jamaica	NY	11432
Cat 1	RADF	Standard	None	No		Jamaica	NY	11432
Cat 1	RADF	Standard	None	No		Jamaica	NY	11432
Cat 1	RADF	Standard	None	No		Jamaica	NY	11432
Cat 1	RADF	Standard	None	No		Jamaica	NY	11432
Cat 1	RADF	Standard	None	No		Jamaica	NY	11432
Cat 1	RADF	Standard	None	No		Jamaica	NY	11432
Cat 1	RADF	Standard	None	No		Jamaica	NY	11432
Cat 1	RADF	Standard	None	Yes		Queens Village	NY	11427
Cat 1	RADF	Standard	None	Yes		Queens Village	NY	11427
Cat 1	RADF	Standard	Stapler	No		Kew Gardens	NY	11415
Cat 1	RADF	Standard	Stapler	No		Kew Gardens	NY	11415
Cat 1	RADF	Standard	None	No		Kew Gardens	NY	11415
Cat 1	RADF	Standard	None	No		Kew Gardens	NY	11415
Cat 1	RADF	Standard	None	No		Kew Gardens	NY	11415
Cat 1	RADF	Standard	None	No		Kew Gardens	NY	11415

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Cat 1	RADF	Standard	None	No	Brooklyn	NY	11201
Cat 1	RADF	Standard	None	No	Brooklyn	NY	11201
Cat 1	RADF	Standard	None	No	Brooklyn	NY	11201
Cat 1	RADF	Standard	None	No	Brooklyn	NY	11201
Cat 1	RADF	Standard	None	No	Brooklyn	NY	11201
Cat 1	RADF	Standard	None	No	Brooklyn	NY	11201
Cat 1	RADF	Standard	None	No	Brooklyn	NY	11201
Cat 1	RADF	Standard	None	No	Brooklyn	NY	11201
Cat 1	RADF	Standard	None	No	Brooklyn	NY	11201
Cat 1	RADF	Standard	None	No	Brooklyn	NY	11201
Cat 1	RADF	Standard	None	No	Brooklyn	NY	11201
Cat 1	RADF	Standard	None	No	Brooklyn	NY	11201
Cat 1	RADF	Standard	None	No	Long Island City	NY	11101
Cat 1	RADF	Standard	None	Yes	Thiells	NY	10984
Cat 1	RADF	Standard	None	No	Orangeburg	NY	10962
Cat 1	RADF	Standard	Stapler	No	New City	NY	10956
Cat 1	RADF	Standard	Stapler	No	New City	NY	10956
Cat 1	RADF	Standard	None	No	New City	NY	10956
Cat 1	RADF	Standard	None	No	New City	NY	10956
Cat 1	RADF	Standard	None	No	New City	NY	10956
Cat 1	RADF	Standard	None	No	New City	NY	10956
Cat 1	RADF	Standard	None	No	New City	NY	10956
Cat 1	RADF	Standard	None	No	New City	NY	10956
Cat 1	RADF	Standard	None	No	New City	NY	10956
Cat 1	RADF	Standard	None	No	New City	NY	10956
Cat 1	RADF	Standard	None	No	Middletown	NY	10940
Cat 1	RADF	Standard	None	No	Peekskill	NY	10940
Cat 1	RADF	Standard	None	No	Peekskill	NY	10940
Cat 1	RADF	Standard	None	Yes	Goshen	NY	10924
Cat 1	RADF	Standard	Stapler	No	Goshen	NY	10924
Cat 1	RADF	Standard	None	No	Goshen	NY	10924
Cat 1	RADF	Standard	None	No	Goshen	NY	10924
Cat 1	RADF	Standard	None	No	Goshen	NY	10924
Cat 1	RADF	Standard	None	No	Goshen	NY	10924
Cat 1	RADF	Standard	None	No	Goshen	NY	10924
Cat 1	RADF	Standard	None	No	Goshen	NY	10924
Cat 1	RADF	Standard	None	No	Goshen	NY	10924
Cat 1	RADF	Standard	None	No	Goshen	NY	10924
Cat 1	RADF	Standard	None	No	Goshen	NY	10924
Cat 1	RADF	Standard	None	No	Goshen	NY	10924
Cat 1	RADF	Standard	None	No	Goshen	NY	10924
Cat 1	RADF	Standard	None	No	New Rochelle	NY	10801

Cat 1	RADF	Standard	None	No	New Rochelle	NY	10801
Cat 1	RADF	Standard	None	No	Yonkers	NY	10701
Cat 1	RADF	Standard	None	No	Yonkers	NY	10701
Cat 1	RADF	Standard	None	No	Yonkers	NY	10701
Cat 1	RADF	Standard	None	No	Yonkers	NY	10701
Cat 1	RADF	Standard	None	No	Yonkers	NY	10701
Cat 1	RADF	Standard	None	No	White Plains	NY	10603
Cat 1	RADF	Standard	None	Yes	White Plains	NY	10601
Cat 1	RADF	Standard	None	Yes	White Plains	NY	10601
Cat 1	RADF	Standard	None	No	White Plains	NY	10601
Cat 1	RADF	Standard	None	No	White Plains	NY	10601
Cat 1	RADF	Standard	None	No	White Plains	NY	10601
Cat 1	RADF	Standard	Stapler	No	White Plains	NY	10601
Cat 1	RADF	Standard	Stapler	No	White Plains	NY	10601
Cat 1	RADF	Standard	None	No	White Plains	NY	10601
Cat 1	RADF	Standard	None	No	White Plains	NY	10601
Cat 1	RADF	Standard	None	No	White Plains	NY	10601
Cat 1	RADF	Standard	None	No	White Plains	NY	10601
Cat 1	RADF	Standard	None	No	White Plains	NY	10601
Cat 1	RADF	Standard	None	No	White Plains	NY	10601
Cat 1	RADF	Standard	None	No	White Plains	NY	10601
Cat 1	RADF	Standard	None	No	White Plains	NY	10601
Cat 1	RADF	Standard	None	No	White Plains	NY	10601
Cat 1	RADF	Standard	None	No	White Plains	NY	10601
Cat 1	RADF	Standard	None	No	White Plains	NY	10601
Cat 1	RADF	Standard	None	No	White Plains	NY	10601
Cat 1	RADF	Standard	None	No	White Plains	NY	10601
Cat 1	RADF	Standard	None	No	White Plains	NY	10601
Cat 1	RADF	Standard	None	No	White Plains	NY	10601
Cat 1	RADF	Standard	None	No	White Plains	NY	10601
Cat 1	RADF	Standard	None	No	White Plains	NY	10601
Cat 1	RADF	Standard	None	No	White Plains	NY	10601
Cat 1	RADF	Standard	None	No	White Plains	NY	10601
Cat 1	RADF	Standard	None	No	White Plains	NY	10601
Cat 1	RADF	Standard	None	No	White Plains	NY	10601
Cat 1	RADF	Standard	None	No	White Plains	NY	10601
Cat 1	RADF	Standard	None	No	White Plains	NY	10601
Cat 1	RADF	Standard	None	Yes	East Meadow	NY	10591
Cat 1	RADF	Standard	None	Yes	Tarrytown	NY	10591
Cat 1	RADF	Standard	None	No	Rye	NY	10580
Cat 1	RADF	Standard	None	No	Rye	NY	10580
Cat 1	RADF	Standard	None	No	Mt Vernon	NY	10550
Cat 1	RADF	Standard	None	No	Carmel	NY	10512
Cat 1	RADF	Standard	None	No	Carmel	NY	10512
Cat 1	RADF	Standard	None	No	Carmel	NY	10512
Cat 1	RADF	Standard	None	No	Carmel	NY	10512

[illegible]

[illegible]

[illegible]

[illegible]

Cat 1	RADF	Standard	Stapler	Yes	New York	NY	10010
Cat 1	RADF	Standard	Stapler	Yes	New York	NY	10010
Cat 1	RADF	Standard	Stapler	Yes	New York	NY	10010
Cat 1	RADF	Standard	Stapler	Yes	New York	NY	10010
Cat 1	RADF	Standard	Stapler	Yes	New York	NY	10010
Cat 1	RADF	Standard	Stapler	No	New York	NY	10007
Cat 1	RADF	Standard	Stapler	No	New York	NY	10007
Cat 1	RADF	Standard	None	No	New York	NY	10007
Cat 1	RADF	Standard	None	No	New York	NY	10007
Cat 1	RADF	Standard	None	No	New York	NY	10007
Cat 1	RADF	Standard	None	No	New York	NY	10007
Cat 1	RADF	Standard	None	No	New York	NY	10007
Cat 1	RADF	Standard	None	No	New York	NY	10007
Cat 1	RADF	Standard	None	No	New York	NY	10007
Cat 1	RADF	Standard	Stapler	Yes	New York	NY	10006
Cat 1	RADF	Standard	Stapler	Yes	New York	NY	10006
Cat 1	RADF	Standard	Stapler	Yes	New York	NY	10006
Cat 1	RADF	Standard	Stapler	Yes	New York	NY	10004
Cat 1	RADF	Standard	Stapler	No	New York	NY	10004
Cat 1	RADF	Standard	Stapler	No	New York	NY	10004
Cat 1	RADF	Standard	Stapler	No	New York	NY	10004

Category	Feeder Option	Base Option	Finisher Option	Networked	Non-Required Options	City	State	Zip
Cat 2	RADF	LCT	Stapler	Yes		New York	NY	10013
Cat 2	RADF	LCT	Stapler	Yes		New York	NY	10004
Cat 2	RADF	LCT	Stapler	Yes		New York	NY	10004
Cat 2	RADF	LCT	Stapler	Yes		New York	NY	10004
Cat 2	RADF	LCT	Stapler	Yes		New York	NY	10004
Cat 2	RADF	LCT	Stapler	Yes	HD for scanning	New York	NY	10004
Cat 2	RADF	LCT	Stapler	Yes	64 MB Additional memory	Albany	NY	12223
Cat 2	RADF	LCT	Stapler	Yes		Albany	NY	12203
Cat 2	RADF	LCT	Stapler	Yes		Albany	NY	12203
Cat 2	RADF	LCT	Stapler	Yes		Wards Island	NY	10035
Cat 2	RADF	LCT	Stapler	Yes		Wards Island	NY	10035
Cat 2	RADF	LCT	Stapler	Yes		New York	NY	10007
Cat 2	RADF	LCT	Stapler	Yes		New York	NY	10007
Cat 2	RADF	LCT	Stapler	Yes		New York	NY	10007
Cat 2	RADF	LCT	Stapler	Yes		New York	NY	10007
Cat 2	RADF	LCT	Stapler	Yes		New York	NY	10007
Cat 2	RADF	LCT	Stapler	Yes		Monticello	NY	12701
Cat 2	RADF	LCT	Stapler	Yes		Binghamton	NY	13901
Cat 2	RADF	LCT	Stapler	Yes		Binghamton	NY	13901
Cat 2	RADF	LCT	Stapler	Yes		Oneonta	NY	13820
Cat 2	RADF	LCT	Stapler	Yes		Buffalo	NY	14202
Cat 2	RADF	LCT	Stapler	Yes	FAX	Mineola	NY	11501
Cat 2	RADF	LCT	Stapler	Yes	FAX	Mineola	NY	11501
Cat 2	RADF	LCT	Stapler	Yes	FAX, FR 503, HD 504	Westbury	NY	11590
Cat 2	RADF	LCT	Stapler	Yes		Westbury	NY	11590
Cat 2	RADF	LCT	Stapler	Yes	FAX	Hempstead	NY	11550
Cat 2	RADF	LCT	None	Yes	128 MG & 256 MG extra n	Brooklyn	NY	11201
Cat 2	RADF	LCT	None	Yes		Elmira	NY	14901
Cat 2	RADF	LCT	Stapler	No		Troy	NY	12180
Cat 2	RADF	LCT	Stapler	No		Troy	NY	12180
Cat 2	RADF	LCT	Stapler	No		Albany	NY	12205
Cat 2	RADF	LCT	Stapler	No		New York	NY	10004
Cat 2	RADF	LCT	Stapler	No		New York	NY	10004
Cat 2	RADF	LCT	Stapler	No		New York	NY	10004
Cat 2	RADF	LCT	Stapler	No		Brooklyn	NY	11220
Cat 2	RADF	LCT	Stapler	No	LCT	Rochester	NY	14604
Cat 2	RADF	LCT	Stapler	No	LCT	Rochester	NY	14604
Cat 2	RADF	LCT	Stapler	No	LCT	Syracuse	NY	13202

Cat 2	RADF	LCT	Stapler	No	LCT	Buffalo	NY	14202
Cat 2	RADF	LCT	Stapler	No		Bronx	NY	10451
Cat 2	RADF	LCT	Stapler	No		Bronx	NY	10451
Cat 2	RADF	LCT	Stapler	No		Bronx	NY	10451
Cat 2	RADF	LCT	Stapler	No		Bronx	NY	10451
Cat 2	RADF	LCT	Stapler	No		Bronx	NY	10451
Cat 2	RADF	LCT	Stapler	No		Long Island City	NY	11201
Cat 2	RADF	LCT	Stapler	No		Bronx	NY	10451
Cat 2	RADF	LCT	Stapler	No		New York	NY	10013
Cat 2	RADF	LCT	Stapler	No		New York	NY	10013
Cat 2	RADF	LCT	Stapler	No		Bronx	NY	10451
Cat 2	RADF	LCT	Stapler	No		Brooklyn	NY	11201
Cat 2	RADF	LCT	Stapler	No		Brooklyn	NY	11201
Cat 2	RADF	LCT	Stapler	No		New York	NY	10029
Cat 2	RADF	LCT	Stapler	No		Staten Island	NY	10301
Cat 2	RADF	LCT	Stapler	No		Staten Island	NY	10301
Cat 2	RADF	LCT	Stapler	No		Kingston	NY	12401
Cat 2	RADF	LCT	Stapler	No		Albany	NY	12207
Cat 2	RADF	LCT	Stapler	No		Monticello	NY	12701
Cat 2	RADF	LCT	Stapler	No		Albany	NY	12207
Cat 2	RADF	LCT	Stapler	No		Albany	NY	12207
Cat 2	RADF	LCT	Stapler	No		Troy	NY	12180
Cat 2	RADF	LCT	Stapler	No		Troy	NY	12180
Cat 2	RADF	LCT	Stapler	No		Kingston	NY	12401
Cat 2	RADF	LCT	None	No		New York	NY	10013
Cat 2	RADF	LCT	None	No		Staten Island	NY	10301
Cat 2	RADF	LCT	None	No		Jamaica	NY	11432
Cat 2	RADF	LCT	None	No		Jamaica	NY	11432
Cat 2	RADF	LCT	None	No		Brooklyn	NY	11201
Cat 2	RADF	LCT	None	No		New York	NY	10013
Cat 2	RADF	LCT	None	No		Bronx	NY	10451
Cat 2	RADF	LCT	None	No		New York	NY	10007
Cat 2	RADF	LCT	None	No		Jamaica	NY	11435
Cat 2	RADF	LCT	None	No		Jamaica	NY	11435
Cat 2	RADF	LCT	None	No		Staten Island	NY	10301
Cat 2	RADF	LCT	Stapler	No		New York	NY	10016
Cat 2	RADF	LCT	Stapler	No		New York	NY	10013
Cat 2	RADF	LCT	Stapler	No		Plattsburgh	NY	12901
Cat 2	RADF	LCT	Stapler	No		Plattsburgh	NY	12903

Cat 2	RADF	LCT	Stapler	No	Ballston Spa	NY	12020
Cat 2	RADF	LCT	Stapler	No	Ogdensburg	NY	13669
Cat 2	RADF	LCT	Stapler	No	Malone	NY	12953
Cat 2	RADF	LCT	Stapler	No	Fort Edward	NY	12828
Cat 2	RADF	LCT	Stapler	No	Glens Falls	NY	12801
Cat 2	RADF	LCT	Stapler	No	Saratoga Springs	NY	12866
Cat 2	RADF	LCT	Stapler	No	Schenectady	NY	12305
Cat 2	RADF	LCT	Stapler	No	Schenectady	NY	12305
Cat 2	RADF	LCT	Stapler	No	Schenectady	NY	12305
Cat 2	RADF	LCT	Stapler	No	Amsterdam	NY	12010
Cat 2	RADF	LCT	Stapler	No	Olean	NY	14760
Cat 2	RADF	LCT	Stapler	No	Warsaw	NY	14569
Cat 2	RADF	LCT	Stapler	No	Warsaw	NY	14569
Cat 2	RADF	LCT	Stapler	No	Lockport	NY	14094
Cat 2	RADF	LCT	Stapler	No	Mayville	NY	14757
Cat 2	RADF	LCT	Stapler	No	Jamesville	NY	14701
Cat 2	RADF	LCT	Stapler	No	Tonawanda	NY	14150
Cat 2	RADF	LCT	Stapler	No	North Tonawanda	NY	14120
Cat 2	RADF	LCT	Stapler	No	Buffalo	NY	14202
Cat 2	RADF	LCT	Stapler	No	Little Valley	NY	14755
Cat 2	RADF	LCT	Stapler	No	Dunkirk	NY	14084
Cat 2	RADF	LCT	Stapler	No	Buffalo	NY	14202
Cat 2	RADF	LCT	Stapler	No	Buffalo	NY	14202
Cat 2	RADF	LCT	Stapler	No	Belmont	NY	14813
Cat 2	RADF	LCT	Stapler	No	Lackawanna	NY	14218
Cat 2	RADF	LCT	Stapler	No	Niagara Falls	NY	14302
Cat 2	RADF	LCT	Stapler	No	Niagara Falls	NY	14302
Cat 2	RADF	LCT	Stapler	No	Niagara Falls	NY	14302
Cat 2	RADF	LCT	Stapler	No	Lockport	NY	14094
Cat 2	RADF	LCT	Stapler	No	Buffalo	NY	14202
Cat 2	RADF	LCT	Stapler	No	Buffalo	NY	14202
Cat 2	RADF	LCT	Stapler	No	Batavia	NY	14020
Cat 2	RADF	LCT	Stapler	No	Mineola	NY	11501
Cat 2	RADF	LCT	Stapler	No	Mineola	NY	11501
Cat 2	RADF	LCT	Stapler	No	Mineola	NY	11501
Cat 2	RADF	LCT	Stapler	No	Hempstead	NY	11550
Cat 2	RADF	LCT	Stapler	No	Central Islip	NY	11722
Cat 2	RADF	LCT	Stapler	No	Central Islip	NY	11722
Cat 2	RADF	LCT	Stapler	No	Central Islip	NY	11722

Cat 2	RADF	LCT	Stapler	No		Central Islip	NY	11722
Cat 2	RADF	LCT	Stapler	No		Riverhead	NY	11901
Cat 2	RADF	LCT	None	No		Hempstead	NY	11550
Cat 2	RADF	PFU	Stapler	Yes		Albany	NY	12205
Cat 2	RADF	PFU	Stapler	Yes		Albany	NY	12205
Cat 2	RADF	PFU	Stapler	Yes		White Plains	NY	10601
Cat 2	RADF	PFU	Stapler	Yes		White Plains	NY	10601
Cat 2	RADF	PFU	Stapler	Yes		Albany	NY	12207
Cat 2	RADF	PFU	Stapler	Yes		New York	NY	10169
Cat 2	RADF	PFU	Stapler	Yes		New York	NY	10004
Cat 2	RADF	PFU	Stapler	Yes	HD for scanning	New York	NY	10004
Cat 2	RADF	PFU	Stapler	Yes		New York	NY	10004
Cat 2	RADF	PFU	Stapler	Yes		New York	NY	10004
Cat 2	RADF	PFU	Stapler	Yes		New York	NY	10004
Cat 2	RADF	PFU	Stapler	Yes		New York	NY	10004
Cat 2	RADF	PFU	Stapler	Yes		New York	NY	10013
Cat 2	RADF	PFU	Stapler	Yes		Albany	NY	12207
Cat 2	RADF	PFU	Stapler	Yes		White Plains	NY	10603
Cat 2	RADF	PFU	Stapler	Yes		White Plains	NY	10603
Cat 2	RADF	PFU	Stapler	Yes		New York	NY	10007
Cat 2	RADF	PFU	Stapler	Yes		New York	NY	10010
Cat 2	RADF	PFU	Stapler	Yes		New York	NY	10010
Cat 2	RADF	PFU	Stapler	Yes		New York	NY	10010
Cat 2	RADF	PFU	Stapler	Yes		Lindenhurst	NY	11757
Cat 2	RADF	PFU	Stapler	Yes		New York	NY	10022
Cat 2	RADF	PFU	Stapler	Yes		New York	NY	10017
Cat 2	RADF	PFU	Stapler	Yes		Brooklyn	NY	11201
Cat 2	RADF	PFU	Stapler	Yes		Brooklyn	NY	11201
Cat 2	RADF	PFU	Stapler	Yes		Bronx	NY	10451
Cat 2	RADF	PFU	Stapler	Yes		Brooklyn	NY	11201
Cat 2	RADF	PFU	Stapler	Yes	FAX kit	New York	NY	10004
Cat 2	RADF	PFU	Stapler	Yes		Monticello	NY	12701
Cat 2	RADF	PFU	Stapler	Yes		Albany	NY	12203
Cat 2	RADF	PFU	Stapler	Yes		Syracuse	NY	13202
Cat 2	RADF	PFU	Stapler	Yes		Mineola	NY	11501
Cat 2	RADF	PFU	Stapler	Yes	FAX	Mineola	NY	11501
Cat 2	RADF	PFU	Stapler	Yes		White Plains	NY	10601
Cat 2	RADF	PFU	Stapler	Yes		Buffalo	NY	14202

Cat 2	RADF	PFU	Stapler	Yes	FAX KIT - Single Line	New York	NY	10017
Cat 2	RADF	PFU	Stapler	Yes		Lake George	NY	12845
Cat 2	RADF	PFU	Stapler	Yes		New York	NY	10013
Cat 2	RADF	PFU	Stapler	Yes		New York	NY	10004
Cat 2	RADF	PFU	Stapler	Yes		Westbury	NY	11590
Cat 2	RADF	PFU	Stapler	Yes		Westbury	NY	11590
Cat 2	RADF	PFU	Stapler	Yes		Albany	NY	12207
Cat 2	RADF	PFU	None	Yes		Brooklyn	NY	11201
Cat 2	RADF	PFU	None	Yes		Albany	NY	12203
Cat 2	RADF	PFU	None	Yes		Albany	NY	12208
Cat 2	RADF	PFU	None	Yes		New York	NY	10007
Cat 2	RADF	PFU	None	Yes		Staten Island	NY	10301
Cat 2	RADF	PFU	None	Yes		Utica	NY	13501
Cat 2	RADF	PFU	None	Yes		Syracuse	NY	13202
Cat 2	RADF	PFU	None	Yes		Oneida	NY	13421
Cat 2	RADF	PFU	None	Yes		Cooperstown	NY	13326
Cat 2	RADF	PFU	None	Yes		Cooperstown	NY	13326
Cat 2	RADF	PFU	None	Yes		Owego	NY	13827
Cat 2	RADF	PFU	None	Yes		Elmira	NY	14901
Cat 2	RADF	PFU	None	Yes	FAX	Delhi	NY	13753
Cat 2	RADF	PFU	None	Yes		Delhi	NY	13753
Cat 2	RADF	PFU	None	Yes		Cortland	NY	13045
Cat 2	RADF	PFU	None	Yes		Norwich	NY	13815
Cat 2	RADF	PFU	None	Yes		Binghamton	NY	13901
Cat 2	RADF	PFU	None	Yes		Binghamton	NY	13901
Cat 2	RADF	PFU	None	Yes		Binghamton	NY	13901
Cat 2	RADF	PFU	None	Yes		Norwich	NY	13815
Cat 2	RADF	PFU	None	Yes		Hempstead	NY	11550
Cat 2	RADF	PFU	Stapler	No		New York	NY	10038
Cat 2	RADF	PFU	Stapler	No		New York	NY	10004
Cat 2	RADF	PFU	Stapler	No		New York	NY	10004
Cat 2	RADF	PFU	Stapler	No		New York	NY	10004
Cat 2	RADF	PFU	Stapler	No		New York	NY	10004
Cat 2	RADF	PFU	Stapler	No		New York	NY	10004
Cat 2	RADF	PFU	Stapler	No		New York	NY	10004
Cat 2	RADF	PFU	Stapler	No		Castleton-on-Hudson	NY	12033
Cat 2	RADF	PFU	Stapler	No		New York	NY	10004
Cat 2	RADF	PFU	Stapler	No		Kew Gardens	NY	11415

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Cat 2	RADF	PFU	Stapler	No	Brooklyn	NY	11201
Cat 2	RADF	PFU	Stapler	No	Brooklyn	NY	11201
Cat 2	RADF	PFU	Stapler	No	Jamaica	NY	11435
Cat 2	RADF	PFU	Stapler	No	Jamaica	NY	11435
Cat 2	RADF	PFU	Stapler	No	Jamaica	NY	11435
Cat 2	RADF	PFU	Stapler	No	Kew Gardens	NY	11415
Cat 2	RADF	PFU	Stapler	No	Albany	NY	12207
Cat 2	RADF	PFU	Stapler	No	Kingston	NY	12401
Cat 2	RADF	PFU	Stapler	No	Albany	NY	12207
Cat 2	RADF	PFU	Stapler	No	Albany	NY	12207
Cat 2	RADF	PFU	Stapler	No	Catskill	NY	12414
Cat 2	RADF	PFU	None	No	Brooklyn	NY	11201
Cat 2	RADF	PFU	None	No	Bronx	NY	10451
Cat 2	RADF	PFU	None	No	Bronx	NY	10451
Cat 2	RADF	PFU	None	No	New York	NY	10013
Cat 2	RADF	PFU	None	No	New York	NY	10013
Cat 2	RADF	PFU	None	No	New York	NY	10013
Cat 2	RADF	PFU	None	No	Brooklyn	NY	11201
Cat 2	RADF	PFU	None	No	Brooklyn	NY	11201
Cat 2	RADF	PFU	None	No	Staten Island	NY	10304
Cat 2	RADF	PFU	None	No	Brooklyn	NY	11231
Cat 2	RADF	PFU	None	No	Brooklyn	NY	11231
Cat 2	RADF	PFU	None	No	Jamaica	NY	11432
Cat 2	RADF	PFU	None	No	New York	NY	10013
Cat 2	RADF	PFU	None	No	New York	NY	10013
Cat 2	RADF	PFU	None	No	Bronx	NY	10451
Cat 2	RADF	PFU	None	No	Brooklyn	NY	11201
Cat 2	RADF	PFU	None	No	Brooklyn	NY	11201
Cat 2	RADF	PFU	None	No	Brooklyn	NY	11201
Cat 2	RADF	PFU	None	No	Brooklyn	NY	11201
Cat 2	RADF	PFU	None	No	Kew Gardens	NY	11424
Cat 2	RADF	PFU	None	No	Kew Gardens	NY	11424
Cat 2	RADF	PFU	None	No	Long Island City	NY	11101
Cat 2	RADF	PFU	None	No	Jamaica	NY	11435
Cat 2	RADF	PFU	None	No	Jamaica	NY	11435
Cat 2	RADF	PFU	None	No	Jamaica	NY	11435
Cat 2	RADF	PFU	None	No	Kew Gardens	NY	11424
Cat 2	RADF	PFU	None	No	Kew Gardens	NY	11415
Cat 2	RADF	PFU	None	No	Kew Gardens	NY	11415

Cat 2	RADF	PFU	None	No	Long Island City	NY	11101
Cat 2	RADF	PFU	None	No	Jamaica	NY	11435
Cat 2	RADF	PFU	None	No	Jamaica	NY	11435
Cat 2	RADF	PFU	None	No	Jamaica	NY	11435
Cat 2	RADF	PFU	None	No	Jamaica	NY	11435
Cat 2	RADF	PFU	None	No	Jamaica	NY	11435
Cat 2	RADF	PFU	None	No	Jamaica	NY	11435
Cat 2	RADF	PFU	None	No	Jamaica	NY	11435
Cat 2	RADF	PFU	None	No	Jamaica	NY	11435
Cat 2	RADF	PFU	None	No	New York	NY	10013
Cat 2	RADF	PFU	None	No	Jamaica	NY	11435
Cat 2	RADF	PFU	None	No	Jamaica	NY	11435
Cat 2	RADF	PFU	Stapler	No	Brooklyn	NY	11201
Cat 2	RADF	PFU	Stapler	No	New York	NY	10010
Cat 2	RADF	PFU	Stapler	No	Plattsburgh	NY	12901
Cat 2	RADF	PFU	Stapler	No	Plattsburgh	NY	12901
Cat 2	RADF	PFU	Stapler	No	Canton	NY	13617
Cat 2	RADF	PFU	Stapler	No	Schenectady	NY	12305
Cat 2	RADF	PFU	Stapler	No	Schenectady	NY	12305
Cat 2	RADF	PFU	Stapler	No	Elizabethtown	NY	12932
Cat 2	RADF	PFU	Stapler	No	Indian Lake	NY	12842
Cat 2	RADF	PFU	Stapler	No	Utica	NY	13501
Cat 2	RADF	PFU	Stapler	No	Watertown	NY	13601
Cat 2	RADF	PFU	Stapler	No	Syracuse	NY	13202
Cat 2	RADF	PFU	Stapler	No	Lyons	NY	14489
Cat 2	RADF	PFU	Stapler	No	Niagara Falls	NY	14305
Cat 2	RADF	PFU	Stapler	No	Buffalo	NY	14202
Cat 2	RADF	PFU	Stapler	No	Buffalo	NY	14202
Cat 2	RADF	PFU	Stapler	No	Belmont	NY	14813
Cat 2	RADF	PFU	Stapler	No	Buffalo	NY	14202
Cat 2	RADF	PFU	Stapler	No	Batavia	NY	14020
Cat 2	RADF	PFU	Stapler	No	Goshen	NY	10924
Cat 2	RADF	PFU	Stapler	No	New Rochelle	NY	10801
Cat 2	RADF	PFU	Stapler	No	Yonkers	NY	10701
Cat 2	RADF	PFU	Stapler	No	Poughkeepsie	NY	12601
Cat 2	RADF	PFU	Stapler	No	New City	NY	10956
Cat 2	RADF	PFU	Stapler	No	Long Beach	NY	11561
Cat 2	RADF	PFU	Stapler	No	Mineola	NY	11501
Cat 2	RADF	PFU	Stapler	No	Mineola	NY	11501

Cat 2	RADF	PFU	Stapler	No	Mineola	NY	11501
Cat 2	RADF	PFU	Stapler	No	Mineola	NY	11501
Cat 2	RADF	PFU	Stapler	No	Mineola	NY	11501
Cat 2	RADF	PFU	Stapler	No	Westbury	NY	11590
Cat 2	RADF	PFU	Stapler	No	Mineola	NY	11501
Cat 2	RADF	PFU	Stapler	No	Mineola	NY	11501
Cat 2	RADF	PFU	Stapler	No	Riverhead	NY	11901
Cat 2	RADF	PFU	Stapler	No	Riverhead	NY	11901
Cat 2	RADF	PFU	Stapler	No	Lindenhurst	NY	11757
Cat 2	RADF	PFU	Stapler	No	Riverhead	NY	11901
Cat 2	RADF	PFU	Stapler	No	Riverhead	NY	11901
Cat 2	RADF	PFU	Stapler	No	Central Islip	NY	11722
Cat 2	RADF	PFU	Stapler	No	Central Islip	NY	11722
Cat 2	RADF	PFU	Stapler	No	Central Islip	NY	11722
Cat 2	RADF	PFU	Stapler	No	Central Islip	NY	11722
Cat 2	RADF	PFU	None	No	New York	NY	10013
Cat 2	RADF	PFU	None	No	New York	NY	10013
Cat 2	RADF	PFU	None	No	Watertown	NY	13601
Cat 2	RADF	PFU	None	No	Watertown	NY	13601
Cat 2	RADF	PFU	None	No	Syracuse	NY	13202
Cat 2	RADF	PFU	None	No	Syracuse	NY	13202
Cat 2	RADF	PFU	None	No	Syracuse	NY	13202
Cat 2	RADF	PFU	None	No	Yonkers	NY	10701
Cat 2	RADF	PFU	None	No	White Plains	NY	10601
Cat 2	RADF	PFU	None	No	White Plains	NY	10601
Cat 2	RADF	PFU	None	No	Middletown	NY	10940
Cat 2	RADF	PFU	None	No	Goshen	NY	10924
Cat 2	RADF	PFU	None	No	Poughkeepsie	NY	12601
Cat 2	RADF	PFU	None	No	New City	NY	10956
Cat 2	RADF	PFU	None	No	New City	NY	10956
Cat 2	RADF	PFU	None	No	Mineola	NY	11501
Cat 2	RADF	PFU	None	No	Mineola	NY	11501
Cat 2	RADF	PFU	None	No	Buffalo	NY	14202

Category	Feeder Option	Base Option	Finisher Option	Networked	Non-Required Options	City	State	Zip
Cat 3 HV	RADF	LCT	Stapler	No		New York	NY	10013
Cat 3 HV	RADF	LCT	Stapler	No		Schoharie	NY	12157
Cat 3 HV	RADF	LCT	Stapler	No		New York	NY	10038
Cat 3 HV	RADF	LCT	Stapler	No		New York	NY	10004
Cat 3 HV	RADF	LCT	Stapler	No		New York	NY	10004
Cat 3 HV	RADF	LCT	Stapler	No		Bronx	NY	10451
Cat 3 HV	RADF	LCT	Stapler	No		Bronx	NY	10451
Cat 3 HV	RADF	LCT	Stapler	No		Bronx	NY	10451
Cat 3 HV	RADF	LCT	Stapler	No		Bronx	NY	10451
Cat 3 HV	RADF	LCT	Stapler	No		Albany	NY	12223
Cat 3 HV	RADF	LCT	Stapler	No		Kew Gardens	NY	11415
Cat 3 HV	RADF	LCT	Stapler	No		New York	NY	10013
Cat 3 HV	RADF	LCT	Stapler	No		Bronx	NY	10456
Cat 3 HV	RADF	LCT	Stapler	No		Bronx	NY	10456
Cat 3 HV	RADF	LCT	Stapler	No		Brooklyn	NY	11201
Cat 3 HV	RADF	LCT	Stapler	No		Brooklyn	NY	11201
Cat 3 HV	RADF	LCT	Stapler	No		Kew Gardens	NY	11415
Cat 3 HV	RADF	LCT	Stapler	No		Jamaica	NY	11435
Cat 3 HV	RADF	LCT	Stapler	No		Albany	NY	12207
Cat 3 HV	RADF	LCT	None	No		Brooklyn	NY	11201
Cat 3 HV	RADF	LCT	None	No		New York	NY	10013
Cat 3 HV	RADF	LCT	None	No		Bronx	NY	10451
Cat 3 HV	RADF	LCT	None	No		Bronx	NY	10451
Cat 3 HV	RADF	LCT	None	No		Bronx	NY	10451
Cat 3 HV	RADF	LCT	None	No		Bronx	NY	10451
Cat 3 HV	RADF	LCT	None	No		Brooklyn	NY	11201
Cat 3 HV	RADF	LCT	Stapler	Yes		Bronx	NY	10451
Cat 3 HV	RADF	LCT	Stapler	Yes		Brooklyn	NY	11201
Cat 3 HV	RADF	LCT	Stapler	Yes	128 MG & 256 MG extra me	Brooklyn	NY	11201
Cat 3 HV	RADF	LCT	Stapler	Yes		Albany	NY	12207
Cat 3 HV	RADF	LCT	Stapler	Yes		Johnstown	NY	12095
Cat 3 HV	RADF	LCT	Stapler	Yes	IC Chip for Networking	Malone	NY	12953
Cat 3 HV	RADF	LCT	Stapler	Yes		Syracuse	NY	13202
Cat 3 HV	RADF	LCT	Stapler	Yes		New York	NY	10013
Cat 3 HV	RADF	LCT	Stapler	Yes		Brooklyn	NY	11201
Cat 3 HV	RADF	LCT	Stapler	Yes	Hole Punch	Albany	NY	12223
Cat 3 HV	RADF	LCT	Stapler	Yes	Hole Punch	Rochester	NY	14604
Cat 3 HV	RADF	LCT	Stapler	Yes	Hole Punch	New York	NY	10006
Cat 3 HV	RADF	LCT	Stapler	Yes		Brooklyn	NY	11201

Cat 3 HV	RADF	LCT	Stapler	Yes		Brooklyn	NY	11201
Cat 3 HV	RADF	LCT	Stapler	Yes		Brooklyn	NY	11201
Cat 3 HV	RADF	LCT	Stapler	Yes		New York	NY	10007
Cat 3 HV	RADF	LCT	Stapler	Yes	HD for Scanning	New York	NY	10007
Cat 3 HV	RADF	LCT	Stapler	Yes	HD for Scanning	New York	NY	10007
Cat 3 HV	RADF	LCT	Stapler	Yes	Hole Punch	New York	NY	10007
Cat 3 HV	RADF	LCT	Stapler	Yes		New York	NY	10007
Cat 3 HV	RADF	LCT	Stapler	Yes		New York	NY	10007
Cat 3 HV	RADF	LCT	Stapler	Yes		New York	NY	10013
Cat 3 HV	RADF	LCT	Stapler	Yes		New York	NY	10013
Cat 3 HV	RADF	LCT	Stapler	Yes		Fort Edward	NY	12828
Cat 3 HV	RADF	LCT	Stapler	Yes	2/3 hole punch	Saratoga Springs	NY	12866
Cat 3 HV	RADF	LCT	Stapler	Yes		Herkimer	NY	13350
Cat 3 HV	RADF	LCT	Stapler	Yes		New York	NY	10013
Cat 3 HV	RADF	LCT	Stapler	Yes		New York	NY	10013
Cat 3 HV	RADF	LCT	None	Yes		Bronx	NY	10461
Cat 3 HV	RADF	LCT	Stapler	No		New York	NY	10013
Cat 3 HV	RADF	LCT	Stapler	No		Watertown	NY	13601
Cat 3 HV	RADF	LCT	Stapler	No		Syracuse	NY	13202
Cat 3 HV	RADF	LCT	Stapler	No		Utica	NY	13502
Cat 3 HV	RADF	LCT	Stapler	No		Buffalo	NY	14202
Cat 3 HV	RADF	LCT	Stapler	No		Mt Vernon	NY	10550
Cat 3 HV	RADF	LCT	Stapler	No		Goshen	NY	10924
Cat 3 HV	RADF	LCT	Stapler	No		Newburgh	NY	12550
Cat 3 HV	RADF	LCT	Stapler	No		Poughkeepsie	NY	12601
Cat 3 HV	RADF	LCT	Stapler	No		Mineola	NY	11501
Cat 3 HV	RADF	LCT	Stapler	No		Mineola	NY	11501
Cat 3 HV	RADF	LCT	Stapler	No		Westbury	NY	11590
Cat 3 HV	RADF	LCT	Stapler	No		Mineola	NY	11501
Cat 3 HV	RADF	LCT	Stapler	No		Hempstead	NY	11550
Cat 3 HV	RADF	LCT	Stapler	No		Central Islip	NY	11722
Cat 3 HV	RADF	LCT	Stapler	No		Central Islip	NY	11722
Cat 3 HV	RADF	LCT	Stapler	No		Central Islip	NY	11722
Cat 3 HV	RADF	LCT	Stapler	No	Security Code	New York	NY	10007
Cat 3 HV	RADF	LCT	Stapler	No		Rome	NY	13440
Cat 3 HV	RADF	LCT	Stapler	No		Buffalo	NY	14202
Cat 3 HV	RADF	LCT	Stapler	No		Westbury	NY	11590
Cat 3 HV	RADF	LCT	Stapler	No		Westbury	NY	11590
Cat 3 HV	RADF	LCT	Stapler	No		Mineola	NY	11501
Cat 3 HV	RADF	LCT	Stapler	No		Ronkonkoma	NY	11779

Cat 3 HV	RADF	LCT	Stapler	No		Central Islip	NY	11722
Cat 3 HV	RADF	LCT	Stapler	No		Riverhead	NY	11901
Cat 3 HV	RADF	PFU	Stapler	No		Albany	NY	12223
Cat 3 LV	RADF	LCT	Stapler	No		Jamaica	NY	11435
Cat 3 LV	RADF	LCT	Stapler	No		Troy	NY	12180
Cat 3 LV	RADF	LCT	Stapler	No		Troy	NY	12180
Cat 3 LV	RADF	LCT	Stapler	No		Albany	NY	12207
Cat 3 LV	RADF	LCT	Stapler	No		Bronx	NY	10451
Cat 3 LV	RADF	LCT	Stapler	No		Bronx	NY	10451
Cat 3 LV	RADF	LCT	Stapler	No		Bronx	NY	10451
Cat 3 LV	RADF	LCT	Stapler	No		Bronx	NY	10451
Cat 3 LV	RADF	LCT	Stapler	No		Brooklyn	NY	11201
Cat 3 LV	RADF	LCT	Stapler	No		Bronx	NY	10451
Cat 3 LV	RADF	LCT	Stapler	No		Bronx	NY	10451
Cat 3 LV	RADF	LCT	Stapler	No		New York	NY	10013
Cat 3 LV	RADF	LCT	Stapler	No		New York	NY	10013
Cat 3 LV	RADF	LCT	Stapler	No		Kew Gardens	NY	11415
Cat 3 LV	RADF	LCT	Stapler	No		Kew Gardens	NY	11415
Cat 3 LV	RADF	LCT	Stapler	No		Kingston	NY	12401
Cat 3 LV	RADF	LCT	Stapler	No		Albany	NY	12207
Cat 3 LV	RADF	LCT	Stapler	No		Hudson	NY	12534
Cat 3 LV	RADF	LCT	Stapler	No		Albany	NY	12207
Cat 3 LV	RADF	LCT	Stapler	No		Kingston	NY	12401
Cat 3 LV	RADF	LCT	None	No		Albany	NY	12223
Cat 3 LV	RADF	LCT	None	No		Jamaica	NY	11432
Cat 3 LV	RADF	LCT	None	No		Brooklyn	NY	11201
Cat 3 LV	RADF	LCT	None	No		Brooklyn	NY	11201
Cat 3 LV	RADF	LCT	None	No		Brooklyn	NY	11201
Cat 3 LV	RADF	LCT	Stapler	Yes		Albany	NY	14614
Cat 3 LV	RADF	LCT	Stapler	Yes	128 MG & 256 MG extra me	Brooklyn	NY	11201
Cat 3 LV	RADF	LCT	Stapler	Yes		Brooklyn	NY	11201
Cat 3 LV	RADF	LCT	Stapler	Yes		Canton	NY	13617
Cat 3 LV	RADF	LCT	Stapler	Yes		Buffalo	NY	14202
Cat 3 LV	RADF	LCT	Stapler	Yes	Punch Kit	Buffalo	NY	14202
Cat 3 LV	RADF	LCT	Stapler	Yes	FAX	Mineola	NY	11501
Cat 3 LV	RADF	LCT	Stapler	Yes		New York	NY	10007
Cat 3 LV	RADF	LCT	Stapler	Yes	64 MB Additional Memory	Castleton-on-Hudson	NY	12033
Cat 3 LV	RADF	LCT	Stapler	Yes		New York	NY	10010
Cat 3 LV	RADF	LCT	Stapler	Yes		Brooklyn	NY	11201
Cat 3 LV	RADF	LCT	Stapler	Yes		Brooklyn	NY	11201

Cat 3 LV	RADF	LCT	Stapler	Yes	Hole Punch	Brooklyn	NY	11201
Cat 3 LV	RADF	LCT	Stapler	Yes		Brooklyn	NY	11201
Cat 3 LV	RADF	LCT	Stapler	Yes		Brooklyn	NY	11201
Cat 3 LV	RADF	LCT	Stapler	Yes		New York	NY	10007
Cat 3 LV	RADF	LCT	Stapler	Yes		New York	NY	10007
Cat 3 LV	RADF	LCT	Stapler	Yes		New York	NY	10007
Cat 3 LV	RADF	LCT	Stapler	Yes		Monticello	NY	12701
Cat 3 LV	RADF	LCT	Stapler	Yes		Castleton-on-Hudson	NY	12033
Cat 3 LV	RADF	LCT	Stapler	Yes		Ballston Spa	NY	12020
Cat 3 LV	RADF	LCT	Stapler	Yes		Canton	NY	13617
Cat 3 LV	RADF	LCT	Stapler	Yes		Schenectady	NY	12305
Cat 3 LV	RADF	LCT	Stapler	Yes		Ithaca	NY	14850
Cat 3 LV	RADF	LCT	Stapler	Yes		Norwich	NY	13815
Cat 3 LV	RADF	LCT	Stapler	Yes		Binghamton	NY	13901
Cat 3 LV	RADF	LCT	Stapler	Yes		Binghamton	NY	13901
Cat 3 LV	RADF	LCT	Stapler	Yes		Binghamton	NY	13901
Cat 3 LV	RADF	LCT	Stapler	Yes		Binghamton	NY	13901
Cat 3 LV	RADF	LCT	Stapler	Yes		Binghamton	NY	13901
Cat 3 LV	RADF	LCT	Stapler	Yes		Binghamton	NY	13901
Cat 3 LV	RADF	LCT	Stapler	Yes		Elmira	NY	14901
Cat 3 LV	RADF	LCT	Stapler	Yes		Elmira	NY	14901
Cat 3 LV	RADF	LCT	Stapler	Yes		Norwich	NY	13815
Cat 3 LV	RADF	LCT	Stapler	Yes		Cortland	NY	13045
Cat 3 LV	RADF	LCT	Stapler	Yes		Delhi	NY	13753
Cat 3 LV	RADF	LCT	Stapler	Yes		Oneida	NY	13421
Cat 3 LV	RADF	LCT	Stapler	Yes		Oneida	NY	13421
Cat 3 LV	RADF	LCT	Stapler	Yes		Cooperstown	NY	13326
Cat 3 LV	RADF	LCT	Stapler	Yes		Watkins Glen	NY	14891
Cat 3 LV	RADF	LCT	Stapler	Yes	FAX Kit	Owego	NY	13827
Cat 3 LV	RADF	LCT	Stapler	Yes		Ithaca	NY	14850
Cat 3 LV	RADF	LCT	Stapler	Yes		Ithaca	NY	14850
Cat 3 LV	RADF	LCT	Stapler	Yes		Elmira	NY	14901
Cat 3 LV	RADF	LCT	Stapler	Yes		Cortland	NY	13045
Cat 3 LV	RADF	LCT	Stapler	Yes		Buffalo	NY	14202
Cat 3 LV	RADF	LCT	Stapler	Yes		Hempstead	NY	11550
Cat 3 LV	RADF	LCT	Stapler	Yes		Binghamton	NY	13901
Cat 3 LV	RADF	LCT	None	Yes		New York	NY	10007
Cat 3 LV	RADF	LCT	Stapler	No		New York	NY	10010
Cat 3 LV	RADF	LCT	Stapler	No		Watertown	NY	13601
Cat 3 LV	RADF	LCT	Stapler	No		Herkimer	NY	13350

Cat 3 LV	RADF	LCT	Stapler	No	Oswego	NY	13126
Cat 3 LV	RADF	LCT	Stapler	No	Syracuse	NY	13202
Cat 3 LV	RADF	LCT	Stapler	No	Lowville	NY	13367
Cat 3 LV	RADF	LCT	Stapler	No	Lockport	NY	14094
Cat 3 LV	RADF	LCT	Stapler	No	Buffalo	NY	14202
Cat 3 LV	RADF	LCT	Stapler	No	Olean	NY	14760
Cat 3 LV	RADF	LCT	Stapler	No	Batavia	NY	14020
Cat 3 LV	RADF	LCT	Stapler	No	Yonkers	NY	10701
Cat 3 LV	RADF	LCT	Stapler	No	White Plains	NY	10601
Cat 3 LV	RADF	LCT	Stapler	No	White Plains	NY	10601
Cat 3 LV	RADF	LCT	Stapler	No	White Plains	NY	10601
Cat 3 LV	RADF	LCT	Stapler	No	White Plains	NY	10601
Cat 3 LV	RADF	LCT	Stapler	No	White Plains	NY	10601
Cat 3 LV	RADF	LCT	Stapler	No	White Plains	NY	10601
Cat 3 LV	RADF	LCT	Stapler	No	White Plains	NY	10601
Cat 3 LV	RADF	LCT	Stapler	No	White Plains	NY	10601
Cat 3 LV	RADF	LCT	Stapler	No	New Rochelle	NY	10801
Cat 3 LV	RADF	LCT	Stapler	No	Poughkeepsie	NY	12601
Cat 3 LV	RADF	LCT	Stapler	No	Yonkers	NY	10701
Cat 3 LV	RADF	LCT	Stapler	No	White Plains	NY	10601
Cat 3 LV	RADF	LCT	Stapler	No	Carmel	NY	10512
Cat 3 LV	RADF	LCT	Stapler	No	Gloversville	NY	12078
Cat 3 LV	RADF	LCT	Stapler	No	Ballston Spa	NY	12020
Cat 3 LV	RADF	LCT	Stapler	No	Schenectady	NY	12305
Cat 3 LV	RADF	PFU	Stapler	No	Mayville	NY	14757
Cat 3 LV	RADF	LCT	Stapler	No	Olean	NY	14760
Cat 3 LV	RADF	LCT	Stapler	No	Buffalo	NY	14202
Cat 3 LV	RADF	LCT	Stapler	No	Poughkeepsie	NY	12601
Cat 3 LV	RADF	LCT	Stapler	No	Central Islip	NY	11722
Cat 3 LV	RADF	LCT	None	No	New York	NY	10007
Cat 3 LV	RADF	LCT	None	No	New York	NY	10007
Cat 3LV	RADF	LCT	Stapler	Yes	New York	NY	10004
Cat 3 LV	RADF	PFU	Stapler	No	Albany	NY	12223

Category	Feeder Option	Base Option	Finisher Option	Networked	Non-Required Options	City	State	Zip
Cat 4	RADF	LCT	Stapler	Yes		New York	NY	10010
Cat 4	RADF	LCT	Stapler	No		Bronx	NY	10451
Cat 4	RADF	LCT	Stapler	Yes		Albany	NY	12223
Cat 4	RADF	LCT	Stapler	No		Brooklyn	NY	11201
Cat 4	RADF	LCT	Stapler	No		Brooklyn	NY	11201
Cat 4	RADF	LCT	Stapler	No		Brooklyn	NY	11201
Cat 4	RADF	LCT	Stapler	No		Brooklyn	NY	11201
Cat 4	RADF	PFU	None	No		Bronx	NY	10451
Cat 4	RADF	LCT	None	No		Bronx	NY	10451
Cat 4	RADF	LCT	Stapler	Yes	Hole Punch	New York	NY	10006
Cat 4	RADF	LCT	Stapler	No		Brooklyn	NY	11201
Cat 4	RADF	LCT	Stapler	Yes	Hole Punch	Garden City	NY	11530
Cat 4	RADF	PFU	Stapler	Yes		New York	NY	10013
Cat 4	RADF	LCT	Stapler	No		Kingston	NY	12401
Cat 4	RADF	PFU	Stapler	Yes		Hudson	NY	12534
Cat 4	RADF	PFU	Stapler	Yes		Lake George	NY	12845
Cat 4	RADF	PFU	Stapler	Yes		Plattsburgh	NY	12901
Cat 4	RADF	PFU	Stapler	Yes		Canton	NY	13617
Cat 4	RADF	LCT	Stapler	No		Schenectady	NY	12305
Cat 4	RADF	PFU	Stapler	Yes		Fonda	NY	12068
Cat 4	RADF	LCT	Stapler	Yes		Elizabethtown	NY	12932
Cat 4	RADF	LCT	Stapler	No		Utica	NY	13501
Cat 4	RADF	PFU	Stapler	Yes		Rome	NY	13440
Cat 4	RADF	LCT	Stapler	No		Oswego	NY	13126
Cat 4	RADF	LCT	Stapler	No		Syracuse	NY	13202
Cat 4	RADF	PFU	Stapler	Yes	FAX	Westbury	NY	11590
Cat 4	RADF	LCT	Stapler	Yes		Mineola	NY	11501
Cat 4	RADF	LCT	Stapler	No		Central Islip	NY	11722
Cat 4	RADF	LCT	Stapler	No		Central Islip	NY	11722
Cat 4	RADF	LCT	Stapler	Yes	2/3 Hole Punch	Albany	NY	12223

Category	Feeder Option	Base Option	Finisher Option	Networked	Non-Required Options	City	State	Zip
Cat 5	RADF	PFU	Stapler	Yes		Troy	NY	12180
Cat 5	RADF	PFU	Stapler	No		New York	NY	10004
Cat 5	RADF	PFU	Stapler	Yes		New York	NY	10004
Cat 5	RADF	PFU	Stapler	Yes		New York	NY	10004
Cat 5	RADF	PFU	Stapler	Yes	Book Finisher, HD for scannir	New York	NY	10004
Cat 5	RADF	PFU	Stapler	No		New York	NY	10004
Cat 5	RADF	PFU	Stapler	Yes	Book finisher, 256 MB of me	Albany	NY	12224
Cat 5	RADF	PFU	Stapler	Yes	Book finisher, 256 MB of me	Albany	NY	12224
Cat 5	RADF	LCT	Stapler	Yes	Book finisher, Hole Punch, M	New York	NY	10013
Cat 5	RADF	LCT	Stapler	Yes	Book finisher, Hole Punch, M	New York	NY	10013
Cat 5	RADF	PFU	Stapler	Yes		Syracuse	NY	13202
Cat 5	RADF	PFU	Stapler	No		Syracuse	NY	13202
Cat 5	RADF	LCT	Stapler	Yes		New York	NY	10004
Cat 5	RADF	LCT	Stapler	No		Buffalo	NY	14202
Cat 5	RADF	LCT	Stapler	No		Buffalo	NY	14202
Cat 5	RADF	LCT	Stapler	Yes		Hempstead	NY	11550
Cat 5	RADF	PFU	Stapler	No		Central Islip	NY	11722
Cat 5	RADF	LCT	Stapler	Yes	2/3 Hole Punch, Book Finishe	Albany	NY	12207

EXHIBIT E
RECENT HISTORY OF COPIER FLEET
CHANGES

See published link to Excel spreadsheet:

<http://ww2.nycourts.gov/admin/bids/currentsolicitations.shtml>

Category	Feeder Option	Base Option	Finisher Option	Networked	Non-Required Options	City	State	Zip	Action
Cat 3 LV	RADF	LCT	Stapler	Yes		New York	NY	10010	New-2014
Cat 5	RADF	LCT	Stapler	Yes		New York	NY	10004	New-2014
Cat 2	RADF	LCT	Stapler	No		Albany	NY	12205	New-2014
Cat 2	RADF	LCT	Stapler	No		New York	NY	10004	New-2014
Cat 2	RADF	LCT	Stapler	No		Bronx	NY	10451	New-2014
Cat 2	INCL	INCL	Stapler	No		Staten Island	NY	10304	New-2014
Cat 2	INCL	INCL		No		Staten Island	NY	10304	New-2014
Cat 2	RADF	PFU	Stapler	Yes	FAX kit	New York	NY	10004	New-2014
Cat 1	RADF	PFU	Stapler	No		Hudson	NY	12534	New-2014
Cat 1	RADF	PFU	Stapler	No		Catskill	NY	12414	New-2014
Cat 1	RADF	PFU	Stapler	Yes		Troy	NY	12180	New-2014
Cat 1	RADF					Oswego	NY	13126	New-2015
Cat 1	RADF			No		Staten Island	NY	10304	New-2015
Cat 3 LV	INCL	INCL (LCT)	Stapler	No		Kingston	NY	12401	New-2015
Cat 1	RADF			No		Albany	NY	12207	New-2015
Cat 1	RADF			Yes		White Plains	NY	10601	New-2016
Cat 1	RADF			Yes		Jamaica	NY	11433	New-2016
Cat 4	INCL	LCT	Stapler	Yes	2/3 Hole Punch	Albany	NY	12223	New-2016
Cat 1	RADF			No	User Security Codes Not	Bronx	NY	10451	New-2016
Cat 1	RADF			No		Bronx	NY	10451	New-2016
Cat 1	RADF			No		Brooklyn	NY	11201	New-2016
Cat 1	RADF					New York	NY	10013	New-2016
Cat 1	RADF	PFU	Stapler	Yes		New York	NY	10007	New-2016
Cat 1	RADF			No		Staten Island	NY	10301	New-2016
Cat 2	INCL	INCL (PFU)	Stapler	Yes		White Plains	NY	10601	New-2016
Cat 2	INCL	INCL (PFU)	Stapler	Yes		Buffalo	NY	14202	New-2016
Cat 1	RADF			Yes		Staten Island	NY	11433	New-2017
Cat 1	RADF			Yes		Lindenhurst	NY	11757	New-2017
Cat 1	RADF	PFU	Stapler	Yes		New York	NY	10007	New-2017
Cat 1	RADF	PFU	Stapler	Yes		New York	NY	10013	New-2017
Cat 1	RADF					Staten Island	NY	10301	New-2017
Cat 2	INCL	INCL (PFU)	Stapler	Yes		New York	NY	10004	New-2017
Cat 2	INCL	INCL (PFU)	Stapler	Yes		New York	NY	10017	New-2017
Cat 1	RADF		Stapler	No		Albany	NY	12207	New-2017
Cat 1	RADF		Stapler			Albany	NY	12207	New-2017
Cat 1	RADF		Stapler	No		Troy	NY	12180	New-2017
Cat 1	RADF		Stapler	No		Troy	NY	12180	New-2017
Cat 1	RADF			Yes		White Plains	NY	10601	New-2018
Cat 2	RADF	PFU	Stapler	Yes		Albany	NY	12203	New-2018
Cat 3 HV	INCL	INCL (LCT)	Stapler	Yes		New York	NY	10013	New-2018
Cat 3 HV	INCL	LCT	Stapler	Yes		New York	NY	10013	New-2018
Cat 1	RADF					Staten Island	NY	10301	New-2018
Cat 2	INCL	INCL (PFU)		No		Jamaica	NY	11435	New-2018
Cat 2	INCL	INCL (PFU)	Stapler	Yes	FAX KIT - Single Line	Albany	NY	12207	New-2018
Cat 5	INCL	LCT	Stapler	Yes	2/3 Hole Punch, Book F	Albany	NY	12207	New-2018

Category	Feeder Option	Base Option	Finisher Option	Networked	Non-Required Options	City	State	Zip	Action
Cat 3 HV	INCL	INCL (LCT)	Stapler	No		Albany	NY	12207	Replaced 2018-Cat Upgrade
Cat 1	RADF		Stapler			Hudson	NY	12534	Replaced 2018-Same Cat
Cat 1	RADF		Stapler	No		Albany	NY	12207	Replaced 2018-Same Cat
Cat 1	RADF	LCT	Stapler	Yes		Troy	NY	12180	Replaced-2014-Cat Downgrade
Cat 1	RADF	LCT	Stapler	Yes		Troy	NY	12180	Replaced-2014-Cat Downgrade
Cat 1	RADF	LCT	Stapler	No		Castleton-on-Hudson	NY	12033	Replaced-2014-Cat Downgrade
Cat 2	INCL	LCT	Stapler	No		Troy	NY	12180	Replaced-2014-Cat Downgrade
Cat 1	RADF	LCT	Stapler	No		Troy	NY	12180	Replaced-2014-Cat Downgrade
Cat 1	RADF	LCT	Stapler	No		Albany	NY	12207	Replaced-2014-Cat Downgrade
Cat 2	INCL	LCT	Stapler	No		Kingston	NY	12401	Replaced-2014-Cat Downgrade
Cat 1	RADF	LCT	Stapler	Yes		Castleton-on-Hudson	NY	12033	Replaced-2014-Cat Downgrade
Cat 3 LV	INCL	INCL (LCT)	Stapler	No		Albany	NY	12207	Replaced-2014-Cat Downgrade
Cat 2	INCL	LCT	Stapler	No		Kingston	NY	12401	Replaced-2014-Cat Downgrade
Cat 2	RADF	LCT	Stapler	No		Albany	NY	12207	Replaced-2014-Cat Downgrade
Cat 2	INCL	LCT	Stapler	Yes		Monticello	NY	12701	Replaced-2014-Cat Downgrade
Cat 2	RADF	LCT	Stapler	No		Bronx	NY	10451	Replaced-2014-Cat Downgrade from 3 LV to 2
Cat 3 LV	INCL	INCL (LCT)	Stapler	Yes		Monticello	NY	12701	Replaced-2014-Cat Upgrade
Cat 3 LV	INCL	INCL (LCT)	Stapler	No		Albany	NY	12207	Replaced-2014-Cat Upgrade
Cat 3 HV	INCL	INCL (LCT)	Stapler	No		Bronx	NY	10451	Replaced-2014-Cat Upgrade from 2 to 3 HV
Cat 3 HV	INCL	INCL (LCT)	Stapler	No		Bronx	NY	10451	Replaced-2014-Cat Upgrade from 2 to 3 HV
Cat 3 HV	INCL	INCL (LCT)	Stapler	No		Bronx	NY	10451	Replaced-2014-Cat Upgrade from 2 to 3 HV
Cat 1	RADF		Stapler	Yes		Albany	NY	12224	Replaced-2014-Same Cat
Cat 3 LV	INCL	INCL	Stapler	No		Bronx	NY	10451	Replaced-2014-Same Cat
Cat 4	INCL	LCT	Stapler	No		Bronx	NY	10451	Replaced-2014-Same Cat
Cat 3 HV	INCL	INCL (LCT)	Stapler	No		Bronx	NY	10451	Replaced-2014-Same Cat
Cat 1	RADF		Stapler	No		Bronx	NY	10451	Replaced-2014-Same Cat
Cat 2	RADF	LCT	Stapler	No		Bronx	NY	10451	Replaced-2014-Same Cat
Cat 1	RADF		Stapler	No		Bronx	NY	10451	Replaced-2014-Same Cat
Cat 2	RADF	LCT	Stapler	No		Bronx	NY	10451	Replaced-2014-Same Cat
Cat 1	RADF		Stapler	No		Bronx	NY	10451	Replaced-2014-Same Cat
Cat 1	RADF		Stapler	No		Bronx	NY	10451	Replaced-2014-Same Cat
Cat 1	RADF		Stapler	No		Bronx	NY	10451	Replaced-2014-Same Cat
Cat 1	RADF		Stapler	No		Bronx	NY	10451	Replaced-2014-Same Cat
Cat 1	RADF		Stapler	No		Bronx	NY	10451	Replaced-2014-Same Cat
Cat 1	RADF		Stapler	No		Bronx	NY	10451	Replaced-2014-Same Cat
Cat 1	RADF		Stapler	No		Bronx	NY	10451	Replaced-2014-Same Cat
Cat 1	RADF		Stapler	No		Bronx	NY	10451	Replaced-2014-Same Cat
Cat 1	RADF		Stapler	No		Bronx	NY	10451	Replaced-2014-Same Cat
Cat 1	RADF		Stapler	Yes		Hempstead	NY	11550	Replaced-2014-Same Cat
Cat 2	INCL	INCL (PFU)		No		Kew Gardens	NY	11415	Replaced-2014-Same Cat
Cat 3 LV	INCL	INCL (LCT)	Stapler	No		Kew Gardens	NY	11415	Replaced-2014-Same Cat
Cat 3 LV	INCL	INCL (LCT)	Stapler	No		Kew Gardens	NY	11415	Replaced-2014-Same Cat
Cat 1	RADF			Yes		Garden City	NY	11530	Replaced-2014-Same Cat
Cat 2	INCL	INCL	Stapler	Yes		Monticello	NY	12701	Replaced-2014-Same Cat
Cat 3 LV	INCL	INCL (LCT)	Stapler	No		Kingston	NY	12401	Replaced-2014-Same Cat
Cat 4	INCL	LCT	Stapler	No		Kingston	NY	12401	Replaced-2014-Same Cat
Cat 1	RADF	LCT	Stapler	No		Schoharie	NY	12157	Replaced-2014-Same Cat
Cat 1	RADF		Stapler	No		Troy	NY	12180	Replaced-2014-Same Cat
Cat 1	RADF		Stapler	No		Troy	NY	12180	Replaced-2014-Same Cat
Cat 1	RADF		Stapler	No		Bronx	NY	10451	Replaced-2015-Cat Downgrade from 2 to 1
Cat 3 LV	INCL	INCL (LCT)	Stapler	No		Bronx	NY	10451	Replaced-2015-Cat Downgrade from 3 HV to 3 LV
Cat 1	RADF			No		Bronx	NY	10451	Replaced-2015-Same Cat
Cat 2	INCL	INCL (PFU)		No		Bronx	NY	10451	Replaced-2015-Same Cat
Cat 3 LV	INCL	INCL(LCT)	Stapler	No		Bronx	NY	10451	Replaced-2015-Same Cat
Cat 3 HV	INCL	INCL (LCT)	Stapler	Yes		Brooklyn	NY	11201	Replaced-2015-Same Cat

Cat 4	INCL	LCT	Stapler	No		Brooklyn	NY	11201	Replaced-2015-Same Cat
Cat 1	RADF	PFU	Stapler	No		Brooklyn	NY	11201	Replaced-2015-Same Cat
Cat 3 HV	INCL	LCT (INCL)	Stapler	No		Brooklyn	NY	11201	Replaced-2015-Same Cat
Cat 3 HV	INCL	LCT (INCL)		No		Brooklyn	NY	11201	Replaced-2015-Same Cat
Cat 3 LV	INCL	INCL (LCT)		No		Brooklyn	NY	11201	Replaced-2015-Same Cat
Cat 1	RADF	LCT	Stapler	Yes	Hard Drive, Network Car	New York	NY	10007	Replaced-2015-Same Cat
Cat 1	RADF	LCT	Stapler	Yes	FAX	Glen Cove	NY	11542	Replaced-2015-Same Cat
Cat 3 HV	INCL	INCL (LCT)	Stapler			Mineola	NY	11501	Replaced-2015-Same Cat
Cat 2	INCL	INCL (PFU)	Stapler			Mineola	NY	11501	Replaced-2015-Same Cat
Cat 2	INCL	LCT	Stapler	Yes	FAX	Mineola	NY	11501	Replaced-2015-Same Cat
Cat 2	INCL	INCL (PFU)	Stapler	Yes	FAX	Mineola	NY	11501	Replaced-2015-Same Cat
Cat 1	RADF		Stapler	Yes	FAX	Mineola	NY	11501	Replaced-2015-Same Cat
Cat 4	INCL	INCL (PFU)	Stapler	Yes	FAX	Westbury	NY	11590	Replaced-2015-Same Cat
Cat 1	RADF			No		Brooklyn	NY	11231	Replaced-2015-Same Cat
Cat 2	INCL	INCL (PFU)		No		Brooklyn	NY	11231	Replaced-2015-Same Cat
Cat 2	INCL	INCL (PFU)		No		Brooklyn	NY	11231	Replaced-2015-Same Cat
Cat 2	INCL	INCL (PFU)		No		Jamaica	NY	11435	Replaced-2015-Same Cat
Cat 2	INCL	INCL (PFU)		No		Jamaica	NY	11435	Replaced-2015-Same Cat
Cat 1	RADF			No		Jamaica	NY	11435	Replaced-2015-Same Cat
Cat 2	INCL	INCL (PFU)	Stapler	Yes		New York	NY	10022	Replaced-2015-Same Cat
Cat 1	RADF			No		Brooklyn	NY	11201	Replaced-2015-Same Cat
Cat 1	RADF			No		Brooklyn	NY	11201	Replaced-2015-Same Cat
Cat 1	RADF			No		New York	NY	10013	Replaced-2015-Same Cat
Cat 1	RADF			No		New York	NY	10019	Replaced-2015-Same Cat
Cat 1	RADF					Orangeburg	NY	10962	Replaced-2015-Same Cat
Cat 1	RADF			Yes		Tarrytown	NY	10591	Replaced-2015-Same Cat
Cat 1	RADF	LCT	Stapler	Yes		Tarrytown	NY	10591	Replaced-2015-Same Cat
Cat 1	RADF			Yes		East Meadow	NY	10591	Replaced-2015-Same Cat
Cat 1	RADF			Yes		Riverhead	NY	11901	Replaced-2015-Same Cat
Cat 1	RADF			Yes		Thiells	NY	10984	Replaced-2015-Same Cat
Cat 1	RADF			Yes		Central Islip	NY	11722	Replaced-2015-Same Cat
Cat 1	RADF			Yes		Central Islip	NY	11722	Replaced-2015-Same Cat
Cat 1	RADF			Yes		Goshen	NY	10924	Replaced-2015-Same Cat
Cat 1	RADF			Yes		Brooklyn	NY	11206	Replaced-2015-Same Cat
Cat 1	RADF			Yes		Staten Island	NY	10305	Replaced-2015-Same Cat
Cat 1	RADF			Yes		Elmhurst	NY	11373	Replaced-2015-Same Cat
Cat 1	RADF			Yes		Queens Village	NY	11427	Replaced-2015-Same Cat
Cat 1	RADF			Yes		Queens Village	NY	11427	Replaced-2015-Same Cat
Cat 1	RADF			Yes		Brooklyn	NY	11208	Replaced-2015-Same Cat
Cat 1	RADF			Yes		Staten Island	NY	10314	Replaced-2015-Same Cat
Cat 1	RADF	LCT	Stapler	Yes		Poughkeepsie	NY	12601	Replaced-2015-Same Cat
Cat 1	RADF			Yes		Brooklyn	NY	11201	Replaced-2015-Same Cat
Cat 1	RADF			Yes		Brooklyn	NY	11201	Replaced-2015-Same Cat
Cat 3 HV	RADF	INCL (LCT)	Stapler	No		Kew Gardens	NY	11415	Replaced-2016-Cat Downgrade from 4 to 3 HV
Cat 4	INCL	INCL (PFU)	S/F	Yes		Hudson	NY	12534	Replaced-2016-Cat Upgrade
Cat 3 HV	INCL	INCL (LCT)		Yes		Bronx	NY	10461	Replaced-2016-Cat Upgrade from 2 to 3 HV
Cat 4	RADF	LCT	Stapler	Yes		New York	NY	10010	Replaced-2016-Same Cat
Cat 2	INCL	INCL (PFU)	Stapler	Yes		White Plains	NY	10601	Replaced-2016-Same Cat
Cat 2	INCL	INCL (PFU)	Stapler	Yes		White Plains	NY	10601	Replaced-2016-Same Cat
Cat 2	INCL	INCL (PFU)	Stapler	Yes		New York	NY	10169	Replaced-2016-Same Cat
Cat 1	RADF			No		Bronx	NY	10451	Replaced-2016-Same Cat
Cat 1	RADF			No		Bronx	NY	10451	Replaced-2016-Same Cat
Cat 3 LV	INCL	INCL (LCT)	Stapler	No		Bronx	NY	10451	Replaced-2016-Same Cat

Cat 3 HV	INCL	INCL	INCL	Yes	128 MG & 256 MG extra	Brooklyn	NY	11201 Replaced-2016-Same Cat
Cat 1	RADF			No		Brooklyn	NY	11201 Replaced-2016-Same Cat
Cat 1	RADF			No		Brooklyn	NY	11201 Replaced-2016-Same Cat
Cat 2	INCL	LCT	Stapler	Yes		Westbury	NY	11590 Replaced-2016-Same Cat
Cat 3 LV	INCL	INCL (LCT)	Stapler	Yes	FAX Kit	Hempstead	NY	11550 Replaced-2016-Same Cat
Cat 3 HV	INCL	INCL (LCT)	Stapler			Westbury	NY	11590 Replaced-2016-Same Cat
Cat 4	INCL	LCT	Stapler	Yes		Mineola	NY	11501 Replaced-2016-Same Cat
Cat 2	INCL	INCL (PFU)		No		Kew Gardens	NY	11415 Replaced-2016-Same Cat
Cat 1	RADF			No		Kew Gardens	NY	11415 Replaced-2016-Same Cat
Cat 2	INCL	INCL (PFU)	Stapler	No		Kew Gardens	NY	11415 Replaced-2016-Same Cat
Cat 1	RADF	PFU		No		Kew Gardens	NY	11415 Replaced-2016-Same Cat
Cat 2	INCL	INCL (PFU)		No		Jamaica	NY	11435 Replaced-2016-Same Cat
Cat 2	INCL	INCL (PFU)		No		Jamaica	NY	11435 Replaced-2016-Same Cat
Cat 1	RADF	PFU		No		Jamaica	NY	11435 Replaced-2016-Same Cat
Cat 2	INCL	INCL (PFU)		No		Jamaica	NY	11435 Replaced-2016-Same Cat
Cat 1	RADF	PFU		No		Jamaica	NY	11435 Replaced-2016-Same Cat
Cat 2	INCL	INCL (PFU)		No		Long Island City	NY	11101 Replaced-2016-Same Cat
Cat 1	RADF	LCT		No		Jamaica	NY	11435 Replaced-2016-Same Cat
Cat 1	RADF			No		Jamaica	NY	11435 Replaced-2016-Same Cat
Cat 1	RADF			No		Jamaica	NY	11435 Replaced-2016-Same Cat
Cat 1	RADF			No		Jamaica	NY	11435 Replaced-2016-Same Cat
Cat 1	RADF	PFU		No		Jamaica	NY	11435 Replaced-2016-Same Cat
Cat 1	RADF		Stapler	No		New York	NY	10013 Replaced-2016-Same Cat
Cat 1	RADF			No		New York	NY	10013 Replaced-2016-Same Cat
Cat 2	INCL	INCL (PFU)		No		New York	NY	10013 Replaced-2016-Same Cat
Cat 1	RADF			No		New York	NY	10013 Replaced-2016-Same Cat
Cat 1	RADF			No		New York	NY	10013 Replaced-2016-Same Cat
Cat 1	RADF			No		New York	NY	10013 Replaced-2016-Same Cat
Cat 1	RADF			No		New York	NY	10013 Replaced-2016-Same Cat
Cat 1	RADF			No		New York	NY	10013 Replaced-2016-Same Cat
Cat 1	RADF			No		Brooklyn	NY	11201 Replaced-2016-Same Cat
Cat 1	RADF			No		Brooklyn	NY	11201 Replaced-2016-Same Cat
Cat 1	RADF		Stapler	No		Brooklyn	NY	11201 Replaced-2016-Same Cat
Cat 1	RADF			No		Brooklyn	NY	11201 Replaced-2016-Same Cat
Cat 1	RADF			No		Kew Gardens	NY	11415 Replaced-2016-Same Cat
Cat 1	RADF			No		Kew Gardens	NY	11415 Replaced-2016-Same Cat
Cat 1	RADF		Stapler	No		Kew Gardens	NY	11415 Replaced-2016-Same Cat
Cat 1	RADF		Stapler	No		Kew Gardens	NY	11415 Replaced-2016-Same Cat
Cat 1	RADF			No		Kew Gardens	NY	11415 Replaced-2016-Same Cat
Cat 1	RADF			No		Kew Gardens	NY	11415 Replaced-2016-Same Cat
Cat 1	RADF			No		Kew Gardens	NY	11415 Replaced-2016-Same Cat
Cat 1	RADF			No		Kew Gardens	NY	11415 Replaced-2016-Same Cat
Cat 1	RADF			No		Brooklyn	NY	11201 Replaced-2016-Same Cat
Cat 1	RADF			No		Brooklyn	NY	11201 Replaced-2016-Same Cat
Cat 2	INCL	INCL (PFU)		No		New York	NY	10013 Replaced-2016-Same Cat
Cat 1	RADF			No		Bronx	NY	10451 Replaced-2016-Same Cat
Cat 1	RADF			No		Bronx	NY	10451 Replaced-2016-Same Cat
Cat 1	RADF			No		New York	NY	10007 Replaced-2016-Same Cat
Cat 1	RADF		Stapler	No		New York	NY	10007 Replaced-2016-Same Cat
Cat 1	RADF			No		New York	NY	10007 Replaced-2016-Same Cat
Cat 1	RADF		Stapler	No		New York	NY	10007 Replaced-2016-Same Cat
Cat 2	INCL	INCL (PFU)	Stapler	No		Jamaica	NY	11435 Replaced-2016-Same Cat
Cat 1	RADF			No		New York	NY	10013 Replaced-2016-Same Cat
Cat 1	RADF			No		New York	NY	10013 Replaced-2016-Same Cat

Cat 1	RADF		Stapler	No	Schoharie	NY	12157 Replaced-2016-Same Cat
Cat 3 LV	INCL	INCL (LCT)	Stapler	Yes	Castleton-on-Hudson	NY	12033 Replaced-2016-Same Cat
Cat 1	RADF			No	Brooklyn	NY	11201 Replaced-2017-Cat Downgrade from 2 to 1
Cat 1	RADF	LCT	Stapler	Yes	New York	NY	10007 Replaced-2017-Cat Downgrade from 2 to 1
Cat 1	RADF	LCT	Stapler	Yes	New York	NY	10013 Replaced-2017-Cat Downgrade from 2 to 1
Cat 1	RADF	LCT	Stapler	Yes	New York	NY	10007 Replaced-2017-Cat Downgrade from 2 to 1
Cat 1	RADF	LCT	Stapler	Yes	New York	NY	10007 Replaced-2017-Cat Downgrade from 2 to 1
Cat 1	RADF	LCT	Stapler	Yes	New York	NY	10007 Replaced-2017-Cat Downgrade from 2 to 1
Cat 2	RADF	LCT	Stapler	Yes	New York	NY	10007 Replaced-2017-Cat Downgrade from 2 to 1
Cat 1	RADF	LCT	Stapler	Yes	New York	NY	10007 Replaced-2017-Cat Downgrade from 2 to 1
Cat 1	RADF	LCT	Stapler	Yes	New York	NY	10007 Replaced-2017-Cat Downgrade from 2 to 1
Cat 1	RADF	LCT	Stapler	Yes	New York	NY	10007 Replaced-2017-Cat Downgrade from 2 to 1
Cat 1	RADF	LCT	Stapler	Yes	New York	NY	10007 Replaced-2017-Cat Downgrade from 2 to 1
Cat 2	RADF	LCT	Stapler	Yes	New York	NY	10007 Replaced-2017-Cat Downgrade from 2 to 1
Cat 1	RADF	LCT	Stapler	Yes	New York	NY	10007 Replaced-2017-Cat Downgrade from 2 to 1
Cat 1	RADF	LCT	Stapler	Yes	New York	NY	10007 Replaced-2017-Cat Downgrade from 2 to 1
Cat 1	RADF	LCT	Stapler	Yes	New York	NY	10007 Replaced-2017-Cat Downgrade from 2 to 1
Cat 2	INCL	LCT	Stapler	Yes	New York	NY	10007 Replaced-2017-Cat Downgrade from 3 LV to 2
Cat 3 LV	INCL	INCL (LCT)	Stapler	No	Hudson	NY	12534 Replaced-2017-Cat Upgrade
Cat 2	INCL	INCL (PFU)	Stapler	No	Brooklyn	NY	11201 Replaced-2017-Cat Upgrade from 1 to 2
Cat 2	INCL	PFU	Stapler	No	Brooklyn	NY	11201 Replaced-2017-Cat upgrade from 1 to 2
Cat 2	INCL	INCL (PFU)		No	Brooklyn	NY	11201 Replaced-2017-Cat upgrade from 1 to 2
Cat 3 HV	INCL	INCL (LCT)	Stapler	Yes	Brooklyn	NY	11201 Replaced-2017-Cat upgrade from 2 to 3 HV
Cat 3 HV	INCL	INCL (LCT)	Stapler	No	Brooklyn	NY	11201 Replaced-2017-Cat upgrade from 2 to 3 HV
Cat 3 HV	INCL	INCL (LCT)	Stapler	Yes	New York	NY	10007 Replaced-2017-Cat Upgrade from 3 LV to 3 HV
Cat 3 HV	INCL	INCL (LCT)	Stapler	Yes	New York	NY	10013 Replaced-2017-Cat Upgrade from 3 LV to 3 HV
Cat 2	RADF	PFU	Stapler	Yes	New York	NY	10007 Replaced-2017-Same Cat
Cat 2	RADF	LCT	Stapler	Yes	Albany	NY	12203 Replaced-2017-Same Cat
Cat 2	RADF	LCT	Stapler	Yes	Albany	NY	12203 Replaced-2017-Same Cat
Cat 2	INCL	INCL (PFU)	Stapler	Yes	White Plains	NY	10603 Replaced-2017-Same Cat
Cat 2	INCL	INCL (PFU)	Stapler	Yes	White Plains	NY	10603 Replaced-2017-Same Cat
Cat 5	INCL	INCL (PFU)	Stapler	No	New York	NY	10004 Replaced-2017-Same Cat
Cat 1	RADF		Stapler	No	Brooklyn	NY	11201 Replaced-2017-Same Cat
Cat 3 HV	INCL	INCL (LCT)	Stapler	Yes	Brooklyn	NY	11201 Replaced-2017-Same Cat
Cat 1	RADF			No	Brooklyn	NY	11201 Replaced-2017-Same Cat
Cat 1	RADF			No	Brooklyn	NY	11201 Replaced-2017-Same Cat
Cat 2	INCL	INCL (PFU)	Stapler	No	Brooklyn	NY	11201 Replaced-2017-Same Cat
Cat 2	INCL	INCL (PFU)	Stapler	No	Brooklyn	NY	11201 Replaced-2017-Same Cat
Cat 2	INCL	INCL (PFU)	Stapler	No	Brooklyn	NY	11201 Replaced-2017-Same Cat
Cat 1	RADF			No	Brooklyn	NY	11201 Replaced-2017-Same Cat
Cat 1	RADF			No	Brooklyn	NY	11201 Replaced-2017-Same Cat
Cat 2	INCL	INCL (PFU)	Stapler	No	Brooklyn	NY	11201 Replaced-2017-Same Cat
Cat 1	RADF	PFU	Stapler	No	Brooklyn	NY	11201 Replaced-2017-Same Cat
Cat 1	RADF	PFU	Stapler	No	Brooklyn	NY	11201 Replaced-2017-Same Cat
Cat 1	RADF	PFU	Stapler	No	Brooklyn	NY	11201 Replaced-2017-Same Cat
Cat 1	RADF	PFU	Stapler	No	Brooklyn	NY	11201 Replaced-2017-Same Cat
Cat 2	INCL	INCL (PFU)	Stapler	No	Brooklyn	NY	11201 Replaced-2017-Same Cat
Cat 2	INCL	INCL (PFU)	Stapler	No	Brooklyn	NY	11201 Replaced-2017-Same Cat
Cat 3 HV	INCL	INCL (LCT)	Stapler		Westbury	NY	11590 Replaced-2017-Same Cat
Cat 2	INCL	LCT	Stapler	Yes	New York	NY	10013 Replaced-2017-Same Cat
Cat 2	INCL	INCL (PFU)			New York	NY	10013 Replaced-2017-Same Cat
Cat 1	RADF		Stapler		New York	NY	10013 Replaced-2017-Same Cat
Cat 2	RADF	INCL (PFU)	Stapler	Yes	Westbury	NY	11590 Replaced-2017-Same Cat
Cat 2	RADF	INCL (PFU)	Stapler	Yes	Westbury	NY	11590 Replaced-2017-Same Cat
Cat 1	RADF	LCT	Stapler	Yes	New York	NY	10013 Replaced-2017-Same Cat
Cat 2	INCL	LCT	Stapler	Yes	New York	NY	10007 Replaced-2017-Same Cat
Cat 2	RADF	LCT	Stapler	Yes	New York	NY	10007 Replaced-2017-Same Cat

Cat 1	RADF	LCT	Stapler	Yes	HD for Scanning HD for Scanning	New York	NY	10013 Replaced-2017-Same Cat
Cat 1	RADF	LCT		Yes		New York	NY	10007 Replaced-2017-Same Cat
Cat 3 HV	INCL	INCL (LCT)	Stapler	Yes		New York	NY	10007 Replaced-2017-Same Cat
Cat 3 HV	INCL	INCL (LCT)	Stapler	Yes		New York	NY	10007 Replaced-2017-Same Cat
Cat 3 HV	INCL	INCL (LCT)	Stapler	Yes		New York	NY	10007 Replaced-2017-Same Cat
Cat 2	INCL	LCT	Stapler	Yes		New York	NY	10007 Replaced-2017-Same Cat
Cat 3 HV	INCL	INCL (LCT)	Stapler	Yes		New York	NY	10007 Replaced-2017-Same Cat
Cat 3 HV	INCL	INCL (LCT)	Stapler	Yes		New York	NY	10013 Replaced-2017-Same Cat
Cat 1	RADF		Stapler			New York	NY	10013 Replaced-2017-Same Cat
Cat 3 LV	INCL	INCL (LCT)	Stapler	No		New York	NY	10013 Replaced-2017-Same Cat
Cat 4	INCL	INCL (PFU)	Stapler	Yes		New York	NY	10013 Replaced-2017-Same Cat
Cat 2	INCL	LCT	Stapler	No		Staten Island	NY	10301 Replaced-2017-Same Cat
Cat 1	RADF			No		Brooklyn	NY	11231 Replaced-2017-Same Cat
Cat 1	RADF	LCT		No		Staten Island	NY	10301 Replaced-2017-Same Cat
Cat 1	RADF	LCT		No		Staten Island	NY	10301 Replaced-2017-Same Cat
Cat 1	RADF	LCT		No		Staten Island	NY	10301 Replaced-2017-Same Cat
Cat 1	RADF	LCT		No		Staten Island	NY	10301 Replaced-2017-Same Cat
Cat 1	RADF		Stapler	No		New York	NY	10013 Replaced-2017-Same Cat
Cat 2	INCL	LCT	Stapler	No		Long Island City	NY	11201 Replaced-2017-Same Cat
Cat 1	RADF			No		New York	NY	10013 Replaced-2017-Same Cat
Cat 1	RADF			No		New York	NY	10013 Replaced-2017-Same Cat
Cat 2	INCL	INCL (PFU)		No		New York	NY	10013 Replaced-2017-Same Cat
Cat 1	RADF			No		New York	NY	10013 Replaced-2017-Same Cat
Cat 2	INCL	INCL (PFU)		No		New York	NY	10013 Replaced-2017-Same Cat
Cat 1	RADF			No		New York	NY	10013 Replaced-2017-Same Cat
Cat 1	RADF			No		New York	NY	10013 Replaced-2017-Same Cat
Cat 1	RADF			No		New York	NY	10013 Replaced-2017-Same Cat
Cat 2	INCL	INCL (PFU)	Stapler	No		Kew Gardens	NY	11415 Replaced-2017-Same Cat
Cat 2	INCL	INCL (PFU)	Stapler	No		New York	NY	10013 Replaced-2017-Same Cat
Cat 3 HV	INCL	INCL (LCT)	Stapler	Yes		New York	NY	10013 Replaced-2017-Same Cat
Cat 2	INCL	INCL (PFU)	Stapler	No		New York	NY	10013 Replaced-2017-Same Cat
Cat 2	INCL	INCL (PFU)	Stapler	No		Jamaica	NY	11435 Replaced-2017-Same Cat
Cat 2	INCL	INCL (PFU)	Stapler	No		Jamaica	NY	11435 Replaced-2017-Same Cat
Cat 2	INCL	INCL (PFU)	Stapler	No		Jamaica	NY	11435 Replaced-2017-Same Cat
Cat 2	INCL	INCL (PFU)	Stapler	No		Staten Island	NY	10301 Replaced-2017-Same Cat
Cat 2	INCL	LCT	Stapler			New York	NY	10016 Replaced-2017-Same Cat
Cat 2	INCL	LCT	Stapler	Yes		Wards Island	NY	10035 Replaced-2017-Same Cat
Cat 2	RADF	LCT	Stapler	Yes		Wards Island	NY	10035 Replaced-2017-Same Cat
Cat 2	INCL	INCL (PFU)		No		Kew Gardens	NY	11424 Replaced-2018-Cat Downgrade from 3 HV to 2
Cat 2	INCL	INCL (PFU)		No		Kew Gardens	NY	11424 Replaced-2018-Cat Downgrade from 4 to 2
Cat 2	INCL	INCL (PFU)		No		Long Island City	NY	11101 Replaced-2018-Cat Downgrade from 4 to 2
Cat 2	INCL	INCL (PFU)	Stapler	No		Jamaica	NY	11435 Replaced-2018-Cat Downgrade from 4 to 2
Cat 2	INCL	INCL (PFU)	Stapler	No		Jamaica	NY	11435 Replaced-2018-Cat Downgrade from 4 to 2
Cat 2	INCL	INCL (PFU)		No		Jamaica	NY	11435 Replaced-2018-Cat Downgrade from 4 to 2
Cat 2	INCL	INCL (PFU)	Stapler	No		Jamaica	NY	11435 Replaced-2018-Cat Downgrade from 4 to 2
Cat 2	INCL	INCL (PFU)		No		Jamaica	NY	11435 Replaced-2018-Cat Downgrade from 4 to 2
Cat 2	INCL	INCL (PFU)	INCL	No		Jamaica	NY	11435 Replaced-2018-Cat Downgrade from 4 to 2
Cat 2	INCL	INCL (PFU)		No		Brooklyn	NY	11201 Replaced-2018-Cat upgrade from 1 to 2
Cat 2	INCL	INCL (PFU)		No		Brooklyn	NY	11201 Replaced-2018-Cat upgrade from 1 to 2
Cat 4	INCL	LCT	Stapler	Yes		Albany	NY	12223 Replaced-2018-Cat Upgrade from 3 HV to 4

Cat 1	RADF		Stapler	Yes	New York	NY	10010 Replaced-2018-Same Cat
Cat 2	RADF	PFU		Yes	Brooklyn	NY	11201 Replaced-2018-Same Cat
Cat 1	RADF			No	Brooklyn	NY	11201 Replaced-2018-Same Cat
Cat 3 LV	RADF	LCT	Stapler	Yes	Brooklyn	NY	11201 Replaced-2018-Same Cat
Cat 3 LV	RADF	LCT	Stapler	Yes	Brooklyn	NY	11201 Replaced-2018-Same Cat
Cat 3 LV	RADF	LCT	Stapler	Yes	Brooklyn	NY	11201 Replaced-2018-Same Cat
Cat 5	INCL	INCL (PFU)	Stapler	Yes	New York	NY	10004 Replaced-2018-Same Cat
Cat 3 HV	INCL	INCL (LCT)	Stapler	No	New York	NY	10004 Replaced-2018-Same Cat
Cat 2	INCL	INCL(PFU)	Stapler	Yes	New York	NY	10004 Replaced-2018-Same Cat
Cat 1	Platen			No	Bronx	NY	10451 Replaced-2018-Same Cat
Cat 1	RADF			No	Brooklyn	NY	11201 Replaced-2018-Same Cat
Cat 2	INCL	INCL (PFU)		No	Brooklyn	NY	11201 Replaced-2018-Same Cat
Cat 1	RADF			No	Brooklyn	NY	11201 Replaced-2018-Same Cat
Cat 1	RADF			No	Brooklyn	NY	11201 Replaced-2018-Same Cat
Cat 1	RADF			No	Brooklyn	NY	11201 Replaced-2018-Same Cat
Cat 1	RADF			No	Brooklyn	NY	11201 Replaced-2018-Same Cat
Cat 1	RADF			No	Brooklyn	NY	11201 Replaced-2018-Same Cat
Cat 5	INCL	LCT	Stapler	Yes	Hempstead	NY	11550 Replaced-2018-Same Cat
Cat 1	RADF			No	Staten Island	NY	10301 Replaced-2018-Same Cat
Cat 1	RADF			No	Staten Island	NY	10301 Replaced-2018-Same Cat
Cat 1	RADF		Stapler	No	Staten Island	NY	10301 Replaced-2018-Same Cat
Cat 1	RADF	LCT	Stapler	No	Staten Island	NY	10301 Replaced-2018-Same Cat
Cat 3 LV	INCL	INCL (LCT)	Stapler	Yes	New York	NY	10004 Replaced-2018-Same Cat
Cat 2	INCL	INCL (PFU)	Stapler	No	New York	NY	10013 Replaced-2018-Same Cat
Cat 2	INCL	INCL (PFU)	Stapler	No	New York	NY	10013 Replaced-2018-Same Cat
Cat 2	INCL	INCL (PFU)	Stapler	No	New York	NY	10035 Replaced-2018-Same Cat
Cat 1	RADF			Yes	Ithaca	NY	14850 Replaced-2018-Same Cat
Cat 1	RADF			Yes	Cortland	NY	13045 Replaced-2018-Same Cat

Category	Feeder Option	Base Option	Finisher Option	Networked	Non-Required Optic City	State	Zip	Action
Cat 1	RADF			Yes	Mineola	NY	11501	Terminated-2015
Cat 1	RADF		Stapler	Yes	Catskill	NY	12414	Terminated-2015
Cat 1	RADF		Stapler	No	Troy	NY	12180	Terminated-2015
Cat 2	RADF	PFU	Stapler	Yes	Lindenhurst	NY	11757	Terminated-2016
Cat 2	INCL	INCL (PFU)	Stapler	Yes	New York	NY	10013	Terminated-2016
Cat 2	RADF	PFU	Stapler	Yes	Albany	NY	12205	Terminated-2016
Cat 2	RADF	INCL	Stapler	Yes	New York	NY	10013	Terminated-2016
Cat 2	RADF	INCL	Stapler	No	New York	NY	10038	Terminated-2016
Cat 3 HV	RADF	LCT	Stapler	No	New York	NY	10038	Terminated-2016
Cat 1	RADF			Yes	White Plains	NY	10601	Terminated-2017
Cat 1	RADF		Stapler	No	New York	NY	10013	Terminated-2017
Cat 1	RADF		Stapler	Yes	New York	NY	10007	Terminated-2017
Cat 1	RADF		Stapler	Yes	New York	NY	10007	Terminated-2017
Cat 1	RADF		Stapler		New York	NY	10037	Terminated-2017
Cat 2	RADF	INCL	Stapler	Yes	Albany	NY	12207	Terminated-2018

EXHIBIT F

STATEWIDE SERVICE CALL HISTORY

See published link to Excel spreadsheet:

<http://ww2.nycourts.gov/admin/bids/currentsolicitations.shtml>

Description	Call remarks	Open date	Close date	City	Zip	District
JAM	Repair paper tray and clean feed rollers	10/1/2015	10/1/2015	CENTRAL ISLIP	11722	10S
jamming	Clean and vac mc.	10/1/2015	10/1/2015	BRONX	10465	12
feeder part fell off, and unable to print.	reattached adf platen cover, clean and test	10/1/2015	10/1/2015	MINEOLA	11501	10N
JAMMING	Clean and vac mc and sendor on adf unit.	10/1/2015	10/1/2015	BRONX	10451	12
noise sleep mode alot too	Repair for 61-02 code and also set power saving as per tech support	10/1/2015	10/2/2015	CENTRAL ISLIP	11722	10S
Machine will not power on.		10/2/2015	10/2/2015	NEW YORK	10004	1
Feeder is indicating an obstruction.	Rebuilt ADF assembly test ok remove paper jam clean machine	10/2/2015	10/5/2015	BRONX	10451	12
toner filter needs to be replaced on the machine.	Full cl customer don't have toner filter will order	10/2/2015	10/5/2015	BROOKLYN	11201	2
part received..for part install	Wrong feeder exit motor reorder	10/2/2015	10/5/2015	BROOKLYN	11201	2
DOOR WON'T CLOSE	Repaired plate and cover with velcro, checked out copier or functions working, spoke to Patty	10/5/2015	10/5/2015	STATEN ISLAND	10301	13
A3CEPP4A01 - part received..for part install	Replace 2 step motor and cl all sensor	10/5/2015	10/9/2015	BROOKLYN	11201	2
paper settings	Cleared jam from tray 2 feed unit	10/5/2015	10/6/2015	KEW GARDENS	11415	11
Constant jamming when they use the feeder. Court officer will let him.	Order pf clutch	10/5/2015	10/5/2015	BROOKLYN	11201	2
NOT WAKING UP FROM SLEEP MMODE	Reset copy machine settings that's okay spoke to Carl	10/5/2015	10/6/2015	BRONX	10451	12
Constant jamming when they use the feeder. Court officer will let him.	Replace pf 2 clutch and exit actuator spring	10/5/2015	10/9/2015	BROOKLYN	11201	2
door continues to remain ajar.	Adj paper transport door, test	10/5/2015	10/6/2015	HEMPSTEAD	11550	10N
jam error	Repair pf unit and cover and cl	10/6/2015	10/6/2015	BROOKLYN	11201	2
code	Remove jam repair cover and cl	10/6/2015	10/6/2015	BROOKLYN	11201	2
JAMMING IN FEEDER// ROOM 711	Phone fix spoke to Mariel clean test ok	10/6/2015	10/6/2015	BRONX	10451	12
Machine is down	Remove jam repair cover and cl	10/6/2015	10/6/2015	BROOKLYN	11201	2
jamming	Replace main drive assembly [Call#: SC59346 c/b override from SC57120. CBPrevCall = 17634 target = Model 12767.000000]	10/6/2015	10/7/2015	CENTRAL ISLIP	11722	10S
glass cover	adjust adf mat holder,cleaned opts	10/6/2015	10/8/2015	NEW YORK	10007	1
needs service	Velcor the top cover general clean test	10/6/2015	10/7/2015	MINEOLA	11501	10N
Staple feature is not working.	Order dtaple head	10/7/2015	10/7/2015	CENTRAL ISLIP	11722	10S
Jamming when doing double sided copies	rebuilt duplex sensor test ok clean machine	10/7/2015	10/8/2015	MOUNT VERNON	10550	9
Machine is constantly jamming.	Repair fuser and reset as nd replace pf unit 2 roler and clutch	10/7/2015	10/8/2015	BROOKLYN	11201	2
c0214, machine is down	Adj paper tray 3	10/7/2015	10/7/2015	KEW GARDENS	11415	11
Needs help - jamming	J6604 dadf jamming. Reinstalled dadf exit actuator spring and tested.	10/7/2015	10/13/2015	BROOKLYN	11201	2
When they print paper comes out grey and dirty. The entire sheet is grey not words or images are legible	Replace dev drum dev unit [Call#: SC59895 c/b override from SC43945. CBPrevCall = 17830 target = Model 7709.000000]	10/7/2015	10/8/2015	BROOKLYN	11201	2
Loud noise	Cleaned exit rollers oiled finisher	10/7/2015	10/8/2015	JAMAICA	11435	11
Jamming	TraY3 actuator broke rebuilt test	10/7/2015	10/8/2015	BRONX	10451	12
Staple feature is not working.	Replace stapler and test	10/7/2015	10/9/2015	CENTRAL ISLIP	11722	10S
Jamming in document feeder	Repair pf 1 and order pf 2 parts	10/8/2015	10/8/2015	BROOKLYN	11201	2
glass cover not on	Repaired doc feeder lid, cleaned and checked in full.	10/8/2015	10/9/2015	RIVERHEAD	11901	10S
Legal paper jamming in the machine, and not able to clear it.	Adjusted tray 3	10/8/2015	10/13/2015	KEW GARDENS	11415	11
the prints are skewed.	Adjust 2nd tray guides brakets,replaced adf sep rlr and tray 1 feed rlr	10/8/2015	10/13/2015	NEW YORK	10013	1
wanted to use the entire tray. (they are closed on Monday)	Mc need actuator	10/8/2015	10/8/2015	BRONX	10451	12
wanted to use the entire tray. (they are closed on Monday)	Replace tray 3 level test ok clean mc	10/8/2015	10/13/2015	BRONX	10451	12
Jamming in document feeder	Replace clutches	10/8/2015	10/13/2015	BROOKLYN	11201	2
paper tray	replaced tray 2 lever (feed head), test	10/9/2015	10/9/2015	HEMPSTEAD	11550	10N
machine needs service	Adjust power harness,1st tray feed section,cleaned machine	10/9/2015	10/13/2015	NEW YORK	10013	1
displaying a message that the ?toner filter? needs to be replaced	Replace toner filter and reset counter	10/9/2015	10/13/2015	BROOKLYN	11201	2
Document feeder keeps jamming	Repair feeder and cl	10/9/2015	10/9/2015	BROOKLYN	11201	2

UNABLE TO REPLACE STAPLES	Repaired stapler, cleaned and checked in full.	10/9/2015	10/13/2015	RIVERHEAD	11901	10S
DOC FEEDER JAM	Cleaned adf feed section and transport rlr	10/9/2015	10/9/2015	NEW YORK	10010	1
white reflector	Repaired white plate checked	10/9/2015	10/13/2015	JAMAICA	11435	11
jamming in ADF	Replaced adf sep rlr and tray feed rlr, cleaned xerographics section	10/13/2015	10/13/2015	NEW YORK	10013	1
doc feeder jamming	Repaired doc feeder guides and checked in full.	10/13/2015	10/13/2015	RIVERHEAD	11901	10S
toner is in the machine all over the machine	Replaced developer and drum unit, cleaned transport section for toner spilled	10/13/2015	10/13/2015	NEW YORK	10013	1
jammed	Mc need part	10/13/2015	10/13/2015	BRONX	10451	12
tray empty not reading	Cleaned and checked paper eas in wrong location in tray 1.	10/13/2015	10/14/2015	KEW GARDENS	11415	11
paper jam that cannot be found, and they tried to clear the machine.	Replaced exit assembly sensor	10/13/2015	10/14/2015	NEW YORK	10013	1
Lines on copies	Cleaned MACHINE SW PAMELA On this machine I used my developer from my inventory because the customer don't have any more developer I spoke to Frank	10/13/2015	10/14/2015	BRONX	10451	12
jammed	Replace clutch tray 1 & 2 test ok cleaning machine I spoke to Mario	10/13/2015	10/19/2015	BRONX	10451	12
Malfunction detected c1183	Repair finisher tray knocked out of place	10/14/2015	10/14/2015	CENTRAL ISLIP	11722	10S
glass cover off	Repaired white platen 7	10/14/2015	10/14/2015	JAMAICA	11435	11
staple function	Adjusted stapler position Sw Kim	10/14/2015	10/15/2015	NEW YORK	10013	1
Stapler isnt working. It just makes a clicking sound	Realigned stapler assembly and tested SW Kim	10/14/2015	10/15/2015	NEW YORK	10013	1
JAMMING WHEN USING LEGAL SIZE PAPER	Repair pf unit	10/14/2015	10/14/2015	BROOKLYN	11201	2
prints a line on the copies	Replaced drum, cleaning blade, developer and completed a pm.	10/14/2015	10/15/2015	RIVERHEAD	11901	10S
SECTIONS OF PRINT MISSING	Cl and repair feeder snd adj tray	10/14/2015	10/15/2015	BROOKLYN	11201	2
jamming	Replace white cover test ok remove jam spoke to Frank clean mc	10/14/2015	10/14/2015	BRONX	10451	12
Constantly getting stuck and the copy light is now blinking blue	Replaced clutch in feed assembly and checked in full.	10/14/2015	10/16/2015	RIVERHEAD	11901	10S
white cover fell off	Reattached white platen cover and cleaned machine SW Andrea	10/14/2015	10/15/2015	NEW YORK	10013	1
Piece off of the document feeder broke and machine is jamming	Repair feeder mylar and cl	10/15/2015	10/15/2015	BROOKLYN	11201	2
toner is stuck	Realigned toner cartridge and cleaned SW NICOLE	10/15/2015	10/16/2015	NEW YORK	10013	1
printing dirty copies	Cleaned all optics and xerographics SW GREG	10/15/2015	10/16/2015	NEW YORK	10004	1
printing dirty copies	Cleaned all optics and xerographics SW GREG	10/15/2015	10/16/2015	NEW YORK	10004	1
When you open the cover, the "white sheet" inside fell off.		10/16/2015	10/16/2015	MINEOLA	11501	10N
Delete issufficient memory error mssg durning print jobs	Reseated memory cards from board, test machine with customer working ok	10/16/2015	10/20/2015	NEW YORK	10007	1
8.5 by 11 tray is moving and making prints come out crooked	Repair trays stoper and adj side reg	10/16/2015	10/16/2015	BROOKLYN	11201	2
smudged unreadable images	Order dfum and transfer rl	10/16/2015	10/19/2015	BROOKLYN	11201	2
smudged unreadable images	Order dfum and transfer rl	10/16/2015	10/19/2015	BROOKLYN	11201	2
smudged unreadable images	Order dfum and transfer rl	10/16/2015	10/19/2015	BROOKLYN	11201	2
ERROR: C-3852// MACHINE DOWN	Replace fuser and repair top cover	10/19/2015	10/19/2015	BROOKLYN	11201	2
no power	Repaired the power source problem, cleaned and checked in full.	10/19/2015	10/19/2015	RIVERHEAD	11901	10S
MALFUNCTION DETECTED 00212	0212code removed paper jam cleaned af pf int	10/19/2015	10/19/2015	CENTRAL ISLIP	11722	10S
lines	Lines cleaned af slit glass af pf FNS int	10/19/2015	10/19/2015	CENTRAL ISLIP	11722	10S
smudged unreadable images	Replace drum and transfer rl customer order dev	10/19/2015	10/23/2015	BROOKLYN	11201	2
smudged unreadable images	Replace drum and transfer rl customer order dev	10/19/2015	10/23/2015	BROOKLYN	11201	2
smudged unreadable images	Replace drum and transfer rl customer order dev	10/19/2015	10/23/2015	BROOKLYN	11201	2
will not duplex keeps jamming	Duplex jams reinstalled duplex switch	10/19/2015	10/21/2015	CENTRAL ISLIP	11722	10S
C-3451 Machine is down	Replace used fuser snd reset	10/20/2015	10/21/2015	BROOKLYN	11201	2
Lines on copies	Cq replaced drum dev DV unit cleaned af pf FNS int	10/20/2015	10/21/2015	CENTRAL ISLIP	11722	10S

machine is powering on, but there is not screen and not able to print.	Flush machine and reloed soft ware	10/20/2015	10/20/2015	BROOKLYN	11201	2
machine is powering on, but there is not screen and not able to print.	Flush machine and reloed soft ware	10/20/2015	10/20/2015	BROOKLYN	11201	2
machine is powering on, but there is not screen and not able to print.	Flush machine and reloed soft ware	10/20/2015	10/20/2015	BROOKLYN	11201	2
Screen Says "Internal Problem"	Error code c2557 needs dev unit	10/20/2015	10/21/2015	JAMAICA	11435	11
Replace imaging film	Replace drum test ok developer	10/20/2015	10/21/2015	NEW YORK	10463	1
Screen Says "Internal Problem"	Replaced drum cleaned	10/21/2015	10/27/2015	JAMAICA	11435	11
lines	defective developing housing and transfer belt...order parts	10/21/2015	10/22/2015	NEW YORK	10013	1
WHITE BACKGROUND COVER FELL OFF	Repair cover and cl	10/21/2015	10/21/2015	BROOKLYN	11201	2
white reflector is coming of the machine ...out to lunch between 1 and 2	Repair white reference plate	10/21/2015	10/23/2015	CENTRAL ISLIP	11722	10S
machine is jamming.	Clean feed rollers tray 4 run and test adjust paper guides	10/21/2015	10/23/2015	CENTRAL ISLIP	11722	10S
no power	Reset copier and checked in full. The power output may be an issue.	10/22/2015	10/23/2015	RIVERHEAD	11901	10S
jamming	Cleaned all feed units and adf feed section	10/22/2015	10/22/2015	NEW YORK	10013	1
lines	Replaced drum unit k,tranfer belt n rlr,developing unit,test machine	10/22/2015	10/23/2015	NEW YORK	10013	1
power issue with the machine. machine is on then it will turn itself off.	Disabled sleeping mode, and advise customer to put machine on outlate and get surge protector	10/22/2015	10/23/2015	JAMAICA	11435	11
Machine is making a bunch of noises and jamming	Clean and lube bushings on registration unit	10/22/2015	10/23/2015	CENTRAL ISLIP	11722	10S
Machine will not turn on at all	Power cord undone replace and install	10/23/2015	10/23/2015	CENTRAL ISLIP	11722	10S
JAMMING	Remove paper and turn tray back on disabled	10/23/2015	10/26/2015	CENTRAL ISLIP	11722	10S
jam in the machine	Remove jam from finisher transpot section,cleaned xerographics and opts	10/23/2015	10/26/2015	NEW YORK	10010	1
top feeder is not functioning. (part c rm 206)	Reset dadf pwb cleaned and tested SW CELINE	10/23/2015	10/27/2015	NEW YORK	10013	1
keeps jamming in the same spot	Remove jam and reinstall exit switch actuator and order parts	10/26/2015	10/26/2015	BROOKLYN	11201	2
toner issue ...	Need more time	10/26/2015	10/26/2015	BRONX	10451	12
Please sent to tina 347296-1286 - keeps jamming in the same spot	Replace pf motor and rebuilt pf 2 and replace top cover and reg clutch	10/26/2015	10/30/2015	BROOKLYN	11201	2
WHITE BACKGROUND FELL OFF DOC FEEDER	Adjust adf mat holder,cleaned xerographics section	10/26/2015	10/27/2015	NEW YORK	10010	1
Document feeder is jamming (same issue)	C-3451 reset code and order new fuser	10/26/2015	10/27/2015	BROOKLYN	11201	2
jamming often	Realigned transport section SW JULIA	10/26/2015	10/28/2015	NEW YORK	10004	1
toner issue ...	This mc need part	10/26/2015	10/27/2015	BRONX	10451	12
Document feeder is jamming (same issue)	Replace fuser and rebuilt tray1 pf and repair top cover	10/27/2015	10/30/2015	BROOKLYN	11201	2
grinding noise in the printer.	Realigned finisher trays, test	10/27/2015	10/28/2015	CENTRAL ISLIP	11722	10S
no stapler part for the machine.	replaced stapler assy, clean and test	10/27/2015	10/28/2015	CENTRAL ISLIP	11722	10S
printer is not printing.	Deleted all print jobs stuck in the queue and cleaned machine SW Captain	10/27/2015	10/27/2015	NEW YORK	10013	1
lines on copies	Cleaned all optics and xerographics SW Gina	10/27/2015	10/27/2015	NEW YORK	10013	1
noise in the machine	Ordered laser unit Sw Valerie	10/27/2015	10/28/2015	NEW YORK	10004	1
ERROR: C-3801	Perform trouble reset clear kam clean and test	10/27/2015	10/27/2015	RIVERHEAD	11901	10S
jam	Remove jam and repair pf unit snd cl	10/27/2015	10/27/2015	BROOKLYN	11201	2
pages are off center(room 1D)	Cleaned and adjusted paper feed registration	10/27/2015	10/28/2015	NEW YORK	10013	1
	Note					
	Poor Paper quality was purchased by customer which is causing issue					
code 1140 ...paper jam	Repair tray and reset and cl	10/27/2015	10/28/2015	BROOKLYN	11201	2
C202	Adjusted lift assembly for tray #2 Cleaned and tested SW Frank	10/27/2015	10/27/2015	NEW YORK	10013	1
lines on copies	Cleaned scan glass SW MARY	10/27/2015	10/27/2015	NEW YORK	10013	1
Send this part to Gina floor 35 b - toner issue ...	Replace drum replace rollers unit test ok spoke to Gina	10/27/2015	11/3/2015	BRONX	10451	12
streaking bottom draw will n ot open	This machine keeps jamming on the double side assembly next time order clutch	10/28/2015	10/28/2015	BRONX	10451	12

black streaks	Replaced drum and developer unit pm done SW SABRINA	10/28/2015	10/28/2015	NEW YORK	10013	1
Jam	Needs tray 2 feed unit	10/28/2015	10/29/2015	KEW GARDENS	11415	11
Machine is down	Code c2557 needs toner supply unit	10/28/2015	10/29/2015	JAMAICA	11435	11
Jam in document feeder	This mc need part send to mario	10/28/2015	10/29/2015	BRONX	10451	12
Feeder is not working properly	Repair tray and reset and cl	10/28/2015	10/29/2015	BROOKLYN	11201	2
skewed copies	Cleaned all paper feed assemblys and tested SW Frank	10/28/2015	10/28/2015	NEW YORK	10013	1
crooked copies	Cleaned all paper feed assemblys and tested SW Frank NOTE. PAPER MAY BE THE CAUSE OF THE Problem	10/28/2015	10/28/2015	NEW YORK	10013	1
White piece under the lid keeps falling off	Repair top cover and cl	10/28/2015	10/29/2015	BROOKLYN	11201	2
Need passwords on both machines taken out.	Removed user codes add per customer request, spoke to noel	10/28/2015	10/29/2015	STATEN ISLAND	10304	13
Need passwords on both machines taken out.	Customer wanted user authentication removed, also checked all functions, spoke to noel	10/28/2015	10/29/2015	STATEN ISLAND	10304	13
The white plastic under the glass came off.	reattached adf platen cover, clean and test	10/28/2015	10/29/2015	MINEOLA	11501	10N
Feeder is jamming.	Removed staples from DADH assy SW Les	10/28/2015	10/29/2015	NEW YORK	10013	1
noise in the machine	Replaced laser unit for noise SW Valerie	10/28/2015	11/4/2015	NEW YORK	10004	1
Jam	Replaced green tray 2 feed unit	10/29/2015	11/2/2015	KEW GARDENS	11415	11
Machine is down	Replaced toner sub hopper	10/29/2015	11/2/2015	JAMAICA	11435	11
not wroking right	This machine is going to need part but the parts are coming on Monday	10/29/2015	10/30/2015	YONKERS	10701	9
Send this att mario - Jam in document feeder	Replace part from green spoke to mario test ok clean mc	10/29/2015	11/4/2015	BRONX	10451	12
1 drum needed	Replace costumer developer test ok clean mc fuse unit spoke roberta	10/29/2015	10/30/2015	NEW ROCHELLE	10801	9
White reflector	Repaired white platen cover	10/29/2015	10/30/2015	JAMAICA	11435	11
platen fell off	Repaired white plate checked	10/30/2015	10/30/2015	JAMAICA	11435	11
nds developer installed	replaced drum and developer, clean and test	10/30/2015	10/30/2015	HEMPSTEAD	11550	10N
not wroking right	This machine need a fuser unit	10/30/2015	11/5/2015	YONKERS	10701	9
Black Lines on Copies	Full pm replace drum and developer	10/30/2015	11/2/2015	CENTRAL ISLIP	11722	10S
Machine stays in Sleep Mode when trying to use it. Have to power down and turn on again. Happens all the time.	Update software and edit timer settings	10/30/2015	10/30/2015	NEW YORK	10007	1
The white top on the inside lid has fallen of. Go go the clwerks office on 5th floor	Repaired white platen cover	10/30/2015	11/2/2015	JAMAICA	11432	11
MALFUNCTION DETECTED	Replace pf motor and repair top cover	11/2/2015	11/2/2015	BROOKLYN	11201	2
misfeeding	Replaced folded paper tray 3	11/2/2015	11/4/2015	KEW GARDENS	11415	11
machine down	Clean and vac mc, clean all feed rollers.	11/2/2015	11/4/2015	BRONX	10451	12
machine down	Clean and vac mc, clean all feed rollers.	11/2/2015	11/4/2015	BRONX	10451	12
machine down	Clean and vac mc, clean all feed rollers.	11/2/2015	11/4/2015	BRONX	10451	12
machine down	Clean and vac mc, clean all feed rollers.	11/2/2015	11/4/2015	BRONX	10451	12
machine down	Clean and vac mc, clean all feed rollers.	11/2/2015	11/4/2015	BRONX	10451	12
Paper Jam & Folding	CLEANED AND ADJUSTED FEEDER ASSEMBLY SW CHARLENE	11/2/2015	11/4/2015	NEW YORK	10010	1
ink on the copies	Ordered upper fuser roller SW ZOLA	11/4/2015	11/4/2015	NEW YORK	10004	1
MACHINE INDICATING A JAM AND THEY ARE UNABLE TO FIND THE JAM	Clean dadf roller for jamming issues.	11/4/2015	11/4/2015	CENTRAL ISLIP	11722	10S
Feeder is not working at all.	Reseated all connections on the Dadf pwb Cleaned and tested	11/4/2015	11/5/2015	NEW YORK	10013	1
Jam	replaced rollers and clutches for tray 1, clean and test	11/4/2015	11/5/2015	MINEOLA	11501	10N
not printing at all. jamming in the machine	Remove paper jam and repair finisher and cl	11/4/2015	11/4/2015	BROOKLYN	11201	2
feeder jam in the machine	Repair feeder machine needs pm	11/4/2015	11/4/2015	BROOKLYN	11201	2
jamming in duplex	Removed jam and cleaned machine	11/4/2015	11/4/2015	NEW YORK	10004	1
continued jamming.	Remove jam and replace exit switch actuator and spring	11/4/2015	11/5/2015	BROOKLYN	11201	2
Document feeder roller is broken	Repair dadf clean and test	11/4/2015	11/5/2015	HAUPPAUGE	11788	10S
ink on the copies	Replaced upper fuser roller and sep claws SW ZOLA	11/4/2015	11/10/2015	NEW YORK	10004	1

Tray 2 error will not print	Replaced tray #2 feed clutch	11/5/2015	11/5/2015	NEW YORK	10013	1
jam	Replaced tray 2 feed roller and clutch	11/5/2015	11/5/2015	KEW GARDENS	11435	11
MISFEEDING/DOOR LATCH BROKEN	Replaced lct door claw, PM'd, clean and test	11/5/2015	11/6/2015	MINEOLA	11501	10N
MAINTENANCE		11/5/2015	11/6/2015	MINEOLA	11501	10N
lines	Cleaned glass checked	11/5/2015	11/5/2015	KEW GARDENS	11415	11
Jams at the feeder and throughout the machine	Cleaned doc feeder rollers, copier and checked in full.	11/5/2015	11/5/2015	RIVERHEAD	11901	10S
Jamming at the feeder and lines through prints.	Replaced drum, developer, developer unit and completed a PM.	11/5/2015	11/6/2015	RIVERHEAD	11901	10S
a jam that cannot be removed	Adjusted right side door for jamming	11/5/2015	11/5/2015	NEW YORK	10007	1
c3451 malfunction detected.	SW ELSA					
JAMMING	Reset fuser code and cl	11/5/2015	11/5/2015	BROOKLYN	11201	2
not wroking right	Rebuit tray 2 exit sensor test ok clean mc	11/5/2015	11/5/2015	BRONX	10451	12
	Replace fuser unit reset drum and developer test ok clean machine	11/5/2015	11/10/2015	YONKERS	10701	9
	spoke to Gail					
jamming	Cleaned all optics and xerographics SW GREG	11/5/2015	11/5/2015	NEW YORK	10007	1
machine will not work.	Display not working correctly. I need to order one.	11/6/2015	11/6/2015	RIVERHEAD	11901	10S
paper jam and feeder	Removed staples from DADH FEED assembly SW Julia	11/6/2015	11/6/2015	NEW YORK	10013	1
machine down	Replacac control panel and checked in full.	11/6/2015	11/6/2015	RIVERHEAD	11901	10S
Not feeding. When they use the feeder it jams.	Cleaned and adjusted DADH SW	11/6/2015	11/6/2015	NEW YORK	10013	1
	MONIQUE					
drum	Order drum customer will get dev	11/6/2015	11/6/2015	BROOKLYN	11201	2
machine will not work.	Problem still exist. I will return to complete.	11/6/2015	11/9/2015	RIVERHEAD	11901	10S
jamming	Replace drum unit test ok cleaning machine	11/6/2015	11/9/2015	BRONX	10451	12
jamming	Replace drum unit test ok cleaning machine	11/6/2015	11/9/2015	BRONX	10451	12
jamming	Replace drum unit test ok cleaning machine	11/6/2015	11/9/2015	BRONX	10451	12
line on the prints every 20-30 pages.	Order transfer rl	11/6/2015	11/6/2015	BROOKLYN	11201	2
drum	Pm full cl drum	11/6/2015	11/12/2015	BROOKLYN	11201	2
line on the prints every 20-30 pages.	Replace exit switch actuator and drum	11/6/2015	11/12/2015	BROOKLYN	11201	2
Machine is down saying to call for repair	Removed jam from rear of tray #2 Cleaned and tested SW Vincent	11/9/2015	11/9/2015	NEW YORK	10013	1
	[Call#: SC68096 c/b override from SC54978. CBPrevCall = 7991 target = Model 7709.000000]					
print issue ...told customer to reset the machine *resolved*		11/9/2015	11/10/2015	BROOKLYN	11201	2
jamming	Cl pf 1,2 very bad peper quality	11/9/2015	11/10/2015	BROOKLYN	11201	2
Dirty copies	Gave machine a pm SW CAROL	11/9/2015	11/10/2015	NEW YORK	10004	1
jamming in machine	Fixed actuator exit	11/9/2015	11/10/2015	STATEN ISLAND	10301	13
fn4 keeps falling down & jamming	Adjusted Fn4 guide plate Cleaned and tested SW Louie	11/9/2015	11/9/2015	NEW YORK	10007	1
paper jamming double sided issue	Replace used exit switch actuator and spring	11/9/2015	11/10/2015	BROOKLYN	11201	2
glass cover fell off	Repair white reference plate [Call#: SC68268 c/b override from SC59966. CBPrevCall = 22900 target = Model 8495.000000]	11/9/2015	11/10/2015	CENTRAL ISLIP	11722	10S
CONSTANT JAMMING		11/9/2015	11/10/2015	CENTRAL ISLIP	11722	10S
Film is broken	Reattached white platen cover and cleaned machine SW Kenneth	11/9/2015	11/9/2015	NEW YORK	10007	1
Saying Paper is Empty and it's full	Adjusted tray #2 lift assembly sw Steven	11/9/2015	11/9/2015	NEW YORK	10013	1
paper jam, on the machine; but the jam was cleared.	Cleaned and adjusted transport section	11/9/2015	11/12/2015	NEW YORK	10013	1
paper size cannot be detected.	Cleaned all optics and calibrated paper size actuator SW SHERIE	11/9/2015	11/12/2015	NEW YORK	10013	1
Print quality	Couldn't find copier. Not in room 330.	11/9/2015	11/10/2015	STATEN ISLAND	10301	13
machine will not work.	Replaced power supply assembly.	11/9/2015	11/12/2015	RIVERHEAD	11901	10S
Machine is squeaking when you print or make copies	Replaced drum, clean and test	11/10/2015	11/10/2015	MINEOLA	11501	10N
Trouble code C2204- close front door, losing print jobs	Cleaned out waste toner assembly SW Kim	11/10/2015	11/12/2015	NEW YORK	10013	1
set paper on bypass tray/ copy issue	Replaced 2nd tray feed rlr's and one way clutches, cleaned transport clutches	11/10/2015	11/12/2015	NEW YORK	10010	1
error...machine is down	Reset Abort code cleaned and tested SW Ralp	11/10/2015	11/10/2015	NEW YORK	10004	1
jamming in the feeder	Replaced dad pulleys and cleaned the machine	11/10/2015	11/10/2015	NEW YORK	10004	1
faded copies	performed copy quality adj, clean and test	11/10/2015	11/10/2015	MINEOLA	11501	10N

Large white plastic sheet from the cover of the machine that has fallen off.	Repair dadf clean and test	11/10/2015	11/13/2015	CENTRAL ISLIP	11722	10S
PM	Reset drum counter and cleaned machine	11/10/2015	11/10/2015	NEW YORK	10004	1
JAMMING	Rebuild double side exit assembly test ok cleaning machine I spoke to Mario	11/12/2015	11/12/2015	BRONX	10451	12
suite 503 is where the machine is located. lid on the copier has broken.	Fixed white plate. Platen	11/12/2015	11/13/2015	STATEN ISLAND	10301	13
Dark lines on copies Please replace the reference tape if that is the problem *****Judge Riley Chambers***** 631-853-7672	Replace velcro on feed	11/12/2015	11/13/2015	CENTRAL ISLIP	11722	10S
streaks on the copies	Order pm drum and customer eill get dev	11/12/2015	11/13/2015	BROOKLYN	11201	2
C-3501// 3RD FLOOR	Replace fuser unit test ok cleaning machine reset code	11/12/2015	11/13/2015	YONKERS	10701	9
CUSTOMER HAS DRUM & NEEDS INSTALLED		11/12/2015	11/13/2015	BROOKLYN	11201	2
feeder is not working.						
malfunction is detected	Check send and receive work ok general clean test	11/12/2015	11/16/2015	HEMPSTEAD	11550	10N
mylar backing fell off	Repaired doc feeder lid, cleaned and checked in full.	11/12/2015	11/13/2015	RIVERHEAD	11901	10S
JAMMING	Cleaned and adjusted DADH feed assembly	11/12/2015	11/13/2015	NEW YORK	10013	1
DIRT COPIES	Cleaned all optics and xerographics adjusted density	11/12/2015	11/13/2015	NEW YORK	10013	1
Hrs. 7-3 - "Change PC Drum" Message	Reset developer also the drum counter test ok clean machine the right meter reading on this copy is 248267	11/13/2015	11/13/2015	BRONX	10463	12
streaks on the copies	Pm dev and drum and repair top cover	11/13/2015	11/13/2015	BROOKLYN	11201	2
white reflector fell off	Fixed white plate. Platen	11/13/2015	11/13/2015	STATEN ISLAND	10301	13
c2105	Realigned transfer separation cleaning assembly	11/16/2015	11/16/2015	NEW YORK	10004	1
jamming	SW ZOLA					
not printing / paper jam// CORRECT ADDRESS 26 CENTRAL AVENUE STATEN ISLAND, NY	Cleaned registration transport assembly	11/16/2015	11/17/2015	NEW YORK	10013	1
TRAY 3 NOT AVAILABLE	Remove paper. Cleaned shaft and rollers tray1	11/16/2015	11/18/2015	STATEN ISLAND	10301	13
malfunction code code c3451	Instruct on how ti properly load tray 3, test	11/16/2015	11/16/2015	MINEOLA	11501	10N
tray issue 1	Reset fuser code replace toner and cl	11/16/2015	11/16/2015	BROOKLYN	11201	2
Misfeeds constantly causing a jam	Tray settings were set incorrectly causing jams	11/16/2015	11/17/2015	NEW YORK	10019	1
Machine is down	Jams cleaned pf clutches af fns int	11/16/2015	11/17/2015	CENTRAL ISLIP	11722	10S
a re-occurring issue- the tray feeders make only one or two copies at a time then read no paper	Adjusted tray #2 lift assembly sw Steven	11/16/2015	11/16/2015	NEW YORK	10004	1
black streaks on the prints.	Cl pf 1,2 order parts for tray 2	11/16/2015	11/17/2015	BROOKLYN	11201	2
	The drum on this machine was defective it was a light on it replace it again replace Development Unit	11/16/2015	11/17/2015	YONKERS	10701	9
start button jammed on the machine, and lines on the prints.	Broken operation panel and needs pm	11/17/2015	11/17/2015	BROOKLYN	11201	2
a re-occurring issue- the tray feeders make only one or two copies at a time then read no paper	Rebuilt tray 2	11/17/2015	11/23/2015	BROOKLYN	11201	2
THICK LINE ON PAPER	Replace dev unit and drum	11/17/2015	11/18/2015	BROOKLYN	11201	2
Copies are diagonally skewed	Cleaned all paper feed assemblys and tested SW Angie	11/17/2015	11/18/2015	NEW YORK	10013	1
jamming misfeed	Repair pf unit and adj tray	11/17/2015	11/17/2015	BROOKLYN	11201	2
cq	Cl machine customer don't have dev will do pm	11/17/2015	11/18/2015	BROOKLYN	11201	2
White film above glass came off comepletely	Repair white reference plate with new velcro	11/17/2015	11/18/2015	RIVERHEAD	11901	10S
start button jammed on the machine, and lines on the prints.	Replace operation panel and dev unit dev drum	11/17/2015	11/23/2015	BROOKLYN	11201	2
feeder jamming	Radf jamming. Cleaned radf sensor remove staples and paper dust and tested RADF with 1000 copies without any jams.	11/17/2015	11/18/2015	BROOKLYN	11201	2
JAMMING	Replaced exit switch actuator cleaned and tested SW RAY	11/18/2015	11/18/2015	NEW YORK	10007	1
copies are coming out crooked	No problem found this machine is fine remove dust that's okay I spoke to Mario	11/18/2015	11/20/2015	BRONX	10451	12
copies come out light	Replace drum unit also replace developer clean machine test okay I spoke to Mario	11/18/2015	11/19/2015	BRONX	10451	12
STAPLER ISSUE	CQ replaced drum dev DV unit cleaned af pf int	11/18/2015	11/19/2015	CENTRAL ISLIP	11722	10S
c2803	Replaced feed roller general clean test	11/18/2015	11/19/2015	WESTBURY	11590	10N

Jam	Jammed removed paper from fuser cleaned af pf int	11/18/2015	11/19/2015	CENTRAL ISLIP	11722	10S
there is a line on the prints.	Order fuser rollers	11/18/2015	11/19/2015	RIVERHEAD	11901	10S
ONGOIGN MISFEED	Order paper feed parts	11/19/2015	11/19/2015	CENTRAL ISLIP	11722	10S
light copies, and lines on the prints.	Replaced drum unit and transfer roller test	11/19/2015	11/19/2015	WESTBURY	11590	10N
not powering on	adjust power harness, cleaned xerographics	11/19/2015	11/20/2015	NEW YORK	10010	1
there is a line on the prints.	Rebuild fuser unit clean and test	11/19/2015	11/23/2015	RIVERHEAD	11901	10S
Blank pages on copies. Almost looks like a negative	Ordered PM parts SW SABINA	11/19/2015	11/20/2015	NEW YORK	10013	1
ONGOIGN MISFEED	Teplace paper feed clutch	11/19/2015	11/25/2015	CENTRAL ISLIP	11722	10S
c6105 error	C-6105 c-6104 can not clear error code	11/20/2015	11/24/2015	BROOKLYN	11201	2
toner filter nds to be replace	Cleaned and checked in full.	11/20/2015	11/23/2015	RIVERHEAD	11901	10S
DIRTY COPIES/ LINES	replaced feed rlr, cleaned xerographics	11/20/2015	11/24/2015	NEW YORK	10004	1
Jamming the feeder and lines the copies	Cleaned all optics and xerographics	11/20/2015	11/20/2015	NEW YORK	10013	1
Blank pages on copies. Almost looks like a negative	Replaced drum unit, developer, transfer rlr and cl felp, tray 1 and 2 feed rlr	11/20/2015	12/1/2015	NEW YORK	10013	1
paper tray broke	repaired tray 2, clean and test	11/23/2015	11/24/2015	HEMPSTEAD	11550	10N
malfunction detected. c0202	Replaced 1st tray feed rlr and one way clutches, cleaned xerographics section	11/23/2015	11/24/2015	NEW YORK	10007	1
call tech 00204	Cleaned entire machine for mouse dudu, adjust tray feed section	11/23/2015	11/24/2015	NEW YORK	10013	1
hours 8-5	Cleaned white out off optics, cleaned and checked in full.	11/24/2015	11/24/2015	RIVERHEAD	11901	10S
double black lines when printing - left side of page jam	Customer replace the staple put it in wrong remove staple test ok [Call#: SC72050 c/b override from SC67957. CBPrevCALL = 9539 target = Model 7709.000000]	11/24/2015	11/25/2015	BRONX	10451	12
hours 9-5	needs drum and parts, order it	11/24/2015	11/24/2015	NEW YORK	10004	1
smudges on paper , cuts off at top of letter head, not staright						
Jam	Replaced adf feed rlr, removed paper clips, replaced Lcc sep rlr	11/24/2015	11/25/2015	NEW YORK	10006	1
BLANK PAGES// OPEN ON 11/27	Order duplex motor	11/24/2015	11/25/2015	CENTRAL ISLIP	11722	10S
printer quality is low.	Cq needs pm	11/24/2015	11/24/2015	BROOKLYN	11201	2
hours 9-5	Replaced drum, cl blade, ts and charge wires, web rlr, cleaned xerographics section	11/24/2015	11/30/2015	NEW YORK	10004	1
smudges on paper , cuts off at top of letter head, not staright						
bottom paper draw will not open. error code is on the machine.	Repair tray 3 that was disabled	11/24/2015	11/25/2015	CENTRAL ISLIP	11722	10S
Glass top of machine fell off	Repair feeder and cover and cl	11/24/2015	11/25/2015	BROOKLYN	11201	2
c6105 error	Ordering df-701 and soft were	11/24/2015	12/1/2015	BROOKLYN	11201	2
printer quality is low.	Pm drum dev	11/24/2015	11/30/2015	BROOKLYN	11201	2
BLANK PAGES// OPEN ON 11/27	Replace duplex clutch clean and test	11/25/2015	11/30/2015	CENTRAL ISLIP	11722	10S
PART BROKE OFF OF THE TOP. KEEPS MISFEEDING	Replace feeder actuator and spring and cl	11/30/2015	11/30/2015	BROOKLYN	11201	2
The plug the go into the power outlet is broken. They dont know how it happened	adjust power cable contacts, replaced 1st tray feed rlr and adf sep rlr	11/30/2015	12/1/2015	NEW YORK	10007	1
blank spots	Replace fuser unit test ok the right meter reading for this machine is 255609	11/30/2015	12/2/2015	BRONX	10463	12
Error: C0204	Adjust tray feed units at the back, cleaned machine	11/30/2015	12/1/2015	NEW YORK	10013	1
Machine is making noise when it running.	Repair finisher	12/1/2015	12/1/2015	CENTRAL ISLIP	11722	10S
Heavy lines on prints	Ordered pm parts	12/1/2015	12/1/2015	NEW YORK	10007	1
jamming	SW MIKE					
Lines on copies when using document feeder	Repair registration roller clean up buching and lube	12/1/2015	12/1/2015	CENTRAL ISLIP	11722	10S
jamming	Cq cleaned af pf fns vac int	12/1/2015	12/2/2015	RONKONKOMA	11779	10S
	Rebuilt double-sided sensor test ok cleaning machine spoke to major	12/1/2015	12/2/2015	BRONX	10456	12
a re-occurring issue- the tray feeders make only one or two copies at a time then read no paper, this is at least the 10th time this problem has been serviced this year.	Cl and lub pf drive unit and reform frame and tested	12/1/2015	12/2/2015	BROOKLYN	11201	2
jam	Af jammed removed tubber band from af cleaned pf int	12/1/2015	12/1/2015	CENTRAL ISLIP	11722	10S

courtesy pm	Install dev	12/1/2015	12/1/2015	BROOKLYN	11201	2
really dark lines	Unable to complete because customer has to order developer. Needs drum and developer unit.	12/1/2015	12/2/2015	NEW YORK	10004	1
Copies look like negative	Ordered drum and cleaning blade. Customer has developer in stock.	12/1/2015	12/2/2015	NEW YORK	10004	1
system lock up	I ordered a new power supply.	12/1/2015	12/2/2015	RIVERHEAD	11901	10S
Toner is smudging on copies	Replaced drum unit,developer,1st tray feed rlr,cleaned adf feed section	12/1/2015	12/2/2015	NEW YORK	10010	1
Jamming	Cleaned paper feed rollers and clutches	12/1/2015	12/3/2015	NEW YORK	10013	1
machine down	Reset machine and cleaned xerographics section and adf feed rlr	12/1/2015	12/2/2015	NEW YORK	10010	1
paper isn't going through	Repair pf 1 and reinstall exit sw actuator and spring and cl	12/1/2015	12/2/2015	BROOKLYN	11201	2
Unable to make double sided copies	reseated loose connector for duplex unit, clean and test	12/1/2015	12/2/2015	MINEOLA	11501	10N
c6105 error	Remove old feeder df701 and jay will put replacement feeder	12/1/2015	12/3/2015	BROOKLYN	11201	2
Heavy lines on prints	Full pm done	12/1/2015	12/4/2015	NEW YORK	10007	1
system lock up	Sw Blue					
MAINTENANCE	Replaced part's listed and checked in full.	12/2/2015	12/4/2015	RIVERHEAD	11901	10S
under the lid of machine a piece is falling off.	Clean and lubricate machine test ok spoke to major	12/2/2015	12/2/2015	BRONX	10456	12
JAMMING IN DOC FEEDER/ SMUDGES ON PAGES	Repaired adf sheet cleaned af pf int	12/2/2015	12/3/2015	PATCHOGUE	11772	10S
really dark lines	damage dev housing,order pm parts and adf feed section	12/2/2015	12/3/2015	NEW YORK	10010	1
	PM done replaced drum and developer unit and developer	12/2/2015	12/15/2015	NEW YORK	10004	1
	SW ROBERT					
Copies look like negative	Replaced drum, cleaning blade, developer, and toner collection roller	12/2/2015	12/4/2015	NEW YORK	10004	1
JAMMING IN DOC FEEDER/ SMUDGES ON PAGES	Replaced drum unit and developer with tank,transfer rlr,adf feed rlr,perform developer settings twice	12/3/2015	12/9/2015	NEW YORK	10010	1
White film above glass is broken	Repaires adf white sheet cleaned af pf int fns	12/3/2015	12/3/2015	CENTRAL ISLIP	11722	10S
WASTER TONER FILTER NEEDED	Reset toner filter cleaned af pf int	12/3/2015	12/3/2015	CENTRAL ISLIP	11722	10S
white reflector fell off	The white cover on this machine is no good anymore the double-sided tape is not working I have to order a new one	12/3/2015	12/3/2015	BRONX	10451-50Z5	12
white reflector fell off	The white cover on this machine is no good anymore the double-sided tape is not working I have to order a new one	12/3/2015	12/3/2015	BRONX	10451-50Z5	12
white reflector fell off	The white cover on this machine is no good anymore the double-sided tape is not working I have to order a new one	12/3/2015	12/3/2015	BRONX	10451-50Z5	12
white reflector and blurry	Rebuilt white cover double sided tape test ok cleaning machine	12/3/2015	12/3/2015	BRONX	10451	12
Paper keeps misfeeding through top feeding tray. Paper was changed.	Cl and repair reg and pf unit reinstall top cover	12/3/2015	12/4/2015	BROOKLYN	11201	2
Machine is down completely	Rebuilt train number 1 assembly this building is located on the left hand side as soon as you pass security	12/3/2015	12/4/2015	WARDS ISLAND	10035	1
smudges and lines	Order pm	12/3/2015	12/3/2015	BROOKLYN	11201	2
white reflector fell off	Replace white cover I spoke to Frank put double sided tape	12/3/2015	12/7/2015	BRONX	10451-50Z5	12
white reflector fell off	Replace white cover I spoke to Frank put double sided tape	12/3/2015	12/7/2015	BRONX	10451-50Z5	12
white reflector fell off	Replace white cover I spoke to Frank put double sided tape	12/3/2015	12/7/2015	BRONX	10451-50Z5	12
JAMMING/ ERROR: C-0204	Remove jam behind tray and reset and cl	12/3/2015	12/4/2015	BROOKLYN	11201	2
Poor quality copies	Replaced 1st and 2nd tray feed rlr and one way clutches,cleaned feed clutches and xerographics and adf section	12/3/2015	12/4/2015	NEW YORK	10010	1
light copies	Adjusted bias contact tabs on the left side door Cleaned and tested SW Frank	12/3/2015	12/4/2015	NEW YORK	10013	1
smudges and lines	Pm 2 drum and dev and cl	12/3/2015	12/15/2015	BROOKLYN	11201	2
hours 8-3	No problem found spoke to Susan she said that they fix the problem and they cancel the call	12/4/2015	12/4/2015	LONG ISLAND CITY	11101	11
gets internal error system will reboot code e301						
ERROR: C-4707// BEEPING/ INTERNAL ERROR	Replaced write unit to resolve C:4707 error	12/4/2015	12/8/2015	NEW YORK	10004	1
Jamming	Reinstall exit swirch actuator and spring and cl	12/4/2015	12/7/2015	BROOKLYN	11201	2

machine is in a201 Judge Rebolini, the white plate is hanging off the lide of the machine. And preventative maintenance.	Repaired doc feeder lid, cleaned and checked in full.	12/4/2015	12/7/2015	RIVERHEAD	11901	10S
Jam	Cleaned all optics and xerographics SW Vincent	12/4/2015	12/4/2015	NEW YORK	10013	1
jamming at feeder	There was a piece of tape on the ADF remove tape cleaning machine tested okay I spoke to Lily	12/4/2015	12/8/2015	YONKERS	10701	9
Constant jamming.	No problem found	12/4/2015	12/7/2015	CENTRAL ISLIP	11722	10S
feeder issue	Replaced adf door handle and feed rlr, cleaned machine	12/4/2015	12/7/2015	NEW YORK	10013	1
jamming in the machine		12/7/2015	12/7/2015	MINEOLA	11501	10N
lines	Phone fix this called and spoke to Lily clean scanner text ok	12/7/2015	12/7/2015	BRONX	10451	12
DOC FEEDER BACKGROUND FELL OFF	This machine need a drum because the drum is defective I spoke to Frank	12/7/2015	12/7/2015	BRONX	10451	12
machine is not working, and a piece that broke off.	Fixed roller, shaft tray2	12/7/2015	12/9/2015	BROOKLYN	11201	2
DOC FEEDER BACKGROUND FELL OFF	Replace drum test okay I spoke to Lily	12/7/2015	12/10/2015	BRONX	10451	12
jamming in the machine	Replaced drum, clean amd test	12/7/2015	12/8/2015	MINEOLA	11501	10N
When printing 11x17 through document feeder or on glass it jams	Replaced damp paper checked	12/8/2015	12/8/2015	KEW GARDENS	11415	11
Constant jam	Cleaned one way bearings on tray 2 feedhead	12/8/2015	12/8/2015	NEW YORK	10013	1
INTERNAL ERROR C3804	needs fuser	12/9/2015	12/9/2015	MINEOLA	11501	10N
printing with lines on the paper	Back ground copies. Cleaned no ok. Need drum, blade, dev. Customer to get developer, will call when they have it.	12/9/2015	12/10/2015	BROOKLYN	11201	2
When they press the power button machine goes on then back off immediately	Checked copier in full and I am requesting assistance.	12/9/2015	12/14/2015	RIVERHEAD	11901	10S
INTERNAL ERROR C3804	replaced fuser unit, clean and test	12/9/2015	12/11/2015	MINEOLA	11501	10N
Document feeder jam	Rebuilt finisher exit assembly test's okay I spoke to Bill	12/10/2015	12/10/2015	BRONX	10451	12
the pages are being cut off, and a line is on the side of the page.	Line cleaned af slit glass pf int adj tray 2 paper guides	12/10/2015	12/14/2015	CENTRAL ISLIP	11722	10S
Paper tray sensor	Cleaned and adjusted tray #2 guides and sensors SW Mary	12/10/2015	12/10/2015	NEW YORK	10013	1
jamming	This machine needs parts on ADF because the last part was from green spoke to Mario	12/10/2015	12/10/2015	BRONX	10451	12
jamming	Replace clutches rollers on ADF spoke to Mario test okay clean machine	12/10/2015	12/15/2015	BRONX	10451	12
feeder is jamming	Adf jams removed staples from Adf cleaned af pf fns int	12/10/2015	12/14/2015	CENTRAL ISLIP	11722	10S
NOISE GRINDING	Repaired white plate on document feeder, reattach with velcro, also adjusted document feeder height originals were getting dog-eared, tested all functions, spoke to Diane Kent	12/11/2015	12/14/2015	STATEN ISLAND	10301	13
hours 9-5	Replug copier reset. Ok	12/11/2015	12/14/2015	BROOKLYN	13204	2
will not power on						
jamming in the machine	Jams replaced regi unit cleaned af pf fns int	12/11/2015	12/14/2015	CENTRAL ISLIP	11722	10S
white reflector keeps falling	Phone fix	12/11/2015	12/14/2015	CENTRAL ISLIP	11722	10S
jamming / tray issues	Removed jams from behind trays 3 and 4 cleaned and tested SW Kim	12/14/2015	12/14/2015	NEW YORK	10013	1
When they press the power button machine goes on then back off immediately	Changed rom on main board and checked in full.	12/14/2015	12/16/2015	RIVERHEAD	11901	10S
error code c2204 on the machine and not printing.	Ordered pm parts	12/14/2015	12/14/2015	NEW YORK	10013	1
cutting of the page/ crooked copies	Adjusted cassette guides, cleaned and checked in full.	12/14/2015	12/15/2015	RIVERHEAD	11901	10S
jamming	Jams cleaned tray 1 pf clutch af fns int	12/14/2015	12/14/2015	CENTRAL ISLIP	11722	10S
CONSTANT JAMMING//DOC FEEDER CRUMBLES PAPER	Rebuilt ADF sensor I spoke to Janet next time order the adf df620 clutch	12/14/2015	12/15/2015	BRONX	10461	12
(rm 349) streaks on the copies.	Replace dev unit dev drum and repair cover	12/14/2015	12/15/2015	BROOKLYN	11201	2
error code c2204 on the machine and not printing.	Replaced drum unit k, transfer rlr, cleaning pad, feed rlr, cleaned machine	12/14/2015	12/21/2015	NEW YORK	10013	1
PAPER FULL ERROR/ SECTIONS OF PRINT MISSING	Replaced drum unit and developer, cleaned registration section	12/15/2015	12/15/2015	NEW YORK	10013	1
lines room 1511 ..tried to have customer clean glass...problem persists	Pm drum and dev and repair top cover	12/15/2015	12/16/2015	BROOKLYN	11201	2

Lines on copies through the document feeder	Walked Bruce through cleaning the ctv strip he tested and it is okay	12/15/2015	12/15/2015	BROOKLYN	13204	2
Print quality	Cleaned all paper feed assemblys and tested SW Greg	12/15/2015	12/15/2015	NEW YORK	10004	1
Lines on copies wants a tech	Cleaned all paper feed pulleys and adjusted FNS SW Robert	12/15/2015	12/15/2015	NEW YORK	10004	1
Will not recon paper tray	Replace clutch Trey wanted to replace rollers I spoke to Frank	12/15/2015	12/15/2015	BRONX	10451	12
jamming in the feeder often.	Clean and lubricate ADF test okay I spoke to Carl	12/15/2015	12/16/2015	BRONX	10465	12
JAMMING	Rebuilt exit sensor assembly the spoke to Frank	12/15/2015	12/16/2015	BRONX	10451	12
JAMMING	Reset drum and developer test ok clean machine	12/15/2015	12/16/2015	BRONX	10451	12
jamming	Replaced feed rlr, cleaned adf feed section	12/15/2015	12/15/2015	NEW YORK	10013	1
White reflector fell off...needs to be adjusted or made to stay	Repair top cover and cl	12/15/2015	12/16/2015	BROOKLYN	11201	2
White reflector fell off ..needs to be adjusted..	Repair cover and cl	12/15/2015	12/16/2015	BROOKLYN	11201	2
machine is down ...orange screen	Replaced fuser web SW Naomi	12/16/2015	12/16/2015	NEW YORK	10007	1
needs service on the machine.	Replaced drum unit and developer, perform settings	12/16/2015	12/17/2015	NEW YORK	10004	1
UNABLE TO COPY WITH 11X17/ JAMMING & ERROR MSG	Jams cleaned pf clutches af fns int	12/16/2015	12/17/2015	CENTRAL ISLIP	11722	10S
jamming	Replaced 2nd tray feed unit and feed rlr	12/16/2015	12/16/2015	NEW YORK	10013	1
Constant jamming	Cleaned feed section, replaced feed rlr	12/16/2015	12/16/2015	NEW YORK	10013	1
Rm 122: Machine is constantly indicating a jam and they are unable to locate the jam.	Cleaned all paper feed assemblys and sensors	12/16/2015	12/18/2015	NEW YORK	10013	1
jamming	Jams cleaned pf clutches af fns int	12/17/2015	12/17/2015	CENTRAL ISLIP	11722	10S
jamming	Jams rekoved paper from fns cleaned af pf fns int	12/17/2015	12/17/2015	CENTRAL ISLIP	11722	10S
tray issue / print issue/ down	Cleared paper from behind tray 1 and 2	12/17/2015	12/17/2015	QUEENS VILLAGE	11427	11
c4101 = error code on the machine (justice whelan)	Reset code for write unit. Unit is quiet. Cleaned and checked in full.	12/17/2015	12/18/2015	RIVERHEAD	11901	10S
ADF fell off	Adjust adf mat holder, and reseted properly, cleaned xerographics section	12/17/2015	12/17/2015	NEW YORK	10004	1
making noise/ image issue	Laser unit making noise, causing image issues also, spoke to Anthony	12/17/2015	12/18/2015	STATEN ISLAND	10301	13
The machine is displaying the following error messages: Tray 1 cannot be used. Tray 2 cannot be used. (It does not appear to be a user-serviceable issue such as clearing the paper path.)	Replaced trays feed rlr and adf sep rlr, cleaned xerographics section	12/17/2015	12/18/2015	NEW YORK	10013	1
Machine is cutting off copies	Repaired adf sheet cleaned coronas vac int	12/18/2015	12/21/2015	RIVERHEAD	11901	10S
DIRTY COPIES// GLASS ALREADY CLEANED	Pm dev drum and cl	12/18/2015	12/21/2015	BROOKLYN	11201	2
Severe smudging on copies	Replaced drum unit and developer, cleaned adf feed section	12/18/2015	12/18/2015	NEW YORK	10013	1
jamming often, and not printing legal size copies, and not doing duplex copies.	Clean and vac mc, clean all feed rollers.	12/18/2015	12/22/2015	BRONX	10461	12
making noise/ image issue	Laser unit making a lot of noise, replaced and adjusted, cleaned optics, spoke to Anthony	12/18/2015	12/28/2015	STATEN ISLAND	10301	13
auto feeder not working.	Replaced all feed rlr, cleaned adf sensors, check machine	12/18/2015	12/21/2015	NEW YORK	10013	1
jamming often	Replaced 2nd tray feed rlr and one way clutches/drive, feed clutches, cleaned adf feed section	12/18/2015	12/21/2015	NEW YORK	10013	1
c-3902 Machine is down	Ordered fuser	12/21/2015	12/21/2015	NEW YORK	10007	1
internal problem	Duplicate call. Confirmed with customer, no issues with machine.	12/21/2015	12/21/2015	NEW YORK	10007	1
developer in for the machine.	Pm dev drum cl bl m charge	12/21/2015	12/21/2015	BROOKLYN	11201	2
Error code c-3801 machine is down	Clean and adjust ntc's, clean and test	12/21/2015	12/21/2015	WESTBURY	11590	10N
machine is cutting off the top of pages. Prints are faded,	Clean and vac mc.	12/21/2015	12/22/2015	BRONX	10451	12
machine has been acting up. Jamming when using legal paper and a piece broke.		12/21/2015	12/22/2015	KEW GARDENS	11415	11
c-3902 Machine is down	Replaced fuser to resolve C:3902	12/21/2015	12/29/2015	NEW YORK	10007	1
Machine is delaying print jobs	Customer having issues with network connection. Recommended to replace network wire and update drivers on computer	12/22/2015	12/23/2015	NEW YORK	10029	1
jamming	Cleaned one way bearings on tray 2 feed assy	12/22/2015	12/22/2015	NEW YORK	10013	1

top feeder is broken	Needs parts for dadf	12/22/2015	12/22/2015	NEW YORK	10013	1
not recognizing paper	Reset tray 3 cleaned	12/22/2015	12/22/2015	KEW GARDENS	11415	11
Top film on glass is broken	Repaired af sheet cleaned af pf int tested	12/22/2015	12/23/2015	HUNTINGTON STATION	11746	10S
Needs toner after installing a new cart.	Adjusted collar in toner hopper. Cleaned, checked, and inspected	12/22/2015	12/28/2015	NEW YORK	10004	1
Closed 1-2 When scanning the paper is not aligned.	Adjusted dadf for skew. Cleaned, checked, and inspected	12/22/2015	12/28/2015	NEW YORK	10013	1
top feeder is broken	Replaced adf knob and spring	12/22/2015	12/31/2015	NEW YORK	10013	1
stapler issues	Replace broken stapler (g.h)	12/23/2015	12/23/2015	BROOKLYN	11201	2
fuzzy letters	Ordered drum and developer unit	12/23/2015	12/28/2015	NEW YORK	10004	1
jamming		12/24/2015	12/29/2015	STATEN ISLAND	10301	13
Jamming constantly	Remove jam order parts	12/28/2015	12/28/2015	BROOKLYN	11201	2
fuzzy letters	Replaced drum unit, developer (non-inv), and dv housing	12/28/2015	1/4/2016	NEW YORK	10004	1
Jamming constantly	Replace clutches	12/28/2015	12/30/2015	BROOKLYN	11201	2
jamming	Clean rollers	12/29/2015	12/31/2015	NEW YORK	10013	1
jamming	Cleaned tray 2 oneway bearings and feed rollers. Adjusted adf height and skew	12/29/2015	12/29/2015	NEW YORK	10013	1
inspection	Full cl and lub	12/29/2015	12/29/2015	BROOKLYN	11201	2
jam	Cleaned OHP sensor, cleaned rollers in all trays.	12/29/2015	12/30/2015	NEW YORK	10013	1
adjust plate error room # 1c29	Paper behind trays, cleaned rollers and sensors. Tested feeder duplex and simplex	12/29/2015	12/30/2015	NEW YORK	10013	1
inspection	Full cl and lub and reset counters	12/29/2015	12/29/2015	BROOKLYN	11201	2
inspection	Fullcleaning	12/29/2015	12/29/2015	BROOKLYN	11201	2
False lack of paper error message.	Cl and repair pf unit	12/29/2015	12/30/2015	BROOKLYN	11201	2
machine intermittently turns off and on....	Order display panel	12/30/2015	12/31/2015	RIVERHEAD	11901	10S
Jam	Cleaned tray 2 paper feed rollers and one way bearings	12/30/2015	12/31/2015	NEW YORK	10007	1
machine is down	Instruct how to reset the failure code check the toner supply and test	12/30/2015	12/31/2015	WESTBURY	11590	10N
machine intermittently turns off and on....	Replace op panel	12/31/2015	1/14/2016	RIVERHEAD	11901	10S
Jam in document feeder	Adjust adf feed section maylor,cleaned sensors,replaced feed rlr	12/31/2015	1/4/2016	NEW YORK	10013	1
Machine indicating a jam and customer is unable to open the door to reach the jam.	Instruct how to reset the machine general clean test	1/4/2016	1/4/2016	WESTBURY	11590	10N
legal tray issues	Adjust 2nd tray feed unit sensor flag and guides,replaced feed rlr	1/4/2016	1/4/2016	NEW YORK	10013	1
smudges and streaks	vac machine,cleaned xerographics section adj charging option (customer doesnt have developer)	1/4/2016	1/4/2016	NEW YORK	10004	1
code customer tried to unplug	Needs dc power supply and printer control pwb	1/4/2016	1/4/2016	WESTBURY	11590	10N
Machine is not grabbing paper	Replaced 1st and 2nd tray feed rlr and one way clutches,also buff the shafts,test machine with more than 200 copies with Eric	1/4/2016	1/5/2016	NEW YORK	10013	1
print fault/ / staple cartridge issue	Adjust finisher stappler section,cartridge,test machine	1/4/2016	1/4/2016	NEW YORK	10013	1
dirty copies	Cleaned xerographics section,adf feed section	1/4/2016	1/4/2016	NEW YORK	10004	1
code customer tried to unplug	Finally we got resolve c3801 thank you mike show up with other fuser unit and assist to end mulfunction code	1/4/2016	1/5/2016	WESTBURY	11590	10N
Constant Misfeed Error	Adjust turnover section sensor bracket,cleaned xerographics section	1/5/2016	1/5/2016	NEW YORK	10013	1
loader jam	Repairtray and reset and cl	1/5/2016	1/5/2016	BROOKLYN	11201	2
Machine is down will not power on	Remove and replace power supplies reconnect machine test okay I spoke to wanda	1/5/2016	1/5/2016	BRONX	10451	12
Severe smudging on prints ****Building is closed daily from 1pm-2pm****	Copies light, replaced drum and developer powder, cleaned and tested, spoke to ms . Thomas	1/5/2016	1/6/2016	STATEN ISLAND	10301	13
lines and smudged/ noise	Cl and lub and replace transfer unit and cl machine	1/5/2016	1/6/2016	BROOKLYN	11201	2
Error coide c2557	Replaced developer,adf sep rlr,cleaned xerographics section	1/5/2016	1/6/2016	NEW YORK	10012	1
Constant Jamming	Cleaned all feed clutches and checked in full.	1/5/2016	1/6/2016	RIVERHEAD	11901	10S

Copies get jammed and when taken out of machine they appear to have folds like "accordion" - screen illustrates jam at #32 on machine	Repaired finisher mount and checked in full.	1/5/2016	1/6/2016	RIVERHEAD	11901	10S
Tray sensor error, document feeder copy quality black lines	Repair pf 1and replace bushing on transfer unit and cl feeder	1/6/2016	1/7/2016	BROOKLYN	11201	2
	Replace drum also replace customer developer clean machine is spoke to Judith	1/6/2016	1/6/2016	MOUNT VERNON	10550	9
Jamming constantly - Was told that a part was being ordered	2403 error code needs tonet bottle sensos cleaned af pf vac int	1/6/2016	1/7/2016	CENTRAL ISLIP	11722	10S
Not selecting proper paper size, also cover falling off	Jams cleaned pf cltches af int	1/6/2016	1/7/2016	CENTRAL ISLIP	11722	10S
Black line on papers - already cleaned glass	Cq cleaned af pf vac int	1/6/2016	1/7/2016	CENTRAL ISLIP	11722	10S
When they use the feeder its comes out with dark lines.	Replace drum and cl	1/6/2016	1/6/2016	BROOKLYN	11201	2
White reflector fell off	Adjust adf mat holder,cleaned feed section and xerographics section	1/6/2016	1/7/2016	NEW YORK	10004	1
glass cover fell off ste 2400	Repair feeder and top cover and cl	1/6/2016	1/7/2016	BROOKLYN	11201	2
CONSTANT JAMMING WHEN USING 11X14 PAPER ONLY	Replaced 1st tray feed rlr and one way clutches,2nd tray feed unit,cleaned adf feed section	1/6/2016	1/6/2016	NEW YORK	10012	1
Print quality	Pm dev drum	1/6/2016	1/7/2016	BROOKLYN	11201	2
crooked prints	Phone fix	1/6/2016	1/7/2016	CENTRAL ISLIP	11722	10S
When they turn it on the machine is printingextrat sheets.	Printer driver issue verified with customer. In house I.T will get the latest versions	1/6/2016	1/8/2016	NEW YORK	10029	1
system lockup	Adjust finisher exit section harness.check machine	1/6/2016	1/7/2016	NEW YORK	10013	1
tray 1, replenish paper	Repair tray1 andreset	1/6/2016	1/7/2016	BROOKLYN	11201	2
c0214...machine down completely	repaired LCT,clean and test	1/6/2016	1/7/2016	HEMPSTEAD	11550	10N
order 3 developers	Supplies need to be ordered through eastern.	1/7/2016	1/7/2016	NEW YORK	10012	1
TRAY 3 JAMMING	Rebuilt tray2 test okay I spoke to Gina please send wasted toner for the customer	1/7/2016	1/8/2016	BRONX	10451	12
Jamming constantly - Was told that a part was being ordered	Replaced toner bottle sensor and unit	1/7/2016	1/11/2016	CENTRAL ISLIP	11722	10S
black lines , poor copies	Order drum and parts,not available in stock	1/7/2016	1/8/2016	NEW YORK	10013	1
lines on copies	Replaced developer unit and costemers developer. Checked	1/7/2016	1/8/2016	KEW GARDENS	11415	11
DOC FEEDER MISFEEDING	Cleaned adf feed section and xerographics,adjust maylor	1/7/2016	1/8/2016	NEW YORK	10013	1
dirty copies	Cleaned xerographics section and adf feed rlr and sensors,check feed unit	1/7/2016	1/8/2016	NEW YORK	10006	1
black lines , poor copies	Replaced drum unit and developer with tank,registration clutch	1/8/2016	1/12/2016	NEW YORK	10013	1
alignment issue...	Replace drum unit test okay I spoke to Maria clean machine	1/8/2016	1/11/2016	YONKERS	10701	9
CONSTANT JAMMING// NO PAPER IN TRAY ERROR	Ordering parts fo tray2. All parts to be installed to fix problems.	1/8/2016	1/12/2016	KEW GARDENS	11415	11
c807	Fixed white roller dadf	1/11/2016	1/12/2016	KEW GARDENS	11415	11
Changed toner still smudging	Copies light and faded, checked development, low on dv powder ,ordered and drum and transfer roller,spoke to Stephanie	1/11/2016	1/11/2016	STATEN ISLAND	10301	13
Internal error message. Code C-2803. Machine is down Hrs. 7-3 Down Machine	Phone fix spoke to Judith test okay reset code	1/11/2016	1/11/2016	MOUNT VERNON	10550	9
	This machine need drum developer and developer unit I spoke to venny	1/11/2016	1/11/2016	BRONX	10463	12
ON/OFF SWITCH BROKEN// PAPER JAM	Repair operation panel and top cover and pf unit ans cl	1/11/2016	1/11/2016	BROOKLYN	11201	2
jamming	Needs cooling fan (M5)	1/11/2016	1/11/2016	MINEOLA	11501	10N
Needs developer changed	Perform pm replace developer supplied by customer	1/11/2016	1/11/2016	CENTRAL ISLIP	11722	10S
glass cover	Adjust adf mat holder cleaned up machine	1/11/2016	1/12/2016	NEW YORK	10004	1
Hrs. 7-3 Down Machine	Replace drum developer unit developer test okay I spoke to benny	1/11/2016	1/15/2016	BRONX	10463	12
jamming	Needs PWB-A	1/11/2016	1/13/2016	MINEOLA	11501	10N
Changed toner still smudging	Replace parts for a copy quality, reset life stabilization, spoke to Louisa	1/11/2016	1/15/2016	STATEN ISLAND	10301	13
MALFUNCTION DETECTED: C2557// CUSTOMER ALREADY REBOOT	Replaced developer checked	1/12/2016	1/13/2016	JAMAICA	11435	11

White cover under the cover of the machine has disappeared.	Replaced white cover	1/12/2016	1/13/2016	JAMAICA	11435	11
system lock up	Advised customer to power off machine and unplug. Machine was functioning when it started up.	1/12/2016	1/13/2016	NEW YORK	10004	1
system lock up	Advised customer to power off machine and unplug. Machine was functioning when it started up.	1/12/2016	1/13/2016	NEW YORK	10004	1
system lock up	Advised customer to power off machine and unplug. Machine was functioning when it started up.	1/12/2016	1/13/2016	NEW YORK	10004	1
Copies are very light	Light copies, cleaned optics, and copier, also cleans doc feed rollers, tested, spoke to genie	1/12/2016	1/13/2016	STATEN ISLAND	10301	13
Attention. TAP-A - CONSTANT JAMMING// NO PAPER IN TRAY ERROR		1/12/2016	1/26/2016	KEW GARDENS	11415	11
DOC FEEDER BACKGROUND FELL OFF jamming	Repaired doc feeder lid, cleaned and checked in full.	1/12/2016	1/13/2016	RIVERHEAD	11901	10S
	Replaced 1st,2nd,Lcc tray feed rlr and one way clutches,web rlr,cleaned transport clutches and feed	1/13/2016	1/14/2016	NEW YORK	10007	1
when it stapels sometime it doesnt stapel at all. and copies are dirty	Replaced web rlr,adjust Lcc tray feed maylor,cleaned xerographics section	1/13/2016	1/13/2016	NEW YORK	10010	1
Copies coming out black after installing toner. On and off.	Order pm	1/13/2016	1/13/2016	BROOKLYN	11201	2
Copies coming out black after installing toner. On and off.	Replaced drum and dev. Pm ok	1/13/2016	1/28/2016	BROOKLYN	11201	2
jamming	ordered new harness	1/13/2016	1/19/2016	MINEOLA	11501	10N
hours 9-5	Replaced drum and developer.	1/14/2016	1/14/2016	JAMAICA	11435	11
machine not printing gives code c0206 tech was there yesterday						
Document feeder jam	Af jamming removed paper from af cleaned pf int fns	1/14/2016	1/15/2016	CENTRAL ISLIP	11722	10S
lines machine on 11th floor	Need drum and developer. SW Karen	1/14/2016	1/15/2016	NEW YORK	10013	1
lines on copies	White lines cleaned laser slit glass cleaned af pf fns int	1/15/2016	1/15/2016	CENTRAL ISLIP	11722	10S
Error C-2-02	Replaced rollers tray1. Pm ok	1/15/2016	1/19/2016	BROOKLYN	11201	2
lines machine on 11th floor	Order transfer belt	1/15/2016	1/29/2016	NEW YORK	10013	1
JAMMING	Removed paper behind tray	1/15/2016	1/15/2016	NEW YORK	10013	1
JAMMING	Reseated guide correctlt against paper. Cleaned feeder rollers	1/15/2016	1/15/2016	NEW YORK	10013	1
Jamming constantly. Customer clears the jam and it happens again immediately. also the white cover under the lid fell off.,	This mc need part spoke to nick	1/19/2016	1/19/2016	BRONX	10451	12
c3451	Reset fuser. Pm. Ok	1/19/2016	1/22/2016	BROOKLYN	11201	2
Jamming constantly. Customer clears the jam and it happens again immediately. also the white cover under the lid fell off.,	Replace clutch on tray 1 test okay I spoke to Anthony	1/19/2016	1/25/2016	BRONX	10451	12
jamming						
jamming tray 3 dog ears	replaced harness for M5, performed pm, clean and test	1/19/2016	1/22/2016	MINEOLA	11501	10N
	Adjust tray guides at the back,cleaned xerographics section and adf feed rlr	1/20/2016	1/20/2016	NEW YORK	10013	1
Grinding noise	Adjust finisher exit section,cleaned xerographics section	1/20/2016	1/20/2016	NEW YORK	10013	1
feeder is not working	Set the image overwrite on,reset the memory and also set it on to delete jobs,test machine,sw George	1/20/2016	1/25/2016	NEW YORK	10016	1
JAM	Rotate rollers tray1. Pm. Ok	1/20/2016	1/28/2016	BROOKLYN	11201	2
ADF cover fell off/Making noises	Adjust adf mat holder,stapper section,cleaned xerographics section	1/20/2016	1/20/2016	NEW YORK	10013	1
Poor Print Quality	Replaced drum,adjust Lcc tray feed ,cleaned coronas	1/20/2016	1/25/2016	NEW YORK	10010	1
jamming	Rebuilt drive assembly test ok clean machine spoke to mayor	1/21/2016	1/22/2016	BRONX	10456	12
jamming	Rebuilt ADF assembly test ok I spoke to mayor	1/21/2016	1/22/2016	BRONX	10456	12
light copies	Cleaned sensors dadf. PM	1/21/2016	1/22/2016	BROOKLYN	11201	2
white mat on underside cover fell off	Tepair white references	1/22/2016	1/25/2016	CENTRAL ISLIP	11722	10S
JAMMING	Rebuilt Tray1 one clean machine it spoke to mayor test ok	1/22/2016	1/22/2016	BRONX	10456	12
poor copy quaility	Ordering drum	1/22/2016	1/28/2016	BROOKLYN	11201	2
Constant Jams	Order toner bottle sensor	1/22/2016	1/25/2016	CENTRAL ISLIP	11722	10S

Code C0202	Repair paper tray and remove paper from behind tray	1/22/2016	1/25/2016	CENTRAL ISLIP	11722	10S
Tray 2 not working	Fix tray 2. Lock. In	1/22/2016	1/26/2016	BROOKLYN	11201	2
jamming	This mc need a lot of part spoke to gabriel and anna	1/25/2016	1/25/2016	BRONX	10461	12
tray 1 cannot be used	Removed paper from tray 1 and instructed customer how to remove jams.	1/25/2016	1/27/2016	NEW YORK	10035	1
Print quality	This machine need a drunk	1/25/2016	1/26/2016	BRONX	10451	12
not feeding pper / tray issue	Rebuild tray 1 & 2 test okay I spoke to supervisor clean machine	1/25/2016	1/26/2016	YONKERS	10701	9
Constant Jams	Replace toner position sensor	1/25/2016	1/27/2016	CENTRAL ISLIP	11722	10S
Send this part to the cube because costumer adrees change	I spoke to Anna she said do not replace any parts because she is getting a new machine	1/25/2016	2/2/2016	BRONX	10461	12
jamming						
Print quality (KEEPS JAMMING)	Replace drum unit spoke to supervisor test ok	1/26/2016	2/18/2016	BRONX	10451	12
Jamming in trays	Rebuilt tray 1 replace used pickup roller test ok I spoke to Matilda	1/26/2016	1/27/2016	BRONX	10451	12
Sensor error	Ordering parts	1/26/2016	1/28/2016	BROOKLYN	11201	2
Jamming	Adjust finisher exit section maylor	1/26/2016	1/27/2016	NEW YORK	10006	1
Severe smudging print quality	Order new developer unit for cq issues	1/26/2016	1/27/2016	CENTRAL ISLIP	11722	10S
Squeeking	Lube and cleaned rollers duplex for noise.	1/26/2016	1/28/2016	BROOKLYN	11201	2
collating seperating	Costemer wants to ofset or sort legal they need a finisher	1/27/2016	1/27/2016	BROOKLYN	11201	2
jamming	Rebuilt adf sensor test ok clean machine I spoke to Matilda	1/27/2016	1/27/2016	BRONX	10451	12
MISFEED	Rotate and cleaned rollers tray1,2	1/27/2016	1/28/2016	BROOKLYN	11201	2
Severe smudging print quality	Full pm change dev unit dr and developer	1/27/2016	1/28/2016	CENTRAL ISLIP	11722	10S
jamming / noise	Fix lube registration.	1/28/2016	1/28/2016	BROOKLYN	11201	2
poor copy quaility	Replaced drum. Ok. PM.	1/28/2016	2/4/2016	BROOKLYN	11201	2
quality issue	Cleaned xerographics section and opts	1/28/2016	1/28/2016	NEW YORK	10004	1
unable to select paper size	CONFIRMED CORRECT PAPER IN MACHINE AND GUIDES ARE CORRECT. CUSTOMER UNAWARE THEY NEED TO CHANGE PAPER TYPE SETTINGS. ISSUE RESOLVED.	1/28/2016	1/28/2016	MINEOLA	11501	10N
Fault code E-2557	Replaced drum, developer, cleaned and checked in full.	1/28/2016	1/29/2016	RIVERHEAD	11901	10S
Jamming	Cleated jam from tray 2 lift assemble.	1/28/2016	1/29/2016	KEW GARDENS	11435	11
Sensor error	Repair feeder connectors and cl	1/28/2016	2/2/2016	BROOKLYN	11201	2
CONSTANT JAMMING	Order broken side door	1/29/2016	2/1/2016	CENTRAL ISLIP	11722	10S
copies are dark	Replaced drum unit and developer,transfer rlr,cleaned machine	1/29/2016	1/29/2016	NEW YORK	10013	1
Printing quality is bad	Replaced 1st and 2nd tray feed rlr,empty toner box	1/29/2016	1/29/2016	NEW YORK	10013	1
GHOST PAPER JAM	repalced sep rlr,adjust maylor on adf feed,cleaned sensors	1/29/2016	1/29/2016	NEW YORK	10013	1
lines machine on 11th floor	Replaced drum unit k, tranfer belt kit,developing unit	1/29/2016	2/2/2016	NEW YORK	10013	1
nds to locate meter	walked customer on how to get meter	1/29/2016	1/29/2016	NEW YORK	10035	1
glass cover fell off	Backplate fell off, reattached, cleaned feed rollers, tested, spoke to Jane	2/1/2016	2/2/2016	STATEN ISLAND	10301	13
glass cover fell off	Platen cover fell off, reattached, tested, cleaned rollers, spoke to Jane	2/1/2016	2/2/2016	STATEN ISLAND	10301	13
jamming	Clear jammed paper from behind paper tray clean up feed rollers run and test	2/1/2016	2/1/2016	CENTRAL ISLIP	11722	10S
CONSTANT JAMMING	Need additional part	2/1/2016	2/4/2016	CENTRAL ISLIP	11722	10S
CONSTANT PAPER JAM	This mc need konica specialist i will send a escalation form	2/1/2016	2/2/2016	BRONX	10463	12
Print quality	Replaced drum unit and transfer rlr,cleaned adf feed section,adj adf mat holder	2/2/2016	2/2/2016	NEW YORK	10013	1
phantom jams	Sw Arlene and help her over the phone	2/2/2016	2/4/2016	NEW YORK	10010	1
feeder is jammed and will not make copies of legal size pages	Rebuilt straight to assembly test ok	2/2/2016	2/3/2016	BRONX	10451	12
Customer needed assistance with finding the meter reading for the machine,	Is konical site walked customer through obtain the meter reading	2/2/2016	2/2/2016	HEMPSTEAD	11550	10N
Jamming	Clean and vac mc.	2/2/2016	2/4/2016	YONKERS	10701	9
CONSTANT PAPER JAM	This copy machine needs a lot of parts spoke to Gabrielle	2/2/2016	2/10/2016	BRONX	10463	12

jamming	This machine eat a lot of parks spoke to Judy	2/3/2016	2/4/2016	MOUNT VERNON	10550	9
Down - Nothing appearing on screen (already tried to unplug and restart - didn't work)	I need to get firmware and an old type SD card to install it.	2/3/2016	2/4/2016	RIVERHEAD	11901	10S
cutting off images	adjust tray feed section at the back and guides, cleaned sensors	2/3/2016	2/5/2016	NEW YORK	10013	1
Film came off feeder	Replaced feed rlr, adjust adf mat holder, cleaned adf feed section	2/3/2016	2/4/2016	NEW YORK	10004	1
jam	Repair paper tray	2/3/2016	2/4/2016	CENTRAL ISLIP	11722	10S
Error code C-0206, tray 3 is jammed closed not opening	No problem costemer didn't know to push the button on tray 3. Cleaned	2/3/2016	2/4/2016	JAMAICA	11435	11
dirty copies	Performed PM test	2/4/2016	2/4/2016	MINEOLA	11501	10N
jamming	Replace drum unit also replace developer customer did not have developer on inventory that's okay I spoke to judith	2/4/2016	2/11/2016	MOUNT VERNON	10550	9
jamming	Replace drum unit also replace developer customer did not have developer on inventory that's okay I spoke to judith	2/4/2016	2/11/2016	MOUNT VERNON	10550	9
jamming	Replace drum unit also replace developer customer did not have developer on inventory that's okay I spoke to judith	2/4/2016	2/11/2016	MOUNT VERNON	10550	9
jamming	Replace drum unit also replace developer customer did not have developer on inventory that's okay I spoke to judith	2/4/2016	2/11/2016	MOUNT VERNON	10550	9
jamming	Replace drum unit also replace developer customer did not have developer on inventory that's okay I spoke to judith	2/4/2016	2/11/2016	MOUNT VERNON	10550	9
CONSTANT JAMMING	Repair side door latch	2/4/2016	2/9/2016	CENTRAL ISLIP	11722	10S
1 DRUM NEEDED		2/4/2016	2/5/2016	HEMPSTEAD	11550	10N
jamming	Cleaned adf feed section and tray feed rlr and clutches, cleaned xerographics section	2/4/2016	2/5/2016	NEW YORK	10004	1
IMAGES VERY LIGHT /MUST CHANGE BRIGHTNESS COLOR EACH TIME WHEN COPYING	Cleaned and repaired finisher. I ordered a drum and developer unit.	2/4/2016	2/5/2016	RIVERHEAD	11901	10S
Down - Nothing appearing on screen (already tried to unplug and restart - didn't work)	Smaller card needed to install firmware. Copier will not accept 256MB.	2/4/2016	2/8/2016	RIVERHEAD	11901	10S
pm	Full cl and repair pf unit	2/5/2016	2/5/2016	BROOKLYN	11201	2
pm	Full cl and set default	2/5/2016	2/5/2016	BROOKLYN	11201	2
pm	Repair operarion panel and cl	2/5/2016	2/5/2016	BROOKLYN	11201	2
c0202 customer unplugged	Remove jam behind tray and reset and repair cover	2/5/2016	2/5/2016	BROOKLYN	11201	2
IMAGES VERY LIGHT /MUST CHANGE BRIGHTNESS COLOR EACH TIME WHEN COPYING	Replaced drum, developer unit, developer and completed a PM.	2/5/2016	2/8/2016	RIVERHEAD	11901	10S
hours 9-4	Power surge had occurred. Reset, cleaned and checked in full.	2/5/2016	2/8/2016	RIVERHEAD	11901	10S
error code c3425						
jam 16-013	Rebuild tray1 one assembly test ok it spoke to Mike	2/8/2016	2/11/2016	BRONX	10451	12
shakiing & making noise	Optic bound up repair scanner clean and test	2/8/2016	2/8/2016	CENTRAL ISLIP	11722	10S
Down - Nothing appearing on screen (already tried to unplug and restart - didn't work)	Installed firmware and now copier is giving a drum error code.	2/8/2016	2/10/2016	RIVERHEAD	11901	10S
UNABLE TO STAPLE	Customer provided wrong tag. Correct tag entered.	2/9/2016	2/10/2016	NEW YORK	10004	1
WHITE BACKGROUND ON DOC FEEDER FELL OFF	Caller need platen cover paste back to feeder	2/9/2016	2/9/2016	WESTBURY	11590	10N
tray is stuck	Replaced 3rd tray feed rlr and cleaned feed clutches, cleaned xerographics section, replaced Lct sep rlr and lct feed rlr on Nr12 machine	2/9/2016	2/10/2016	NEW YORK	10013	1
tray is stuck	Replaced 3rd tray feed rlr and cleaned feed clutches, cleaned xerographics section, replaced Lct sep rlr and lct feed rlr on Nr12 machine	2/9/2016	2/10/2016	NEW YORK	10013	1
tray is stuck	Replaced 3rd tray feed rlr and cleaned feed clutches, cleaned xerographics section, replaced Lct sep rlr and lct feed rlr on Nr12 machine	2/9/2016	2/10/2016	NEW YORK	10013	1
feeder issue	Repair feeder and cl	2/9/2016	2/9/2016	BROOKLYN	11201	2
Machine down	Customer had to leave before I completed copier.	2/9/2016	2/9/2016	RIVERHEAD	11901	10S
lines in the machine	Order pm	2/9/2016	2/9/2016	BROOKLYN	11201	2
lines in the machine	Full pm drum dev repair dev unit	2/9/2016	2/11/2016	BROOKLYN	11201	2
Machine down	Reset fuser, cleaned and checked in full.	2/9/2016	2/10/2016	RIVERHEAD	11901	10S

	Full cleaning	2/10/2016	2/10/2016	BROOKLYN	11201	2
	Full cleaning	2/10/2016	2/10/2016	BROOKLYN	11201	2
stapler issues	Repair cover and stapler and cl	2/10/2016	2/10/2016	BROOKLYN	11201	2
	WALKED CUSTOMER THROUGH REMOVING AND REINSERTING STAPLER CARTRIDGE. ISSUE RESOLVED.	2/10/2016	2/10/2016	NEW YORK	10004	1
CONSTANT PAPER JAM	This machine you can only in scan to e-mail you cannot print you might need a phone where update I don't have the tools for it please send somebody or swap this machine spoke to Hellen	2/10/2016	2/16/2016	BRONX	10463	12
machine is down still c1116	C1161 reset fns customer told todd root ordered a part and is suppose to comr back machine is working now	2/10/2016	2/12/2016	CENTRAL ISLIP	11722	10S
Machine is making loud noise// closed on Monday	Repair white reference custimer copied books bent the top optics bound up	2/10/2016	2/16/2016	CENTRAL ISLIP	11722	10S
CONSTANT JAMMING//ERROR: LOAD PAPER	Replaced feed roller general clean test	2/10/2016	2/11/2016	MINEOLA	11501	10N
Tray quality	Replaced feed roller general clean test	2/10/2016	2/11/2016	MINEOLA	11501	10N
C0206- Machine is down	Adjusted tray 3 lift unit	2/10/2016	2/11/2016	LONG ISLAND	11101	11
DEVELOPER NEEDED	Customer didn't have developer and they provide their own. When they have some they will call back if necessary.	2/10/2016	2/19/2016	MINEOLA	11501	10N
Down - Nothing appearing on screen (already tried to unplug and restart - didn't work)	Replaced part's listed and completed a PM.	2/10/2016	2/16/2016	RIVERHEAD	11901	10S
Indicating tray 2 cannot be used. There is an orange warning. Ad5tray 2 cleaned		2/11/2016	2/11/2016	KEW GARDENS	11415	11
Closed 02/12/2016						
dirty copies	Replaced developer,adjust fuser handle section	2/11/2016	2/16/2016	NEW YORK	10004	1
MISFEEDING	Adjust ADF assembly test ok clean machine	2/11/2016	2/17/2016	BRONX	10465	12
MISFEED (JAM)	Repair feeder and cl	2/16/2016	2/16/2016	BROOKLYN	11201	2
Machine is down error c-2557 address 26 Central Ave Staten Island NY 10301 Room 340	Replace developer and developer powder and transfer roller, tried to adjust needs drum ordering spoke to Paul	2/16/2016	2/17/2016	STATEN ISLAND	10301	13
CONSTANT PAPER JAM	This machine is going to be exchanged spoke to gabriel	2/16/2016	2/22/2016	BRONX	10463	12
dirty copies	Cleaned xerographics section and adf feed rlrs	2/16/2016	2/16/2016	NEW YORK	10004	1
robert butler212-428-2816						
jamming , door wont close	Repair side door and replace drum	2/16/2016	2/16/2016	CENTRAL ISLIP	11722	10S
Jamming	Replaced feed rlrs, adjust feed unit sensor	2/16/2016	2/16/2016	NEW YORK	10004	1
jamming in the machine ...will be out of office between 1 and 2	Adjust adf feed section maylor and sensor flag,cleaned rlrs	2/16/2016	2/17/2016	NEW YORK	10013	1
jamming in tray 5942	Replaced feed rlrs, adjust adf feed section maylor	2/16/2016	2/17/2016	NEW YORK	10007	1
when scanning get error message	Entered smtp server settings. setup admin email and machine email. / MM.	2/17/2016	2/18/2016	BRONX	10461	12
black drum, developer	Replaced drumand developer, clean and test	2/17/2016	2/17/2016	HEMPSTEAD	11550	10N
streaking & auto select error	Rebuild drum unit test okay I spoke to bill next time order drum cleaning blade	2/17/2016	2/18/2016	BRONX	10451	12
Machine is down	Rebuilt tray 1 test ok spoke to Mario	2/17/2016	2/19/2016	BRONX	10451	12
Machine is down error c-2557 address 26 Central Ave Staten Island NY 10301 Room 340	Replaced drum, was also jamming due to defective drum, spoke to Paul	2/17/2016	3/10/2016	STATEN ISLAND	10301	13
MACHINE STUCK WARMING UP	C-2304 REPAIR TONER HOPPER AND CL SENSOR AND RESET CL MACHINE	2/17/2016	2/18/2016	BROOKLYN	11201	2
Jamming	Clear jam clean and test	2/17/2016	2/18/2016	CENTRAL ISLIP	11722	10S
Tray feed error, 262 Old Country Rd Mineola	Repaired LCT guide, clean and test	2/18/2016	2/18/2016	HEMPSTEAD	11550	10N
Tray error	Adjust and cleaned trays feed section	2/18/2016	2/18/2016	NEW YORK	10013	1
tray shifting paper room 3-5B	Rebuilt tray 1 test okay I spoke to John	2/18/2016	2/19/2016	BRONX	10451	12
closed between 1 and 2						
jamming	Replace use roller tray 1 that's okay I spoke to Matilda	2/18/2016	2/19/2016	BRONX	10451	12
matilda						
pm	Replace exit switch actuator and spring	2/18/2016	2/18/2016	BROOKLYN	11201	2
wont feed jamming,	Removed jam from doc feeder, repaired mylar, cleaned and checked in full.	2/18/2016	2/19/2016	RIVERHEAD	11901	10S
natalie 631-852-2387						
Print quality	Needs drum had to order	2/19/2016	2/19/2016	CENTRAL ISLIP	11722	10S

blotches on copies rm 229a FEEDER NOT WORKING 718- 618-1173 machine jammed customer is unable to clear copy quality Print quality jamming in the machine ERROR C0202 jamming in the machine black streaks , smudges hours 9-5 copies have black blotches OPEN DRAW ERROR JAMMING	Repaired doc feeder lid, cleaned and checked in full.	2/19/2016	2/19/2016	RIVERHEAD	11901	10S
	Walked customer through removing jam. Machine is good.	2/19/2016	2/19/2016	BRONX	10451	12
	Cleared adf jam checked.	2/19/2016	2/19/2016	KEW GARDENS	11415	11
	Clean image unit run and test	2/19/2016	2/19/2016	CENTRAL ISLIP	11722	10S
	Replace drum and clear the image of toner	2/19/2016	2/24/2016	CENTRAL ISLIP	11722	10S
	This mc need part spoke to maryanne	2/19/2016	2/19/2016	BRONX	10451	12
	Replaced 1st tray feed rlr's and adf sep rlr,adjust sensor bracket	2/19/2016	2/22/2016	NEW YORK	10013	1
	Replace parts test ok and spoke to Maryanne pick up roller	2/19/2016	2/25/2016	BRONX	10451	12
	Complete pm drum and developer	2/19/2016	2/22/2016	CENTRAL ISLIP	11722	10S
		2/22/2016	2/22/2016	CENTRAL ISLIP	11722	10S
	Repair paper tray clean and test clean one way clutches	2/22/2016	2/22/2016	CENTRAL ISLIP	11722	10S
Jamming constantly and make strange noises. Jamming ****Jim @516-493-4061**** lines when copyin a part in the back fell off water spots inside the glass blank copies Jamming TOP DRAW NOT MAKING COPIES copy issue.... White reflector ...fell off	Rebuilt transfer unit bushing and clutch General clean test Cleaned glass and machine checked Adjust adf mat holder, cleaned feed section and xerographics Cleaned Scan glass, and copier, tested Cq corona unit broken needs mc and transfer dev unit cl blade No iconfor tray 3. Popo reset tray 3. Cleaned and checked Replaced feed roller general clean test Reinstall zise detection arm reset and cl White plate fell off doc feeder, reattached with velcro, clean all rollers tested machine, spoke to Lisa	2/22/2016	2/23/2016	BROOKLYN	11201	2
		2/22/2016	2/23/2016	HEMPSTEAD	11550	10N
		2/22/2016	2/23/2016	WESTBURY	11590	10N
		2/22/2016	2/23/2016	NEW YORK	10004	1
		2/22/2016	2/24/2016	NEW YORK	10006	1
		2/23/2016	2/23/2016	RONKONKOMA	11779	10S
		2/23/2016	2/23/2016	JAMAICA	11435	11
		2/23/2016	2/26/2016	HEMPSTEAD	11550	10N
		2/23/2016	2/24/2016	BROOKLYN	11201	2
		2/23/2016	2/25/2016	STATEN ISLAND	10301	13
blank copies	2803 error code replaced MC transfer units dev dev unit still 2803 code needs printer dr pcb 50GA-9020	2/23/2016	2/26/2016	RONKONKOMA	11779	10S
blank copies	2803 error code replaced MC transfer units dev dev unit still 2803 code needs printer dr pcb 50GA-9020	2/23/2016	2/26/2016	RONKONKOMA	11779	10S
blank copies	2803 error code replaced MC transfer units dev dev unit still 2803 code needs printer dr pcb 50GA-9020	2/23/2016	2/26/2016	RONKONKOMA	11779	10S
tray 3 not opening nd tech to change developer SECOND TRAY IS NOT PICKING UP PAPER loud noise in the machine	Replaced feed roller general clean test Replaced feed roller and drum unit general clean Replaced feed roller general clean test Flap on back of df hinge was making noise, customer decided to take a screwdriver and tighten down all the adjuster screws, i readjust and tested, spoke to Miguel	2/24/2016	2/26/2016	HEMPSTEAD	11550	10N
		2/24/2016	2/25/2016	MINEOLA	11501	10N
		2/24/2016	2/26/2016	HEMPSTEAD	11550	10N
		2/24/2016	2/25/2016	NEW YORK	10006	1
Jamming Machine is constantly going into sleep mode feeder not working ext5942 broken part error code error c0204 C0214 Tray error	Adj adf mylars cleaned and checked Reset energy save modes. order scanner parts Pop out the turn around sensor reinstall it change roller test Reset tray 1 cleaned and checked. Key op. Cleaned developer unit. Adjust 3rd tray sensor guide, replaced feed rlr's and cleaned adf feed section	2/25/2016	2/25/2016	JAMAICA	11435	11
		2/25/2016	2/25/2016	JAMAICA	11435	11
		2/25/2016	2/26/2016	NEW YORK	10007	1
		2/25/2016	2/25/2016	MINEOLA	11501	10N
		2/25/2016	2/25/2016	KEW GARDENS	11415	11
		2/25/2016	2/26/2016	JAMAICA	11435	11
		2/25/2016	2/26/2016	NEW YORK	10007	1
Misfeed detected machine is jamming customer unable to locate the jam to clear Scan to email or folder is not working chris 493-4151	Removed jam, cleaned and checked copier. Three error messages "Fax is currently unavailable " "Currently character recognition can not be used" "Currently web browser can not be used" Advised this maybe a firmware or nvram problem. Need hardware support	2/25/2016	2/26/2016	RIVERHEAD	11901	10S
		2/25/2016	2/29/2016	HEMPSTEAD	11550	10N
Feeder is not working	Clean dadr rollers run and test	2/26/2016	2/26/2016	CENTRAL ISLIP	11722	10S

Preventative Maintenance q		2/26/2016	2/26/2016	CENTRAL ISLIP	11722	10S
Machine is broken	Temporarily repaired fuser and ordered rollers.	2/26/2016	2/26/2016	RIVERHEAD	11901	10S
jam cant clear	Replaced feed rlr and cleaned machine	2/26/2016	2/26/2016	NEW YORK	10013	1
Machine is broken	Repaired fuser with new rollers and checked in full.	2/26/2016	3/1/2016	RIVERHEAD	11901	10S
feeder not working ext5942	Try mfp,cis,small power supply, small board on top of mfp board ,still getting 6104 code	2/26/2016	3/2/2016	NEW YORK	10007	1
Feeder does not work. And pages are being cut off	Replaced 2nd tray feed rlr and one way clutches	2/26/2016	2/29/2016	NEW YORK	10013	1
error code	Remove jam behind tray and reset code and cl	2/26/2016	2/29/2016	BROOKLYN	11201	2
blank copies	Replace printer board and toner sensor board.	2/26/2016	3/3/2016	RONKONKOMA	11779	10S
Scan to email or folder is not working chris 493-4151	Upgraded firmware, initialization of hdd, format of hard in progress Need to return to finish	2/29/2016	3/4/2016	HEMPSTEAD	11550	10N
paper jammed c0204	Remove paper jam from tray 1 tests okay clean feed roller and spoke	2/29/2016	2/29/2016	BRONX	10451	12
key 718-618-3073	to secretary					
jams constantly	Reinstall exit switch zcyuator and cl	2/29/2016	3/1/2016	BROOKLYN	11201	2
mia santiego 646-642-2399						
blank copies	Repair drum contacts and cl	2/29/2016	3/1/2016	BROOKLYN	11201	2
mia santiego 646-642-2399						
tray 1 not working	Repair tray 1 and cl	2/29/2016	3/1/2016	BROOKLYN	11201	2
will not print more than 2 copies at a time	Clean shafts in one way clutch	2/29/2016	3/4/2016	CENTRAL ISLIP	11722	10S
Feeder is not working	Replaced tray 1 feed rlr and one way clutches,adf sep rlr and cleaned feed section, adjust maylor,removed staples from adf feed	2/29/2016	3/1/2016	NEW YORK	10013	1
jamming	Replaced feed rlr,cleaned machine	2/29/2016	2/29/2016	NEW YORK	10013	1
Constantly jamming in 6 different places	Replaced 3rd tray feed rlr and one way clutches, cleaned finisher entrance sensors and transport rlr, adjust height	2/29/2016	3/1/2016	NEW YORK	10013	1
put a passcode on copier	Had to put an access code for Gina, checked over machine	2/29/2016	3/2/2016	STATEN ISLAND	10301	13
Gina lafort 718-675-8701	everything okay, tested, spoke to Gina					
jamming	Replaced feed roller on tray 3	3/1/2016	3/1/2016	MINEOLA	11501	10N
noise	Replaced 1st tray feed rlr, cleaned adf feed section and xerographics,lub transport bushings on right side door	3/1/2016	3/3/2016	NEW YORK	10004	1
glass cover broke	Repair top cover and cl	3/1/2016	3/3/2016	BROOKLYN	11201	2
copies are horrible	Needs drum unit	3/1/2016	3/4/2016	CENTRAL ISLIP	11722	10S
constant jamin g	Replace pickup roller test ok I spoke to Mario	3/1/2016	3/2/2016	BRONX	10451	12
machine gets stuck when making copies...jamming	Remove paper jam test okay I spoke to Mario clean pickup roller tray 1 & 2	3/1/2016	3/2/2016	BRONX	10451	12
Tech advised the machine needed a roller.	Replace pickup roller use 999 Park spoke to a alice test okay	3/2/2016	3/2/2016	BRONX	10451	12
feeder jamming 631-853- 4275		3/2/2016	3/4/2016	CENTRAL ISLIP	11722	10S
c3451	Reset fuser code for power surge	3/2/2016	3/3/2016	HAUPPAUGE	11787	10S
Feeder Jam - down	Need CIS Cleaning motor	3/2/2016	3/11/2016	NEW YORK	10007	1
Top white part was not sitting flush had customer realign	Top white part was not sitting flush had customer realign	3/2/2016	3/4/2016	NEW YORK	10004	1
Top white part was not sitting flush had customer realign	Top white part was not sitting flush had customer realign	3/2/2016	3/4/2016	NEW YORK	10004	1
Top white part was not sitting flush had customer realign	Top white part was not sitting flush had customer realign	3/2/2016	3/4/2016	NEW YORK	10004	1
Top white part was not sitting flush had customer realign	Top white part was not sitting flush had customer realign	3/2/2016	3/4/2016	NEW YORK	10004	1
Top white part was not sitting flush had customer realign	Top white part was not sitting flush had customer realign	3/2/2016	3/3/2016	NEW YORK	10004	1
Top white part was not sitting flush had customer realign	Top white part was not sitting flush had customer realign	3/2/2016	3/3/2016	NEW YORK	10004	1
Top white part was not sitting flush had customer realign	Top white part was not sitting flush had customer realign	3/2/2016	3/4/2016	NEW YORK	10004	1
duplex jamming	Repair duplex unit and cl	3/2/2016	3/3/2016	BROOKLYN	11201	2
Two side sided doesnt work	Order 2 pulley and top cover	3/3/2016	3/3/2016	BROOKLYN	11201	2

Machine is down	Replaced power strip,cleaned xerographics section, replaced adf sep rlr	3/3/2016	3/3/2016	NEW YORK	10013	1
toner cart stuck	Rebuilt toner hopper spoke to Brian test ok cleaning machine	3/3/2016	3/3/2016	BRONX	10451	12
not feeding	Cleaned adf feed section and adjust maylor, test it,sw gail	3/3/2016	3/3/2016	NEW YORK	10013	1
Two side sided doesnt work	Replace duplex rollers and top cover	3/3/2016	3/8/2016	BROOKLYN	11201	2
Top part of the machine broke off	Adjust adf mat holder, replaced 1st tray feed rlr and cleaned adf feed section	3/3/2016	3/3/2016	NEW YORK	10004	1
machine periodically leaves line on prints	Drum issue replace	3/3/2016	3/4/2016	CENTRAL ISLIP	11722	10S
Jamming	Cleaned registration clutch and rlr,adjust stappler cartridge	3/3/2016	3/3/2016	NEW YORK	10013	1
dirty copies	Cleaned xerographics section and adf feed rlr	3/3/2016	3/3/2016	NEW YORK	10004	1
Machine is indicating the fuser needs to be replaced	Reset fuser unit life test okay I spoke to Judy	3/3/2016	3/3/2016	MOUNT VERNON	10550	9
Constant jamms	Replaced 3rd tray feed rlr and cleaned one way clutches, adf feed section	3/4/2016	3/7/2016	NEW YORK	10038	1
	Full cleanig	3/4/2016	3/4/2016	BROOKLYN	13204	2
paper jam	Needs turn unit acuator and apring	3/4/2016	3/4/2016	JAMAICA	11435	11
	Full cleaning	3/4/2016	3/4/2016	BROOKLYN	11201	2
	Full cleaning	3/4/2016	3/4/2016	BROOKLYN	11201	2
Error code C-9401	Reset error code and cl	3/4/2016	3/4/2016	BROOKLYN	11201	2
horizontal thick white line	Replaced feed roller general clean test	3/4/2016	3/7/2016	HEMPSTEAD	11550	10N
paper jam	Replaced acuator and spring	3/4/2016	3/7/2016	JAMAICA	11435	11
copies are horrible	Replace drum from green warehouse	3/4/2016	3/8/2016	CENTRAL ISLIP	11722	10S
Machine is down	Reset spooler and cleared print queue for abort code	3/4/2016	3/7/2016	NEW YORK	10029	1
jamming after several copies	Repair tray 3 and cl	3/4/2016	3/7/2016	BROOKLYN	11201	2
Scan to email or folder is not working chris 493-4151	Format hard drive, upgraded firmware	3/4/2016	3/7/2016	HEMPSTEAD	11550	10N
	Set ip settings					
	Setup scan to email					
Jamming constantly	Replaced 3rd tray feed rlr and cleaned one way clutches and transport section	3/7/2016	3/7/2016	NEW YORK	10038	1
grinding noise	Noise removed paper from fuser cleaned af pf int	3/7/2016	3/7/2016	RONKONKOMA	11779	10S
part broken	Repair guide in finisher	3/7/2016	3/8/2016	CENTRAL ISLIP	11722	10S
Constantly jamming and lines on prints	This machine need parts spoke to Mario	3/7/2016	3/7/2016	BRONX	10451	12
Misfeed 11-02 error code	Repair tray and remove jam and cl	3/7/2016	3/7/2016	BROOKLYN	11201	2
JAMMING	Took apart and cleaned out all sensors and rollers in doc feeder for constant jams and trouble codes.y Tested with customer	3/7/2016	3/8/2016	MINEOLA	11501	10N
hours 9-5	Replace tray 2 paper feed unit from green warehouse	3/7/2016	3/9/2016	CENTRAL ISLIP	11722	10S
needs new draw 8 1/2 draw states tech was supposed to order and go back						
copies are printing with a white line down the middle	Full pm drum and developer	3/7/2016	3/8/2016	CENTRAL ISLIP	11722	10S
Tray #2 is not working	Needs nv ram and hdd.	3/7/2016	3/9/2016	HEMPSTEAD	11550	10N
Latch holding toner cartridge has broken, unable to close door properly	Re installed toner cleaned and key op.	3/7/2016	3/9/2016	JAMAICA	11435	11
Constantly jamming and lines on prints	Replace fuser unit replace drum also replace developer because the customer did not have developer on inventory it spoke to Mario	3/7/2016	3/10/2016	BRONX	10451	12
glass cover broke	Repaired doc feeder lid and ordered drum for pm needed.	3/8/2016	3/8/2016	RIVERHEAD	11901	10S
Trouble Code C 9401. Copier will not reset. (Same problem last week)	C-9401 reset error code and chech scanning area and optics	3/8/2016	3/9/2016	BROOKLYN	11201	2
streaks when printing	Customer call on a wrong equipment id and it shows up on on A111 the court but the wright id was EA111 which is at 180 varick st.spoke to joe and he open a new call for this equipment	3/8/2016	3/9/2016	NEW YORK	10010	1
internal error c3501	Reset error code 3501. Cleaned	3/8/2016	3/9/2016	JAMAICA	11435	11
glass cover broke	Replaced drum, developer unit, developer and completed a PM.	3/8/2016	3/10/2016	RIVERHEAD	11901	10S
paper jam	Swaped duplex moters cleaned	3/9/2016	3/10/2016	JAMAICA	11435	11

noise	Replaced tpner cleaned and lubed	3/9/2016	3/10/2016	JAMAICA	11435	11
Continuously jamming in feeder Hrs 8-3 - Closed 1-2 for lunch		3/9/2016	3/10/2016	LONG ISLAND CITY	11101	11
Tray #2 is not working	Will be back for ssd and hdd	3/9/2016	3/11/2016	HEMPSTEAD	11550	10N
when printing alignment is off	Replace exit switch actuator and spring and cl	3/10/2016	3/10/2016	BROOKLYN	11201	2
The white board fastened to the lid fell off	Reinstall cover (got one from gh) and cl	3/10/2016	3/10/2016	BROOKLYN	11201	2
Jamming	Cleaned xerographics section and paper feed pulleys, adf feed section	3/10/2016	3/14/2016	NEW YORK	10004	1
Machine cuttin off the top of pages	phone fix	3/10/2016	3/11/2016	BRONX	10451	12
jamming	Needas pm and tray 2 feed unit.	3/11/2016	3/11/2016	KEW GARDENS	11435	11
Machine indicating a jam but no jam present	Replace dr and developer clean one way clutches	3/11/2016	3/11/2016	CENTRAL ISLIP	11722	10S
top feeder not working	Repair and cl feeder	3/11/2016	3/11/2016	BROOKLYN	11201	2
Feeder Jam - down	Will replace parts suggested by kmbs	3/11/2016	3/15/2016	NEW YORK	10007	1
jamming	Installed drum developer unit feed unit green and costemers developer	3/11/2016	3/21/2016	KEW GARDENS	11435	11
stapler not working	Remove paper from inside finisher clean rollers in finisher and dadf run and test	3/11/2016	3/11/2016	CENTRAL ISLIP	11722	10S
Tray #2 is not working	Replaced and format ssd and hdd	3/11/2016	3/21/2016	HEMPSTEAD	11550	10N
	Update firmwares					
Down	Spoken konica adviser and move this as advanced diagnostic					
hours 830-430	Side suggestions try to order mfp and printer control pwd					
mis feed error on top , left original on glass message	Clear jammed paper clean rollers run and test	3/14/2016	3/14/2016	CENTRAL ISLIP	11722	10S
	Reinstalled flag sensor that was knocked out of doc federal behind feed rolls. Advised customer of paper size sensors. Cleaned and tested	3/14/2016	3/15/2016	MINEOLA	11501	10N
Machine not loading paper and misfeed message	Needs lower feed unit	3/14/2016	3/16/2016	MINEOLA	11501	10N
SQUEAKING NOISE	Complaint of noise, needed drum and dv ,had to get from office, consuming time, replaced, had to repair adf, spoke to ann	3/14/2016	3/15/2016	NEW YORK	10007	1
LINES ON COPIES	Repair dev unit and pm dev drum	3/14/2016	3/15/2016	BROOKLYN	11201	2
JAMMING , PAPER ERROR	Corrected paper guides to correct size and tray 2 and reseed home sensors not detecting tray. Loaded fresh ream of paper. Tested and cleaned	3/14/2016	3/15/2016	MINEOLA	11501	10N
Jamming	Reinstall white references for the dadf velco fell down	3/14/2016	3/15/2016	WESTBURY	11590	10N
Jamming 1st floor DIY room	Customer needed accounting turned off, also custom settings reset, cleaned adf rollers and sensors, spoke to Angela	3/14/2016	3/15/2016	NEW YORK	10013	1
tray 2....	Remove paper jam from Tray 1 Test okay I spoke to Raymond next time I have to order pick up rollers	3/14/2016	3/15/2016	BRONX	10451	12
Error c-9401	Reset error code and will come back for trouble shooting and firm wear upgrade	3/15/2016	3/17/2016	BROOKLYN	11201	2
Feeder Jam - down	Replaced ribbon cable that conects fron mfp to printer board,reload firmware	3/15/2016	3/24/2016	NEW YORK	10007	1
Poor print quality	Adjust exposure to customer need and adf density	3/15/2016	3/16/2016	BROOKLYN	11201	2
Paper jams and feeder issues - 6th Floor	Cl all pf unit and feeder and machine	3/15/2016	3/16/2016	BROOKLYN	11201	2
white background for scanner fell off	Repair white referensr with velcro	3/15/2016	3/16/2016	CENTRAL ISLIP	11722	10S
Poor print quality	Cleaned and adjusted optics SW Mr.Blue	3/15/2016	3/17/2016	NEW YORK	10007	1
Copies are illegible	Needs pm parts drum / developer unit transfer roller SW Simone	3/16/2016	3/17/2016	NEW YORK	10013	1
adf not working	Repair feeder and cl	3/16/2016	3/17/2016	BROOKLYN	11201	2
Machine not loading paper and misfeed message	Replaced feed section general clean test	3/16/2016	3/17/2016	MINEOLA	11501	10N
jam shown	Cleaned all paper feed rollers and tested	3/16/2016	3/17/2016	NEW YORK	10013	1
Poor print quality	Cleaned ink off glass, cleaned and checked in full.	3/16/2016	3/17/2016	RIVERHEAD	11901	10S
Not copying - Misfeed Error	Adjusted lower exit door and cleaned all paper feed rollers SW SCOTTY	3/16/2016	3/17/2016	NEW YORK	10007	1
parts for shop	parts for shop	3/16/2016	3/16/2016	BRONX	10461	12
JAMMING	Rebuilt tray2 sensor pick up rollers that's okay I spoke to Jackie	3/17/2016	3/17/2016	BRONX	10451	12

misaligned/ off center printouts	Had customer realign paper guides printouts now coming out straight.	3/17/2016	3/17/2016	BROOKLYN	11201	2
call for tech error	Clean toner spill and replace new bottle	3/17/2016	3/17/2016	BROOKLYN	11201	2
Piece broke off top of machine - Paper Jam - Down	Repaired doc feeder,cleaned all rollers,needs latch for cover ,spoke to officer Velasquez	3/17/2016	3/18/2016	STATEN ISLAND	10301	13
scan to email issue	Konica to fix hardware issues.	3/17/2016	4/7/2016	HEMPSTEAD	11550	10N
Jamming	Cleaned vertical transport assembly SW Larry	3/17/2016	3/17/2016	NEW YORK	10013	1
Constant jamming	Temporarily repaired transport section and ordered parts.	3/17/2016	3/18/2016	RIVERHEAD	11901	10S
jamming out of tray	Rebuilt tray 1pickup roller test okay spoke to Jackie	3/17/2016	3/18/2016	BRONX	10451	12
Copies are illegible	Replaced all pm parts drum / developer unit transfer roller SW Simone	3/17/2016	3/23/2016	NEW YORK	10013	1
Error c-9401	Reload firmware and reset	3/17/2016	3/21/2016	BROOKLYN	11201	2
pm	Full cleaning	3/18/2016	3/18/2016	BROOKLYN	11201	2
Constant jamming	Replaced drum, transfer unit bushings, rollers and checked in full.	3/18/2016	3/24/2016	RIVERHEAD	11901	10S
cant remove toner, jammed in machine	Installed right toner	3/18/2016	3/21/2016	LONG ISLAND CITY	11101	11
pm	Full cleaning	3/18/2016	3/18/2016	BROOKLYN	11201	2
internal error c3501	Ordered fuser unit SW Cecelia	3/18/2016	3/21/2016	NEW YORK	10013	1
Using the feeder or the class copies are coming crooked	Order rl ,clutch,drum [Call#: SC99998 c/b override from SC92883. CBPrevCALL = 9813 target = Model 8495.000000]	3/18/2016	3/21/2016	BROOKLYN	11201	2
Stapler is stapling crooked every so often	order parts for Lcc tray and finisher	3/18/2016	3/21/2016	NEW YORK	10010	1
Piece broke off top of machine - Paper Jam - Down	Replace rocker arm for a dark theater, tested machine all functions are okay	3/18/2016	3/23/2016	STATEN ISLAND	10301	13
C9401	Clear lamp code and replace drum run and test	3/21/2016	3/22/2016	CENTRAL ISLIP	11722	10S
Jamming	Removed jam from fuser assembly	3/21/2016	3/21/2016	NEW YORK	10007	1
lines cleaned glass	Af jams removed paper clip from af cleaned af pf int	3/21/2016	3/22/2016	HAUPPAUGE	11787	10S
Jamming	Remove paper jam and reinstall exit actuator and spring and repair top cover	3/21/2016	3/22/2016	BROOKLYN	11201	2
Tray error	Repair tray pf unit and top cover and cl	3/21/2016	3/22/2016	BROOKLYN	11201	2
Stapler is stapling crooked every so often	Replaced Lcc door and handles,finisher exit paddles,lub spring clutch	3/21/2016	3/24/2016	NEW YORK	10010	1
When it everything is off. They are only in the office on Mondays	Cleaned and adjusted registration transport assembly Sw Steven	3/21/2016	3/21/2016	NEW YORK	10007	1
Using the feeder or the class copies are coming crooked	Rebuilt transfer unit and drum	3/21/2016	3/25/2016	BROOKLYN	11201	2
feeder not working	Jams replace one way clutch and feed clutches also run and test	3/21/2016	3/22/2016	CENTRAL ISLIP	11722	10S
Tray #2 is not working	Reschedule for tomorrow	3/21/2016	3/24/2016	HEMPSTEAD	11550	10N
internal error c3501	Replaced fuser unit and cleaned the machine SW Steven	3/21/2016	3/23/2016	NEW YORK	10013	1
hours 9-5	Removed jam from rear of tray #2 Cleaned and tested SW Dawn	3/22/2016	3/22/2016	NEW YORK	10013	1
paper jams , does not see anything in copier						
toner door wont open , making noise	Replaced feed roller general clean test installed toner cartridge	3/22/2016	3/23/2016	MINEOLA	11501	10N
jamming error	Order parts	3/22/2016	3/22/2016	BROOKLYN	11201	2
jamming error	Remove paper jam and reinstall feeder stopper and cl	3/22/2016	3/22/2016	BROOKLYN	11201	2
misalignment / crooked copies	Needs alignment guide	3/22/2016	3/23/2016	WESTBURY	11590	10N
ADF is not working, keeps giving a "there is an open component" error message	Adjusted dadf top open close cover and cleaned machine SW Paul	3/22/2016	3/22/2016	NEW YORK	10013	1
wire frayed....	Replaced bad power cord, tested and cleaned all rollers, spoke to paul	3/22/2016	3/28/2016	NEW YORK	10013	1
wire frayed....	Replaced bad power cord, tested and cleaned all rollers, spoke to paul	3/22/2016	3/28/2016	NEW YORK	10013	1

wire frayed....	Replaced bad power cord, tested and cleaned all rollers, spoke to paul	3/22/2016	3/28/2016	NEW YORK	10013	1
wont staple	Repair stapler and cl	3/22/2016	3/23/2016	BROOKLYN	11201	2
mark ferguson						
jamming in feeder	Replaced DADH pulleys and cleaned machine SW Jeanette	3/22/2016	3/22/2016	NEW YORK	10013	1
dark streaks	Cleaned all paper feed assemblys	3/22/2016	3/23/2016	NEW YORK	10013	1
jamming error	Replace pg unit clutch and reg clutch and dfum	3/22/2016	3/28/2016	BROOKLYN	11201	2
C0206-error	Reset tray 3 replaced paper	3/23/2016	3/24/2016	JAMAICA	11435	11
jam	Cleared jam checked	3/23/2016	3/25/2016	KEW GARDENS	11415	11
White reflector issue / damaged	Repaired doc feeder lid, cleaned and checked in full.	3/23/2016	3/24/2016	RIVERHEAD	11901	10S
BOTTOM DRAWER IS NOT OPENING	Repair lct tray and reset	3/23/2016	3/23/2016	BROOKLYN	11201	2
misalignment / crooked copies	Replaced stopper general clean test	3/23/2016	3/25/2016	WESTBURY	11590	10N
wont power on ,	Resoldered connection on the LVPS and cleaned and tested SW Rodn	3/23/2016	3/24/2016	NEW YORK	10013	1
Jamming at Feeder	Replaced adf rollers	3/23/2016	3/24/2016	JAMAICA	11432	11
hours 8-5	Replaced a bushing in the transfer section, cleaned and checked in full.	3/24/2016	3/24/2016	RIVERHEAD	11901	10S
loud noise when printing						
Jamming*****Only come btwn 1-2pm*****	Repair tray 1 paper stuck behind the tray	3/24/2016	3/25/2016	CENTRAL ISLIP	11722	10S
Print quality	Order pm	3/24/2016	3/24/2016	BROOKLYN	11201	2
faint copies	Copier seems to have had wet paper going through it. I adjusted the settings to the customers satisfaction and checked in full.	3/24/2016	3/25/2016	RIVERHEAD	11901	10S
lines on copies..from glass or feeder	Cleaned and checked copier, I ordered a drum and developer unit.	3/24/2016	3/25/2016	RIVERHEAD	11901	10S
Bottom drawer not opening	Order lower tray press switch board and label	3/24/2016	3/24/2016	BROOKLYN	11201	2
wont feed, jams in the feeder	Jamming tray 2,had to clean clutches and one way bearings, tested ok	3/24/2016	3/25/2016	NEW YORK	10007	1
makes 1 copy...jammming	Clean pf unit 1,2 and tesred	3/24/2016	3/25/2016	BROOKLYN	11201	2
blank sheets ...machine down	Repait pf 1,2 feeder	3/24/2016	3/25/2016	BROOKLYN	11201	2
Bottom drawer not opening	Replace lct parts and cl	3/24/2016	4/8/2016	BROOKLYN	11201	2
Print quality	Pm drum dev	3/24/2016	3/30/2016	BROOKLYN	11201	2
Tray #2 is not working	Need uk204 per konica adviser	3/24/2016	3/25/2016	HEMPSTEAD	11550	10N
dirty copys per ralphy	Order side door assembly and drum	3/25/2016	3/25/2016	CENTRAL ISLIP	11722	10S
Trouble Code c- 9401	Order ccd unit	3/25/2016	3/29/2016	BROOKLYN	11201	2
malfuntiion code call for service	Replaced feed roller general clean test	3/25/2016	3/28/2016	MINEOLA	11501	10N
dirty copies/ lines	Readjust exposure and cl slit glass	3/25/2016	3/25/2016	BROOKLYN	11201	2
FEEDER ISSUE	Replaced feed roller general clean test	3/25/2016	3/25/2016	HEMPSTEAD	11550	10N
dirty copys per ralphy	Replace drum and developer and conveyance side door	3/25/2016	3/29/2016	CENTRAL ISLIP	11722	10S
Tray #2 is not working	Mfp board and ssd board replaced	3/25/2016	4/19/2016	HEMPSTEAD	11550	10N
lines on copies..from glass or feeder	Replaced drum, developer unit, developer and completed a PM.	3/25/2016	3/25/2016	RIVERHEAD	11901	10S
code 31...machine is down	Error 31,found sensors dirty and blocked in exit area,had to take apart ,machine ok now ,spoke to pamel	3/25/2016	3/25/2016	NEW YORK	10013	1
CODE 0204	Cleared jam tray 2 cleaned	3/25/2016	3/28/2016	KEW GARDENS	11415	11
jam & and changer toner filter	I spoke to the customers, explained how to replace waster Toner container test okay.	3/25/2016	3/25/2016	BRONX	10451	12
Tray error ***lower lobby***	Repaired paper tray 2,paper behind tray, slap guides spread open, spoke to marrisol	3/28/2016	3/28/2016	NEW YORK	10013	1
Malfunction Detected	Cl and lub cooling fan	3/28/2016	3/29/2016	BROOKLYN	11201	2
Code:						
C 5352						
Jamming ***G64****	Replace tray 1 and 3 feed rollers and clutches	3/29/2016	3/29/2016	KEW GARDENS	11415	11
Document feeder jam	Df jams,replaced rollers, cleaned sensors, spoke to Helen	3/29/2016	3/31/2016	NEW YORK	10013	1
Feeder jammed the machine and customer is unable to clear	Clean and remove paper jam from ADF test okay I spoke to Matilda	3/29/2016	3/30/2016	BRONX	10451	12
co-202 machine is down	Remove paper jam behind tray and res ed t and cl	3/29/2016	3/29/2016	BROOKLYN	11201	2

all copies are coming out with a white double line down the center, whether put thru feeder or placed on glass	Clear debris from dev unit causing a void	3/29/2016	3/29/2016	CENTRAL ISLIP	11722	10S
c3801- machine down completely	Replaced fuser unit cleaned	3/29/2016	3/30/2016	JAMAICA	11435	11
copies are coming out very light and when they try to darken them it gets smudged and dirty	Replaced drum unit and developer with tank,perform adjustments	3/29/2016	3/30/2016	NEW YORK	10010	1
Trouble Code c- 9401	C9401,replaced ccd lens unit fod not solve problem	3/29/2016	4/21/2016	BROOKLYN	11201	2
Copies are coming out smushed together at the top and machine is making funky grinding noises	Repaired and adjusted doc feeder and checked in full.	3/30/2016	3/31/2016	RIVERHEAD	11901	10S
Paper Jam	Advised customer how to replace waste toner. Issues goine.	3/30/2016	4/4/2016	BRONX	10451	12
glass cover	Repair top cover and cl	3/30/2016	3/30/2016	BROOKLYN	11201	2
feeder jamming 646-386-5395	Removed foreign object from DADH Sw Joe	3/30/2016	4/4/2016	NEW YORK	10007	1
top cover is loose /falls off	Repaired stapler and cleaned machine.	3/31/2016	4/1/2016	STATEN ISLAND	10301	13
machine is down completely	Remove jam behind tray and reset	3/31/2016	4/4/2016	BROOKLYN	11201	2
lines on copies	Needs pm drum dev	3/31/2016	4/6/2016	BROOKLYN	11201	2
Constant jamming and customer is requesting a cleaning	cleaned all sensors. Machine is good.	3/31/2016	4/4/2016	STATEN ISLAND	10301	13
Lid is coming off	Repair white reference sheet clean and test	4/4/2016	4/5/2016	HAUPPAUGE	11787	10S
Copier is mis-feeding, copiers are coming out very dark.	Repaired af sheet cleaned af pf int fns	4/4/2016	4/5/2016	CENTRAL ISLIP	11722	10S
White plastic on inside of machine is missing						
screeching noise	Replaced dv reset maintenance counter poor ph noise will order ph replaced tray3 and 1	4/4/2016	4/4/2016	HEMPSTEAD	11550	10N
MAKING LOUD NOISES	Replaced print head	4/4/2016	4/7/2016	HEMPSTEAD	11550	10N
jamming and misfeeding	Full cleaning and tested	4/4/2016	4/6/2016	BROOKLYN	11201	2
	Cq replaced drum dev cleaned af pf fns int [Call#: SC103676 c/b override from SC92616. CBPrevCALL = 9197 target = Model 7709.000000]	4/4/2016	4/6/2016	CENTRAL ISLIP	11722	10S
Machine is down RM 710	vlearrd jam behind tray 2	4/4/2016	4/5/2016	KEW GARDENS	11424	11
paper jam feeder	Replace pickup roller ADF test okay it spoke to Joseph	4/5/2016	4/6/2016	BRONX	10465	12
Down machine	Repair toner hopper as nd reinstall dev unit	4/5/2016	4/6/2016	BROOKLYN	11201	2
Jammed when they try to use 8.5 by 14 paper	Repair pf unit 2 and cl	4/5/2016	4/6/2016	BROOKLYN	11201	2
Jamming	Replaced finisher exit one way gears	4/5/2016	4/8/2016	NEW YORK	10010	1
jamming	Rebuilt ADF test okay spoke to Joseph	4/5/2016	4/6/2016	BRONX	10465	12
It is stating error 32. Reports a misfeed although there does not appear to be any stray paper in the path or tray.	Jam code 32 ,cleaned all sensors and rollers, reset jam counter	4/5/2016	4/8/2016	NEW YORK	10013	1
jam	Cleared jam from tray 1 lift checked	4/5/2016	4/6/2016	JAMAICA	11435	11
preparing user box	Reset print jobs stuck in the queue	4/5/2016	4/8/2016	NEW YORK	10013	1
	Cleaned and tested SW Kim					
preparing user box	Reset the machine gor printing isdues cleaned and tested SW Kim	4/5/2016	4/8/2016	NEW YORK	10013	1
JAM	Reinstall exit switch actuator and spring repair pf unit 2 and cl	4/5/2016	4/7/2016	BROOKLYN	11201	2
tray 2/ not complete sets...*resolved* machine is out of contract explained the issue to the customer	tray 2/ not complete sets...*resolved* machine is out of contract explained the issue to the customer	4/5/2016	4/6/2016	BRONX	10465	12
black streaks on xerox copies...customer didnt call back with charge form	black streaks on xerox copies...customer didnt call back with charge form	4/5/2016	4/11/2016	NEW YORK	10013	1
black streaks on xerox copies...customer didnt call back with charge form	black streaks on xerox copies...customer didnt call back with charge form	4/5/2016	4/11/2016	NEW YORK	10013	1
black streaks on xerox copies...customer didnt call back with charge form	black streaks on xerox copies...customer didnt call back with charge form	4/5/2016	4/11/2016	NEW YORK	10013	1
paper jam	Replaced feed roller and drum unit general clean test	4/5/2016	4/6/2016	HEMPSTEAD	11550	10N
Copier on 9th floor (Judges Chambers) will not collate or make sets; Tray #2 error message indicates that it cannot be used. Please call above number for further assistance.	Remove paper jam from tray to test okay I spoke to Milta	4/5/2016	4/6/2016	BRONX	10465	12
lines on copies	Pm dev unit and drum and toner filter	4/6/2016	4/27/2016	BROOKLYN	11201	2
only makes 1 copy and then shut down when paper is full	Repair pf unit 2 and cl	4/6/2016	4/7/2016	BROOKLYN	11201	2

lines when copying	Replaced drum and developer checked	4/7/2016	4/7/2016	JAMAICA	11435	11
Jamming ***Room 258***	Repaired finisher guide, cleaned and checked in full.	4/7/2016	4/8/2016	RIVERHEAD	11901	10S
Jamming, Overheating, Prints Smudging	Full cleaning and repair feeder	4/7/2016	4/8/2016	BROOKLYN	11201	2
nds cleaning	Blank lines on copier, cleaned optics, also df rollers hanging up, had to adjust paper stop mechanism, spoke to nancy ong	4/7/2016	4/8/2016	NEW YORK	10007	1
Power Button is missing - Can't turn machine on	Repair opration panel and advsr cusgomer do not turn sub switch on and off	4/7/2016	4/8/2016	BROOKLYN	11201	2
jammong every 4th page	Replaced clutch for tray one slipping, also rollers, tested spoke to tamey	4/7/2016	4/8/2016	NEW YORK	10007	1
autofeeder is eating the paper	General clean and test	4/8/2016	4/13/2016	MINEOLA	11501	10N
machine , tray issue	Remove paper jam from tray 2 test okay I spoke to Anita	4/8/2016	4/11/2016	BRONX	10465	12
jamming	Replaced tray #2 feed pulleys and clutch gears SW Kim	4/11/2016	4/11/2016	NEW YORK	10013	1
Print Quality Poor - lines	Rebuilt drum dust okay clean machine spoke to audrey	4/11/2016	4/12/2016	NEW ROCHELLE	10801	9
White board on top of machine fell off	Rebuilt white cover that's okay I spoke to Frank	4/11/2016	4/12/2016	BRONX	10451	12
Feeder keeps jamming.	Repair feeder and cl	4/12/2016	4/13/2016	BROOKLYN	11201	2
Machine is down ****room S32***	Repair tray 1	4/12/2016	4/12/2016	CENTRAL ISLIP	11722	10S
jamming	Cleaned and adjusted tray #2 feed assembly SW Lauren	4/12/2016	4/13/2016	NEW YORK	10013	1
Lines on copies	This mc need part spoke to audrey	4/12/2016	4/12/2016	NEW ROCHELLE	10801	9
jam in feeder	Replaced adf sep rlr and cleaned sensors, check feed unit rlr,ok	4/12/2016	4/14/2016	NEW YORK	10007	1
code c202	Cleared jam from tray 1 cleaned and checked	4/12/2016	4/13/2016	JAMAICA	11432	11
noise & jam & changing paper type	Repair pf unit and cl	4/12/2016	4/13/2016	BROOKLYN	11201	2
Lines on copies	Sent meter corection					
	Replace drum developer transfer roller fusing unit test okay I spoke to Roberta	4/12/2016	4/21/2016	NEW ROCHELLE	10801	9
copies are not clear	Adjusted DF and cleaned and tested SW Angela	4/12/2016	4/13/2016	NEW YORK	10013	1
Jamming and a piece broke off	Replaced feed rollers in cassette 1, cleaned and checked in full.	4/12/2016	4/13/2016	RIVERHEAD	11901	10S
Jamming	Replaced finisher parts, cleaned transport clutches and lub bushings on finisher	4/13/2016	4/19/2016	NEW YORK	10010	1
nds drum	Reset drum life test okay I spoke to Juthi	4/13/2016	4/14/2016	MOUNT VERNON	10550	9
Error Code: C - 0202	Cleared jam from tray 1	4/13/2016	4/13/2016	JAMAICA	11435	11
Display panel is broken	Repair touch screen and cl	4/13/2016	4/15/2016	BROOKLYN	11201	2
noise	Repair doc feeder hinge assembly, it was coming off and loose causing noise, spoke to Noel	4/13/2016	4/18/2016	STATEN ISLAND	10301	13
Machine makes loud noise when making copies. Rollers sticks to the papers?	Adf noise, repaired hinge mechanism ,tested, spoke to noel	4/13/2016	4/18/2016	STATEN ISLAND	10301	13
Jamming in 11x17	Tray 2 jams cleaned pf clutches af fns int	4/14/2016	4/15/2016	CENTRAL ISLIP	11722	10S
ERROR CODE C0214	Had customer check to see the paper guides were aligned properly and that they were closing the door firmly until click into place. Once they did the error code cleared.	4/14/2016	4/15/2016	JAMAICA	11435	11
Tray error	Replaced feed roller and lever general clean and test	4/14/2016	4/15/2016	HEMPSTEAD	11550	10N
machine indicating misfeed but the cannot find any paper in the machine	Rebooted machine tested okay	4/14/2016	4/15/2016	BROOKLYN	11201	2
nds drum	Replaced drum, developer unit, developer and completed a PM.	4/15/2016	4/18/2016	RIVERHEAD	11901	10S
not functioning	Replaced 1st tray feed rlr and adjust adf mat holder, cleaned xerographics section and adf feed section	4/15/2016	4/18/2016	NEW YORK	10013	1
Keeps jamming on every use	Adjusted tray 3 tray	4/15/2016	4/15/2016	KEW GARDENS	11415	11
paper tray error and squeeking	Lubricate fuser unit noise coming out of the freezer next time or if using unit for this machine test okay	4/15/2016	4/18/2016	BRONX	10465	12
lines	Replaced drum unit parts, cleaned xerographics, adf feed section	4/15/2016	4/18/2016	NEW YORK	10013	1
not reading paper	Adjust tray brakets at the back and lock position, replaced adf sep rlr, cleaned sensors	4/15/2016	4/18/2016	NEW YORK	10013	1
display not working	Operation panel don't work properly order	4/15/2016	4/18/2016	BROOKLYN	11201	2

display not working	Replace operation panel and cl	4/18/2016	4/21/2016	BROOKLYN	11201	2
jamming in the machine	Replace exit switch actuator	4/18/2016	4/18/2016	BROOKLYN	11201	2
white reflector is falling apart..developer needed	Full cleaning	4/18/2016	4/18/2016	BROOKLYN	11201	2
jamming	Rebuild 3 1 and 2 test okay I spoke to frank	4/18/2016	4/18/2016	BRONX	10451	12
jam	Realigned feed assembly for tray #2 SW paul	4/18/2016	4/21/2016	NEW YORK	10013	1
Machine is jamming and overheating.	Rebuilt transfer unit,	4/18/2016	4/18/2016	BROOKLYN	11201	2
tech nds to reset computer bc blinking lights are on & nds toner filter	Full cl and reset counter	4/18/2016	4/19/2016	BROOKLYN	11201	2
constant jamming	Remove paper jam from tray one that's okay Clean Machine inside them	4/18/2016	4/19/2016	BRONX	10451	12
jamming	Replaced tray feed rlr and cleaned adf feed section and xerographics	4/18/2016	4/18/2016	NEW YORK	10004	1
jamming	Cleaned and checked in full. Paper was curling up from wet paper.	4/18/2016	4/20/2016	RIVERHEAD	11901	10S
Jamming	Reconnect dev unit general clean test replaced roller	4/19/2016	4/20/2016	MINEOLA	11501	10N
TOP FEEDER KEEPS JAMMING	Repair and cl meter	4/19/2016	4/20/2016	BROOKLYN	11201	2
PRINT QUALITY NDS FUSER	Phone fix I spoke to Roberta remove jamm test ok	4/19/2016	4/21/2016	NEW ROCHELLE	10801	9
paper jam error	Rebuilt Droid 3 Clean Machine test okay spoke to vitto	4/19/2016	4/20/2016	BRONX	10465	12
CRYSTAL 718 298 1170 - SET UP 4/20	Machine on the network	4/19/2016	4/20/2016	JAMAICA	11433	11
draw isn't operating at all	Cleaned and adjusted DF assembly SW Pamela	4/19/2016	4/20/2016	NEW YORK	10013	1
cutting image off	Phone fix adjusted paper guides	4/19/2016	4/20/2016	JAMAICA	11435	11
The inside of the lids platic has fallen off	Repaired adf sheet cleaned af pf int	4/19/2016	4/21/2016	CENTRAL ISLIP	11722	10S
adf jam & noise	Adjusted feeder top open shut cover. Cleaned and tested	4/20/2016	4/21/2016	NEW YORK	10013	1
Machine is jammed and they are unable to clear	Rebuilt tray 2 test okay I spoke to Kathleen clean mc	4/20/2016	4/21/2016	BRONX	10451	12
POOR COPY QUALITY. NOTICEABLE VERTICLE LINE APPEARING ON COPIES	Phone fix done SW Simone	4/20/2016	4/21/2016	NEW YORK	10013	1
unit installation error and drum and developer unit not set.	Adjustef dev unit conector cleaned	4/20/2016	4/20/2016	KEW GARDENS	11415	11
Copies have lines on them.	Cleaned xerographics section, customer order developer and I will bring the drum unit	4/20/2016	4/21/2016	NEW YORK	10010	1
jamming	Repair pf unit and cl and repair top cover	4/20/2016	4/21/2016	BROOKLYN	11201	2
interrupt button not working room 404	Repair operation panel and cl	4/20/2016	4/25/2016	BROOKLYN	11201	2
BOTTOM DRAWER IS NOT OPENING	Release lower tray and cl	4/20/2016	4/22/2016	BROOKLYN	11201	2
Trouble Code c- 9401	Called KM tech support log # 164471 For C9401 Sugested check fuse on Scanner PWB, X lamp harnes, CCD connectors to MFP and MCU pwb will need to return with this parts	4/21/2016	4/27/2016	BROOKLYN	11201	2
JAM ERROR AND LIGHT PRINTING	Pm dev m,charge ts corona	4/21/2016	4/22/2016	BROOKLYN	11201	2
LIGHT PRINTING AND LINES ON PAPER WHEN PRINTING FROM TOP FEEDER	Full cleaning	4/21/2016	4/22/2016	BROOKLYN	11201	2
piece broke off of top feeder. paper keeps jamming	Replace feeder actuator and spring and cl	4/21/2016	4/22/2016	BROOKLYN	11201	2
Still Jamming	Adjust finisher exit section maylor	4/21/2016	4/25/2016	NEW YORK	10010	1
Print quality	Reset code and cleaned machine SW Shafiq	4/21/2016	4/22/2016	NEW YORK	10013	1
Document feeder jam	Cleaned and adjusted all paper feed assembly	4/21/2016	4/22/2016	NEW YORK	10013	1
lines when copying glass & adf room 200	Replaced fuser unit. Cleaned and tested SW Leon	4/22/2016	4/22/2016	NEW YORK	10013	1
Jamming	Cl and lub pf drive unit and motor	4/22/2016	4/22/2016	BROOKLYN	11201	2
lines on copies	Replaced Dv unit:developer and drum unit SW Devin	4/22/2016	4/25/2016	NEW YORK	10013	1
black lines when adf	Realign feeder change roller	4/22/2016	4/22/2016	MINEOLA	11501	10N
dirty copies	Cleaned xerographics section and registration clutch, adf feed section	4/22/2016	4/22/2016	NEW YORK	10004	1

jamming	Cleaned xerographics section and adf feed rlr's, adj adf mat holder	4/22/2016	4/22/2016	NEW YORK	10004	1
machine down nt printing scanning copying	Repair dadf and replace rollers run and test	4/25/2016	4/25/2016	CENTRAL ISLIP	11722	10S
Jamming	Rebuilt pf unit 2 and tested	4/25/2016	4/26/2016	BROOKLYN	11201	2
Jamming	Replaced tray 3 roller and clutch	4/25/2016	4/25/2016	MINEOLA	11501	10N
hours 8-4	Reset countets checked	4/25/2016	4/25/2016	MINEOLA	11501	10N
change fuser unit						
hours 9-5	Repair feeder and cl	4/25/2016	4/26/2016	BROOKLYN	11201	2
paper jams , needs pm						
hours 8-4	Full clening and adj exp	4/25/2016	4/26/2016	BROOKLYN	11201	2
needs pm						
hours 8-4	Full cl and repair top cover	4/25/2016	4/26/2016	BROOKLYN	11201	2
needs pm						
hours 8-4	Reinstall exit switch and cl	4/25/2016	4/26/2016	BROOKLYN	11201	2
needs pm						
Down	Giving a code only after hours they think someone is tampering with the machine	4/26/2016	4/26/2016	CENTRAL ISLIP	11722	10S
Feeder jamming	Cleaned toner sensor and adf rollers	4/26/2016	4/26/2016	LONG ISLAND CITY	11101	11
off center/ marks	Realigned legal tray and adjusted registration	4/26/2016	5/2/2016	NEW YORK	10013	1
	SW Gary					
off center/ marks	Realigned legal tray and adjusted registration	4/26/2016	5/2/2016	NEW YORK	10013	1
	SW Gary					
off center/ marks	Realigned legal tray and adjusted registration	4/26/2016	5/2/2016	NEW YORK	10013	1
	SW Gary					
Jamming	Adjusted tray#2 for misfeeds	4/26/2016	4/26/2016	NEW YORK	10013	1
	SW Lisa					
jammed AND THEY CANT CLEAR IT	Replaced damp paper cleaned rollers	4/26/2016	4/29/2016	BROOKLYN	11201	2
cutting off the image...when making copies// NEEDS TONER	Remove and replace cover test OK clean machine I spoke to Mario	4/26/2016	4/28/2016	BRONX	10451	12
FILTER ASSEMBLY						
cutting off the image...when making copies// NEEDS TONER	Remove and replace cover test OK clean machine I spoke to Mario	4/26/2016	4/28/2016	BRONX	10451	12
FILTER ASSEMBLY						
cutting off the image...when making copies// NEEDS TONER	Remove and replace cover test OK clean machine I spoke to Mario	4/26/2016	4/28/2016	BRONX	10451	12
FILTER ASSEMBLY						
Lines on all the prints using feeder or glass	Cleaned xerographics	4/26/2016	4/28/2016	NEW YORK	10013	1
Constant paper jams	Repaired fuser exit sensor that sprung loose out of place. Removed and replaced tray 2 paper sensor giving false paper empty messages. Fixed baffle. Tested. Could not find Peter. Notified security	4/26/2016	4/27/2016	MINEOLA	11501	10N
Print quality	Adjusted paper guides and cleaned	4/26/2016	4/27/2016	NEW YORK	10004	1
	SW Robert					
Print quality	Adjusted paper guides and cleaned/tested	4/27/2016	4/27/2016	NEW YORK	10004	1
	SW Audrey					
Log Ticket # 164471 - Trouble Code c- 9401	Called tech suport new log 165087 due to new codes CD291 FIRMWARE NOT COMPATIBLE WITH CCD and C6755 NEEDS PARTS	4/27/2016	4/28/2016	BROOKLYN	11201	2
Loud Squeaking Noise	Lube intermediate rollers causing noise clean up the dadf rollers run and test	4/27/2016	4/28/2016	RIVERHEAD	11901	10S
Jamming at the feeder	Replaced DF PULLEYS	4/27/2016	4/27/2016	NEW YORK	10004	1
Copy quality	Replaced drum unit	4/27/2016	4/27/2016	NEW YORK	10004	1
White Board came off the cover	Repaired white platen cover	4/27/2016	4/28/2016	KEW GARDENS	11415	11
White on the top of machine fell off. Judge Murphy's chambers on supreme court side. 3rd floor court rm S31.	Clean rollers replace velcro on white reference plate	4/28/2016	4/28/2016	CENTRAL ISLIP	11722	10S
black line going down the page						
Log Ticket # 164471 - Trouble Code c- 9401	Clean scanner that's okay spoke to Mario	4/28/2016	4/29/2016	BRONX	10451	12
	Replaced lamp, scanner board and wire sti) had code c6756.	4/28/2016	5/2/2016	BROOKLYN	11201	2
	Called tech support recommended replace power supply unit					
Machine indicating the down call for service	Remove paper jam from tray 2 test okay I spoke to Wanda	4/29/2016	5/2/2016	BRONX	10451	12

8.5 by 14 tray is not working properly constantly requesting paper copy issue / c11a0 Jamming	Replaced feed roller and fuser unit general clean test	4/29/2016	5/2/2016	MINEOLA	11501	10N
	Remove jam from finisher and repair guide and cl	4/29/2016	5/3/2016	BROOKLYN	11201	2
	Reset the code general clean test	5/2/2016	5/2/2016	MINEOLA	11501	10N
	[Call#: SC109966 c/b override from SC107782. CBPrevCALL = 12075 target = Model 9525.000000]	5/2/2016	5/3/2016	KEW GARDENS	11415	11
Jamming	Replaced developer and DV unit	5/2/2016	5/3/2016	NEW YORK	10004	1
	SW Millie					
helped install waste toner ...	helped install waste toner ...	5/2/2016	5/3/2016	MINEOLA	11501	10N
helped install waste toner ...	helped install waste toner ...	5/2/2016	5/3/2016	MINEOLA	11501	10N
helped install waste toner ...	helped install waste toner ...	5/2/2016	5/3/2016	MINEOLA	11501	10N
PLATEN COVER FELL OFF	Replaced holders for white platen cover	5/2/2016	5/2/2016	NEW YORK	10013	1
	SW Marilyn					
Log Ticket # 164471 - Trouble Code c- 9401	Replaced Power PWB, Printer controller same problem. Replaced MFP pwb and scanner worked no more C6756 no scanner movement and no lamp comming on, got other codes C4802, C6556< CD010, C5351, CD291, format HDD LOgical format and reloaded firmware K9 and mo	5/2/2016	6/14/2016	BROOKLYN	11201	2
Log Ticket # 164471 - Trouble Code c- 9401	Replaced Power PWB, Printer controller same problem. Replaced MFP pwb and scanner worked no more C6756 no scanner movement and no lamp comming on, got other codes C4802, C6556< CD010, C5351, CD291, format HDD LOgical format and reloaded firmware K9 and mo	5/2/2016	6/14/2016	BROOKLYN	11201	2
Log Ticket # 164471 - Trouble Code c- 9401	Replaced Power PWB, Printer controller same problem. Replaced MFP pwb and scanner worked no more C6756 no scanner movement and no lamp comming on, got other codes C4802, C6556< CD010, C5351, CD291, format HDD LOgical format and reloaded firmware K9 and mo	5/2/2016	6/14/2016	BROOKLYN	11201	2
jam	Clean cutch	5/3/2016	5/4/2016	MINEOLA	11501	10N
lines when printintg	Cleaned all optics and xerographics	5/3/2016	5/3/2016	NEW YORK	10004	1
jamming	Replaced tray #2 paper feed pulleys and clutch gears	5/3/2016	5/3/2016	NEW YORK	10004	1
Machine is downnn	Noise in fused.. No major issues. Oiled and cleaned.	5/3/2016	5/5/2016	NEW YORK	10019	1
copies coming out on an angle	Phone fix this machine is spoke to Nate test's okay	5/3/2016	5/4/2016	BRONX	10451	12
c2557 malfunction	Replaced all pm parts	5/3/2016	5/5/2016	NEW YORK	10038	1
Copy machine is constantly jamming	Replaced tray 3 feed rollers and clutch	5/3/2016	5/5/2016	KEW GARDENS	11415	11
c2557	Reset code phone fix in spoke to Wanda test okay	5/4/2016	5/4/2016	BRONX	10451	12
call tech error		5/4/2016	5/5/2016	JAMAICA	11435	11
call tech	Nifi part. Pm drum dev unit and developer	5/4/2016	5/5/2016	JAMAICA	11435	11
Jamming	Jams in exit repired duplex switch cleaned af pf int	5/4/2016	5/5/2016	HAUPPAUGE	11788	10S
White plastic on the lid has broken off	Repaired doc feeder lid, cleaned and checked in full.	5/4/2016	5/5/2016	RIVERHEAD	11901	10S
Jamming	Phone fix in spoke to James that's okay	5/4/2016	5/5/2016	BRONX	10451	12
hours 9-4	Replace operation panel(used)	5/5/2016	5/5/2016	BROOKLYN	11201	2
courtesy call						
hours 9-6 room 875	spoke to millie and advised her to shut off power and advised her where switch is and then turn back on and it started to print again	5/5/2016	5/5/2016	NEW YORK	10004	1
wont print ,	closing this out					
lines on the paper	Replaced drum unit and developer with tank, transfer rlr, cleaned xerographics section	5/5/2016	5/5/2016	NEW YORK	10010	1
Paper Jam and Tray 3 is disabled	Instruct peter to do trouble reset	5/5/2016	5/6/2016	MINEOLA	11501	10N
Machine is down	Cleaned all optics and xerographics	5/5/2016	5/6/2016	NEW YORK	10038	1
	Adjusted CQ					
Jamming	Replaced tray 3 pulleys	5/5/2016	5/5/2016	NEW YORK	10013	1
	Cleaned and tested					
Print quality	Cleaned optics and xerographics	5/5/2016	5/5/2016	NEW YORK	10013	1
inspection	Full cleaning	5/6/2016	5/6/2016	BROOKLYN	11201	2
lines on the copies	Order dev unit and drum	5/6/2016	5/6/2016	BROOKLYN	11201	2

machine is down	Rezet fuser error cleaned feed rollers	5/6/2016	5/10/2016	KEW GARDENS	11435	11
lines on the copies	Full pm dev drum dev unit	5/6/2016	5/9/2016	BROOKLYN	11201	2
Constant jamming. They thing something is stuck causing the machine to jam in the same spot everytime.	Need more time customer close at 5	5/6/2016	5/6/2016	BRONX	10451	12
Constant jamming. They thing something is stuck causing the machine to jam in the same spot everytime.	Replace pickup roller that's okay I spoke to Jose	5/6/2016	5/9/2016	BRONX	10451	12
jams	No problem found tech repairedma hine earlier Keith	5/9/2016	5/10/2016	KEW GARDENS	11415	11
The copier is down, screen says ABORT, CALL TECH	C0204 remove paper jam behind tray and reset order pm	5/9/2016	5/9/2016	BROOKLYN	11201	2
constant jamming when printing multiple documents	Cleaned and checked	5/9/2016	5/10/2016	KEW GARDENS	11415	11
Jamming in the feeder	Replaced dadf pulleys	5/9/2016	5/9/2016	NEW YORK	10004	1
LIGHT COPIES AFTER TONER CHANGE	Realigned toner bottle. Cleaned and tested	5/9/2016	5/9/2016	NEW YORK	10004	1
Dirty copies	Cleaned optics and xerographics	5/9/2016	5/9/2016	NEW YORK	10004	1
The copier is down, screen says ABORT, CALL TECH	Pm dev unit drum dev	5/9/2016	5/11/2016	BROOKLYN	11201	2
TOP FEEDER KEEPS JAMMING	Repair feeder and cl	5/9/2016	5/10/2016	BROOKLYN	11201	2
131 Warburnton 3rd fl Avenue Yonkers 10701	Costume move to different location broking the tray3 spoke to William use only Tray 1 and 2 I don't know if they going to be built for the trade 3 if you guys want me to order it the machine is working fine	5/10/2016	5/11/2016	YONKERS	10701	9
bottom draw is not opening						
Misfeeding	epair feeder and top cover and cl	5/11/2016	5/11/2016	KEW GARDENS	11424	11
lines on print & copies	Cleaned all xerographics and optics	5/11/2016	5/11/2016	NEW YORK	10004	1
	SW Donna					
lines on orint & copies	Realigned white platen cover cleaned machine and adjusted DFregistration	5/11/2016	5/11/2016	NEW YORK	10004	1
	SW Donna					
machine indicating a jam and they are unable to locate the jam.	Cleaned and checked copier and ordered feed rollers.	5/11/2016	5/12/2016	RIVERHEAD	11901	10S
Machine says" Malfunction Detected Call Technical Representative: C0204	Removed paper from rear of tray 2 cleaned and lubed.	5/11/2016	5/12/2016	NEW YORK	10013	1
jamming	Checked transfer unit pf unit and seitch tray size	5/11/2016	5/12/2016	BROOKLYN	11201	2
C11A1	C11a1 remove finisher fs530 and order motor	5/12/2016	5/12/2016	BROOKLYN	11201	2
Malfunction detected						
noise	Lubricate mc test ok replace part spoke to bina	5/12/2016	5/12/2016	BRONX	10451	12
lines cleaned glass	Cl cleaning lamp from dry toner and tested	5/12/2016	5/12/2016	BROOKLYN	11201	2
jamming when using tray 4 regardless of what size paper	Needs tray 2 clutchs and pm	5/12/2016	5/12/2016	BROOKLYN	11201	2
machine indicating a jam and they are unable to locate the jam.	Replaced feed rollers, cleaned and checked in full.	5/12/2016	5/16/2016	RIVERHEAD	11901	10S
C11A1		5/12/2016	5/23/2016	BROOKLYN	11201	2
Malfunction detected						
malfunction detected	Remove jam behind tray and cl	5/12/2016	5/13/2016	BROOKLYN	11201	2
jamming when using tray 4 regardless of what size paper		5/12/2016	5/25/2016	BROOKLYN	11201	2
jam in the machine	Adjusted duplex sensor checked	5/13/2016	5/17/2016	KEW GARDENS	11415	11
machine is making a scraping noise when using the feeder	Cleaned and adjusted dadf	5/13/2016	5/13/2016	NEW YORK	10013	1
TOP OF PAGE CUTTING OFF	This machine apart spoke to Mary Ann	5/13/2016	5/13/2016	BRONX	10451	12
TOP OF PAGE CUTTING OFF	Replace developrt unit test ok clean mc spoke to maria	5/13/2016	5/27/2016	BRONX	10451	12
PAPER JAMS	Cleaned all paper feed assemblies	5/16/2016	5/17/2016	NEW YORK	10013	1
jamming in the machine c-0202	The customer keep putting paper on the wrong track on the wrong side of the tree remove paper jam Clean Machine test okay I spoke to Jackie	5/16/2016	5/16/2016	BRONX	10451	12
lines on copies	Reset settings on the copy machine customer reset setting put it back to default test okay spoke to jakie	5/16/2016	5/16/2016	BRONX	10456	12

copies are printing out lightly	Replaced drum and transfer roller developer SW David	5/16/2016	5/16/2016	NEW YORK	10006	1
JAM	Replaced tray 2 pulleys. Cleaned	5/16/2016	5/18/2016	NEW YORK	10013	1
machine is displaying to open and close draw after printing legal size document	Tray 2 jamming. Replaced tray 2 feed roller and clutches tested.	5/16/2016	5/18/2016	BROOKLYN	11201	2
"feeder not working"	Adf jams cleaned all af sensors and rollers cleaned pf int	5/17/2016	5/17/2016	CENTRAL ISLIP	11722	10S
Constant jamming	Cleaned and adjusted feeder assembly	5/17/2016	5/17/2016	NEW YORK	10013	1
After replacing the toner machine is displaying no toner and is making a loud noise	Showed customer how to load toner correctly SW Darian	5/17/2016	5/17/2016	NEW YORK	10038	1
streaks on all copies	Replace drum also change out toner waste and change staples	5/17/2016	5/19/2016	CENTRAL ISLIP	11722	10S
when printing legal size paper the print job stops	General cleaning fix legal tray	5/17/2016	5/18/2016	MINEOLA	11501	10N
colors are off/ printing quality bad	Toned up cleaned and checked	5/17/2016	5/18/2016	JAMAICA	11435	11
change the drum	Replace transfer roller that's okay cleaning machine	5/17/2016	5/20/2016	YONKERS	10701	9
c-1144...machine down	Adjusted FNS guides cleaned Tested SW Margaret	5/18/2016	5/19/2016	NEW YORK	10013	1
Malfunction code	Reset fuser error	5/18/2016	5/19/2016	BROOKLYN	11201	2
Constant jamming in the same spot	Cleared jam	5/18/2016	5/19/2016	BROOKLYN	11201	2
machine is still jamming	No jam occurred	5/18/2016	5/19/2016	KEW GARDENS	11415	11
PAPER JAM. PLEASE SEND A TECH AS SOON AS POSSIBLE. WE HAVE TWO INOPERABLE COPIERS IN THE OFFICE. THANK YOU	Pored red lower feed assembly	5/18/2016	5/19/2016	NEW YORK	10013	1
lines running down the middle of the page and the colors are faded	Replace fuser unit developer drum test ok transfer rollerr Clean mc spoke to jaky	5/18/2016	5/20/2016	YONKERS	10701	9
drum unit and developer need to be changed	Replaced drum unit and dv general clean test	5/18/2016	5/24/2016	HEMPSTEAD	11550	10N
customer already has developer						
Contact Mike 516 493 4239						
jamming ROOM4.110		5/19/2016	5/24/2016	BROOKLYN	11201	2
jam they are unable to clear	Adjusted finisher trays	5/19/2016	5/20/2016	KEW GARDENS	11415	11
Machine is producing dirty copies and not auto selectign trays	Cleaned glass	5/19/2016	5/20/2016	KEW GARDENS	11415	11
Dirty copies	Replaced all pm parts including developer SW Valerie	5/19/2016	5/20/2016	NEW YORK	10004	1
Customer found a loose screw in tray 2	Ordered clutches and pulleys for tray 2 jams	5/19/2016	5/20/2016	NEW YORK	10007	1
Start button is flashing blue, misread detected						
copier is not printing and feeder is Jamming	Replaced dadf pulleys	5/19/2016	5/20/2016	NEW YORK	10013	1
PAPER JAM. PLEASE SEND A TECH AS SOON AS POSSIBLE. WE HAVE TWO INOPERABLE COPIERS IN THE OFFICE. THANK YOU	Replaced 1st tray feed rlr and feed clutch, 2nd feed unit assy,cleaned machine	5/19/2016	5/24/2016	NEW YORK	10013	1
jamming in the machines		5/19/2016	5/23/2016	BROOKLYN	11201	2
paper jams when printing long paper	Needs tray 1 and 2 feed units	5/20/2016	5/20/2016	KEW GARDENS	11415	11
machine is displaying "internal error"	Repaired toner assembly, cleaned and checked in full.	5/20/2016	5/24/2016	CENTRAL ISLIP	11722	10S
after rebooting machine , issue still persist						
machine will not print more than a couple copies at a time	Cleaned a clutches, feed rollers, cleaned and checked in full.	5/20/2016	5/24/2016	CENTRAL ISLIP	11722	10S
customer states the tech was suppose to order a part						
paper jams when printing long paper	Replaced tray 1 and 2 feed units	5/20/2016	5/27/2016	KEW GARDENS	11415	11
dirty copies	This machine apart but I have two parts of the queue I have to come back Monday spoke to Matilda	5/20/2016	5/20/2016	BRONX	10451	12
Machine is down		5/20/2016	5/23/2016	NEW YORK	10013	1
Grinding noise when making copies.	Adjust tray bracket,replaced feed rlr on all trays	5/20/2016	5/20/2016	NEW YORK	10010	1
Black line across all copies	Replaced drum unit and developer with tank	5/20/2016	5/20/2016	NEW YORK	10010	1
needs fuser unit replaced	Reset fuser	5/20/2016	5/20/2016	NEW YORK	10013	1
jamming in the tray		5/20/2016	5/23/2016	NEW YORK	10013	1
SERVICE NEEDED		5/20/2016	5/23/2016	YONKERS	10701	9

Customer found a loose screw in tray 2		5/20/2016	5/25/2016	NEW YORK	10007	1
Start button is flashing blue, misread detected						
dirty copies	Rebuilt drum unit replace developer I spoke to Matilda Clean	5/20/2016	5/23/2016	BRONX	10451	12
	Machine test okay					
jamming in the feeder		5/23/2016	5/23/2016	NEW YORK	10007	1
advise to clean the roller 3160 7701						
Machine is down alt # 718-298-0602	Needs laser unit	5/23/2016	5/23/2016	JAMAICA	11435	11
Open ticket 168737 - C11A1		5/23/2016	6/9/2016	BROOKLYN	11201	2
Malfunction detected						
machine is displaying fuser error	Lubricating cleaning machine test okay all right can I use your phone	5/23/2016	5/24/2016	NEW YORK	10007	1
131 Warburton Ave Yonkers, NY 10701						
(As per Lucy Quitoni machine is under contract)						
top plate fell off and the machine is making a funny noise	Replaced white cover c8	5/23/2016	5/24/2016	JAMAICA	11435	11
Barbara 718 298 0602						
machine error code E0201		5/23/2016	5/24/2016	NEW YORK	10007	1
Machine is down		5/23/2016	5/24/2016	NEW YORK	10013	1
Needs wright unit A0R5R70006 - Machine is down alt # 718-298-0602	Reset and checked	5/23/2016	5/25/2016	JAMAICA	11435	11
Order pf motor - jamming ROOM4.110		5/24/2016	5/25/2016	BROOKLYN	11201	2
Copy quality, smudging		5/24/2016	5/24/2016	BROOKLYN	11201	2
Jamming - Side Door - Black piece came off machine when trying to clear jam - it's taped to the machine.	Waited for customers no problem found	5/24/2016	5/26/2016	MINEOLA	11501	10N
grey screen/ start button malfunction...down						
dirty	Copier needs apower supply.	5/24/2016	5/25/2016	RIVERHEAD	11901	10S
NDS MAINT		5/24/2016	5/24/2016	NEW YORK	10007	1
jamming	General clean test	5/24/2016	5/25/2016	MINEOLA	11501	10N
Needs dev - Copy quality, smudging	Replaced paper feed pulleys and drive clutches	5/24/2016	5/25/2016	NEW YORK	10004	1
Unable to access machine functions due to code added		5/24/2016	5/25/2016	BROOKLYN	11201	2
Needs toner filter replaced		5/25/2016	5/25/2016	CENTRAL ISLIP	11722	10S
grey screen/ start button malfunction...down		5/25/2016	5/25/2016	MINEOLA	11501	10N
Machine is making a very loud noise when you copy	Reset scanner board connection and checked in full.	5/25/2016	5/27/2016	RIVERHEAD	11901	10S
	Noise ,bushings needed cleaning for registration, cleaned and tested, spoke to ms Thomas	5/25/2016	5/26/2016	STATEN ISLAND	10301	13
Room 330 Dollard						
Machine is down		5/25/2016	5/25/2016	BROOKLYN	11201	2
blue part that holds in the toner is broken	Repaired toner hopper, cleaned and checked in full.	5/25/2016	5/26/2016	RIVERHEAD	11901	10S
part resembles a spring						
Needs pf unit for tray 2 sent email to richard and jp - jamming when using tray 4 regardless of what size paper . Kevin will verify this incomplete for a paper feed unit. part number was not attached	Verifying previous order. parts are being ordered and customer was made aware of the delay.	5/25/2016	6/1/2016	BROOKLYN	11201	2
AFTER REVIEWING THIS CALL, PF COMPONENTS.						
drum needs to be changed	Replaced drum and developer general clean test	5/25/2016	5/27/2016	HEMPSTEAD	11550	10N
machine is indicating a jam an they are unable to locate it.	Replaced tray 1 clutches	5/26/2016	5/27/2016	NEW YORK	10038	1
	SW Darian					
The white part of the machine has completely fallen off of the top of the printer	Doc feeder lid was pulled down.	5/26/2016	5/26/2016	RIVERHEAD	11901	10S
Top feeder is jamming						
roller looks worn out and may need to be replaced	Replaced DF pulleys	5/26/2016	5/26/2016	NEW YORK	10013	1
white cover under the lid fell off						
white cover under the lid fell off	Repaired white platen cover	5/26/2016	5/27/2016	JAMAICA	11435	11
shredding paper at the feeder	Repaired white platen cover cleaned	5/26/2016	5/27/2016	JAMAICA	11435	11
machine is not doing anything. All jobs fail	Clested clips from adg checked	5/26/2016	5/27/2016	KEW GARDENS	11415	11
		5/26/2016	5/26/2016	BROOKLYN	11231	2

White on top of the machine fell off in the judge's chambers	Repair white dadf sheet clean machine run and test.	5/26/2016	5/27/2016	CENTRAL ISLIP	11722	10S
pm		5/26/2016	5/27/2016	BROOKLYN	11201	2
pm	Replace exit fuser guide and cl	5/26/2016	5/27/2016	BROOKLYN	11201	2
phantom Jam	Repair duplex and ordered pm	5/26/2016	5/27/2016	BROOKLYN	11201	2
co 204	Removed jam from behind cassette 2, repaired cassette guide, cleaned and checked in full.	5/27/2016	5/27/2016	RIVERHEAD	11901	10S
stops in the middle of printing and making copies	Needs one was gear as per kn tech suppoer	5/27/2016	6/1/2016	BROOKLYN	11201	2
making line through all the documents	Replaced developer and drum unit	5/27/2016	5/31/2016	NEW YORK	10013	1
Tray 2 is not opening ***Floor 14***	Reset tray 3 checked	5/27/2016	5/31/2016	BROOKLYN	11201	2
Repair duplex and cl order pm - phantom Jam	Duplex jamming. Repaired adu and tested.	5/27/2016	6/3/2016	BROOKLYN	11201	2
[1Z1358680348591028 [Ground]]						
continuous jams	Replaced LCT tray pulleys and clutches. SW Kim	5/27/2016	5/31/2016	NEW YORK	10013	1
staple cartridge	Realigned stapler assembly	5/27/2016	5/31/2016	NEW YORK	10007	1
error code 347-29612	Reset 204 error code checked	5/31/2016	5/31/2016	BROOKLYN	11201	2
Doors will not close on machine	Tray 1 jams ,also found sensor spring for exit off position, replaced tray 1 rollers,cleaned copier ,spoke to amy	5/31/2016	5/31/2016	STATEN ISLAND	10301	13
jamming	Replaced fuser feed roller and clutch general clean test	5/31/2016	6/1/2016	MINEOLA	11501	10N
machine shuts off on its own after saying change paper		5/31/2016	6/1/2016	BROOKLYN	11201	2
CUSTOMER WAS CONTACTED FOR DELAY IN PART ORDER.						
UPON REVIEWING, ADJUSTMENTS ARE BEING MADE WITH THE RIGHT PART ORDER.						
jamming on legal	Realigned Fns to main body	5/31/2016	5/31/2016	NEW YORK	10013	1
	SW Kim					
machine is jamming	Replace clutch that's okay I spoke to Mario	5/31/2016	6/1/2016	BRONX	10451	12
machine is overheating	Check copy machine inside now clean machine no problem found it spoke to Mario	5/31/2016	6/1/2016	BRONX	10451	12
door issue...latch is snatched off	Temporarily repaired toner hopper and ordered parts.	5/31/2016	5/31/2016	RIVERHEAD	11901	10S
Jam that can not be cleared	Replaced damp paper checked. Reset counters	5/31/2016	6/1/2016	JAMAICA	11435	11
door issue...latch is snatched off	Installed toner latch and checked in full.	5/31/2016	6/3/2016	RIVERHEAD	11901	10S
black lines custome cleaned	Cq replaced drum dev cleaned af pf fns int	6/1/2016	6/1/2016	CENTRAL ISLIP	11722	10S
machine shuts off on its own after saying change paper		6/1/2016	6/8/2016	BROOKLYN	11201	2
CUSTOMER WAS CONTACTED FOR DELAY IN PART ORDER.						
UPON REVIEWING, ADJUSTMENTS ARE BEING MADE WITH THE RIGHT PART ORDER.						
adf jam	I have to order part for them this machine spoke to Mario	6/1/2016	6/1/2016	BRONX	10451	12
31 error message		6/1/2016	6/7/2016	BROOKLYN	11201	2
paper jam in the horizontal cover						
as per customer there is no jam						
Jamming	Repaired cassette 1,cleaned and checked in full.	6/1/2016	6/2/2016	RIVERHEAD	11901	10S
4030306901	Ticket 170031. Replaced tray 2 one way gear and gear and spacer	6/1/2016	6/6/2016	BROOKLYN	11201	2
4030306801						
4030306401						
I need 4 of each - stops in the middle of printing and making copies [1Z1358680347031723 [Ground]]						
not coming to a ready state	Ordered OCB AND CF CARD FOR STUCK ON HOUR GLASS	6/1/2016	6/2/2016	NEW YORK	10013	1
	SW James					
Lines on prints	Lines faint ,then got darker ,coming from process unit,needs dv unit drum xfer roller,and platen cover,spoke to gina	6/1/2016	6/1/2016	STATEN ISLAND	10301	13
Needs pf unit for tray 2 sent email to richard and jp - jamming when using tray 4 regardless of what size paper . Kevin will verify this incomplete for a paper feed unit. part number was not attached AFTER REVIEWING THIS CALL, PF COMPONENTS.		6/1/2016	6/7/2016	BROOKLYN	11201	2
White piece came off of the top of the machine	Replace velcro on white sheet again.	6/1/2016	6/2/2016	CENTRAL ISLIP	11722	10S

Everytime customer scans a stack of paper through the feeder the machine jams	Says add paper	6/1/2016	6/6/2016	KEW GARDENS	11415	11
1st fl RM 132						
adf jam	Replace Parts spoke to Mario test OK clean machine	6/1/2016	6/7/2016	BRONX	10451	12
Lines on prints [1Z1358680346192123 [Ground]]	Pcq,replaced drum,developer assy,transfer roller,adjusted,and testd,spoke to gina	6/1/2016	6/9/2016	STATEN ISLAND	10301	13
copier will not turn on	Replaced separator wire	6/2/2016	6/2/2016	NEW YORK	10007	1
not able to make copies	Instructed customer on correct way to remove misfeeds from the DF SW HELEN	6/2/2016	6/2/2016	NEW YORK	10013	1
Jamming	Cleaned out feeder	6/2/2016	6/2/2016	NEW YORK	10004	1
	Cleaned and adjusted tray #1 paper feed assembly.	6/2/2016	6/2/2016	NEW YORK	10004	1
not coming to a ready state	Replaced control board and CF card. Loaded. FIRMWare SW James	6/2/2016	6/7/2016	NEW YORK	10013	1
Konica Minolta Bizhub 362 Copier C0202 - Questions - Fixya www.fixya.com ? ... ? Konica Minolta ? Konica Minolta Bizhub 362 Copier error code c0202 c0202 means that the top paper tray is not rising to bring the paper in contact with the feed rollers.		6/2/2016	6/6/2016	BROOKLYN	11201	2
machine is eat the originals when she uses the feeder jamming in feeder and the right side of the machine machine down/ display window/ machine malfuction Copy quality c-3203/machine is down unable to print machiiine is displaying service required	Cleaned doc feeder, cleaned and checked in full. Replace tray 2 feed pulleys. Cleaned adjusted	6/2/2016 6/2/2016	6/3/2016 6/3/2016	RIVERHEAD NEW YORK	11901 10013	10S 1
		6/2/2016	6/6/2016	NEW YORK	10029	1
	Cleaned al optics and adjusted CQ	6/3/2016	6/3/2016	NEW YORK	10013	1
	3205 error code reset code cleaned af pf fns int	6/3/2016	6/6/2016	RONKONKOMA	11779	10S
	Restrung chargers and adjusted contacta	6/3/2016	6/6/2016	NEW YORK	10007	1
located in the library unable to print machiiine is displaying service required	Cleaned and adjusted stapler assembly. SW Mr. Blue	6/3/2016	6/6/2016	NEW YORK	10007	1
located in the library not printing lines and off centered Jam in Feeder machine down/ display window/ machine malfuction Jamming	Rebuild a adf Assembly test ok	6/6/2016	6/6/2016	BRONX	10451	12
		6/6/2016	6/7/2016	BROOKLYN	11201	2
	Removed plaster from DF. Cleaned	6/6/2016	6/6/2016	NEW YORK	10013	1
		6/6/2016	6/8/2016	NEW YORK	10029	1
	Replaced feed feed clutch and tray 1 feed pulleys and clutch gears SW Fernando	6/6/2016	6/8/2016	NEW YORK	10013	1
machines is jamming	Rebuild ADF assembly test ok	6/6/2016	6/7/2016	BRONX	10465	12
Everytime customer scans a stack of paper through the feeder the machine jams	Swapped tray 3 an 4 paper sizes. Cleand feed uiits.	6/6/2016	6/8/2016	KEW GARDENS	11415	11
1st fl RM 132						
jamming in the machine , reoccurring issue	Replaced feed clutchSW Millie	6/7/2016	6/8/2016	NEW YORK	10004	1
jam	Replaced Mylar guide and reformed tray 2 feed assembly	6/7/2016	6/7/2016	NEW YORK	10013	1
lines and tried to clean	Cq replaced drum dev cleaned af pf int	6/7/2016	6/7/2016	LINDENHURST	11757	10S
After paper jam both trays 1 and 2 are not working	Removed jam from rear of tray 2. Key op customer SW Marilyn	6/8/2016	6/8/2016	NEW YORK	10013	1
RM 127						
Tray error ***Room 540***	Removed jam from rear of paper tray and cleaned all paper feed assemblies. SW Serena	6/8/2016	6/8/2016	NEW YORK	10013	1

machine is making strange noises and leaving dots and lines on the pages	Need to order drum and fuser unit both worn out.	6/8/2016	6/9/2016	CENTRAL ISLIP	11722	10S
RM220 light copies	Replaced transfer roller and adjusted density per customer specification SW Marcy	6/8/2016	6/9/2016	NEW YORK	10006	1
dark copies and lines	Lines, respected drum and blade and main charge, cleaned and tested, spoke to felicia	6/8/2016	6/17/2016	NEW YORK	10013	1
dark copies and lines	Needs drum rebuild and dv powder	6/8/2016	6/10/2016	NEW YORK	10013	1
lines		6/8/2016	6/9/2016	BROOKLYN	11201	2
half of image	Replaced reg clutch	6/8/2016	6/10/2016	JAMAICA	11435	11
half of image	Replaced reg clutch	6/8/2016	6/10/2016	JAMAICA	11435	11
half of image	Replaced reg clutch	6/8/2016	6/10/2016	JAMAICA	11435	11
jamming on the ADF	Replace roller that's okay spoke to secretary	6/8/2016	6/9/2016	BRONX	10451	12
white reflector ...pap jam	Replaced feed pulleys and feed clutch SW McClintock	6/8/2016	6/10/2016	NEW YORK	10007	1
machine dead	No power instructed customer to plug machine into electrical outlet phone fix	6/9/2016	6/9/2016	RONKONKOMA	11779	10S
C-2204 Machine is down	Trained customer how to replace waste toner. SW Geraldine	6/9/2016	6/9/2016	NEW YORK	10013	1
Although machine was recently serviced, it continues to jam constantly	Replaced adf roller checked	6/9/2016	6/10/2016	JAMAICA	11435	11
feeder	Jammed cleaned bushings in alignment toller,unit has multiple issues,also needs parts for tray 1	6/9/2016	6/10/2016	NEW YORK	10013	1
not feeding		6/9/2016	6/9/2016	BROOKLYN	11201	2
Needs help - Open ticket 168737 - C11A1	Need finisher this finisher is an old biz hub series 200,300,420,501	6/9/2016	6/27/2016	BROOKLYN	11201	2
Malfunction detected	finisher we can change the covers over left finisher unplug and put aside					
As per Jacob, Finisher will not initalize even after replacing the pwb. machine is ready with finisher detached.						
MACHINE INDICATING A JAM. THEY POWER CYCLED THE MACHINE WHICH PROVIDE AND ERROR CODE C2557	Machine had c2567 code ,shorted dv and drum, replaced drum dv and xfer rlr ,cleaned and tested, spoke to jane	6/9/2016	6/21/2016	STATEN ISLAND	10301	13
malfunction code c11a0	Needs one way bear	6/9/2016	6/10/2016	MINEOLA	11501	10N
machine is making strange noises and leaving dots and lines on the pages	Full pm new drum developer and fuser	6/9/2016	6/10/2016	CENTRAL ISLIP	11722	10S
RM220 paper sorting/ tray issue	Jams and wrong size, repaired tray 1,and aligned, tested ask functions and cleaned machine	6/10/2016	6/10/2016	NEW YORK	10013	1
malfunction code c11a0	Install one way general clean test	6/10/2016	6/15/2016	MINEOLA	11501	10N
malfunction code :Co 204		6/10/2016	6/10/2016	JAMAICA	11435	11
1st fl streaks / jamming		6/10/2016	6/10/2016	BROOKLYN	11201	2
feeder	Jamming tray 1,respected clutch for tray 1 ,cleaned one ways, tested, spoke to Virginia	6/10/2016	6/17/2016	NEW YORK	10013	1
not copying top line of the page		6/10/2016	6/13/2016	BROOKLYN	11201	2
dark copies and lines	Datk copies, cleane drum blade,tested spoke to felicia	6/10/2016	6/17/2016	NEW YORK	10013	1
Feeder is not working 66.02 23	Repair dadf clean rollers run and test the trays	6/10/2016	6/13/2016	CENTRAL ISLIP	11722	10S
jammed	Modified pressure spring on tray 2 pulley assembly SW Fernando	6/13/2016	6/14/2016	NEW YORK	10013	1
lines when using adf custoemr cleaned	Cleaned fuser and adjusted copy quality SW Miriam	6/13/2016	6/14/2016	NEW YORK	10013	1
c-3501...machine down	Run trouble reset general clean test	6/13/2016	6/14/2016	WESTBURY	11590	10N

paper jam lever FM4 will not close start button flashing blue. Had customer power cycle the machine	customer was able to pull the lever down and close the door start button flashing blue. Had customer power cycle the machine	6/13/2016	6/13/2016	MINEOLA	11501	10N
machine is jammed papers keep jamming shifted over image cut off adf but not copying jamming at fuser	Replaced paper feed pulleys and clutch gears. SW Renny Modified all part feed tests and adjusted registration had customer power cycle. Issue is now resolved Ordered 2nd paper feed assembly SW Fetnando	6/13/2016 6/13/2016 6/13/2016 6/14/2016 6/14/2016	6/13/2016 6/14/2016 6/14/2016 6/14/2016 6/14/2016	NEW YORK BROOKLYN NEW YORK RIVERHEAD NEW YORK	10006 11201 10004 11901 10013	1 2 1 10S 1
Lines on pages when making copies from the glass and feeder	Lines on copies, needs, drum, developer, and fuser, cleaned machine and df rollers, spoke to anthony and Ben	6/14/2016	6/15/2016	STATEN ISLAND	10301	13
1st fl						
nds drum	Replaced drum / developer /dv unit and transfer roller SW Fran	6/14/2016	6/15/2016	NEW YORK	10013	1
When they copies there are blank sections. White cover inside machine is broken - detached jamming at fuser	Needs pm Adf sheet fell off repaired af sheet cleaned af pf fns int Replaced 2nd paper feed assembly and pulleys SW Marcia	6/14/2016 6/14/2016 6/14/2016	6/15/2016 6/15/2016 6/21/2016	KEW GARDENS CENTRAL ISLIP NEW YORK	11415 11722 10013	11 10S 1
Jam paper jamming Copier keeps jamming and paper is not feeding correctly Lines on pages when making copies from the glass and feeder	Cq replaced drum dev cleaned af pf fns int Clean registration roller assy general clean test Replaced tray to pick up roller test okay I spoke to Juthit Had c557 code ,replace drum DV unit transfer and fuser,tested spoke to Anthony	6/15/2016 6/15/2016 6/15/2016 6/15/2016	6/15/2016 6/15/2016 6/17/2016 6/27/2016	CENTRAL ISLIP HEMPSTEAD MOUNT VERNON STATEN ISLAND	11722 11550 10550 10301	10S 10N 9 13
1st fl						
Send to my storage unit - When they copies there are blank sections. lines & jamming code c202 lines poor copy quality Jamming close tray error tray is jammed customer is unable to clear	Replaced drum development unit and dev Removed staple from DF and cleaned all optics Removed paper jam from tray 2. Cleaned and tested Replaced 1st and 2nd tray feed rls and adf sep rlr, cleaned opts Lines cleaned af slit glass pf int fns Jams removed paper from behind paper trays cleaned af pf int Replaced 1st and 2nd tray feed rls, adjust cabinet entrance rails	6/15/2016 6/15/2016 6/15/2016 6/15/2016 6/16/2016 6/16/2016 6/16/2016	6/27/2016 6/15/2016 6/15/2016 6/15/2016 6/16/2016 6/16/2016 6/17/2016	KEW GARDENS NEW YORK NEW YORK NEW YORK CENTRAL ISLIP CENTRAL ISLIP BROOKLYN NEW YORK	11415 10013 10013 10013 11722 11722 11201 10013	11 1 1 1 10S 10S 2 1
Tray 3 is stuck. Tray is not coming out	Error c1118 ,secondary flapper sd2,came off position replaced ,tested, spoke to Augie	6/16/2016	6/17/2016	NEW YORK	10007	1
Ask for Jason if contact person is unavailable lines dont know if its using glass or adf Toner is stuck and customer is unable to remove it	Needs drum and developer unit Cleaned and adjusted toner hopper SW Marty	6/16/2016 6/16/2016	6/17/2016 6/21/2016	HEMPSTEAD NEW YORK	11550 10013	10N 1
Konica Bizhub 421 Lines running down the page and colors are faded		6/16/2016	6/17/2016	YONKERS	10701	9
re-occurring issue jamming when doing double sided copy	Adf duplex jamming, cleaned adf sensores and rollers, tested, spoke to kevin	6/16/2016	6/17/2016	NEW YORK	10013	1
c3502 machine lines dont know if its using glass or adf Paper cannot be detected fault code c204 Customer is unable to print	General clean reset failure code test Replaced developer and drum and DV unit SW Rob	6/16/2016 6/17/2016 6/17/2016	6/17/2016 6/22/2016 6/20/2016	HEMPSTEAD HEMPSTEAD NEW YORK	11550 11550 10004	10N 10N 1

Lines running down the page and colors are faded	Replace fuser unit drum adjust developer unit test okay spoke to Gale	6/17/2016	6/24/2016	YONKERS	10701	9
re-occurring issue						
malfunction detected c3451	Spoken with gray over the phone to do trouble reset test	6/17/2016	6/17/2016	WESTBURY	11590	10N
machine is down						
Copies are coming out with black lines from top feeder and glass	Cleaned development unit and cleaning unit. Checked no lines upon arrival	6/20/2016	6/20/2016	JAMAICA	11435	11
Customer has cleaned the glass						
RM 105						
machine keeps shutting off	Removed jam from Fns	6/20/2016	6/20/2016	NEW YORK	10013	1
all dark and lines	Cleaned all optics and xerographics SW Leonard	6/20/2016	6/20/2016	NEW YORK	10013	1
Machine is not picking up paper and displaying paper jam		6/20/2016	6/20/2016	BROOKLYN	11201	2
Install developer unit		6/20/2016	6/20/2016	BROOKLYN	11201	2
Top Feeder Keeps jamming		6/20/2016	6/21/2016	BROOKLYN	11201	2
Machine is not picking up paper and displaying paper jam		6/20/2016	6/29/2016	BROOKLYN	11201	2
pull out tray then load paper error	Replaced feed assembly SW Helen	6/21/2016	6/21/2016	NEW YORK	10013	1
jamming in tray 2	Phone fix removed and test okay	6/21/2016	6/22/2016	MOUNT VERNON	10550	9
as per customer there is no paper stuck						
2 Roosevelt Sq						
jamming in the machine	Replaced tray 3 pulleys adjusted pickup pressure	6/21/2016	6/22/2016	NEW YORK	10038	1
rattling noise		6/21/2016	6/21/2016	BROOKLYN	11201	2
Feeder tray on top is not functioning properly - paper gets jammed	Adjusted adf access door cleaned	6/21/2016	6/22/2016	JAMAICA	11435	11
Message saying Tray 2 is out of paper when it's not. Paper guides are snug. Machine on 10th Floor		6/21/2016	6/22/2016	BROOKLYN	11201	2
rattling noise		6/21/2016	7/5/2016	BROOKLYN	11201	2
spots	Cleaned optics and xerographics SW Martin	6/21/2016	6/21/2016	NEW YORK	10013	1
feeder issue 2nd floor	Jamming on legal,also doc feeder,replaced rollers ,tested, spoke to Jim	6/21/2016	6/22/2016	STATEN ISLAND	10301	13
"change password"		6/22/2016	6/22/2016	CENTRAL ISLIP	11722	10S
Machine is printing slowly and making noises	Replace roller test ok spoke to manager	6/22/2016	6/22/2016	BRONX	10451	12
RM 118						
jamming	Rebuild exit sensor test okay cleaned machine	6/22/2016	6/22/2016	BRONX	10451	12
white line down the page when making copies	Remove object blocks Len Area	6/22/2016	6/23/2016	MINEOLA	11501	10N
c3804	Reset funeral, cleaned and checked in full.	6/22/2016	6/22/2016	RIVERHEAD	11901	10S
pm		6/22/2016	6/22/2016	BROOKLYN	13204	2
machine indicating a jam		6/22/2016	6/23/2016	BROOKLYN	11201	2
Copy quality		6/23/2016	6/23/2016	BROOKLYN	11201	2
Not grabbing documents **14th Flr**		6/23/2016	6/23/2016	BROOKLYN	11201	2
Print quality issue		6/23/2016	6/24/2016	BROOKLYN	11201	2
Blurry lines down the page						
RM 4-110 Urgent						
Malfunction Code C2557		6/23/2016	6/24/2016	BROOKLYN	11201	2
courtesy call	Prevent maintenance spoke to Matilda that's okay	6/23/2016	6/23/2016	BRONX	10451	12
courtesy call	Preventive maintenance lubricate machine test okay spoke to Matilda	6/23/2016	6/23/2016	BRONX	10451	12

Machine will not power up displaying error C2557	Replace Df pulleys cleaned and adjust	6/23/2016	6/24/2016	NEW YORK	10004	1
Jamming when copying double sided pages	Replaced developer drum and DV unit	6/23/2016	6/23/2016	NEW YORK	10004	1
Print quality	Cleaned optics and machine adjusted cq	6/23/2016	6/24/2016	MINEOLA	11501	10N
Misfeed error Room 107 Security office room	One ways for legal slips, disassemble and clean ,long job ,tested,spoke to Sgt rice	6/24/2016	6/27/2016	STATEN ISLAND	10301	13
machine is not printing on 8.5 - 14 and machine is constantly jamming		6/24/2016	6/27/2016	BROOKLYN	11201	2
malfunction detected feeder tray is broken	Ordered finisher top tray guides and temporarily repaired machine.	6/24/2016	6/27/2016	RIVERHEAD	11901	10S
rm 303						
Machine is down	Reset machine replaced roller test	6/24/2016	6/24/2016	MINEOLA	11501	10N
feeder jam	Replaced feeder pulleys	6/24/2016	6/24/2016	NEW YORK	10013	1
	SW Rincon					
paper jam	Adjusted paper feed assembly and cleaned machine	6/24/2016	6/24/2016	NEW YORK	10013	1
lines		6/24/2016	6/28/2016	BROOKLYN	11201	2
lines		6/24/2016	6/28/2016	BROOKLYN	11201	2
Print quality issue		6/24/2016	6/30/2016	BROOKLYN	11201	2
Blurry lines down the page						
RM 4-110 Urgent						
BOTTOM TRAY IS JAMMED		6/24/2016	6/27/2016	BROOKLYN	11201	2
c2803	2803 toner is totally empty change bottle reset code test	6/27/2016	6/28/2016	WESTBURY	11590	10N
malfunction detected	Installed finisher hooks and checked in full.	6/27/2016	6/28/2016	RIVERHEAD	11901	10S
feeder tray is broken						
rm 303						
jamming/ red light	Replaced display, cleaned and checked in full.	6/27/2016	6/27/2016	RIVERHEAD	11901	10S
jam		6/27/2016	6/28/2016	BROOKLYN	11201	2
Escalate problem - machine is not printing on 8.5 - 14 and machine is constantly jamming	Relub the feed unit	6/27/2016	7/1/2016	BROOKLYN	11201	2
not copying	Error c2557 ,replace drum developer powder,transfer roller ,tested ,spoke to chris	6/27/2016	6/28/2016	STATEN ISLAND	10301	13
Needs Developer	Replaced developer and transfer roller	6/28/2016	6/28/2016	NEW YORK	10013	1
	SW Virginia					
Not recognizing the paper		6/28/2016	6/28/2016	NEW YORK	10035	1
call admin error	Phone fix with Jack.	6/28/2016	6/29/2016	RIVERHEAD	11901	10S
Machine is making loud noise when copying	Cleaned and lubed Df drive assembly	6/28/2016	6/30/2016	NEW YORK	10004	1
Print quality	Will follow with Dev	6/28/2016	6/28/2016	WESTBURY	11590	10N
Machine is down	Reseated all connections on the LVPS. cleaned tested	6/28/2016	6/28/2016	NEW YORK	10013	1
Jamming and ripping paper	Cleaned and lubed exit assembly	6/28/2016	6/28/2016	NEW YORK	10013	1
	SW Francis					
Jamming	Clean and lubricate machine test okay	6/28/2016	6/30/2016	WARDS ISLAND	10035	1
service/ toner fault	Vacuum drum cavity and hopper section for error 2403..toner bottle rotation	6/28/2016	6/29/2016	NEW YORK	10010	1
Waiting for their developer - Print quality	Replace drum unit and develop unit general cleaning and test	6/28/2016	6/29/2016	WESTBURY	11590	10N
Jamming in document feeder	Machine is back up and working	6/29/2016	6/29/2016	NEW YORK	10013	1
Copier jams when copying long paper		6/29/2016	6/29/2016	BROOKLYN	11201	2
Jamming- Call Angela @ 646-386-4646	Jared, found fuser sensor broken ,also rollers worn,replaced unit ,tested ,spoke to celine	6/29/2016	6/30/2016	NEW YORK	10013	1
jam	General cleaning and test	6/30/2016	7/1/2016	BROOKLYN	11201	2
cutting off image	Adjust paper trays image cut off.	6/30/2016	7/1/2016	CENTRAL ISLIP	11722	10S
jamming		6/30/2016	7/5/2016	BROOKLYN	11201	2
machine is not copying		6/30/2016	7/1/2016	BROOKLYN	11201	2
machine is unresponsive						

code	Replace drum and customer developer test ok.spoke to mario	6/30/2016	6/30/2016	BRONX	10451	12
machine is jamming constantly	Spoken with Teresa resolve the issue	6/30/2016	6/30/2016	HEMPSTEAD	11550	10N
malfunction very serious paper	Replace moisture paper general cleaning test	6/30/2016	6/30/2016	HEMPSTEAD	11550	10N
C-2557	Perform full pm drum and development	6/30/2016	7/1/2016	CENTRAL ISLIP	11722	10S
machine is printing out the last print job		6/30/2016	6/30/2016	BROOKLYN	11201	2
machine is not scanning	Cleaned adf feed and transport rlr,sensors, removed paper	7/5/2016	7/5/2016	NEW YORK	10013	1
papers are being crumbled in the top feeder	clips,test machine,sweet Monique...pdf					
RM 3A						
ERROR: C0204		7/5/2016	7/6/2016	BROOKLYN	11201	2
noise	Phone fix spoke to Gale lubricate mc test ok	7/5/2016	7/6/2016	YONKERS	10701	9
need meter reading// need config page		7/5/2016	7/6/2016	NEW YORK	10019	1
Velcrow is loose	Double side tape white cover ADF replace drum test okay I spoke to Gale	7/5/2016	7/6/2016	YONKERS	10701	9
THE FINISHER IS NOT WORKING	Fix finisher general cleaning	7/5/2016	7/6/2016	MINEOLA	11501	10N
copy quality	Cq replaced drum dev cleaned af int	7/6/2016	7/6/2016	HAUPPAUGE	11787	10S
paper tray jamming	Replaced tray feed rlr and adf separation rlr,cleaned transport rlr.pdf	7/6/2016	7/6/2016	NEW YORK	10013	1
jamming constantly	Repair paper tray clean dadf run and test	7/6/2016	7/7/2016	CENTRAL ISLIP	11722	10S
lines on copies	Clean dad for replace staples run and test	7/6/2016	7/7/2016	CENTRAL ISLIP	11722	10S
RC02 a11W011007963	jamming letter size,took apart feed unit ,cleaned all bushing, gunk and buildup,cleaned one way bearings,tested,spoke to Anthony	7/6/2016	7/7/2016	STATEN ISLAND	10301	13
Malfunction C0202	not seeing meter tab ,meter is 119909					
jamming in the machine	Phone fix test okay spoke to Matilda	7/7/2016	7/8/2016	BRONX	10451	12
legal paper jam		7/7/2016	7/8/2016	BROOKLYN	11201	2
top feeder jam	Replace roller test ok.clean ADF	7/7/2016	7/8/2016	BRONX	10451	12
C2403...Machine is down	c2403 code,toner bottle rotating error, had to take entire machine apart to clean sensor,big job,cleaned ,put back together,tested fully,spoke to dawn	7/7/2016	7/8/2016	NEW YORK	10013	1
Jamming	Too much paper loaded, adjusted guides, cleaned and checked in full.	7/7/2016	7/8/2016	CENTRAL ISLIP	11722	10S
malfunction detected c0204		7/8/2016	7/8/2016	BROOKLYN	11201	2
faded copies	Replaced drum, developer unit and completed a PM.	7/8/2016	7/8/2016	RIVERHEAD	11901	10S
jamming constantly	had adf Jan's and pcq,removed mylar in adf,cleaned rollers also adjust charge for copy quality	7/8/2016	7/8/2016	NEW YORK	10007	1
jamming constantly	has c2403 code ,had to take machine apart to clean sensor ,tested spoke to Richard, cleaned everything	7/8/2016	7/8/2016	NEW YORK	10007	1
jamming		7/8/2016	7/8/2016	NEW YORK	10035	1
dirty copies	Lines thru adf ,cleaned optics tested all functions,spoke to carol	7/8/2016	7/11/2016	NEW YORK	10004	1
Jamming machine is down		7/8/2016	7/11/2016	BROOKLYN	11201	2
internal error	General cleaning and inspection	7/8/2016	7/11/2016	HEMPSTEAD	11550	10N
Jamming	Replaced tray 1 pulleys and clutch gears	7/8/2016	7/11/2016	NEW YORK	10038	1
	Tested SW Darian					
staple issue	Needs control panel	7/8/2016	7/11/2016	HEMPSTEAD	11550	10N
Jamming in the feeder		7/11/2016	7/13/2016	BROOKLYN	11201	2
and not pulling the paper						
RM 6098						
jamming	Adjusted regarding my Lars checked	7/11/2016	7/11/2016	KEW GARDENS	11415	11
Machine is displaying replace Fuser and is not working.	Cleaned and reset fuser unit counter. Sw	7/11/2016	7/11/2016	NEW YORK	10007	1

glass light turns off when making copies	Add nw repaired af sheet cleaned af pf int	7/11/2016	7/12/2016	CENTRAL ISLIP	11722	10S
4th fl						
glass light turns off when making copies	After nw repaired af sheet cleaned af pf fns int	7/11/2016	7/12/2016	CENTRAL ISLIP	11722	10S
4th fl						
customer training	Train the customer on operation of the machine change output tray to make things easier for the customer	7/11/2016	7/12/2016	MINEOLA	11501	10N
jamming	Removed staple from feeder and cleaned tested. Sw Matthew	7/11/2016	7/11/2016	NEW YORK	10004	1
streaks	Cleaned all xerographics and optics SW Elaine	7/11/2016	7/12/2016	NEW YORK	10004	1
plastic piece on the lid fell ooff	Replaced 1st tray feed rlr and adf sepa rational rlr,adjust adf mat holder...pdf	7/11/2016	7/12/2016	NEW YORK	10010	1
Lines when printing		7/11/2016	7/12/2016	BROOKLYN	11201	2
PM		7/11/2016	7/12/2016	BROOKLYN	13204	2
Pm		7/11/2016	7/12/2016	BROOKLYN	11201	2
Pm		7/11/2016	7/12/2016	BROOKLYN	11201	2
PM		7/11/2016	7/12/2016	BROOKLYN	11201	2
staple issue	Install operation panel needs drum and transfer unit general cleaning and inspection	7/11/2016	7/14/2016	HEMPSTEAD	11550	10N
Part fell off machine when opening inside cover	Repair white sheet clean and test	7/11/2016	7/12/2016	CENTRAL ISLIP	11722	10S
"Error 3802"	Clean fuser unit general cleaning and inspection	7/11/2016	7/12/2016	MINEOLA	11501	10N
Adf jams	Adf nw repaired af sheet cleaned af pf int	7/12/2016	7/12/2016	CENTRAL ISLIP	11722	10S
Error Code C0208	Needs due sensor spring and adf white platen	7/12/2016	7/13/2016	JAMAICA	11435	11
lines when printing Glass cover fell off and load paper error	Repaired doc feeder lid, replaced cassette 2 feed rollers and checked in full.	7/12/2016	7/13/2016	RONKONKOMA	11779	10S
unable to locate paper jam		7/12/2016	7/12/2016	CENTRAL ISLIP	11722	10S
constant jamming						
7TH FL						
top feeder	Cleared Df and reset tested Sw Kathleen	7/12/2016	7/13/2016	NEW YORK	10013	1
ADF Error	Modified DF jamy release assembled cleaned tested SW Gerri	7/12/2016	7/13/2016	NEW YORK	10013	1
Trouble c-0202	paper stuck behind tray 2,cleared and cleaned rollers,tested ,spoke to debbie	7/12/2016	7/13/2016	STATEN ISLAND	10301	13
toner filter	Needs drum	7/12/2016	7/13/2016	KEW GARDENS	11415	11
NO POWER		7/12/2016	7/13/2016	BROOKLYN	11201	2
lines going down the page ...	NIFI install fuser unit general cleaning and inspection	7/12/2016	7/13/2016	WESTBURY	11590	10N
copies are dirty and missing text		7/13/2016	7/13/2016	BROOKLYN	11201	2
feeder broke again	Fns lift motor not turning on needs fns main pcb and lift motor	7/13/2016	7/13/2016	CENTRAL ISLIP	11722	10S
Error Code C0208	Replaced white platen and duplex spring	7/13/2016	7/18/2016	JAMAICA	11435	11
Not feeding legal	Replaced paper feed pulleys and cleaned and tested machine Sw Gerri	7/13/2016	7/13/2016	NEW YORK	10013	1
lines	Adjusted guides on ADF cleaned tested Sw Katy	7/13/2016	7/13/2016	NEW YORK	10013	1
feeder broke again	Installed lift motor and fns pcb needs shutterotor	7/13/2016	7/18/2016	CENTRAL ISLIP	11722	10S
copies are dirty and missing text		7/13/2016	7/15/2016	BROOKLYN	11201	2
Jamming	Remove paper jam I spoke to Gail that's okay	7/13/2016	7/14/2016	YONKERS	10701	9
ADF lid came off and line on copies	Replaced cleaning blade, repaired doc feeder lid, cleaned and checked in full.	7/13/2016	7/13/2016	RONKONKOMA	11779	10S
toner filter////////prt received and signed by Mayrant.	Replaced drum	7/13/2016	7/20/2016	KEW GARDENS	11415	11
not copying or printing out		7/14/2016	7/15/2016	NEW YORK	10013	1
copies on glass has lines annd adf	Install developer clean drum unit	7/14/2016	7/15/2016	WESTBURY	11590	10N
part of the top feeder is broken	Repaired doc feeder lid, cleaned and checked copier in full.	7/14/2016	7/15/2016	RIVERHEAD	11901	10S
1st fl						
jamming	Replace drum clutch test okay cleaned machine spoke to Gail	7/14/2016	7/15/2016	YONKERS	10701	9
galss cover fell off	Repaired white platen cleaned	7/14/2016	7/15/2016	JAMAICA	11435	11

thick lines when making copies through the feeder and glass	Replaced drum unit k and developer with tank,transfer rlr,cleaned	7/14/2016	7/15/2016	NEW YORK	10013	1
RM 663	adf feed section and check paper feed rlr....pdf					
staple issue	Install drum and transfer units	7/14/2016	7/21/2016	HEMPSTEAD	11550	10N
not making copies	spoke to jen she sut off copier unplugged and plugged back in turn on and all is working again closing this out	7/15/2016	7/15/2016	BROOKLYN	11201	2
not making copies	spoke to jen she sut off copier unplugged and plugged back in turn on and all is working again closing this out	7/15/2016	7/15/2016	BROOKLYN	11201	2
not making copies	spoke to jen she sut off copier unplugged and plugged back in turn on and all is working again closing this out	7/15/2016	7/15/2016	BROOKLYN	11201	2
jamming - Call before going	Reset fuser unit test okay spoke to Allison next time order a fuser unit for this machine this machine is located in the building all the way in the back	7/18/2016	7/18/2016	WARDS ISLAND	10035	1
spilled toner	Toner spill vac toner spill cleaned af pf int	7/18/2016	7/18/2016	CENTRAL ISLIP	11722	10S
door will not close						
rm D11						
door will not close	Toner spill vac toner spill cleaned af pf fns int	7/18/2016	7/18/2016	CENTRAL ISLIP	11722	10S
call in advanced to provide ETA						
jamming/ sensor	Repaired cassette guides in #2, cleaned and checked in full.	7/18/2016	7/19/2016	RIVERHEAD	11901	10S
drum replacement	Replaced drum and developer cleaned and checked	7/18/2016	7/19/2016	MINEOLA	11501	10N
feeder broke again	fns needs gear 18t	7/18/2016	7/21/2016	CENTRAL ISLIP	11722	10S
feeder is causing distorted or garbled images		7/18/2016	7/19/2016	BROOKLYN	11201	2
malfunction code c0204. Machine will not allow 8.5 X 14 paper		7/18/2016	7/19/2016	BROOKLYN	11201	2
machine is over heating and jams constantly and it indicates that there are no supplies	Replaced paper feed transport clutch and all paper feed pulley for trays 1 and 2	7/18/2016	7/19/2016	NEW YORK	10013	1
adf jam	Sw Xiomara					
feeder is causing distorted or garbled images	This machine is fine customer using the wrong paper	7/19/2016	7/19/2016	MOUNT VERNON	10550	9
[1Z1358680347403125 [Ground]]		7/19/2016	7/22/2016	BROOKLYN	11201	2
LINES AND JAMMING in DF	Cleaned and adjusted Df Sw Ken	7/19/2016	7/19/2016	NEW YORK	10013	1
pap jam ...torn paper in the machine	Rebuilt Tray 1 test ok clean mc	7/19/2016	7/20/2016	BRONX	10451	12
poor color quality	Copies light,cleaned optics and adjusted density,cleaned	7/19/2016	7/20/2016	STATEN ISLAND	10301	13
colors are light	machine,tested and spoke to Jeannie					
RM 508						
Lines on copies	Cleaned all xerographics and remove paper from cleaning unit SW Ken	7/20/2016	7/20/2016	NEW YORK	10013	1
c0204	Fix tray 2 general cleaning and inspection	7/20/2016	7/20/2016	MINEOLA	11501	10N
legal size paper is jamming/ cant shut the front of the mchine	Repaired finisher guide, cleaned, checked and ordered all feed rollers.	7/20/2016	7/21/2016	RIVERHEAD	11901	10S
legal size paper is jamming/ cant shut the front of the mchine	Repaired finisher guide, cleaned, checked and ordered all feed rollers.	7/20/2016	7/21/2016	RIVERHEAD	11901	10S
legal size paper is jamming/ cant shut the front of the mchine	Repaired finisher guide, cleaned, checked and ordered all feed rollers.	7/20/2016	7/21/2016	RIVERHEAD	11901	10S
machine is jamming constantly and they are unable to find pieces of torn paper in the machine	Replaced tray feed rlr,cleaned xerografics section and adf feed rlr and sensors ,removed jam from transport...pdf	7/20/2016	7/20/2016	NEW YORK	10004	1
legal size paper is jamming/ cant shut the front of the mchine	Replaced feed rollers and checked in full.	7/21/2016	7/22/2016	RIVERHEAD	11901	10S
error: C2557		7/21/2016	7/21/2016	BROOKLYN	11201	2
Jamming	Adjust finisher exit section, adf mat holder,cleaned adf feed section, check paper feed units..pdf..sw Denise	7/21/2016	7/25/2016	NEW YORK	10004	1
feeder broke again	replaced fns shutter gear	7/21/2016	7/25/2016	CENTRAL ISLIP	11722	10S

Red blinking light Customer has to keep restarting the machine until she can make a copy 3rd fl back hallway pm hours 9-5 copies in feeder makes lines cuts into words courtesy call Machine is down		7/22/2016	7/25/2016	CENTRAL ISLIP	11722	10S
		7/22/2016	7/22/2016	BROOKLYN	11201	2
	cq replaced drum dev cleaned af pf fns int	7/22/2016	7/25/2016	CENTRAL ISLIP	11722	10S
	Prevent maintenance test ok clean mc	7/22/2016	7/22/2016	BRONX	10456	12
	Replace drum developer unit customer developer that's okay I spoke to Juthy	7/22/2016	7/25/2016	MOUNT VERNON	10550	9
bottom tray keeps jamming Below message on the touchscreen: ?Malfunction detected. Please call your Technical Representative. C3451?	Replaced damp paper cleaned and key op. This mc need developer and drum	7/22/2016 7/25/2016	7/25/2016 7/25/2016	JAMAICA BRONX	11432 10463	11 12
paper jam	Customer overloaded tray 3 causing an error Sw Darian	7/25/2016	7/26/2016	NEW YORK	10038	1
hours 9-5 paper jams constantly in same area Machine stops during printing Lines from the feeder and glass	jams removed paper clip from register area cleaned af pf int fns Perform full pm replace drum and developer clean and test	7/25/2016 7/25/2016	7/26/2016 7/25/2016	RIVERHEAD CENTRAL ISLIP	11901 11722	10S 10S
Supreme Court Judge Mckenzie RM S22 jammig	Key op customer on proper loading of paper and about humidity issued SW Kim	7/25/2016	7/26/2016	NEW YORK	10013	1
jamming	Replaced paper and tested Sw Kim	7/25/2016	7/26/2016	NEW YORK	10013	1
stapler not working This mc need developer mc is down - Below message on the touchscreen: ?Malfunction detected. Please call your Technical Representative. C3451? [1Z1358680348604120 [Ground]]	Repair stapler unit clean and test Replace drum developer unit developer test ok spoke to veny	7/25/2016 7/25/2016	7/25/2016 7/27/2016	CENTRAL ISLIP BRONX	11722 10463	10S 12
constant jamming Remove accounting from the machine they are tired of having to put in a code Tray error COURTESY CALL black lines cleaned glasss Tray error ***Ask for Christine***	Replace turn over unit fuser unit 2 clutch test ok clean mc Walked customer through removing accounting codes. performed trouble reset general cleaning and test Replace rollers test OK rebuilt ADF spoke to Mario Replaced drum development unit and developer.checked not recognize paper adjust paper set allow for auto paper switch test	7/25/2016 7/25/2016 7/25/2016 7/25/2016 7/26/2016 7/26/2016	7/26/2016 7/26/2016 7/26/2016 7/26/2016 7/26/2016 7/26/2016	YONKERS YONKERS MINEOLA BRONX JAMAICA WESTBURY	10701 10701 11501 10451 11435 11590	9 9 10N 12 11 10N
dirty copies courtesy call Black lines on the copies jam	Cleaned all xerographics and optics SW Elaine Check mc Replace drum and developer clean add run and test Replaced DF feed pulleys and cleaned tray sensors and rollers Sw Charles	7/26/2016 7/26/2016 7/26/2016 7/26/2016	7/26/2016 7/27/2016 7/27/2016 7/26/2016	NEW YORK YONKERS CENTRAL ISLIP NEW YORK	10013 10701 11722 10013	1 9 10S 1
jamming pm pm Jamming	Clean one way gear for finisher clean up and test	7/26/2016 7/27/2016 7/27/2016 7/27/2016	7/27/2016 7/27/2016 7/27/2016 7/27/2016	RIVERHEAD BROOKLYN BROOKLYN YONKERS	11901 11201 11201 10701	10S 2 2 9
customer is irate and is requesting a tech on site today	This mc has a problem w/duplex unit check mc , spring on actuator is really loosed I put more tension on it, bud copy quality is really bad copy mc was dirty manager here has a lot of complaints...NEED PARTS.	7/27/2016 7/27/2016	7/28/2016 7/28/2016	CENTRAL ISLIP MINEOLA	11722 11501	10S 10N
c6102 machine down white reflector	Optic bent from book copying reform clean and test plaste the white reflect back on replaced roller general cleaning and test	7/27/2016 7/27/2016	7/28/2016 7/28/2016	CENTRAL ISLIP MINEOLA	11722 11501	10S 10N

pm		7/27/2016	7/27/2016	BROOKLYN	11201	2
Constant jamming and making loud banging noise. This is an ongoing issue		7/27/2016	7/27/2016	BROOKLYN	11201	2
9th fl next to 948						
Copy and print quality	I have to drop at the Q.I have to come back tomorrow and replace the drum I spoke to Carol	7/27/2016	7/27/2016	WARDS ISLAND	10035	1
lines on the copies	Replace developer I have to use my own developer because customer didn't have any	7/27/2016	7/28/2016	NEW ROCHELLE	10801	9
Jamming	Replaced parts list below	7/27/2016	8/2/2016	YONKERS	10701	9
customer is irate and is requesting a tech on site today						
I need a drum unit it's at the cube won't be able to make it on time I will be back tomorrow - Copy and print quality	Replace fuser drum drive mail assembly test ok spoke to carol	7/27/2016	7/28/2016	WARDS ISLAND	10035	1
jam in the machine / tray / door issue	re mount the spring tension on tray 3 general cleaning and test	7/28/2016	7/28/2016	WESTBURY	11590	10N
c3903 ...machine down	revised Lorraine to reset the machine	7/28/2016	7/28/2016	HEMPSTEAD	11550	10N
courtesy call	Clean and lubricate machine test okay I spoke to Audrey	7/28/2016	7/28/2016	NEW ROCHELLE	10801	9
Developer and drum needed	Replace drum and developer clean rollers run and test	7/28/2016	7/29/2016	CENTRAL ISLIP	11722	10S
unable to print	Help it guy frank download correct driver for Windows 10...pdf	7/28/2016	7/29/2016	NEW YORK	10010	1
reconnected machine and network cable						
cell 917 715 0577						
equip malfunction		7/29/2016	7/29/2016	BROOKLYN	11201	2
not making any copies ., machine is down	cleaned all rollers and copier ,tested tandem tray ,everything OK, spoke to maria	7/29/2016	8/1/2016	NEW YORK	10013	1
service needed	Repair let and also repair dadf	7/29/2016	7/29/2016	CENTRAL ISLIP	11722	10S
Constant jamming	jamming and platen cover fell off ,reattach and reset machine and cleaned ,tested, spoke to steve	8/1/2016	8/1/2016	NEW YORK	10007	1
Please call before 1 pm with ETA						
rm 620 646 386 3281						
jamming when scanning 10 documents or more	need assistance adf jamming	8/1/2016	8/1/2016	NEW YORK	10007	1
customer states she usually scans more documents						
RM 158						
top feeder keeps jamming		8/1/2016	8/1/2016	BROOKLYN	11201	2
door stays open	Adjust Tray 1 a spring test okay cleaned machine	8/1/2016	8/2/2016	BRONX	10451	12
jamming when scanning 10 documents or more	Replaced parts for copy quality I need clicks last tech put oil on it	8/1/2016	8/2/2016	NEW YORK	10007	1
customer states she usually scans more documents						
RM 158						
Jamming and paper guides are tight	[Call#: SC129839 c/b override from SC121706. CBPrevCall = 19780 target = Model 7709.000000]	8/2/2016	8/2/2016	BROOKLYN	11201	2
Tech was supposed to return with a part						
Urgent call with ETA						
10th fl						
jamming		8/2/2016	8/3/2016	CENTRAL ISLIP	11722	10S
Jamming		8/2/2016	8/3/2016	NEW YORK	10035	1
Feeder not working again		8/2/2016	8/3/2016	BROOKLYN	11201	2
c2403 error	Bad toner supplensrr any supply unit	8/2/2016	8/4/2016	RONKONKOMA	11779	10S
Feeder not working	Cleaned adf rollers and machine next call pm drum	8/2/2016	8/3/2016	JAMAICA	11435	11
Bottom tray is not being recognized even though it is full.		8/2/2016	8/3/2016	BROOKLYN	11201	2
When Tray 1 is empty, it will not default to Tray 3						
jamming when scanning 10 documents or more	Replaced DADF pulleys cleaned and adjust	8/2/2016	8/8/2016	NEW YORK	10007	1
customer states she usually scans more documents	Sw Nick					
RM 158						

Jamming...print quality	Replaced pm parts drum/developer/DVD unit transfer roller SW Doreatha	8/3/2016	8/3/2016	NEW YORK	10004	1
missing parts		8/3/2016	8/3/2016	BROOKLYN	11201	2
jamming	getting jams and c2567 code ,drum shorting out,also replaced transfer roller and DV powder,tested ,spoke to Mr lou	8/3/2016	8/4/2016	NEW YORK	10007	1
rm 116						
Finisher was escalated to mitch he never come back - missing parts	still c11a1 occur upper exit roller up down motion try to reinstall roller ass reseal all connector spoken with Jacob . I feel they have eject section bonding	8/3/2016	8/4/2016	BROOKLYN	11201	2
jamming in the machine on the right	repaired tray 1 feed head,cleaned rollers, also checked pcq settings, for customers	8/3/2016	8/5/2016	NEW YORK	10013	1
hours 830-430		8/4/2016	8/4/2016	BROOKLYN	11201	2
cant makes copies from top feeder or glass						
hours 9-5	2557 error message replaced drum dev cleaned af pf fns int	8/4/2016	8/5/2016	RIVERHEAD	11901	10S
says malfunction please call svc						
jammed error c0202	Cleaned all paper feed assemblies and changed paper supply Sw Jason	8/4/2016	8/8/2016	NEW YORK	10007	1
fs530 giving c11a1 code due to upper exit roller up down motion bonding.c customer - Finisher was escalated to mitch he never come back - missing parts//coming to the shop for repair(no loaner needed) finisher will be at the shop for repair	log Request # with KM 168737. the Troubleshooting points to the M6 open/close motor which is the one that controls the movement of the upper eject roller. I looked at the history there is no details if this is the motor that was ordered of it was tested	8/4/2016	8/22/2016	BROOKLYN	11201	2
constantly jamming	had c1118 code ,jamming and sorter error, had to disassemble sorter to find and reattached exit paddle,tested all trays, spoke to louie	8/4/2016	8/4/2016	NEW YORK	10007	1
Trouble call C-351 Machine is not printing	Replaced fuser unit. Cleaned and tested SW Dean	8/4/2016	8/8/2016	NEW YORK	10013	1
c2403 error		8/4/2016	8/10/2016	RONKONKOMA	11779	10S
machine is jammed and custome is unable to reach it clear.	damp paper problem ,advised customer	8/5/2016	8/5/2016	NEW YORK	10007	1
Courtesy call	This mc need fuser spoke to machine keeps jamming right out the fuser unit spoke to mari	8/5/2016	8/5/2016	BRONX	10451	12
Courtesy call [1Z1358680346024519 [Ground]]	Replaced fuser unit, clean and vac Mc.	8/5/2016	8/11/2016	BRONX	10451	12
Follow up to check ongoing feeder issue.		8/8/2016	8/8/2016	BROOKLYN	11201	2
jamming 917-885-6859	Replaced clucht got tray 3,clean and vac Mc	8/8/2016	8/9/2016	WARDS ISLAND	10035	1
Top feeder paper guide is broken	Ordered Df guides Sw Michael	8/8/2016	8/10/2016	NEW YORK	10006	1
12th fl						
top roller dirty	Replaced DF pulleys cleaned and lubed gears Sw Doreatha	8/8/2016	8/10/2016	NEW YORK	10004	1
shutting down	Adjusted LCD screen sensitivity	8/8/2016	8/8/2016	NEW YORK	10007	1
Loud Noise RM 311	Cleaned and lubed laser for noise. Note: if noise gets worse will replace	8/8/2016	8/8/2016	NEW YORK	10007	1
feeder jamming	SW Bob					
	Realigned mylar guide in the DF	8/8/2016	8/9/2016	NEW YORK	10013	1
	Cleaned tested Sw myrna					
Malfunction error C0202 Machine is down	Checked copier and no problem found. Paper is wet and causing jams.	8/8/2016	8/9/2016	RIVERHEAD	11901	10S
Red blinking light						
doubled sided copies jam constantly	Replaced duplex clutches Sw Louie	8/9/2016	8/9/2016	NEW YORK	10007	1
misfeed that they can't clear.		8/9/2016	8/9/2016	BROOKLYN	11201	2
paper matching size and tray 3 not working	Clean and vac mc, reset code this mc is missing all the stopper for trays customers when replaces paper pull the all unit out and create this problems.	8/9/2016	8/10/2016	BRONX	10456	12
jam	Jams tray 3 replaced refeed roller green cleaned af pf int	8/9/2016	8/10/2016	CENTRAL ISLIP	11722	10S

dirty copies	Cleaned all optics and xerographics Sw Johnson	8/9/2016	8/9/2016	NEW YORK	10013	1
black lines when making copies through the feeder	replace drum general cleaning and test	8/9/2016	8/10/2016	WESTBURY	11590	10N
Urgent Family Courts Copies are printing off center pages are being cut off RM E135 0220 code		8/9/2016	8/10/2016	KEW GARDENS	11415	11
	Clean and vac mc, machine like the other in missing stopper on tray like the other.	8/10/2016	8/10/2016	BRONX	10456	12
streaks and lines	Mc is working a code need developer.	8/10/2016	8/11/2016	BRONX	10451-50Z5	12
Top feeder paper guide is broken	Rescheduled for time Sw Laura	8/10/2016	8/19/2016	NEW YORK	10006	1
12th fl Machine is down		8/10/2016	8/11/2016	BROOKLYN	11201	2
Faded shadows & lines smeared on sheets	refresh paper re caliber image general cleaning and test	8/10/2016	8/11/2016	MINEOLA	11501	10N
Follow up		8/10/2016	8/11/2016	BROOKLYN	11201	2
streaks and lines	Checked copier in full.	8/11/2016	8/11/2016	RIVERHEAD	11901	10S
Lines on the copies	Replaced drum and dv ,dv unit too.	8/11/2016	8/16/2016	BRONX	10451-50Z5	12
	Removed object blocking optics general inspection	8/11/2016	8/11/2016	HEMPSTEAD	11550	10N
2nd fl Civil Clerk office Service code: C11A0 Jamming		8/11/2016	8/12/2016	BROOKLYN	11201	2
Lines on the copies		8/11/2016	8/15/2016	NEW YORK	10035	1
Re-occurring issue	Gave customer demos on operation of different functions and setting	8/11/2016	8/12/2016	HEMPSTEAD	11550	10N
Error C0214	train the staff how to load bottom drawer general cleaning test	8/12/2016	8/12/2016	HEMPSTEAD	11550	10N
1 drum needed		8/12/2016	8/12/2016	BROOKLYN	11201	2
1 drum needed		8/12/2016	8/22/2016	BROOKLYN	11201	2
Jamming	Replace lower grade paper with better grade paper to prove to customercause of jams. Sw Sheila	8/15/2016	8/16/2016	NEW YORK	10007	1
hours 9-5 stapler cart is empty , they will need cart will send to supplies to get it		8/15/2016	8/16/2016	BROOKLYN	11201	2
jamming	Replaced all pm parts Sw Angela	8/15/2016	8/17/2016	NEW YORK	10010	1
Jamming		8/15/2016	8/17/2016	NEW YORK	10035	1
Legal size paper is jamming in the feeder	Check and clean tray 2 no problem found upon arrival	8/15/2016	8/16/2016	MINEOLA	11501	10N
Black lines all over when making copies from the glass and feeder	General cleaning and inspection	8/15/2016	8/16/2016	WESTBURY	11590	10N
RM 308 noise		8/15/2016	8/16/2016	BROOKLYN	11201	2
feeder is not working	Clean and vac Mc, clean all feed rolls	8/16/2016	8/17/2016	BRONX	10465	12
Print and copy quality	Cq replaced drum unit cleaned af pf int	8/16/2016	8/17/2016	CENTRAL ISLIP	11722	10S
Constant Jamming	Tech put oil on clucht	8/16/2016	8/17/2016	YONKERS	10701	9
Constant Jamming	Replaced clucht on this mc tech used oil on it	8/16/2016	8/17/2016	YONKERS	10701	9
Jamming	Clean and vac Mc, clean all feed rolls	8/16/2016	8/17/2016	NEW ROCHELLE	10801	9
Jamming		8/16/2016	8/16/2016	BROOKLYN	11201	2
Jamming error" misfeed"	Replaced paper feed pulleys and cleaned Sw Anna	8/16/2016	8/18/2016	NEW YORK	10013	1
RM 1254 maintenance	Reset pm counters and cleaned machine SW Pat	8/16/2016	8/16/2016	NEW YORK	10007	1

jamming in the finisher	Adjusted and cleaned fns Sw Kim. More service required	8/17/2016	8/18/2016	NEW YORK	10013	1
ADF film keeps falling off		8/17/2016	8/17/2016	MINEOLA	11501	10N
Toner pu	Machine is working, closing out	8/17/2016	8/22/2016	MINEOLA	11501	10N
jams	Clean and vac Mc, clean all feed rolls	8/17/2016	8/17/2016	NEW ROCHELLE	10801	9
not loading staples	Stapler nw repaired staple unit cleaned af pf fns int	8/17/2016	8/19/2016	CENTRAL ISLIP	11722	10S
Constant Jamming	Replaced clucht for trays 2	8/17/2016	8/19/2016	YONKERS	10701	9
Copy machine not working. Code coming up says 0202	Cleared jam from that 1 lift unit	8/17/2016	8/18/2016	JAMAICA	11432	11
Pages sporadically are printing out dark then light	white lines ,needed new DV unit,and powder,replaced and adjusted,spoke to Ms Thomas	8/17/2016	8/19/2016	STATEN ISLAND	10301	13
rm 330						
feeder is not working	Cleaned and adjusted Df Sw Mrs Brown	8/17/2016	8/18/2016	NEW YORK	10013	1
Feeder is leaving a lines on the prints.	Adjusted Df height Sw Nireen	8/18/2016	8/18/2016	NEW YORK	10013	1
Machine is printing out of alignment and passcode for access set up		8/18/2016	8/19/2016	KEW GARDENS	11415	11
black line down the middle		8/18/2016	8/19/2016	KEW GARDENS	11415	11
Broken part in the feeder		8/18/2016	8/18/2016	BROOKLYN	11201	2
Constant jamming						
RM 367-A						
glass cover fell D637 & D64 are the same	Dadf nw repaired af sheet cleaned af pf fns int	8/18/2016	8/19/2016	CENTRAL ISLIP	11722	10S
jamming in the finisher	Adjusted Shumidity settings for paperjamming in the finisher Sw Kim	8/18/2016	8/23/2016	NEW YORK	10013	1
Malfunction detected C11A1 copier is making loud banging noise		8/18/2016	8/19/2016	CENTRAL ISLIP	11722	10S
7th fl Administrator's office District bldg						
Print quality		8/18/2016	8/19/2016	BROOKLYN	11201	2
c3451. They are unable to clear this code	reset fuser code replace feed roller general cleaning and test	8/19/2016	8/19/2016	MINEOLA	11501	10N
Malfunction detected C11A1 copier is making loud banging noise	Replace finisher motor and sensor	8/19/2016	8/24/2016	CENTRAL ISLIP	11722	10S
7th fl Administrator's office District bldg						
Top feeder paper guide is broken	Performed ADF size adjustment. Sw Laura	8/19/2016	8/22/2016	NEW YORK	10006	1
12th fl						
TRAY 2 PAPER KEEPS JAMMING NUMBER 2 & 5 BUTTONS ARE NOT WORKING		8/19/2016	8/22/2016	BROOKLYN	11201	2
lines	Cleaning lubricating machine test okay places machine for new machine	8/22/2016	8/22/2016	BRONX	10451	12
TRAY 2 PAPER KEEPS JAMMING NUMBER 2 & 5 BUTTONS ARE NOT WORKING		8/22/2016	8/25/2016	BROOKLYN	11201	2
constant jamming	Replacedvtray 2 feed roller and clutching	8/22/2016	8/23/2016	BROOKLYN	11201	2
misfeed issues						
RM 203						
constant jamming	No kam occurred	8/22/2016	8/23/2016	BROOKLYN	11201	2
misfeed issues						
RM 203						
Waste toner needs replacing	Steps on Waste cont. replacement closing out	8/22/2016	8/22/2016	BRONX	10451	12
pull out tray & re load		8/22/2016	9/1/2016	BROOKLYN	11201	2
Tray error	Cleaned and adjusted tray 2 for legal size SW June	8/22/2016	8/22/2016	NEW YORK	10013	1

fs530 giving c11a1 code due to upper exit roller up down motion bonding.c customer - Finisher was escalated to mitch he never come back - missing parts//coming to the shop for repair(no loaner needed) finisher will be at the shop for repair	Replaced finisher M6 and home position sensor and finisher latch and spring. tested all features, sort, non sort, staple worked ok.	8/22/2016	8/26/2016	BROOKLYN	11201	2
When you attempt to make a copy, it prompts you to open up a paper tray with the correct size of paper, then when it makes a copy, it makes a light grinding noise, and when it's finished making the copy it has this "ring tone		8/22/2016	8/23/2016	BROOKLYN	11201	2
jamming		8/22/2016	8/23/2016	NEW YORK	10013	1
JAMMING	Remove foreign object from bypass ass6and cleaned Sw George	8/22/2016	8/22/2016	NEW YORK	10013	1
PM	Cleaned and checked in full.	8/23/2016	8/23/2016	RIVERHEAD	11901	10S
PM	Cleaned and checked in full.	8/23/2016	8/23/2016	RIVERHEAD	11901	10S
1602 and 1322 jamming very badly		8/23/2016	8/24/2016	BROOKLYN	11201	2
white panel under the lid has detached from the lid		8/24/2016	8/25/2016	BROOKLYN	11201	2
code c0204	Paper loaded wrong in tray repair and explain to customers clean and test	8/24/2016	8/25/2016	CENTRAL ISLIP	11722	10S
nds maint	Cleaned and checked in full.	8/25/2016	8/25/2016	RIVERHEAD	11901	10S
maint	Cleaned and checked in full.	8/25/2016	8/26/2016	RIVERHEAD	11901	10S
Loose part near the top feeder	Realigned white platen cover and adjusted and cleaned	8/25/2016	8/25/2016	NEW YORK	10013	1
poor print quality	SW Jamar					
8th fl 8D close at 5pm						
No code available. Paper mis-feed, we clear and re-boot. But we cannot make copies.		8/25/2016	8/26/2016	BROOKLYN	11201	2
machine is nto responding at all since yesterday. Machine is located in RM 105 and not in 216	Clean and lubricate mc test ok customer put Bond paper on the ADF	8/25/2016	8/26/2016	BRONX	10451	12
c0202	spoke to mark very moisture paper c0202 explain to them removed first drawer reach over the back to removed the paper	8/25/2016	8/25/2016	HEMPSTEAD	11550	10N
crumbling paper	Dadf jamming remove paper clip from feeder clean and test also clean scan glass for lines	8/25/2016	8/26/2016	CENTRAL ISLIP	11722	10S
dark copies	Cleaned all optics and xerographics paper feed assemblies Sw Jamar	8/25/2016	8/26/2016	NEW YORK	10013	1
No code available. Paper mis-feed, we clear and re-boot. But we cannot make copies.		8/26/2016	8/30/2016	BROOKLYN	11201	2
light copies	machine up and running	8/26/2016	8/26/2016	CENTRAL ISLIP	11722	10S
light copies	machine up and running	8/26/2016	8/26/2016	CENTRAL ISLIP	11722	10S
light copies	machine up and running	8/26/2016	8/26/2016	CENTRAL ISLIP	11722	10S
light copies	machine up and running	8/26/2016	8/26/2016	CENTRAL ISLIP	11722	10S
light copies	machine up and running	8/26/2016	8/26/2016	CENTRAL ISLIP	11722	10S
light copies	Customer needed to add toner, cleaned and checked in full.	8/26/2016	8/26/2016	RIVERHEAD	11901	10S
doc feeder	Explained mixed original feeding and trained customer on other functions.	8/26/2016	8/26/2016	RIVERHEAD	11901	10S
The top feeder chews up all paper, the copy paper is ?fanned? that does not help. The top feeder will not accept paper at all		8/26/2016	8/29/2016	BROOKLYN	11201	2
jamming	Ordered lower paper feed assembly Sw June	8/26/2016	8/26/2016	NEW YORK	10013	1
Machine is down Code 31	The finisher on this machine was disconnected reconnect finisher Clean Machine test okay I spoke to Matilda	8/26/2016	8/29/2016	BRONX	10451	12
Copy quality	Machine is working, closing out	8/26/2016	8/26/2016	BRONX	10451	12

black lines	Clean and lubricate machine test okay I spoke to Matilda	8/26/2016	8/29/2016	BRONX	10456	12
851 Grand Concourse jamming	Cleaned all paper feed assemblies and tested Sw Francisco	8/26/2016	8/29/2016	NEW YORK	10013	1
black smudges	Removed jams from rear of trays and cleaned adjusted the machine	8/26/2016	8/26/2016	NEW YORK	10013	1
jamming	Sw Samuel Replaced lower feed assembly tray 2	8/26/2016	8/30/2016	NEW YORK	10013	1
cutting off the left side of the paper feeder is ripping up the originals	Sw June Adj cassette side to side registration	8/29/2016	8/29/2016	YONKERS	10701	9
Jamming constantly	Replaced DF feed pulleys cleaned and adjust Sw Francisco	8/29/2016	8/29/2016	NEW YORK	10013	1
jamming call 917-885-1047	Replaced tray 2 pulleys and clutch gears	8/29/2016	8/29/2016	NEW YORK	10013	1
	Clean and lubricate machine rebuilt finisher exit sensor test okay I spoke to dorarty	8/29/2016	8/31/2016	WARDS ISLAND	10035	1
Fault code C0202 constant jamming		8/29/2016	8/29/2016	BROOKLYN	11201	2
RM5103 dirty copies	Cleaned all optics and replaced developer Sw Elaine	8/29/2016	8/30/2016	NEW YORK	10004	1
rm 1170 Fault code C0202 constant jamming		8/29/2016	9/2/2016	BROOKLYN	11201	2
RM5103 [1Z1358680348812655 [Ground]] Error code C3805 Machine is down	Customer refuse service waited in the parking lot for 25 minutes	8/30/2016	8/30/2016	HEMPSTEAD	11550	10N
RM 366 pm needed. Customer says the machines are dirty inside	Cleaned adu clutches and adjusted registration	8/30/2016	8/30/2016	NEW YORK	10004	1
Pm machine is dirty inside	Cleaned and adjusted copy quality Sw Robert	8/30/2016	8/30/2016	NEW YORK	10004	1
Copier is down	Replaced drum, developer, developer unit, cleaned and checked in full.	8/30/2016	8/31/2016	PATCHOGUE	11772	10S
Lines from glass and roller	replace developer drum and transfer roller	8/31/2016	8/31/2016	WESTBURY	11590	10N
RM 201 Jamming	Ordered tray 2 feed assembly SW Marilyn	8/31/2016	9/1/2016	NEW YORK	10013	1
not working correctly	nw removed paper from behind paper trays cleaned af pf coronas vac int	9/1/2016	9/1/2016	CENTRAL ISLIP	11722	10S
when making copy missing words	reset PC/IC unit change DV from customer stock general cleaning and test	9/1/2016	9/1/2016	HEMPSTEAD	11550	10N
adf jamming	Cleaned and inspected NPF SW ANGELA	9/1/2016	9/2/2016	NEW YORK	10010	1
adf jams copies are coming out dirty	adf jams removed paper clip from af cleaned af pf int	9/1/2016	9/1/2016	CENTRAL ISLIP	11722	10S
	Replaced drum, developer unit, developer and completed a PM.	9/1/2016	9/2/2016	RIVERHEAD	11901	10S
Spilled toner Copier needs a cleaning	Cleaned toner spill Sw a Mike	9/1/2016	9/2/2016	NEW YORK	10010	1
1st fl Copier is cutting off words in the middle of the page	cq replaced drum dev and dev unit cleaned af pf int	9/1/2016	9/6/2016	HAUPPAUGE	11788	10S
1st fl ste 102						

Jamming	Replaced paper feed assemblies Tested and cleaned. Note custom is storing legal paper in open humid area which is also causing jamming of legal size Sw Marilyn	9/1/2016	9/7/2016	NEW YORK	10013	1
c2403 error causing them to have to power cycle the machine	Clean toner sensor test okay I spoke to Julie reset code	9/2/2016	9/6/2016	MOUNT VERNON	10550	9
Jamming	Rebuilt ADF that's okay I spoke to Alice	9/2/2016	9/6/2016	BRONX	10451	12
malfunction detected	Ordered developer unit and drum.	9/2/2016	9/6/2016	RIVERHEAD	11901	10S
having problem jury room	Clear jammed tray clean rollers	9/2/2016	9/2/2016	CENTRAL ISLIP	11722	10S
machine is making a loud growing noise	put new toner general cleaning and test	9/2/2016	9/6/2016	MINEOLA	11501	10N
not copying pages correctly line and image cut off		9/2/2016	9/6/2016	BROOKLYN	11201	2
Machine is indicating a jam and they are unable to open the door to clear the jam	Adjusted fixing unit pressure lever	9/2/2016	9/6/2016	NEW YORK	10004	1
malfunction detected	Sw Elaine Replaced drum, developer unit, developer, cleaned and checked in full.	9/6/2016	9/7/2016	RIVERHEAD	11901	10S
machine not working	cq replaced drum transfer corona unit and main corona unit green	9/6/2016	9/7/2016	CENTRAL ISLIP	11722	10S
Needs help - not copying pages correctly line and image cut off		9/6/2016	9/7/2016	BROOKLYN	11201	2
machine is making a loud growing noise	replace heat roller general cleaning and test	9/6/2016	9/8/2016	MINEOLA	11501	10N
loud noise	rebuild drum developer and tray 1	9/6/2016	9/6/2016	HEMPSTEAD	11550	10N
jamming	Replaced tray 1 and 2 feed pulleys and cleaned Sw Deborah	9/6/2016	9/6/2016	NEW YORK	10004	1
Print quality and jamming	Repaired optics, cleaned and checked in full.	9/6/2016	9/9/2016	RIVERHEAD	11901	10S
Fault Code 0204	Removed jam from rear of trays. Cleaned tested and adjusted. Sw Louis	9/6/2016	9/7/2016	NEW YORK	10013	1
Customer reconnected power cable and restarted machine						
Jamming and tray error	Paper was removed from tray machine is working, closing out	9/6/2016	9/6/2016	BROOKLYN	11201	2
machine is not working paper size not match	Replace roller test ok spoke to matilda	9/6/2016	9/7/2016	BRONX	10451	12
Feeder is not working as intended. Paper is crumpled and does not go through the pathway; machine then stops with an error message	mylar flipped in adf, removed,cleaned all rollers and copier,tested ,spoke to noel	9/7/2016	9/7/2016	STATEN ISLAND	10301	13
Feeder is not working as intended. Paper is crumpled and does not go through the pathway; machine then stops with an error message	doc feeder jamming, found rubber band and staples ,cleaned rollers,and machine ,spoke to noel	9/7/2016	9/7/2016	STATEN ISLAND	10301	13
Check info for jp - Needs help - not copying pages correctly line and image cut off		9/7/2016	9/9/2016	BROOKLYN	11201	2
lines on the copies	Cleaned scan glass and DADF feed assembly	9/7/2016	9/7/2016	NEW YORK	10013	1
dirty copies	Cleaned all xerographics and optics SW Johnson	9/7/2016	9/7/2016	NEW YORK	10012	1
jamming in the feeder RM 118	Replaced DF feed pulleys cleaned and adjust CQ Sw Anthony	9/7/2016	9/7/2016	NEW YORK	10013	1
tray 3 is not closing	The customer keep putting the paper on the wrong side of the tray explain to the customer test okay	9/7/2016	9/9/2016	BRONX	10451	12
jamming in draw 3	Replace tray 3 wanted to pick up roller test ok Clean Machine spoke to Mary Ann	9/7/2016	9/9/2016	BRONX	10451	12
Machine is displaying add legal size paper customer has already added the paper, adjusted the guides and restarted the copier	This machine is located in Room 217 Clean Machine test okay	9/7/2016	9/9/2016	BRONX	10451	12
Check Feeder operation and Verify IQ		9/8/2016	9/8/2016	BROOKLYN	11201	2
malfunction c0202	Clean Tray 1 and 2 test okay I spoke to Bruce	9/8/2016	9/9/2016	BRONX	10451-50Z5	12
crooked copies	adjust feed unit trays,cleaned opts,adf feed section and xerographics...pdl	9/8/2016	9/8/2016	NEW YORK	10010	1
code c2557	Toner hopper does not turn. I ordered the toner drive assembly.	9/8/2016	9/12/2016	RIVERHEAD	11901	10S
not stapling & paper not aligned	Repaired finisher stapler, cleaned and checked in full.	9/8/2016	9/13/2016	RIVERHEAD	11901	10S

Grinding noise when papers are going through the rollers rm 240	jamming Tray 1 legal size paper, replaced rollers and clean bushings , also had jamming on double sided found sensor for a double sided out of place, put back in position, tested and spoke to Bruce	9/8/2016	9/9/2016	STATEN ISLAND	10301	13
Copier is giving off a burning scent	Customer smelled burning smell. I cleaned and checked in full and did not smell anything unusual.	9/8/2016	9/12/2016	RIVERHEAD	11901	10S
dirty copies and jamming	Cleaned all optics and xerographics Sw Alex	9/8/2016	9/8/2016	NEW YORK	10012	1
rm 224						
Jamming	reposition actuator replace rollers test	9/8/2016	9/9/2016	HEMPSTEAD	11550	10N
Machine is down c-3804	spoken with Lorraine resolve the issue	9/9/2016	9/9/2016	HEMPSTEAD	11550	10N
Locating CR56 and find the install chart for DS628.		9/9/2016	9/9/2016	BROOKLYN	11201	2
Machine is down needs waste toner cont.	THIS REQUEST WAS FOR SUPPLIES, PROVIDED INFORMATION TO CONTACT AND EMAILED SUPPLIES.	9/9/2016	9/9/2016	NEW YORK	10010	1
Lines all over copies	Removed jam from drum area. Cleaned and adjusted Sw Harvey	9/9/2016	9/12/2016	NEW YORK	10004	1
Jam in Feeder	Realigned Mylar guide in DF. Cleaned machine. Sw Larry	9/9/2016	9/12/2016	NEW YORK	10004	1
Malfunction Code	Replaced drum unit and developer unit. Sw Zach	9/9/2016	9/13/2016	NEW YORK	10004	1
jamming in the feeder	Cleaned Df and xerographics Sw Charlene	9/9/2016	9/9/2016	NEW YORK	10007	1
error code		9/9/2016	9/9/2016	BROOKLYN	11201	2
Locating CR56 and find the install chart for DS628.		9/9/2016	9/12/2016	BROOKLYN	11201	2
CHECK FEEDER OPERATION		9/12/2016	9/12/2016	BROOKLYN	11201	2
tray #2 is not working	replace feed roller general cleaning and test	9/12/2016	9/12/2016	HEMPSTEAD	11550	10N
Fuser is over heating	Cleaned all paper feed assemblies and tested Sw Dawn	9/12/2016	9/12/2016	NEW YORK	10013	1
Machine is showing error		9/12/2016	9/13/2016	CENTRAL ISLIP	11722	10S
Dino is calling on behalf of user						
2nd fl						
code c2557	Replaced toner drive assembly,developer and checked in full.	9/12/2016	9/14/2016	RIVERHEAD	11901	10S
dirty copies and documents are not legible. They will be closed every day for lunch between 1 and 2 pm	replace image unit general cleaning and test	9/12/2016	9/13/2016	WESTBURY	11590	10N
image cut off		9/12/2016	9/12/2016	BROOKLYN	11201	2
image cut off [121358680347708743 [Ground]]		9/12/2016	9/15/2016	BROOKLYN	11201	2
follow up on continuous drum issue///		9/13/2016	9/13/2016	BROOKLYN	11201	2
broken tray bottom tray is broken	Ordered right side rail for #3 Part # 4348203201 SW Louie	9/13/2016	9/14/2016	NEW YORK	10007	1
REINSTALL FINISHER THAT WAS REPAIRED IN THE SHOP; IT IS BEING DELIVERED ON WEDNESDAY 9/14		9/13/2016	9/14/2016	BROOKLYN	11201	2
Machine is down	Phone fix done Sw Louis	9/13/2016	9/14/2016	NEW YORK	10013	1
Customer thought that tech would be coming to install his waste toner container which he ordered 09/9/2016. I advised the customer that we do send a tech out to instal waste toner containers. I provided his invoice number and set the expectation of 1-3	Customer thought that tech would be coming to install his waste toner container which he ordered 09/9/2016. I advised the customer that we do send a tech out to instal waste toner containers. I provided his invoice number and set the expectation of 1-3 b	9/13/2016	9/13/2016	NEW YORK	10010	1
the mid feeder jams every each and every time a copy is made using the middle feeder.		9/13/2016	9/14/2016	BROOKLYN	11201	2
Code CO204	paper behind tray ,cleaned one way bearings ,tested spoke to dominick	9/13/2016	9/14/2016	STATEN ISLAND	10301	13
26 Central Ave Staten Island						
keyboard is not working	not functioning , reset and clear memory, tested spoke to Lisa	9/13/2016	9/14/2016	STATEN ISLAND	10301	13
26 Central Ave Staten Island						

jam	Replaced paper feed pulleys and cleaned Sw Burgus	9/14/2016	9/14/2016	NEW YORK	10013	1
the mid feeder jams every each and every time a copy is made using the middle feeder. [1Z1358680347931117 [Ground]]		9/14/2016	9/21/2016	BROOKLYN	11201	2
broken tray bottom tray is broken	Replaced trsy 3 rail and paper feed pulleys SW Louie	9/14/2016	9/20/2016	NEW YORK	10007	1
Papers are getting cut off and not printing double sided	Replaced registration and feed clutch not rlr, cleaned finisher exit rlr...pdf	9/14/2016	9/14/2016	NEW YORK	10010	1
Copy quality	Cleaned all xerographics and optics SW Robert	9/14/2016	9/15/2016	NEW YORK	10004	1
lines and dark copies when printing	Cleaned all xerographics and optics SW Harvey	9/14/2016	9/14/2016	NEW YORK	10013	1
6th fl						
jamming in the feeder	Replaced DF feed pulleys cleaned and tested Sw Steve	9/14/2016	9/14/2016	NEW YORK	10013	1
courtesy call		9/14/2016	9/14/2016	BROOKLYN	13204	2
lines on the copies	clean machine and glass ,and scan glass, tested all functions	9/14/2016	9/15/2016	NEW YORK	10007	1
Autofeed keeps jamming		9/14/2016	9/15/2016	CENTRAL ISLIP	11722	10S
Jamming and griding noise and making copies	piece of paper Hamed up in adf mechanism, due to improper paper removal, also adjusted image density, spoke to bruce	9/15/2016	9/16/2016	STATEN ISLAND	10301	13
making dirty copies	Mini pm done Sw Robert	9/15/2016	9/15/2016	NEW YORK	10004	1
not stapling	Replaced DF feed pulleys and cleaned sensor Sw Carol	9/15/2016	9/15/2016	NEW YORK	10004	1
ADF jamming	Removed jam from Df assembly	9/15/2016	9/15/2016	NEW YORK	10004	1
	Cleaned and tested Sw Elaine					
The white panel on the copier lid is unglued.		9/15/2016	9/15/2016	BROOKLYN	11201	2
Customer is unable to explain the issue error malfunction detected	Adjust trays feed section, cleaned xerografics section and adf feed rlr...pdf	9/15/2016	9/19/2016	NEW YORK	10013	1
RM434						
Customer is unable to explain the issue error malfunction detected	Reset fuser code, adjust finisher exit section cleaned adf feed section and xerographics...pdf	9/15/2016	9/19/2016	NEW YORK	10013	1
8th fl						
Display screen indicates a miss feed, We have cleared all areas still the panel states miss feed thus we cannot make copies		9/15/2016	9/16/2016	BROOKLYN	11201	2
door error	Replaced adf feed rlr and tray 1 feed rlr, reset counters and test machine...pdf	9/16/2016	9/19/2016	NEW YORK	10013	1
not copying	general cleaning and test	9/16/2016	9/16/2016	CENTRAL ISLIP	11722	10S
Machine was making a loud noise Internal error C2104	Adjusted dip switch to turn off sep cleaning SW Ofc rob	9/16/2016	9/16/2016	NEW YORK	10004	1
8th fl						
cutting off imge	Phone fix test ok	9/16/2016	9/16/2016	BRONX	10456	12
copier is down	Code 2557, needs developer unit. Drum has 250%.	9/16/2016	9/19/2016	RIVERHEAD	11901	10S
jamming near the toner cartridges						
210 Center Drive Riverhead, NY 11901						
staplers fran 631-852-3750	Repaired stapler, cleaned and checked in full.	9/16/2016	9/19/2016	RIVERHEAD	11901	10S
black lines from top feeder		9/16/2016	9/19/2016	BROOKLYN	11201	2
customer states he cleaned the roller and ran several copies						
9th fl rm 905						
IQ Issue on Letter size as per Jacob	Follow up	9/19/2016	9/20/2016	BROOKLYN	11201	2
legal paper tay states no paper	Replaced tray 2 feed assembly Sw Mike	9/19/2016	9/20/2016	NEW YORK	10013	1

drum and developer request	Replace developer next time you come to this machine bring a drum unit also a fuser unit spoke to Melissa A1UDR70911	9/19/2016	9/20/2016	YONKERS	10701	9
Criminal back office constant jamming	Found that the paper the customer is using had suffered water damage. Advised against using paper Sw Marilyn	9/19/2016	9/20/2016	NEW YORK	10013	1
Making a loud noise when copying err c2104	noise adjust tension on the transport roller. Instructed customer via phone how to reset Sw Robert	9/19/2016 9/19/2016	9/20/2016 9/20/2016	MINEOLA NEW YORK	11501 10004	10N 1
constant jamming everywhere Legal Tray - Paper is in but it's saying load paper - checked paper guides copier is down	general cleaning and test	9/19/2016 9/19/2016	9/20/2016 9/20/2016	BROOKLYN MINEOLA	11201 11501	2 10N
jamming near the toner cartridges 210 Center Drive Riverhead, NY 11901	Replaced drum, developer unit, developer and completed a PM.	9/19/2016	9/22/2016	RIVERHEAD	11901	10S
COPIES AND PRINTOUTS HARDLY LEGIBLE. REPLACING TONER DID NOT CHANGE THE OUTCOME	This mc need part spoke to veny	9/20/2016	9/20/2016	BRONX	10463	12
Machine is giving off error code not sure of the code keeps bypassing it to use machine constant jamming please review history	2403 code clean toner bottle sensor so bottle rotates properly clean and test	9/20/2016	9/22/2016	CENTRAL ISLIP	11722	10S
Paper tray will not open. Locked into place and displaying a red light	Replaced tray feed rlr,adjust sliding Guides and file them tray 1 was getting stuck...pdf	9/20/2016	9/20/2016	NEW YORK	10007	1
Papers are constantly jamming customer states she changed the paper and this has been going on for 2 weeks	Replaced feed rollers, clutches, cleaned and checked in full.	9/20/2016	9/22/2016	RIVERHEAD	11901	10S
COPIES AND PRINTOUTS HARDLY LEGIBLE. REPLACING TONER DID NOT CHANGE THE OUTCOME [1Z1358680347606586 [Ground]]	Replace drum unit developer unit developer spoke to Vinny test ok	9/20/2016	9/29/2016	BRONX	10463	12
Jam ADF	Cleaned doc feeder rollers, copier and checked in full.	9/20/2016	9/22/2016	RIVERHEAD	11901	10S
Paper jam Advised customer to change the paper machine is still jamming in the tray jam	Removed paper clips from H transport area. Cleaned tested advised customer. Sw Louis	9/21/2016	9/21/2016	NEW YORK	10013	1
	Replaced LCT pulleys. Cleaned and tested Sw KIM	9/21/2016	9/22/2016	NEW YORK	10013	1
jam	Removed paper from cleaning unit Sweet Victor	9/21/2016	9/21/2016	NEW YORK	10012	1
ADF error unable to pull paper Error Code C-2557 - also wants PM service	replace feed roller general cleaning and test	9/21/2016 9/22/2016	9/22/2016 9/22/2016	MINEOLA BROOKLYN	11501 11201	10N 2
Re-occurring issue with tray 3 Misfeed paper customer states there is no jam and placed the correct paper size	Removed labels from Machine Sw Louie	9/22/2016	9/23/2016	NEW YORK	10007	1
ERROR: PAPER JAM, BUT IT APPEARS ALL JAMS HAVE BEEN CLEARED- TRAY 2		9/22/2016	9/22/2016	BROOKLYN	11201	2
constant jamming for over a week now	Adjusted tray 3 and cleaned and tested machine Sw Richard	9/22/2016	9/22/2016	NEW YORK	10007	1
Jamming, display screen is faded	Realigned document feeder registration and removed jams from rear of trays Sw Gerald	9/22/2016	9/26/2016	NEW YORK	10007	1
jamming on legal paper	Replaced paper feed pulleys and clutch gears Sw KIM	9/22/2016	9/22/2016	NEW YORK	10013	1
smudging all over the copies	Replaced all pm parts Sw Sabina	9/22/2016	9/22/2016	NEW YORK	10013	1
4th fl RM 404						

internal error C-3801	Nothing wrong with machine as per Barbara, closing out	9/22/2016	9/22/2016	JAMAICA	11435	11
customer calling on behalf of user						
Malfunction - C11 A1	Stapler was causing a problem. Customer also had manuals placed in cassette.	9/22/2016	9/23/2016	RIVERHEAD	11901	10S
As per customer the machine intermittently displays no paper in the tray. customer says tray is full and guides are aligned right	general cleaning and test	9/23/2016	9/23/2016	KEW GARDENS	11415	11
7th fl rm 710 service history	Research and provided sales rep service history	9/23/2016	9/23/2016	WESTBURY	11590	10N
Following for jamming issue/// check ADF		9/26/2016	9/26/2016	BROOKLYN	11201	2
Smudging all over the copies	Reset fixing lever and cleaned	9/26/2016	9/27/2016	NEW YORK	10004	1
rm1170 Paper jam and copier is cutting off half of the page. Customer states this is a new machine.		9/26/2016	9/26/2016	BROOKLYN	11201	2
Malfunction C0208 Copier is down paper lift sensor		9/26/2016	9/27/2016	KEW GARDENS	11415	11
Copier is displaying to replace developer and drum	replace drum and developer general cleaning and test	9/26/2016	9/27/2016	JAMAICA	11435	11
RM 100 Error c0202	reset code general cleaning and test	9/26/2016	9/27/2016	JAMAICA	11435	11
rm 100 internal error c-3801 Unable to locate jam	Open wrong call Removed torn sheet from fuser exit. Cleaned and tested Sw Michael	9/26/2016 9/26/2016	9/27/2016 9/27/2016	JAMAICA NEW YORK	11435 10007	11 1
RM158 Black spots and smudging	Cleaned and adjusted SW Annan	9/26/2016	9/27/2016	NEW YORK	10007	1
rm 224 Fault code c.9404 wrinkle copies	Reset c9404 code. Cleaned and tested Sw Elaine Cleaned fns exit drive clutch gears Sw Robert	9/26/2016 9/27/2016	9/27/2016 9/27/2016	NEW YORK NEW YORK	10004 10004	1 1
Malfunction C0208 Copier is down paper lift sensor	Cleared jam from tray 4 lift. Cleaned	9/27/2016	9/28/2016	KEW GARDENS	11415	11
call customer with ETA ASAP** Copies are coming out with dark marks all over the paper	Replaced drum unit, tranfer rlr, cleaned xerographics section and opts...pdl	9/27/2016	9/27/2016	NEW YORK	10010	1
Copy quality	cq replaced drum unit dev cleaned af pf int optics	9/27/2016	9/28/2016	HUNTINGTON STATION	11746	10S
631-854-4545 Marie Mustello Paper Jam - down white panel is down under the copier lid. doing a major copying project for the Judge and in getting one of the jammed papers out one of the levers is now not closing properly c-3801 code	Defective fuser, broken sensor flag, replaced it and test it...pdl Clared code c3801. Cleaned	9/27/2016 9/27/2016 9/27/2016	9/28/2016 9/28/2016 9/28/2016	NEW YORK BROOKLYN BROOKLYN	10010 11201 11201	1 2 2
		9/27/2016	9/27/2016	JAMAICA	11435	11

Tray 3 is still broken, machine is jamming	Adjust lower right side door ND order it...will return with it...pdl	9/28/2016	9/28/2016	NEW YORK	10007	1
Unable to make double sided copy, machine jams after every other copy	Replaced tray feed rlr's and adjust 1st tray rails, cleaned adf feed sensors area	9/28/2016	9/30/2016	NEW YORK	10013	1
rm419 constant jamming	Replaced tray 2 feed rollers and clutches	9/28/2016	9/28/2016	LONG ISLAND	11101	11
Copier is displaying developer and drum replacement		9/28/2016	9/28/2016	BROOKLYN	11201	2
15th fl Misfeeds/Jams	Cleaned and checked.	9/28/2016	9/28/2016	KEW GARDENS	11424	11
Not Copying	had to restart software, tested, spoke to amy	9/28/2016	9/29/2016	STATEN ISLAND	10301	13
Copier is displaying developer and drum replacement		9/28/2016	10/6/2016	BROOKLYN	11201	2
15th fl [1Z1358680348261223 [Ground]] tray jamming	replace feed roller general cleaning and test	9/29/2016	9/30/2016	CENTRAL ISLIP	11722	10S
The machine stops printing after every other job.	Replaced feed rollers in tray 2, cleaned and checked in full.	9/29/2016	9/29/2016	RIVERHEAD	11901	10S
lines on copies	Replaced drum, developer unit and checked in full.	9/29/2016	9/29/2016	RIVERHEAD	11901	10S
print cart not reading full & color fades on prints	Cleaned all xerographics and optics SW Valerie	9/29/2016	10/3/2016	NEW YORK	10004	1
Keypad malfunction		9/29/2016	10/3/2016	NEW YORK	10029	1
top feeder jam on 3rd sheet	spoek witj customer machine is up and running	9/29/2016	9/29/2016	CENTRAL ISLIP	11722	10S
c0202	Cleared jam from tray 1 lift.	9/29/2016	9/30/2016	JAMAICA	11435	11
c0202	Cleared jam from trY 2. Next call pm. Drum and developer.	9/29/2016	9/30/2016	JAMAICA	11435	11
feeder jam	dadf jammed removed paper from feeder cleaned machine	9/30/2016	9/30/2016	CENTRAL ISLIP	11722	10S
energy saver issues	Adjust trays guides, set energy saver to max, cleaned machine...pdl	9/30/2016	9/30/2016	NEW YORK	10013	1
light copies changed toner	replace drum unit and developer unit	9/30/2016	10/3/2016	HEMPSTEAD	11550	10N
two verticle faded lines on all copies	replace image unit general cleaning and test	9/30/2016	9/30/2016	MINEOLA	11501	10N
paper jam	We built ADF clean machine I spoke to Joe I'll test okay this machine is located lower Maine 26a	9/30/2016	10/3/2016	BRONX	10465	12
hours 9-445	Adjusted timing belt tension and pressure to take up pulley spring assembly Sw Sheila	10/3/2016	10/4/2016	NEW YORK	10007	1
top feeder not working	Adjusted document feeder, cleaned and checked in full.	10/3/2016	10/4/2016	CENTRAL ISLIP	11722	10S
feeder is not working	Repaired exit tray, adjusted cassette feed assembly, cleaned and checked in full.	10/3/2016	10/4/2016	CENTRAL ISLIP	11722	10S
jamming						
Jamming	Needs cover for side door latch	10/3/2016	10/3/2016	JAMAICA	11435	11
Copy quality	Needs transfer belt	10/3/2016	10/3/2016	BROOKLYN	11201	2
Top feeder is not working. Not grabbing the documents	Reseated all connections on the MCB SW Helen	10/3/2016	10/3/2016	NEW YORK	10013	1
RM1201 Needs A161160403 - Jamming [1Z1358680348680235 [Ground]]	Replaced door latch cover	10/3/2016	10/6/2016	JAMAICA	11435	11
Copy quality [1Z1358680348785266 [Ground]] /////part in BQ storage.	Replaced transfer belt	10/3/2016	10/11/2016	BROOKLYN	11201	2
Jamming only with legal size paper	Replaced tray feed rlr's and clutch, also cleaned feed clutches, and one ways...pdl	10/3/2016	10/4/2016	NEW YORK	10010	1
stapler will not load	Adjust finisher stapler section, cleaned xerographics section and adf feed rlr's...pdl	10/4/2016	10/4/2016	NEW YORK	10010	1
Jamming	Replaced and cleaned drive and paper feed clutches, replaced tray feed rlr's...pdl	10/4/2016	10/4/2016	NEW YORK	10010	1

When copying more than one page, there is a black line down the middle of the copy	Replaced tray 3 pulleys and cleaned machine. Sw Mary	10/4/2016	10/4/2016	NEW YORK	10013	1
When copying, machine will not take paper from tray 3		10/4/2016	10/4/2016	NEW YORK	10013	1
the feeder keep jamming / duplex jam	Adjusted bridge unit cleaned dadf sensors.ran 1p0 duplex copies with howard	10/4/2016	10/4/2016	BROOKLYN	11201	2
machine is indicating a jam and they are unable to find it (GHOST JAM)	Replaced feed rollers and clutch	10/4/2016	10/5/2016	NEW YORK	10013	1
jamming out of tray 3	Sw Carlo					
Down machine	Replaced paper feed pulleys and clutch gears Sw Roberto	10/4/2016	10/5/2016	NEW YORK	10013	1
jamming at the back of the machine		10/4/2016	10/5/2016	BROOKLYN	11201	2
white stripe every couple of pages		10/4/2016	10/5/2016	BROOKLYN	11201	2
	Replaced drum, developer unit,developer, cleaned and checked in full.	10/4/2016	10/5/2016	CENTRAL ISLIP	11722	10S
jamming	Replaced rollers and crutches in cassette 2 and checked in full.	10/4/2016	10/5/2016	CENTRAL ISLIP	11722	10S
Unable clear paper jam, there are pieces of paper stuck in the tray	replace feed roller general cleaning and test	10/4/2016	10/5/2016	JAMAICA	11435	11
rm 105						
part of the top feeder fell off	Repaired adf white platen cover cleaned.	10/4/2016	10/5/2016	KEW GARDENS	11424	11
RM CJ1						
when they print the machine is producing dirty copies.	Cleaned whiteout	10/4/2016	10/5/2016	NEW YORK	10004	1
	Sw Valerie					
Legal tray is not working displaying"misfeed"	Replaced paper feed pulleys and clutch gears Sw Joshua	10/5/2016	10/5/2016	NEW YORK	10013	1
As per customer the paper never went through						
9th fl rm 920						
adf is not picking up the paper	Replaced DF feed pulleys and cleaned machine SW Carlos	10/5/2016	10/6/2016	NEW YORK	10013	1
9th fl rm 920						
top feeder constant jamming	general cleaning replace feed roller	10/5/2016	10/6/2016	WESTBURY	11590	10N
66-05						
room 110						
court rm 218	Reset MFBS PWB. CLEANED AND TESTED SW Marcos	10/6/2016	10/6/2016	NEW YORK	10007	1
the machine is resetting and aborting copies. they power cycled but the machine is displaying abort						
constant jamming		10/6/2016	10/7/2016	BROOKLYN	11201	2
one of the 8.5 by 14 trays is not working and 8.5 by 11 tray isn't working either.		10/6/2016	10/6/2016	BROOKLYN	11201	2
maintenance needed	Upgraded firmware and cleaned optics	10/6/2016	10/7/2016	NEW YORK	10010	1
ADF is broken	replace feed roller paste platen cover general cleaning and test	10/6/2016	10/7/2016	HAUPPAUGE	11788	10S
Copies are dirty and smudging	needs fuser ,DV and drum also xfer roller	10/6/2016	10/7/2016	NEW YORK	10004	1
internal error c2101	Adjusted charger cleaning cycle and tested x+	10/6/2016	10/6/2016	NEW YORK	10004	1
Copies are coming out black and machine is displaying error	Recalibrated developer, repaired document feedfeeder lid, cleaned and checked in full.	10/6/2016	10/7/2016	CENTRAL ISLIP	11722	10S
Machine is jamming on the legal paper						
Copier prints half of the page	Modified mylar guide on legal tray. Cleaned and adjusted Sw Annette	10/6/2016	10/7/2016	NEW YORK	10013	1
Re-occurring issue						
10th						
Copies are very light (hardly legible)	This mc need toner hopper	10/7/2016	10/7/2016	BRONX	10463	12
unable to install toner	Repaired toner hopper, cleaned and checked in full.	10/7/2016	10/7/2016	CENTRAL ISLIP	11722	10S
nds new stapler cart error	Cleaned and adjusted stapler assembly	10/7/2016	10/11/2016	NEW YORK	10004	1
	Sw Robert 212-428-2816					
Copies are very light (hardly legible) [1Z1358680346726332 [Ground]]	There is an escalation form for this call waiting on Patrick	10/7/2016	10/18/2016	BRONX	10463	12

System error Machine is down	Adjust trays guides,check feed rlr cleaned xerografics section and adf feed rlr...pdf	10/7/2016	10/7/2016	NEW YORK	10013	1
Customer calling on behalf of user dirty copies	Cleaned all xerographics and optics SW RALPH	10/7/2016	10/7/2016	NEW YORK	10013	1
Customer calling on behalf of user Copies are dirty and smudging [1Z1358680346718074 [Ground]]	banding and c2557 code,replaced drum,DV unit,drum and also fuser coating burnt,and exit rollers falling apart,replaced ,spoke to Robert	10/7/2016	10/19/2016	NEW YORK	10004	1
c11a0 feeder broke	Reset copier, cleaned and checked in full. Adjusted Mylar guide on AdF and cleaned SW Paul	10/11/2016 10/11/2016	10/12/2016 10/11/2016	RIVERHEAD NEW YORK	11901 10013	10S 1
Red light on the adf Machine will not print nor turn off. Customer does not want to troubleshoot Court room 218	Assisted IT person with corrupt job removal on their network causing the machine to abort codes Sw Omar	10/11/2016	10/11/2016	NEW YORK	10007	1
THEY REPLACED THE STAPLES BUT THE MACHINE ISNT READING THERE ARE ANY STAPLES C-3081 machine is completely down machine is jamming	Internet customers using the wrong Staples advice customer to order the right Staples spoke to Mario reset c3801 malfunction code clear air vent test Cleaned Df and replaced pulleys Sw Ralph	10/11/2016 10/11/2016 10/11/2016	10/12/2016 10/12/2016 10/12/2016	BRONX WESTBURY NEW YORK	10451 11590 10004	12 10N 1
missing print voids	Cleaned all optics and xerographics adjusted CQ Sw Robert	10/11/2016	10/12/2016	NEW YORK	10004	1
dirty copies Unable to clear paper jam Customer states this is re-occurring RM D122 Tray is constantly jamming with error jamming constantly black lines glass cover came off error code c6751 machine is down dark lines on all copies from adf and glass machine needs PM as well 17TH fl library jamming in the adf machine needs PM as well 17TH fl library	Removed jam from fuser rollers. Cleaned and tested Sw Mary Damp paper curling and jamming in finisher. The customer pulled the door off trying to get the jam out. I had to repair the door and show him how to remove it correctly for next time. replace feed clutch general clean and test	10/11/2016 10/11/2016	10/12/2016 10/13/2016	NEW YORK CENTRAL ISLIP	10004 11722	1 10S
periodically cutting blanking out lines and the top feeder is cutting off the top half of the page machine is being moved customer wanted to know if they needed any special permission to move it. I advised that they did not. Displays Contact a service technician	Repaired doc feeder lid, cleaned and checked in full. Rebuilt exit sensor that's okay I spoke to mayor	10/12/2016 10/12/2016	10/13/2016 10/13/2016	MINEOLA BROOKLYN CENTRAL ISLIP BRONX BROOKLYN NEW YORK	11501 11201 11722 10456 11201 10013	10N 2 10S 12 2 1
periodically cutting blanking out lines and the top feeder is cutting off the top half of the page machine is being moved customer wanted to know if they needed any special permission to move it. I advised that they did not. Displays Contact a service technician	Cleaned all xerographics and optics SW Richard	10/12/2016	10/12/2016	NEW YORK	10013	1
periodically cutting blanking out lines and the top feeder is cutting off the top half of the page machine is being moved customer wanted to know if they needed any special permission to move it. I advised that they did not. Displays Contact a service technician	Cleaned all xerographics and optics SW RICHARD	10/12/2016	10/13/2016	NEW YORK	10013	1
periodically cutting blanking out lines and the top feeder is cutting off the top half of the page machine is being moved customer wanted to know if they needed any special permission to move it. I advised that they did not. Displays Contact a service technician	cq replaced drum unit dev unit dev and touch screen cleaned af pf int	10/12/2016	10/13/2016	LINDENHURST	11757	10S
periodically cutting blanking out lines and the top feeder is cutting off the top half of the page machine is being moved customer wanted to know if they needed any special permission to move it. I advised that they did not. Displays Contact a service technician	machine is being moved customer wanted to know if they needed any special permission to move it. I advised that they did not.	10/12/2016	10/12/2016	STATEN ISLAND	10301	13
periodically cutting blanking out lines and the top feeder is cutting off the top half of the page machine is being moved customer wanted to know if they needed any special permission to move it. I advised that they did not. Displays Contact a service technician	Replaced drum unit and developer with tank,transfer rlr,test machine...pdf	10/12/2016	10/13/2016	NEW YORK	10010	1
jams in feeder Frozen	Replaced DF pulleys cleaned and tested Sw Jackie Customer called back for an eta. I asked the customer to try and reboot the machine. This resolved the issue	10/12/2016 10/13/2016	10/13/2016 10/13/2016	NEW YORK RIVERHEAD	10013 11901	1 10S
C-2403, machine is constantly powering off and on JAMMING [1Z1358680347212608 [Ground]]	reload toner replace feed roller general cleaning and test Replace drum also replace developer unit test okay I spoke to mayor	10/13/2016 10/13/2016	10/13/2016 10/26/2016	WESTBURY BRONX	11590 10456	10N 12
Copier is not recognizing paper in the tray. Customer has to keep opening and closing the tray. Fuser unit needs to be replaced. Machine down.	spoken with Peter resolve the issue	10/13/2016	10/14/2016	MINEOLA	11501	10N
Copier is not recognizing paper in the tray. Customer has to keep opening and closing the tray. Fuser unit needs to be replaced. Machine down.	lines replaced fuser unit cleaned af pf fns int	10/13/2016	10/14/2016	CENTRAL ISLIP	11722	10S

Unable to locate paper jam	Clean and adjusted paper feed pulleys and cleaned clutch gears Sw Joshua	10/13/2016	10/14/2016	NEW YORK	10004	1
8th fl error red light is flashing	Reloaded firmware and cleaned tested SW Gerri	10/13/2016	10/14/2016	NEW YORK	10004	1
8th fl : TRAY 3 IS NOT REGISTERING EVEN THOUGH THE PAPER IS FULL	Spoke with customer, machine up and running.	10/13/2016	10/13/2016	BROOKLYN	11201	2
jamming	Replace clutch developer unit test okay I spoke to Major	10/14/2016	10/14/2016	BRONX	10451	12
Will not sense paper size and select from appropriate tray.		10/14/2016	10/17/2016	JAMAICA	11435	11
Thank You						
smudge	Cleaned xerographics section and adf feed rlr...pdl	10/14/2016	10/17/2016	NEW YORK	10004	1
jamming in the feeder	Cleaned and adjusted Df length sensors Sw Rolando	10/14/2016	10/14/2016	NEW YORK	10013	1
Light color quality	Spend more than an hour looking for the machine..nobody knows where is at..talk to Karen on 11fl and she said she will have Dominic calling tomorrow with the right info...dispatch please read this info and ask the right information and tel number...pdl	10/14/2016	10/17/2016	NEW YORK	10013	1
rm 689						
lines and dark shadows	Cleaned all optics and fuser Sw Rolando	10/14/2016	10/14/2016	NEW YORK	10013	1
Unable to use the staple function after customer re-installed cartridge	general cleaning replace stapler	10/14/2016	10/17/2016	HEMPSTEAD	11550	10N
Copies are printing out crooked						
civil clerk counter						
Draw will not open. As per customer there is a broken part.		10/17/2016	10/17/2016	LONG ISLAND CITY	11101	11
Tech was onsite to fix this issue already						
Central Jury room						
Jamming in site 31. Per customer there is no paper jam and machine will not reset	Cleaned and adjusted fns Sw Kim	10/17/2016	10/18/2016	NEW YORK	10013	1
RM1000 FL 10						
Machine will not stay powered on...down machine		10/17/2016	10/17/2016	BROOKLYN	11201	2
MISFEED JAM	tray 1 jams cleaned all pf pulleys and clutches af int	10/17/2016	10/17/2016	CENTRAL ISLIP	11722	10S
Constant paper jam with legal size paper	Found right side vertical transport door has a broken frame. Will speak with service manager about replacement	10/17/2016	10/20/2016	NEW YORK	10010	1
re-occurring issue						
machine is making a rattling noise and the copies are coming out slanted when they use the feeder	noise cleaned af pf int	10/17/2016	10/18/2016	HAUPPAUGE	11787	10S
C2403 Machine makes 4 copies then shuts off	spoken with Frank resolve the issue	10/17/2016	10/18/2016	WESTBURY	11590	10N
Also jamming						
dirty copies	Is machine is going to need drum unit spoke to nery	10/17/2016	10/18/2016	BRONX	10451	12
Code C11A0	Adjusted finisher bins cleanrd	10/17/2016	10/18/2016	JAMAICA	11435	11
macvhine down	Replaced lower feed assembly	10/18/2016	10/18/2016	NEW YORK	10007	1
	Tested Sw Sheila					
toner filter	cleared toner filter counter cleaned machine	10/18/2016	10/18/2016	CENTRAL ISLIP	11722	10S
Letter size tray sensor is not recognizing the paper.	put in reinforce bracket to support the tray general cleaning and test	10/18/2016	10/19/2016	HEMPSTEAD	11550	10N
dirty copies [1Z1358680346223732 [Ground]]	Replace drum unit spoke to James test ok	10/18/2016	10/19/2016	BRONX	10451	12
ADF is not grabbing paper, jamming	tray 1 jams cleaned pf clutches and rollers af fns int	10/18/2016	10/18/2016	CENTRAL ISLIP	11722	10S
Copy quality on legal size	copies off center adj paper guides cleaned af pf int	10/18/2016	10/18/2016	CENTRAL ISLIP	11722	10S
jamming	There was no jamming on this machine the white cover came off I put double tap on it that's okay I spoke to of Matilda	10/18/2016	10/19/2016	BRONX	10451	12
top screen on the cover is falling off		10/18/2016	10/18/2016	BROOKLYN	11201	2
Pm, requested		10/18/2016	10/19/2016	BROOKLYN	11201	2
Pm requested		10/18/2016	10/18/2016	BROOKLYN	11201	2
PM requested		10/18/2016	10/19/2016	BROOKLYN	11201	2
No clean copies,	cq replaced drum unit dev unit and dev cleaned af pf int	10/18/2016	10/18/2016	CENTRAL ISLIP	11722	10S

squeal and produce copies with lines down the paper Tray error	cq cleaned optics af pf fns int Adjusted tray size guides. Cleaned and tested Sw Sharon	10/18/2016 10/19/2016 CENTRAL ISLIP 10/19/2016 10/20/2016 NEW YORK	11722 10013	10S 1
Jamming and making loud noise unable to use machine Jamming Machine is down room 228	jams replaced fuser cleaned all pf clutches af int fns replace feed roller and image unit general cleaning and test Deleted print jobs causing machine to lock up. Replaced all pm parts SW Eric	10/19/2016 10/19/2016 CENTRAL ISLIP 10/19/2016 10/20/2016 MINEOLA 10/19/2016 10/20/2016 NEW YORK	11722 11501 10007	10S 10N 1
jamming	securities lower side doors replaced tray 1 feed roller and clutch	10/19/2016 10/21/2016 HEMPSTEAD	11550	10N
courtesy call lines on the copies customer states she cleaned the glass jamming in the feeder area	According to jyan nieto the machine needs pwb board needs fuser and drum ,spoke to debbie	10/19/2016 10/20/2016 BRONX 10/20/2016 10/20/2016 STATEN ISLAND 10/20/2016 10/20/2016 NEW YORK	10463 10301 10013	12 13 1
rm 7c call customer with an ETA today urgent unable to make copies customer cleared the jam, but issue still persist rm 104	Replaced trays 3/4 feed pulleys Also Df sep pulleys Sw Lauren	10/20/2016 10/21/2016 NEW YORK	10013	1
feeder does not work	Adjust ADF customer flipped one of the plastic covered back this is why the copy was Jamming	10/20/2016 10/21/2016 YONKERS	10701	9
jamming constantly	Just tray2 clutch test okay I spoke to Gail	10/20/2016 10/21/2016 YONKERS	10701	9
lines on the copies customer states she cleaned the glass [1Z1358680348223541 [Ground]] feeder is busted 8 1/2 x 14 off center when using adr / jam courtesy call [1Z1358680348432931 [Ground]]	replaced drum,dv unit ,dev powder ,xfer roller ,and fuser all worn out ,tested and cleaned ,spoke to debbie Phone fix done Sw Louis replaced fuser unit general cleaning and test Replace fuser unit replace drum developer developer unit replace dryer motor toner Hopper Kona drive assembly the machine is still down replace pwb board juan nieto can work with me customers waiting for a loner	10/20/2016 10/31/2016 STATEN ISLAND 10/20/2016 10/26/2016 NEW YORK 10/20/2016 10/24/2016 MINEOLA 10/20/2016 10/25/2016 BRONX	10301 10007 11501 10463	13 1 10N 12
Constant paper jam with legal size paper re-occurring issue	Looking to replace machine. Sw service manager and customer rep	10/20/2016 10/21/2016 NEW YORK	10010	1
Jamming / C0210 - Must call ahead copy quality Door sensor error Machine indicating a jam and customer is unable to clear	Mc need parts spome to allison pm replaced dev unit dev drum cleaned af pf fns int spoken with Lorraine resolve the issue Replaced broken idler pulley assembly guide on fuser unit Sw Paula	10/21/2016 10/24/2016 WARDS ISLAND 10/21/2016 10/21/2016 CENTRAL ISLIP 10/21/2016 10/24/2016 WESTBURY 10/21/2016 10/24/2016 NEW YORK	10035 11722 11590 10013	1 10S 10N 1
turned off and will not turn back on	Rebooted machine and tested Sw Millie	10/21/2016 10/24/2016 NEW YORK	10004	1
maintenance Machine is jammed and they can't clear	pm cleaned all pf pulleys af pf fns int Removed jam from fns transport section Tested Sw Pamela	10/21/2016 10/21/2016 CENTRAL ISLIP 10/21/2016 10/24/2016 NEW YORK	11722 10013	10S 1
Code C11A0 ? same issue as last report made for this copier	Talked to marcy she is going to try to upgrade this machine. She will call us if she can't and we will need to replace the finisher one way gears 4349163301 and 4349161101.	10/21/2016 10/24/2016 JAMAICA	11435	11
tray 1 / adf not working	Phone fix done Sw Sharon	10/24/2016 10/24/2016 NEW YORK	10013	1
replenish paper, displaying to make copies from the side and will not accept different paper RM A -222 Annex blg	Trained customer on copier.	10/24/2016 10/25/2016 RIVERHEAD	11901	10S

glass cover broke	put the Velcro on their cover replace feed roller general cleaning and test	10/24/2016	10/25/2016	MINEOLA	11501	10N
Printer indicates paper jam in the document feeder although no paper present in feeder. It disrupts copies somehow.	Cleaned and checked	10/24/2016	10/25/2016	JAMAICA	11435	11
As per discussion with technician on 10/24/16, please proceed to order parts necessary for repair.	discussed with customer, obtaining new machine	10/24/2016	10/25/2016	JAMAICA	11435	11
one of the paper trays is not functioning properly. Thank You	Reinstalled finisher tray cleanef	10/24/2016	10/25/2016	JAMAICA	11435	11
Jamming / C0210 - Must call ahead [1Z1358680346669832 [Ground]]	Replace sensor also replace motor from Drake 3 test okay I spoke to Allison	10/24/2016	10/31/2016	WARDS ISLAND	10035	1
blotchy copies	Cleaned all optics and xerographics SW Romero	10/24/2016	10/25/2016	NEW YORK	10004	1
Tray 1 is out of service	Reset tray 2 and replaced paper 2 Sw sam	10/24/2016	10/24/2016	NEW YORK	10013	1
10th fl Library machine is requesting a new toner when they just put in a new one	installed toner correctly for customer cleaned toner spill	10/24/2016	10/25/2016	CENTRAL ISLIP	11722	10S
A technician came on 10/4/16 and looked at the machine. We were told it needed a part and that he would return. As of today, no one has returned and the machine isn't working properly		10/25/2016	10/26/2016	NEW YORK	10013	1
Malfunction detected machine is down	Removed jam from rear of paper tray and cleaned Sw Fernando	10/25/2016	10/26/2016	NEW YORK	10013	1
feeder jam	Cleaned checked and ordered separation roller and pad.	10/25/2016	10/26/2016	RIVERHEAD	11901	10S
Paper jams, clear area?paper jams. Image is not 100% entire left side of image is missing		10/25/2016	10/26/2016	BROOKLYN	11201	2
Error code 0202 This copier is in room 116 ? small claims jamming	alignment on document feeder reset 0202 code test jamming customer did not close paper guides caused jamming cleaned machine	10/25/2016	10/27/2016	JAMAICA	11435	11
		10/25/2016	10/26/2016	CENTRAL ISLIP	11722	10S
Constant jamming and will not clear customer has changed the paper	[Call#: SC148718 c/b override from SC144430. CBPrevCALL = 40390 target = Model 27710.000000]	10/25/2016	10/26/2016	BROOKLYN	11201	2
13th fl rm 1333 feeder jam	Replaced doc feeder rollers and checked in full.	10/26/2016	10/31/2016	RIVERHEAD	11901	10S
error code 204, machine frozen	cleared paper jam	10/26/2016	10/27/2016	STATEN ISLAND	10301	13
URGENT						
voids in prints	Replaced developer and adjusted copy quality Sw Nirberto	10/26/2016	10/26/2016	NEW YORK	10013	1
PM requested 1	Cleaned all optics and xerographics	10/26/2016	10/27/2016	NEW YORK	10013	1
jamming again	Replaced paper feed pulleys and clutch gears Kim	10/26/2016	10/26/2016	NEW YORK	10013	1
Paper jams constantly and gives a code of c11a0.	Repaired finisher exit section and checked in full.	10/26/2016	10/27/2016	RIVERHEAD	11901	10S
Constant jamming and will not clear customer has changed the paper		10/26/2016	11/9/2016	BROOKLYN	11201	2
13th fl rm 1333 [1Z1358680348131702 [Ground]]						
8.5 by 11 tray is not detecting the paper in the tray unable to make copies or print.	realign document feeder general cleaning and test	10/26/2016	10/27/2016	KEW GARDENS	11415	11
Jamming	Paper jam in tray 2, found clutch in paper feed unit tray 2 unit to be defective, took a while to take apart tested spoke to Dominic	10/26/2016	10/28/2016	STATEN ISLAND	10301	13
1st fl						
ERROR C11A9		10/27/2016	10/28/2016	BROOKLYN	11201	2
the copier is again making copies with a line, and sometimes 2 lines, down the center of the page	cq replaced drum unit dev cleaned af pf int fns	10/27/2016	10/28/2016	CENTRAL ISLIP	11722	10S

Piece broken off from the side panel		10/27/2016	10/28/2016	NEW YORK	10029	1
Jamming issue, cant find jam		10/27/2016	10/28/2016	NEW YORK	10007	1
jam	jammed removed paper clip from regi section cleaned af pf int	10/27/2016	10/28/2016	CENTRAL ISLIP	11722	10S
Copier jams whenever staff tries to print more than one page.	Kalyn 6fl room 6d-26 need part	10/27/2016	10/28/2016	BRONX	10465	12
the copies are not proper image, not a full page is copied		10/28/2016	10/28/2016	BROOKLYN	11201	2
Jamming		10/28/2016	10/28/2016	BROOKLYN	11201	2
11x17 tray error	Cleaned all paper feed assembly and adjusted registration SW Molly	10/28/2016	10/31/2016	NEW YORK	10013	1
Send this part att kalyn 6fl 6d-26 - Copier jams whenever staff tries to print more than one page. [1Z1358680346214699 [Ground]]	Replace developer drum unit test ok clean mc this mc is locate 6d-26	10/28/2016	11/7/2016	BRONX	10465	12
Jamming [1Z1358680348831910 [Ground]]		10/28/2016	11/3/2016	BROOKLYN	11201	2
they tried to replace the toner but the blue lock will not move into the lock position	Clean toner supply and general cleaning and inspection	10/31/2016	11/1/2016	MINEOLA	11501	10N
preventative maintenance needed	realign document feeder general cleaning and test	10/31/2016	11/1/2016	JAMAICA	11433	11
"paper jam in tray 2"	Replace feed rollers tray 2 (non inventory parts) it's needs a feed	10/31/2016	11/1/2016	HEMPSTEAD	11550	10N
customer checked and draw and restarted the copier	units general cleaning					
Jamming,	This machine need tray 2	10/31/2016	11/2/2016	YONKERS	10701	9
jammed and they are unable to clear it	Realigned exit actuator and tested sw Robert	10/31/2016	11/1/2016	NEW YORK	10004	1
ERROR: SERVICE CODE: C38-01		10/31/2016	11/1/2016	BROOKLYN	11201	2
Test pattern error touch screen	Phone fix test ok	11/1/2016	11/2/2016	YONKERS	10701	9
Part 2						
NEEDS TO DROPS OFF SUPPLIES	Replaced exit guide for the fuser unit .Sw Angie	11/1/2016	11/1/2016	NEW YORK	10013	1
top feeder jam lightly		11/1/2016	11/2/2016	BROOKLYN	11201	2
cutting off left edge of pages	cutting edge off customer making copies of copies	11/1/2016	11/1/2016	CENTRAL ISLIP	11722	10S
Unable to locate jam.		11/1/2016	11/2/2016	BROOKLYN	11201	2
1st fl rm 105						
ERROR: SERVICE CODE C38-01. MACHINE WAS FIXED 11/01/16 IN THE MORNING BUT THE ERROR CODE IS COMING UP AGAIN. MACHINE WAS RE-BOOTED, BUT THERE IS STILL AN ERROR		11/1/2016	11/1/2016	BROOKLYN	11201	2
c3801	spoken with Tracy resolve issues	11/1/2016	11/2/2016	JAMAICA	11435	11
"paper jam in tray 2"	Install paper transport unit for tray 2 general inspection	11/1/2016	11/4/2016	HEMPSTEAD	11550	10N
customer checked and draw and restarted the copier						
ERROR: SERVICE CODE C38-01. MACHINE WAS FIXED 11/01/16 IN THE MORNING BUT THE ERROR CODE IS COMING UP AGAIN. MACHINE WAS RE-BOOTED, BUT THERE IS STILL AN ERROR [1Z1358680346883305 [Ground]]		11/1/2016	11/7/2016	BROOKLYN	11201	2
Not picking paper up from the paper tray. Has a piece of paper stuck behind the paper tray	Replaced tray feed clutches and feed rlr's, cleaned xerographics section...pdl	11/2/2016	11/2/2016	NEW YORK	10010	1
Jamming, [1Z1358680346790656 [Ground]]	Replace tray 2 to pickup assembly test okay I spoke to Gail	11/2/2016	11/7/2016	YONKERS	10701	9
2nd tray is jamming.	Rebuilt tray to clean pickup roller test ok spoke to Jody	11/2/2016	11/3/2016	MOUNT VERNON	10550	9
TONER FILTER NEEDS TO CHANGED	Reset filter message test ok spkke to cairl	11/2/2016	11/4/2016	BRONX	10465	12
JAMMING	Replaced paper feed pulleys and fuser unit Sw Peter	11/2/2016	11/3/2016	NEW YORK	10012	1
Surge protector caught fire, need a new one		11/3/2016	11/3/2016	BROOKLYN	11201	2
jamming		11/3/2016	11/4/2016	BROOKLYN	11201	2
PAPER JAM & RIPPED TRAY 2	Phone fix done with Millie	11/3/2016	11/4/2016	NEW YORK	10004	1
jamming 2 sided copying	Reposition duplex sensor spring on eject unit, replaced DV310 developer and DR 310drum to to image quality, background, black line.	11/3/2016	11/7/2016	MINEOLA	11501	10N

top getting cut off	Removed sponge from laser path causing blank void down the page. When copying off the glass the mat is missing causing black background where there is no original.	11/3/2016	11/7/2016	MINEOLA	11501	10N
copier is jamming every other time we use it ? same issue	tray 2 jams cleaned pf clutches af int	11/3/2016	11/4/2016	CENTRAL ISLIP	11722	10S
Jamming	Replaced DF feed pulleys and cleaned Sw Sharon	11/4/2016	11/7/2016	NEW YORK	10004	1
Copy quality	Cleaned all xerographics and optics and adjusted CQ	11/4/2016	11/7/2016	NEW YORK	10004	1
Copier needs PM also constantly jamming	Sw Robert needs part	11/4/2016	11/4/2016	JAMAICA	11435	11
RM 503 Unable to scan to email	James never called back. Closing call	11/4/2016	11/14/2016	HEMPSTEAD	11550	10N
cant get toner in	toner bottle chuck turned around ,had to dissassemble and xorrect ,tested ,spoke tobfelisha	11/4/2016	11/4/2016	NEW YORK	10013	1
cant get toner in 646-386-3805	Toner cartridge not going in, chuck inside completely backwards had to take the machine apart and clean and replace tested Spoke to Felisha	11/4/2016	11/4/2016	NEW YORK	10013	1
Jamming	Replaced DF feed pulleys and cleaned Sw Deborah	11/4/2016	11/7/2016	NEW YORK	10013	1
WHEN COPYING HAS LINES GLASS AND ADF	Replace fuser unit and drum test okay spoke to Wanda	11/4/2016	11/7/2016	BRONX	10451	12
Copier needs PM also constantly jamming	replace iu general cleaning and test	11/4/2016	11/9/2016	JAMAICA	11435	11
RM 503 [1Z1358680346278817 [Ground]] red light on malfunction error unable to find the jam.	Paer jams from tray 2 and bypass only needs CL2. Removed jam from finisher transport section and cleaned machine SW Pat	11/7/2016 11/7/2016	11/7/2016 11/7/2016	MINEOLA NEW YORK	11501 10004	10N 1
Dark lines on the copies thru the feeder and the glass. Cleaned glass and no change red light on malfunction error jamming	Cleaned all xerographics and optics SW Leonard Replaced cl2.tray 2 and bypass was not feeding. Modified mylar guide in fns transport section Sw Lisa	11/7/2016 11/7/2016	11/8/2016 11/9/2016	NEW YORK MINEOLA NEW YORK	10013 11501 10013	1 10N 1
top getting cut off	Installed new platen cover it was missing causing black copies where there was no paper to cover it.	11/7/2016	11/9/2016	MINEOLA	11501	10N
Jamming	Clean and vac Mc clean all feed rolls,replaced drum and developers.	11/7/2016	11/9/2016	STATEN ISLAND	10301	13
Jamming	Clean and vac Mc clean all feed rolls,replaced drum and developers.	11/7/2016	11/9/2016	STATEN ISLAND	10301	13
Jamming	Clean and vac Mc clean all feed rolls,replaced drum and developers.	11/7/2016	11/9/2016	STATEN ISLAND	10301	13
Unable to reach paper jam all the way behind top draw. Customer is unable to pull the draw out Closed 1:00-2:30 for lunch 1st rm 122C		11/9/2016	11/10/2016	BROOKLYN	11201	2
Malfunction detected C4101 making a loud noise. Customer states she cleared the jam and restarted the copier.	Rebuilt exit motor next time order polygon motor failure test okay I spoke to Wanda	11/9/2016	11/10/2016	BRONX	10451	12
black lines on the copies from the adf customer states the roller is not dirty	lines adj hieght of dadf cleaned machine	11/9/2016	11/9/2016	CENTRAL ISLIP	11722	10S
4th fl guardianship dept Message: Scanner not available jamming		11/9/2016 11/9/2016	11/10/2016 11/9/2016	BROOKLYN NEW YORK	11201 10013	2 1

Copier is on "shut off mode" and customer has to reset the copier and constantly jamming	Made all memory adjustments pet customer Bruce	11/9/2016	11/10/2016	STATEN ISLAND	10301	13
rm 240						
top piece came off //Court House Closed on Friday 12. Schedule for 11/15	replace drum general cleaning and test	11/9/2016	11/14/2016	JAMAICA	11435	11
jamming in the feeder		11/9/2016	11/10/2016	BROOKLYN	11201	2
customer has changed the paper and poor color quality						
1st Motion dept						
Escaltion Proces for Ongoing Issue. As Per Barbara, they need machine removed. Check Transport and top feeder///	removed label residual on the roller replace doc feeder roller tray 1	11/9/2016	11/10/2016	BROOKLYN	11201	2
NB-Machine was shop repaired	2 and 4					
jamming constantly		11/10/2016	11/15/2016	LONG ISLAND CITY	11101	11
Barbra 718-298-0602 is secondary contact.						
Court House Closed Fri 12						
jam	Replaced tray 2 pulleys cleaned and tested Sw Linda	11/10/2016	11/14/2016	NEW YORK	10007	1
Thick black line at the bottom of the copy.		11/10/2016	11/11/2016	NEW YORK	10019	1
Copies are printing dark at the bottom and light on the top						
RM 100 1st fl						
Thick black line at the bottom of the copy.		11/11/2016	12/12/2016	NEW YORK	10019	1
Copies are printing dark at the bottom and light on the top						
RM 100 1st fl						
the white thing on the lid is falling down constantly	Rebuilt white cover double side tape test okay cleaning machine spoke to Melissa	11/14/2016	11/15/2016	YONKERS	10701	9
jamming [1Z1358680347181311 [Ground]]	Replace laser unit test okay I spoke to Wanda	11/14/2016	11/28/2016	BRONX	10451	12
Jamming	Modified bypass feed tray	11/14/2016	11/15/2016	NEW YORK	10004	1
light blinking	Cleaned and tested Sw Elaine					
Jamming in the front	Ordered pm parts including fuser. unit Sw PJ	11/14/2016	11/15/2016	NEW YORK	10007	1
Copier is making a loud noise and not printing		11/14/2016	11/14/2016	BROOKLYN	11201	2
11th fl RM 1152A mailroom						
Streaking vertical lines across page, jams now and then. Tried to clean glass.	Replaced all pm parts drum developer transfer roller and Dv units Sw Lauren	11/14/2016	11/16/2016	NEW YORK	10013	1
Copier is still jamming near the fuser and copies are coming out very hot. Tech was onsite today	Realigned guide on tray 2	11/14/2016	11/16/2016	NEW YORK	10013	1
50 Lafayette entrance						
Copy quality	Cleaned all xerographics and optics SW Joe	11/14/2016	11/16/2016	NEW YORK	10007	1
jamming	James from 14 inch replaced feed rollers tray 2.cleaned machine	11/14/2016	11/16/2016	CENTRAL ISLIP	11722	10S
ADF Jamming	Velcro the feeder cover general cleaning and test	11/14/2016	11/14/2016	JAMAICA	11435	11
Jamming ****Room 200***	Cleaned and adjusted paper feed assemblies.	11/15/2016	11/16/2016	NEW YORK	10013	1
Machine is down unable to copy	Sw Marisol					
	Machine had error 2557 sethe sift sweet 35 and 418 to eliminate drum and development replacement. Need Das collars for DVD unit causing arcking.	11/15/2016	11/15/2016	HEMPSTEAD	11550	10N
goes off states error call tech	Customers complaint machine gives error C3502/3501/3801/3805	11/15/2016	11/15/2016	HEMPSTEAD	11550	10N
	Tech had left instructions on how to reset. I removed filters fuser and separate. Changed fuser temperature to -10 degrees 36-2 and 36-3 to 1					
	Found and remove small jam from fns. Cleaned and tested Sw Kim	11/15/2016	11/15/2016	NEW YORK	10013	1

Jamming	Cleaned and adjusted Sw Kim	11/15/2016	11/15/2016	NEW YORK	10013	1
Machine is not responding. customer has reconnected the power cable		11/15/2016	11/15/2016	BROOKLYN	11201	2
10107 c6102 - Trouble code, machine down	Clean and lubricated scanner rails performed scanner adjustments code c6102	11/15/2016	11/17/2016	CENTRAL ISLIP	11722	10S
Machine is down unable to copy	Replace ds rolls on DVD unit to stop in problem also changed drum got damaged and developer.	11/15/2016	11/18/2016	HEMPSTEAD	11550	10N
aut feed not working	Changed paper size and orientation for letter paper tray 2 and 2st legal in 3rd tray.	11/15/2016	11/16/2016	CENTRAL ISLIP	11722	10S
goes off states error call tech	Replaced fuser thermistor to fix over temperature code	11/15/2016	11/18/2016	HEMPSTEAD	11550	10N
light blinking	Replaced all pm parts and cleaned and adjusted Sw PJ	11/15/2016	11/18/2016	NEW YORK	10007	1
Error code C-0214, machine is currently down	Machine had disabled tray 3 popo tray 3 enabled. Clean machine	11/16/2016	11/17/2016	MINEOLA	11501	10N
jamming	Jams cleaned trays 1. 2. Pf cltches af fns int	11/16/2016	11/18/2016	RIVERHEAD	11901	10S
button pushed in	Replace feed roller and switch general cleaning and test	11/16/2016	11/16/2016	JAMAICA	11435	11
feeder not working / cant read paperon glass		11/16/2016	11/16/2016	BROOKLYN	11201	2
Second tray is not working, Not lifting	Cleaned pulleys removed labels from paper feed assemblies Sw Michelle	11/16/2016	11/17/2016	NEW YORK	10013	1
Jamming	Cleaned duplex assembly for jamming Sw Michelle	11/16/2016	11/17/2016	NEW YORK	10013	1
Error code C-3423 machine is unable to make copies	3410 error code replaced fuser cleaned af pf fns int	11/16/2016	11/18/2016	RIVERHEAD	11901	10S
constant paper jam in the machine,	Removed jam from rear of trays and cleaned all paper feed Sw Marilyn	11/16/2016	11/17/2016	NEW YORK	10013	1
Go to room 127						
lines when printing		11/16/2016	11/17/2016	NEW YORK	10029	1
nds help programming tray 3	Program machine for sherlone,adjust Lcc tray...pdl	11/17/2016	11/17/2016	NEW YORK	10010	1
Paper size error	Machine is work paper guides needed to be against the paper, closing out	11/17/2016	11/17/2016	CENTRAL ISLIP	11722	10S
jam / light copies change toner and still light		11/17/2016	11/17/2016	BROOKLYN	11201	2
Paper sensor error	Replaced feed rollers tray 1 it has worn shafts for next time replace feed roller assy	11/17/2016	11/18/2016	CENTRAL ISLIP	11722	10S
the white piece inside of the lid	Af nw removed staples from af cleaned pf fns int	11/17/2016	11/18/2016	RIVERHEAD	11901	10S
Machine is jamming constantly		11/17/2016	11/17/2016	BROOKLYN	11201	2
dirty copies	Cleaned all xerographics and optics SW Robert	11/17/2016	11/17/2016	NEW YORK	10013	1
Copies are very dirty and unreadable.	Cleaned all xerographics and optics SW Jamar	11/17/2016	11/17/2016	NEW YORK	10013	1
DRUM AND DEVELOPER NEEDED	Replace drum and developer general cleaning and test	11/17/2016	12/2/2016	KEW GARDENS	11415	11
c020 error code machine is down	Replace drum and developer general cleaning and test	11/17/2016	11/18/2016	JAMAICA	11435	11
jamming in the same location but they are unable to locate any paper		11/17/2016	11/17/2016	BROOKLYN	11201	2
ADF is not grabbing paper	I have to pick up some parts at the storage I'll be back tomorrow for this machine	11/17/2016	11/17/2016	BRONX	10465	12
jammed unable to clear	Customer remover paper Jam general cleaning and inspection	11/17/2016	11/18/2016	HEMPSTEAD	11550	10N
feeder is jamming when they is 8.5 by 14 a paper	Explained customer how to use bypass tray to set corresponding size	11/17/2016	11/18/2016	JAMAICA	11432	11
I have to pick up some parts at the storage I'll be back for this machine tomorrow - ADF is not grabbing paper	Rebuilt ADF exit assembly clean pick up roller test okay I spoke to attorney Mario	11/17/2016	11/18/2016	BRONX	10465	12
Jamming	request # 196868 with KMBS order read switch and ccd assy. Problem when using adf it gives message original left on glass.	11/18/2016	11/18/2016	CENTRAL ISLIP	11722	10S
first tray is not working at all	Replaced trays 3/4 pulleys and cleaned Sw Sw Pamela	11/18/2016	11/18/2016	NEW YORK	10013	1

Jamming	Replaced Lead sw in scanner still has problem, CCD I got was the wrong size will order A61FR72100 CCD Lens Assy	11/18/2016	11/22/2016	CENTRAL ISLIP	11722	10S
job deleted due to insufficient memory	Clear memory card and resealed, test machine with the adf copying...pdf	11/18/2016	11/21/2016	NEW YORK	10013	1
ghost jams	Removed jam reset tested	11/18/2016	11/18/2016	NEW YORK	10013	1
Tray error copy quality	Toner spill cq vac toner spill replaced cl blade cleaned machine	11/18/2016	11/21/2016	CENTRAL ISLIP	11722	10S
Jamming, unable to locate, machine down.	Realigned fns and tested	11/18/2016	11/18/2016	NEW YORK	10013	1
	Sw Nona					
constantly jamming	Tray 2 nw removed paper from behind paper tray cleaned mavhime	11/18/2016	11/21/2016	CENTRAL ISLIP	11722	10S
customer states this is re-occurring and needs it resolved RM D64						
ghost jams	Realigned fns and cleaned	11/18/2016	11/18/2016	NEW YORK	10013	1
	Sw Nona					
Password info	Provided cust with password tested okay, closing out	11/18/2016	11/18/2016	NEW YORK	10010	1
Copier is not booting up	Replaced Web unit, adf sep rlr, cleaned xerographics section...pdf	11/18/2016	11/22/2016	NEW YORK	10004	1
customer is calling on behalf of a user						
Feeds paper but then grinding sounds and the machine jams	Noise cleaned and oiled regi unit bushings cleaned machine	11/21/2016	11/22/2016	CENTRAL ISLIP	11722	10S
4th fl Law Library						
Please call with ETA						
Copier is not displaying 8.5 by 11 paper size		11/21/2016	11/29/2016	KEW GARDENS	11415	11
Part AP4 back office						
spinner is not moving the belt on the scanner and is making a crazy noise	Adjust scanner section...pdf	11/21/2016	11/22/2016	NEW YORK	10013	1
copies are dirty	Cq replaced dev drum cleaned af pf int	11/22/2016	11/22/2016	CENTRAL ISLIP	11722	10S
staple is broken	Stapler nw needs staple cartridge cleaned machine	11/22/2016	11/22/2016	CENTRAL ISLIP	11722	10S
Copies are coming out too light	had to set mode memory, and darkness, also zoom x and y to customer specs, someone had reset memory on a service call, spoke to bruce	11/22/2016	11/28/2016	STATEN ISLAND	10301	13
staple is broken	Replaced staple cartridge cleaned machine	11/22/2016	11/30/2016	CENTRAL ISLIP	11722	10S
needs a service call for machine staying in warmup	need Jesse to come back Tuesday, no cf card in machine	11/22/2016	11/23/2016	NEW YORK	10013	1
c4101 machine down	needs ph unit	11/22/2016	11/23/2016	NEW YORK	10006	1
Jamming	Replaced ccd still had same problem. Called KMBS request 196868 upgraded firmware, tested original size sensor not changing state.	11/22/2016	12/2/2016	CENTRAL ISLIP	11722	10S
blurry images		11/22/2016	11/23/2016	BROOKLYN	11201	2
13 th fl through motion dept						
Message states that developpe needs to be replaced and Drum unit needs to be replaced as well.		11/23/2016	11/28/2016	BROOKLYN	11201	2
Blk: 421397						
c4101 machine down [1Z1358680348000657 [Ground]]	replaced laser	11/23/2016	12/9/2016	NEW YORK	10006	1
black streaks on the copies	Complaint of lines, cleaned Optics and scan glass, cleaned and tested whole machine	11/23/2016	11/28/2016	STATEN ISLAND	10301	13
please call with ETA today**						
Constant Jamming on letter size paper	Replace clutch spoke to mario test ok	11/28/2016	11/29/2016	BRONX	10451	12
Malfunction detected C0202	Paper stuck behind Tray 1, took out bushings and cleaned, change rollers for Tray 1, clean copier and tested	11/28/2016	11/29/2016	STATEN ISLAND	10301	13
Machine down. URGENT						

making a loud funny noise and grey streaks through the copies	Lines,had to get fuser from cube,replaced ,after court ended,tested	11/28/2016	11/29/2016	STATEN ISLAND	10301	13
ADF is not functioning properly		11/28/2016	11/29/2016	BROOKLYN	11201	2
Fuser error machine is down	Adjust trays guides and sensors bracket,cleaned xerographics section and adf feed rlr...pdf	11/28/2016	11/29/2016	NEW YORK	10010	1
c3451 machine down		11/28/2016	11/28/2016	BROOKLYN	11201	2
Flashing red light with error message - Tray 1 cannot be used.	Asked customer to check the paper guides on Tray 1. Also, to reboot machine. Message cleared.	11/28/2016	11/28/2016	BRONX	10451	12
feeder is eating the paper	Repaired document feeder mylar, lid, cleaned and checked in full.	11/28/2016	11/29/2016	RIVERHEAD	11901	10S
c3451 machine down		11/28/2016	11/30/2016	BROOKLYN	11201	2
Top Feeder is not feeding paper through.	Cleaned adf paper dust specially from the registration sensor reflector dirty causing 66-05 jams	11/29/2016	11/30/2016	MINEOLA	11501	10N
Call tech. 02-517		11/29/2016	11/29/2016	JAMAICA	11432	11
Unable to scan to email	Set up scan to email	11/29/2016	11/30/2016	NEW YORK	10010	1
jobs are not going through						
Service needed	This mc need part	11/29/2016	11/29/2016	BRONX	10451	12
Error 0214	Cleaned and adjusted tray 3 feed assembly	11/29/2016	12/5/2016	NEW YORK	10007	1
Not feeding from tray 3	Sw Karen					
RM 141 B						
Machine was unplugged by painters and when plugged back in it is not working	Copier was unplugged by the painters. I assisted customer over phone in resetting the copier over the phone.	11/29/2016	11/29/2016	CENTRAL ISLIP	11722	10S
Send this part att to mario - Service needed [121358680348499709 [Ground]]	replace lower cassette drive assembly test ok spoke to Mario	11/29/2016	12/6/2016	BRONX	10451	12
assist pedro on scan to email when onsite	spoke to pedro xerox tech and frank advised to copy setting from the other konioka thats scans to email to the one that is not working ip is 10.132.146.110 advised them if this does not work we should get IT onsite there closing this out	11/29/2016	11/29/2016	NEW YORK	10010	1
jamming	Replaced feed rollers tray 2	11/29/2016	11/30/2016	HEMPSTEAD	11550	10N
Tray 2 is not in service	Phone fix. Instructed customer how to remove jam from rear of paper tray Sw Sharon	11/30/2016	12/5/2016	NEW YORK	10007	1
the machine is jamming and copies come out with lines down the page	Cq replaced dev unit dev drum unit cleaned af pf int	11/30/2016	11/30/2016	CENTRAL ISLIP	11722	10S
not doing double sided copies / jam in rollers	Replaced all Df pulleys and cleaned Sw Dawn	11/30/2016	12/2/2016	NEW YORK	10013	1
copier is defaulting to pull paper from the bypass tray.	Had to set bypass special paper to 12.5x9 also tray selection to stop and finisher to non staple.	12/1/2016	12/1/2016	MINEOLA	11501	10N
However, we are not using the bypass tray and it will not copy without over riding						
GRINDING/KNOCKING NOISE	Rebuilt ADF TEST's okay I spoke to Milta clean mc	12/1/2016	12/1/2016	BRONX	10451	12
Machine will not accept new toner cartridge	Customer had put new toner bottle. Needed TN511. IQ is poor	12/1/2016	12/1/2016	MINEOLA	11501	10N
Jamming constantly	Checked feed rollers tray 12 and 3 they looked new reloaded firmware to latest G00-MI0	12/1/2016	12/2/2016	MINEOLA	11501	10N
Jamming	cleaned all rollers ,adjusted sorter ,tested,spoke to Ray	12/1/2016	12/1/2016	NEW YORK	10004	1
Unable to staple. Stapling option will not work	had to repair stapler ,staples now ,cleaned and tested	12/1/2016	12/1/2016	NEW YORK	10004	1
JAMMING	Replace pickup roller test okay I spoke to secretary	12/1/2016	12/2/2016	BRONX	10465	12
Code c3852 that machine is showing, call technician. Machine Down		12/1/2016	12/2/2016	BROOKLYN	11201	2
Room 203						
Machine message: paper missed big circle and a dot. Machine is down		12/1/2016	12/2/2016	BROOKLYN	11201	2
Room 203						
Jamming possible roller issue	I have to come back on Monday replace pickup roller from Tray 1 and 2 test ok	12/1/2016	12/2/2016	WARDS ISLAND	10035	1

dirty copies and feeder misfeed	Cleaned all xerographics and optics adjusted Df feed SW Sabena	12/1/2016	12/1/2016	NEW YORK	10013	1
dirty copies and feeder misfeed	Cleaned DF AND tested NPF SW Sabenah	12/1/2016	12/2/2016	NEW YORK	10013	1
Tray 2, 11 X 14 will not feed, It will print 2 Or 3 copies then it tells you there is no paper in the tray.	Dadf jams removed staples from af cleaned and vac machine	12/1/2016	12/1/2016	RONKONKOMA	11779	10S
Paper jams in the top feeder. able to copy.	Replaced DF feed pulleys and cleaned machine SW Loretta	12/2/2016	12/5/2016	NEW YORK	10007	1
machine requesting a power cycle this did not resolve the issue error code c-fa14		12/2/2016	12/2/2016	BRONX	10451	12
Jamming	Picked up parts first in the am. Installed new original size sensor fixed problem now it changes state from 1 when original on and 0 when no original.	12/2/2016	12/8/2016	CENTRAL ISLIP	11722	10S
machine requesting a power cycle this did not resolve the issue error code c-fa14	Reset settings test okay spoke to Margaret	12/2/2016	12/5/2016	BRONX	10451	12
smuges	Replaced drum, cleaning blade, cleaned and checked in full.	12/5/2016	12/7/2016	RIVERHEAD	11901	10S
jamming in the feeder	Phone fix. Had customer remove staple from feeder Sw Sabenah	12/5/2016	12/5/2016	NEW YORK	10013	1
courtesy call		12/5/2016	12/5/2016	BROOKLYN	11201	2
Lines on all prints	Cleaned all xerographics and optics	12/5/2016	12/5/2016	NEW YORK	10007	1
Jams in the feeder	Replaced paper feed pulleys for Df jams Sw Ken	12/5/2016	12/6/2016	NEW YORK	10007	1
LINES ON COPIES	Replace pickup roller clutch test okay spoke to Mario	12/6/2016	12/6/2016	BRONX	10451	12
COURTESY CALL	Clean and lubricate machine inside and out adjust fuser exit assembly test okay I spoke to Mario	12/6/2016	12/6/2016	BRONX	10451	12
Constant jamming in the feeder	Af nw repaired af sheet cleaned machine	12/6/2016	12/7/2016	CENTRAL ISLIP	11722	10S
Panel on the top feeder keeps falling off						
hallway 1st fl						
Courtesy call	Replace drum and developer Clean Machine spoke to Wanda test ok	12/6/2016	12/7/2016	BRONX	10451	12
Across the bottom of the copies they are getting a black dirty line about 1/2 wide.		12/6/2016	12/7/2016	BROOKLYN	11201	2
CUSTOMER wanted to know if their service contract includes techs coming to replace staples in the machine. I advised the customer that the tech would not bring the staples but if during routine service they have them on hand the tech will replace	CUSTOMER wanted to know if their service contract includes techs coming to replace staples in the machine. I advised the customer that the tech would not bring the staples but if during routine service they have them on hand the tech will replace	12/6/2016	12/6/2016	NEW YORK	10004	1
machine jamming at fm 1 inside the machine	Replaced Pu roller and separation for adf meter on previous calls is to high submitted pictures with actual meter	12/7/2016	12/7/2016	MINEOLA	11501	10N
Top feeder is not working and it is not making a copy from the glass. Machine is unresponsive.	Realigned DF paper feed assembly Tested Sw Sheila	12/7/2016	12/8/2016	NEW YORK	10007	1
Showing there is a paper jam in area's 12 and 13. Machine down	Remove torn sheet from ADU cleaned and tested Sw Donna	12/7/2016	12/7/2016	NEW YORK	10004	1
Red light Memory full	Trouble reset a spoke to Milta test ok	12/7/2016	12/8/2016	BRONX	10465	12
Unable to make copies						
customer has reset the machine						
constant jamming		12/7/2016	12/8/2016	NEW YORK	10013	1
White adhesive part on the ADF cover fell off	Repaired doc feeder lid, cleaned and checked in full.	12/7/2016	12/8/2016	RIVERHEAD	11901	10S
1st fl Law library						
printing lines on all the copies	Replaced all pm parts drum developer transfer roller SW Gail	12/8/2016	12/9/2016	NEW YORK	10013	1
Red light on the left side	Realigned paper feed mylar guide. Cleaned and tested Sw Alex	12/8/2016	12/8/2016	NEW YORK	10007	1
Jamming in the adf						
3 RD RM 341						

toner filter replacement	Reset toner filter replacement message. Cleaned and tested Sw Michael	12/8/2016	12/12/2016	NEW YORK	10006	1
code 31	Realigned fns to main body and replaced DADF sep pulleys Sw Pamela	12/8/2016	12/12/2016	NEW YORK	10013	1
Jobs are getting stuck in the queue and not feeding through the adf	Rebooted machine tested and cleaned Sw Frank	12/8/2016	12/9/2016	NEW YORK	10013	1
12th fl RM1202 Paper jam on the 2nd tray, legal size	Replaced paper feed and assembly lower. Replaced tray 1 feed pulleys SW Bill	12/8/2016	12/14/2016	NEW YORK	10012	1
Machine on the 8th floor internal error adf not working / noise	Reset fuser counter, cleaned and checked in full. Replaced DADF sepulleys pulleys cleaned and tested Sw Paul	12/9/2016 12/9/2016	12/14/2016 12/12/2016	RIVERHEAD NEW YORK	11901 10013	10S 1
Black lines across the page		12/9/2016	12/9/2016	BROOKLYN	11201	2
Clerk's office 3rd fl rm 1318 (clsd 12:30-2) jamming double sided	Realigned paper transport exit actuator Cleaned and tested Sw Pamela	12/9/2016	12/12/2016	NEW YORK	10013	1
ozone filter needs to be replaced JAMMING	Replaced feed rollers in tray 2, repaired doc feeder and checked in full.	12/9/2016 12/12/2016	12/9/2016 12/13/2016	BROOKLYN RIVERHEAD	11201 11901	2 10S
jamming	Repaired doc feeder and customer could not allow me to complete tray 2 feed rollers. Guards wanted me out by 5:00.	12/12/2016	12/13/2016	RIVERHEAD	11901	10S
MISFEED: ERROR CODE 23 machine dwn constant jamming	Doc feeder jamming , cleaned all sensors and rollers, tested Replaced tray 1 pulleys and cleaned Sw NOreen	12/12/2016 12/12/2016 12/12/2016	12/12/2016 12/12/2016 12/13/2016	BROOKLYN NEW YORK NEW YORK	11201 10013 10013	2 1 1
Feeder is not feeding the paper and when it does it jams Lines on the copies and the margin is not right, copies come out crooked. printing blank pages	Build a ADF test ok clean clean mc spoke to Sargent Replace pickup roller test okay I spoke to Matilda cleaning machine	12/12/2016 12/12/2016	12/13/2016 12/13/2016	BRONX BRONX	10451 10451	12 12
Jamming in the right side	Developer is being pulled when making copies, will order hv unit and tsa corona. Paper jam tray 1 caused by loose wire on pf unit for tray 1 fixed wired to cnieto118@gmail.com tested all good.	12/12/2016	12/12/2016	MINEOLA	11501	10N
Jamming Machine is making a clicking noise when not in use, machine is still functioning	Fuser idle noise. Customer has no problem with it.	12/12/2016 12/12/2016	12/12/2016 12/14/2016	BROOKLYN RIVERHEAD	11201 11901	2 10S
Copy quality JAMMING IN FEEDER Power button is jammed. Button is jammed	Cq replaced drum dev cleaned af pf int fns Replaced DF sep pulleys cleaned and adjust Sw Nick	12/12/2016 12/12/2016 12/12/2016	12/13/2016 12/12/2016 12/13/2016	CENTRAL ISLIP NEW YORK BROOKLYN	11722 10012 11201	10S 1 2
STE 2400 Copy quality Constant jamming printing blank pages	Repaired second tray, cleaned and checked copier in full. Replaced hvpwb and to Corona asaembly incomplete need more time.	12/12/2016 12/12/2016 12/12/2016	12/14/2016 12/14/2016 12/15/2016	BROOKLYN RIVERHEAD MINEOLA	11201 11901 11501	2 10S 10N
Job code 3672 broken part	Replace pick up rollers test okay I spoke to Matilda clean machine	12/13/2016	12/13/2016	BRONX	10451	12
RM 118 Jamming	Remove and replace pick up rollers test ok clean machine that spoke to Matilda	12/13/2016	12/13/2016	BRONX	10451	12
Everytime printing they get a ton of lines through there copies.	Replace drum and developer clean and test.	12/13/2016	12/14/2016	CENTRAL ISLIP	11722	10S

Grinding noise and copies are printing out very light	Lub mc complete clean unit spoke with Mr Bruce about noise and tell him to check mc before leave this office he says that all is ok.	12/13/2016	12/15/2016	STATEN ISLAND	10301	13
2nd fl rm 240						
making lines	Clean and lubricate machine test okay I spoke to Matilda	12/13/2016	12/14/2016	BRONX	10451	12
jamming on legal		12/13/2016	12/13/2016	NEW YORK	10013	1
jamming from tray 2	Clean and rebuild tray 2 and one test okay I spoke to Matilda	12/13/2016	12/14/2016	BRONX	10451	12
Lines on the copies from the glass		12/13/2016	12/14/2016	BROOKLYN	11201	2
Customer has cleaned the glass						
RM 650						
Guards wanted me out of the building by 5:00 sharp. - jamming	Replaced feed rollers in cassette 1,2, cleaned and checked in full.	12/13/2016	12/15/2016	RIVERHEAD	11901	10S
buzzing sound	Walked customer through unplugging the box which caused the buzzing. Issue resolved	12/14/2016	12/14/2016	BRONX	10451	12
Code 0202	Had customer open and close all trays. Machine functioning with no issues.	12/14/2016	12/14/2016	NEW YORK	10013	1
Roller is not pushing the paper through and there are lines on it and it comes out crookied.	Dadf jammed removed paper from af cleaned af pf int	12/14/2016	12/15/2016	HAUPPAUGE	11787	10S
Dark lines	Cleaned all optics and xerographics SW Ralph	12/14/2016	12/14/2016	NEW YORK	10013	1
RM 215						
Jamming in the adf	Cleaned all dadf pulleys and sensors SW Ralph	12/14/2016	12/14/2016	NEW YORK	10013	1
rm118						
The automatic feeder keeps jamming.	jamming ,replaced df rollers ,also removed staples ,tested,spoke to debbie	12/15/2016	12/16/2016	STATEN ISLAND	10301	13
jammed	Removed damaged mylar from tray 2 feed unit vertical transport, cleaned one way gear on feed unit 2 by clutches w/traction oil.	12/15/2016	12/15/2016	HEMPSTEAD	11550	10N
Copy quality	Replace drum developer okay how to replace motor spoke to Roberta	12/15/2016	12/19/2016	NEW ROCHELLE	10801	9
Copy quality	Clean and lubricate machine test ok spoke to marge	12/15/2016	12/19/2016	NEW ROCHELLE	10801	9
Psswr info	Cust will reach out to in house IT to have personal passwords set up	12/15/2016	12/16/2016	KEW GARDENS	11415	11
black line on all the copies		12/15/2016	12/16/2016	BROOKLYN	11201	2
Need to return to replace drum. - printing blank pages	Replaced main charge still has problem.light print with developer on it	12/15/2016	12/16/2016	MINEOLA	11501	10N
c3451		12/16/2016	12/16/2016	BROOKLYN	11201	2
courtesy call	54 miles from New Jersey to this account eantonw nj this is the account gave asked me for the favor to drive the printer and install	12/16/2016	12/21/2016	BRONX	10451	12
jammed and they are unable to clear	Removed jam from finisher exit, cleaned exit rollers. Cleaned machine.tested from all trays ok.	12/16/2016	12/19/2016	MINEOLA	11501	10N
100 Suprme Court Drive						
Rm 152						
Mineloa, NY 11501						
The white cassette was plugged in to the machine is making a loud humming noise, machine is operable.		12/19/2016	12/20/2016	LONG ISLAND CITY	11101	11
Blank lines on the copier	Clean and vac Mc clean all feed rolls	12/19/2016	12/21/2016	STATEN ISLAND	10301	13
ADF is grabbing several pages at a time						
RM 139						
Copier is getting picked up today. The hard drive needs to be wiped. Customer forgot the password. Please contact ASAP* Command center- call before arriving**	Help customer with image overwrite...pdf	12/19/2016	12/21/2016	NEW YORK	10013	1
NDS PASSWORD	Spoke with customer provided log in info	12/19/2016	12/21/2016	NEW YORK	10013	1

Paper is not coming all the way up from the main tray and displaying "jam" No jam per customer 12 th fl	Adjust LCC lift cable mechanism,replaced feed rlr...pdf	12/19/2016	12/21/2016	NEW YORK	10006	1
Re-occurring paper jam in the bottom roller only		12/19/2016	12/19/2016	BROOKLYN	11201	2
4th fl rm 480						
Top feeder not working		12/19/2016	12/19/2016	BROOKLYN	11201	2
door broke		12/19/2016	12/20/2016	JAMAICA	11435	11
tray one cane be used	Adjust 1st tray feed bracket sensor...pdf	12/19/2016	12/21/2016	NEW YORK	10013	1
Top feeder not working [1Z1358680346599462 [Ground]]		12/19/2016	12/27/2016	BROOKLYN	11201	2
c0202	Cleared pj from rear of tray 2	12/20/2016	12/21/2016	HEMPSTEAD	11550	10N
machine is not allowing them to reset. Every job fails		12/20/2016	12/20/2016	CENTRAL ISLIP	11722	10S
The top feeder is not working, keeps jamming.		12/20/2016	12/20/2016	BROOKLYN	11201	2
c-214	Enabled disabled tray 3 tested all was good	12/20/2016	12/21/2016	MINEOLA	11501	10N
lines when copying on glass	Replaced ds collars on DV assembly worn ds collars causing black lines.now I have c2557 fault code.need drum. Now getting also abort code b00	12/20/2016	12/21/2016	MINEOLA	11501	10N
	Reset at DC value to 180 to fix then reset it pc counters and ran f8.					
The surge protector that our copier is make a loud buzzing sound.		12/20/2016	12/20/2016	LONG ISLAND CITY	11101	11
We called for service.						
The tech, Jacob, called us and told us to plug the copier directly into the wall.						
We asked if he would be sending a new one and he said no						
A PIECE BROKE OFF OF THE TOP FEEDER AND THE MACHINE WILL NOT WORK THROUGH THE TOP FEEDER. Device is Not Down		12/20/2016	12/21/2016	BROOKLYN	11201	2
Error code 31	Adjust finisher entrance braket,cleaned xerografics section and adf feed rlr...pdf	12/20/2016	12/22/2016	NEW YORK	10013	1
Customer states there is no jam						
RM 118						
STREAKING	lubricate glass test okay I spoke to bill next time replace developer and developer unit and drum	12/20/2016	12/22/2016	YONKERS	10701	9
Smudging and leaving lines	Replaced parts for cq	12/20/2016	12/22/2016	STATEN ISLAND	10301	13
broken power button						
rm 203						
A PIECE BROKE OFF OF THE TOP FEEDER AND THE MACHINE WILL NOT WORK THROUGH THE TOP FEEDER. Device is Not Down [1Z1358680346387333 [Ground]]		12/21/2016	12/27/2016	BROOKLYN	11201	2
Control panel is not working properly	Cleaned operation screen. Performed memory rough check ok, calibrated operation panel clean machine.	12/21/2016	12/21/2016	WESTBURY	11590	10N
lines down copies		12/21/2016	12/21/2016	CENTRAL ISLIP	11722	10S
lines when copying on glass	Replaced drum and developer housing and developer. Reset counters.	12/21/2016	12/22/2016	MINEOLA	11501	10N
Jamming and print quality	Cleaned xerografics section,opts and adf feed section...pdf	12/21/2016	12/22/2016	NEW YORK	10013	1
courtesy call [1Z1358680346504367 [Ground]]	I have two incomplete it I got the wron touch panel	12/21/2016	12/29/2016	BRONX	10451	12
[1Z1358680347160174 [Ground]] [1Z1358680347584387 [Ground]]						
adf not working	Reinstalled doc feeder stopper had fallen causing DF not to work Tested all adf modes.	12/21/2016	12/22/2016	MINEOLA	11501	10N
Copies are coming out with marks on them, both through the glass and the automatic feeder	Cq replaced dev drum cleaned af pf fns int	12/22/2016	12/22/2016	CENTRAL ISLIP	11722	10S
Copy quality issue	Control panel bottom are broken	12/22/2016	12/22/2016	STATEN ISLAND	10301	13
Copy quality issue [1Z1358680347429698 [Ground]]		12/22/2016	12/30/2016	STATEN ISLAND	10301	13

feeder jamming	Af jams removed paper clip from af cleaned pf int fns	12/22/2016	12/22/2016	CENTRAL ISLIP	11722	10S
display screen not responding	Customer is complaining about operation panel freezing becoming unresponsive also that when they select copy of a set seven will print out if nowhere. Reinstalled firmware to level MFP to v G00-21 and image controller to v15	12/23/2016	12/27/2016	WESTBURY	11590	10N
Machine is jamming	Cleaned all xerographics and optics and paper feed pulleys Sw Gary	12/27/2016	12/27/2016	NEW YORK	10013	1
jamming		12/27/2016	12/27/2016	MINEOLA	11501	10N
Entering numbers by itself, then machine intrupts itself. Tech was there but Machine is doing the same thing.	Machine is acting weird problems on its own it turns on interrupt button when customer runs job and when job is done the interrupted button is pressed it shows like some one selected 59 sets and it starts printing on its own. Also if you try to clear the	12/27/2016	12/27/2016	WESTBURY	11590	10N
Machine is jamming	Replaced vertical clutch and lower paper feed assembly Sw Pat	12/27/2016	12/30/2016	NEW YORK	10013	1
machine will not copy scan or fax	Cleaned and lubed scanner assembly. Tested Sw Tanya	12/28/2016	12/29/2016	NEW YORK	10013	1
Dirty copies at the header and the footer of the page	Replaced all pm parts drum developer transfer roller and Dv Sw Marsha	12/28/2016	12/29/2016	NEW YORK	10004	1
courtesy call [1Z1358680346504367 [Ground]] [1Z1358680347160174 [Ground]] [1Z1358680347584387 [Ground]]	New request 203434 replaced open unit fixed fault cfa14. Now we have the language cannot be changed to English from Japanese ordering ssd board.	12/29/2016	1/10/2017	BRONX	10451	12
jamming in the feeder	Removed staples from feeder and replaced pulleys Sw Robert	12/29/2016	12/29/2016	NEW YORK	10004	1
Power button is stuck		12/29/2016	12/29/2016	BROOKLYN	11201	2
lines on the copies	Cleaned all xerographics and optics SW Robert	12/29/2016	12/29/2016	NEW YORK	10004	1
Problem with stapling unit on the machine, customer states that they are out of staples too.	Clean and vac Mc clean all feed rolls	12/29/2016	1/6/2017	BRONX	10451	12
Misfeeded and paper stuck behind the trays customer is unable to remove the tray to clear the jam RM 5112		12/30/2016	12/30/2016	BROOKLYN	11201	2
not coming on	Reseated connection on LVPS and tested Sw Mark	12/30/2016	12/30/2016	NEW YORK	10013	1
Intrupting itself, adding numbers, beeping and it stops itself. Machine down.	CUSTOMER IS UPGRADING MACHINE, SERVICE NOT NEEDED	1/3/2017	1/17/2017	WESTBURY	11590	10N
c-5102 machine down		1/3/2017	1/3/2017	BROOKLYN	11201	2
jamming constantly	Replaced tray 2 feed pulleys and cleaned and tested machine Sw Steve	1/3/2017	1/4/2017	NEW YORK	10013	1
C3752- Machine is down		1/3/2017	1/4/2017	BROOKLYN	11201	2
Jamming		1/3/2017	1/4/2017	BROOKLYN	11201	2
machine indicating there is a paper jam but they are unable to locate any paper	Replaced feed roller general cleaning and test	1/3/2017	1/3/2017	JAMAICA	11435	11
Broken ADF	Repaired doc feeder, cleaned and checked in full.	1/3/2017	1/4/2017	RIVERHEAD	11901	10S
c-5102 machine down [1Z1358680346761115 [Ground]]		1/3/2017	1/6/2017	BROOKLYN	11201	2
machine indicating tray one is unavailable	Replaced tray 2 feed pulleys cleaned and tested Sw Mary	1/3/2017	1/4/2017	NEW YORK	10013	1
Machine keeps jamming. Machine down		1/3/2017	1/4/2017	BROOKLYN	11201	2
machine is feeding 2 papers at a time	Jamming and df jamming cleaned and replaced Sep rlr,cleaned sensors,tested, sw laura	1/4/2017	1/6/2017	STATEN ISLAND	10301	13
jamming		1/4/2017	1/5/2017	BROOKLYN	11201	2
feeder jam	Replaced DF feed pulleys and cleaned machine SW Leo	1/4/2017	1/4/2017	NEW YORK	10013	1
lines on copies	Cleaned all optics and xerographics SW bob	1/4/2017	1/4/2017	NEW YORK	10013	1
Feeder jams	Removed staple from feeder and cleaned tested SW Sabina	1/4/2017	1/5/2017	NEW YORK	10013	1
image quality	Replace developer supplied by customer	1/4/2017	1/4/2017	CENTRAL ISLIP	11722	10S

Machine is making a humming noise when in use	Powerful turn out good, ordering new ones through ESP for a customer , also clean and tested machine everything working properly	1/4/2017	1/5/2017	STATEN ISLAND	10301	13
Unable to clear paper jam	Removed jam from rear of trays Sw Dean	1/4/2017	1/5/2017	NEW YORK	10013	1
RM 757 7th fl jamming in the adf and tray 3	Showed Pete problem of tray 3 not loaded properly, loaded both sides ensuring rear yellow guide was positioned properly with out being pushed in. This caused tray 3 not to work and add not to feed paper.	1/4/2017	1/5/2017	MINEOLA	11501	10N
Finisher is making a grinding and bumping noise when in use.	Replaced fns one way exit clutch gears Sw Roberto	1/5/2017	1/5/2017	NEW YORK	10013	1
Showing a misfeed in the tray, machine saying its jammed and there is no jam.	Adjusted and cleaned registration assembly Sw Carol	1/5/2017	1/5/2017	NEW YORK	10013	1
The machine is located in Operations, please contact them at 347-296-1195. It is the only machine in the area and it is down. The machine does not display a problem number but it is printing cut off and partial pages can only be printed. Thank you very mu	Re alignment the tray 2 general cleaning	1/5/2017	1/9/2017	BROOKLYN	11201	2
Jamming *****Room 1000***	Replaced LCT pulleys Cleaned and adjusted Fns exit assembly SW Gerri	1/5/2017	1/6/2017	NEW YORK	10013	1
Jamming with tray error	Cleaned and adjusted tray 3 (LCT)	1/5/2017	1/5/2017	NEW YORK	10013	1
Not recognizing legal paper, it will print 2 or 3 copies and then doesnt recognize it, and states there is no paper when there is paper.	Replaced and adjusted tray 2 pulleys and pressure spring Sw Lauren	1/5/2017	1/6/2017	NEW YORK	10013	1
Machine is still jamming Tech was onsite on 1/4 RM 106		1/6/2017	1/10/2017	BROOKLYN	11201	2
Constant misfeeds and malfunctions that did correct themselves when machine was unplugged. Now, machine is down and will not restart.	Re install the duplex antuator	1/6/2017	1/9/2017	JAMAICA	11435	11
Jamming when feeding legal paper	Replaced tray 2 feed pulleys and cleaned and tested Sw Dan	1/6/2017	1/6/2017	NEW YORK	10013	1
RM 1717 Copies are coming out gray and gritty	Removed jam from cleaner assembly Cleaned and tested Sw Lola	1/6/2017	1/9/2017	NEW YORK	10013	1
Library Fault C-202	Removed jam from rear of trays and cleaned adjusted paper feed assembly Sw Lola	1/6/2017	1/6/2017	NEW YORK	10013	1
Library Edges are getting cut off	Not lining up adj paper guides cleaned af pf int	1/6/2017	1/9/2017	LINDENHURST	11757	10S
Tray 2 is feeding incorrect, copies coming out crooked.	jamming tray 2 ,adjusted pickup pressure,cleaned and tested,sw dominick	1/6/2017	1/10/2017	STATEN ISLAND	10301	13
Paper jams off the legal size tray.	Lubricated one way clutch replaced drum and developer	1/6/2017	1/9/2017	MINEOLA	11501	10N
Tray 2 is not working, giving code 002.	repaired tray 2 ,rotated rollers,cleaned and tested ,sw louis	1/9/2017	1/10/2017	STATEN ISLAND	10301	13
Copy quality	Needs developer unit and drum clutches	1/9/2017	1/9/2017	BROOKLYN	11201	2
pape on the top of every print is black	Clean and vac Mc clean all feed rolls	1/9/2017	1/10/2017	BRONX	10451	12
Misfeeding in several different places, right hand side all 3 drawers are misfeeding. Replace staples	Replace feed roller general cleaning test	1/9/2017	1/10/2017	BROOKLYN	11201	2
RM 480 error message: systen failure, tried to reboot it without success. error code: c0202. Machine down	Removed jam from rear of trays and cleaned pulleys Sw Jim	1/9/2017	1/10/2017	NEW YORK	10013	1
Leaking toner all over the inside the machine, it is also jamming,	General cleaning and test	1/9/2017	1/10/2017	JAMAICA	11435	11

Copy quality	Follow up replaced Part	1/9/2017	1/17/2017	BROOKLYN	11201	2
Copies are coming out crooked.	Regi varies needs regi clutch and drum vac int	1/10/2017	1/10/2017	RONKONKOMA	11779	10S
c3451	Reset fuser code general cleaning test	1/10/2017	1/10/2017	BROOKLYN	11201	2
missing print. Whole letters and line	Adjusted contacts on vertical door.	1/10/2017	1/11/2017	NEW YORK	10004	1
c202 error	Replaced tray 2 pulleys cleaned and tested Sw Jackie	1/10/2017	1/11/2017	NEW YORK	10004	1
Constant jamming and unable to make copies	machine jamming due to drum shorting out, replaced also DV and	1/10/2017	1/11/2017	STATEN ISLAND	10301	13
LOCATED ON THIRD FLOOR	teansfer,rlr,and DV powder, rebuilt Tay 1 feed head,tested sw ms thompson					
C3451	General cleaning test	1/10/2017	1/10/2017	BROOKLYN	11201	2
copy quality issues	Clean and vacuumed machine run and test clean dadf feed rollers	1/10/2017	1/10/2017	CENTRAL ISLIP	11722	10S
	empty waste tray run and test					
jamming	Removed small pieces of paper from feeder and cleaned Sw Joe	1/10/2017	1/10/2017	NEW YORK	10013	1
JAMMING	Clean up the document feeder rollers clean machine run and test	1/10/2017	1/10/2017	CENTRAL ISLIP	11722	10S
Machine is down unable to copy	General cleaning and reset error code	1/10/2017	1/11/2017	BROOKLYN	11201	2
courtesy call [1Z1358680346504367 [Ground]]	Replaced mfp and ssd at same time reloaded firmware G20-M1,	1/10/2017	1/12/2017	BRONX	10451	12
[1Z1358680347160174 [Ground]] [1Z1358680347584387 [Ground]]	machine display the correct language,then machine asked to format hdd. Did a logical hdd format.					
	Ssd ra#700529359					
	Request#203434					
	P#U226-1090					
Copies are coming out crooked.	Replaced regi clutches drum and cl blade	1/10/2017	1/13/2017	RONKONKOMA	11779	10S
jamming		1/11/2017	1/13/2017	KEW GARDENS	11415	11
Not copying legal size paper, the machine keeps getting jammed.	Tray 2 jams cleaned pf clutch af pf int	1/11/2017	1/11/2017	CENTRAL ISLIP	11722	10S
part fell off from the top of machine	Put Velcro on df cover general cleaning test	1/11/2017	1/11/2017	BROOKLYN	11201	2
ADF was replaced.		1/11/2017	1/12/2017	BROOKLYN	11201	2
Jamming in the adf						
RM 282						
Handle is broken	Removed jam from vertical transport and cleaned tested SW Elaine	1/11/2017	1/12/2017	NEW YORK	10004	1
Copies are coming out light on one side	Check mc complete part in mc is brocken	1/11/2017	1/12/2017	BRONX	10451	12
customer states a tech was supposed to return and replace a part						
streaks	Cleaned all xerographics and optics SW Marty	1/11/2017	1/13/2017	NEW YORK	10013	1
ADF is unavailable	Clean and vac Mc clean all feed rolls	1/11/2017	1/12/2017	BRONX	10465	12
customer states he will be in court anyone there will be able to assist						
rm7-86						
no power	Clean and vac Mc clean all feed rolls	1/12/2017	1/12/2017	BRONX	10451	12
Copies are coming out light on one side	Replaced and adjust transfer rolls	1/12/2017	1/19/2017	BRONX	10451	12
customer states a tech was supposed to return and replace a part [1Z1358680347661187 [Ground]]						
not working	jamming because drum shorting out with DV unit,replaced drum ,DV unit ,powder,and transfer roller,tested sw matt	1/12/2017	1/17/2017	STATEN ISLAND	10301	13
hours 9-430	Fix tray 1 general cleaning and inspection remove phone from trays	1/12/2017	1/13/2017	KEW GARDENS	11415	11
wont print on 8.5x14	1					
power button not working	Replaced control panel power on button tested Sw Marcy	1/12/2017	1/12/2017	NEW YORK	10006	1
jamming constantly	Replaced toner cartridge sensor	1/12/2017	1/17/2017	NEW YORK	10007	1
	Replaced tray 2 pulleys and clutch gears Sw Louie					
dirty copies	General cleaning and inspection	1/12/2017	1/13/2017	JAMAICA	11432	11
Noise out of the machine	General cleaning and inspection fixed tray 1	1/12/2017	1/13/2017	JAMAICA	11432	11

machine needs a code for use and they dont know what it is cause the original user left	Help customer with access code general cleaning and inspection	1/12/2017	1/13/2017	JAMAICA	11432	11
courtesy call [1Z1358680346504367 [Ground]]	Machine still down CD010 can't format HDD and will not let	1/12/2017	1/13/2017	BRONX	10451	12
[1Z1358680347160174 [Ground]] [1Z1358680347584387 [Ground]]	uninstall. Thir level want me to remove the mfp and power machine closed for time cases at 4:15 Fridays.					
Black lines from the glass and adf	Replaced developer roller with new Das collars from another used unit. Replace damaged DV seal	1/13/2017	1/17/2017	MINEOLA	11501	10N
customer wiped the glass, rollers and ran a few copies issue still persist						
Records rm 3 fl						
Paper jam error Code 14	Ordered all pm parts including fuser unit Sw Teddy	1/13/2017	1/13/2017	NEW YORK	10013	1
customer cleared the jam and restarted the machine. No jam visible						
RM 219						
COPIES ARE FADED AND TOP FEEDER KEEPS JAMMING		1/13/2017	1/13/2017	BROOKLYN	11201	2
Automatic feeder is bending pages of original copy.Device is	Dadf dog ears paper adj hieght of af cleaned pf int	1/13/2017	1/17/2017	CENTRAL ISLIP	11722	10S
Not Down						
malfunction detected c0202	Fix tray 2 general cleaning and inspection clean ADF uit	1/13/2017	1/17/2017	LONG BEACH	11561	10N
malfunction detected	Replace fuser unit general cleaning test	1/13/2017	1/18/2017	BROOKLYN	11201	2
Closed for MLK						
Legal size paper is not feeding and customer keeps getting message to replenish the tray then stops printing.	Ontray 2 and by pass runs 2 to 5 copies says load paper teplaced paper empty and paper feed sw still does same thing spoke with M davis will return	1/13/2017	1/17/2017	RONKONKOMA	11779	10S
400 Carleton Ave RM D150						
Paper jam error Code 14		1/13/2017	1/18/2017	NEW YORK	10013	1
customer cleared the jam and restarted the machine. No jam visible						
RM 219						
COPIES ARE FADED AND TOP FEEDER KEEPS JAMMING		1/13/2017	1/20/2017	BROOKLYN	11201	2
[1Z1358680346184249 [Ground]]						
courtesy call [1Z1358680346504367 [Ground]]	Notes: Diego L - -1/25/17-	1/13/2017	1/31/2017	BRONX	10451	12
[1Z1358680347160174 [Ground]] [1Z1358680347584387 [Ground]]	The following service was rendered: 1) Perform SSD Format 2) Re-enable HDD 3) Perform physical and logical format 5) load movie data					
Jamming	Dadf jams meeds sep rollers cleaned af pf int	1/17/2017	1/17/2017	CENTRAL ISLIP	11722	10S
Legal size paper is not feeding and customer keeps getting message to replenish the tray then stops printing.	Replaced pf roller w green ome	1/17/2017	1/18/2017	RONKONKOMA	11779	10S
400 Carleton Ave RM D150						
Lines on copies*** Room S32***	Lines cleaned af slit glass pf int	1/17/2017	1/17/2017	CENTRAL ISLIP	11722	10S
Jamming	Replaced af sep and pf pullys needs green doc feeder DF 613 as per mitch and ralph	1/17/2017	1/18/2017	CENTRAL ISLIP	11722	10S
jam	Replaced DF feed pulleys and cleaned Sw Fernando	1/17/2017	1/17/2017	NEW YORK	10007	1
code c2403	Replaced toner cartridge sensor and adjusted registration	1/17/2017	1/17/2017	NEW YORK	10007	1
noise	Sw Renate					
	Too much paper was in every cassette. Cleaned and checked in full.	1/17/2017	1/18/2017	RIVERHEAD	11901	10S
Machine is down, the call number is C5102.		1/18/2017	1/18/2017	BROOKLYN	11201	2
not feeding	complaint of jams,on arrival I found drum is arcing,causing jams,needs drum ,DV unit xfer rllr,and fuser	1/18/2017	1/19/2017	STATEN ISLAND	10301	13
hours 9-4	Finisher FN3 latching magnet had come off. Repositioned magnet in guide tested all trays working ok.	1/18/2017	1/18/2017	JAMAICA	11435	11
only makes multiple copies , and paper jams						
hours 8-4	Cleared missfeeds from finisher cleaNed eject rollers. Set tray 3 as default to feed from first.	1/18/2017	1/18/2017	JAMAICA	11435	11
paper jams and does not see paper						

toner all over the copies	Cleaned fuser rollers and replaced fuser pressure lever Adjusted copy quality Sw Zola	1/18/2017	1/18/2017	NEW YORK	10004	1
developer needs to be replaced	Reset maintenance counters and cleaned machine SW Sabena	1/18/2017	1/19/2017	NEW YORK	10013	1
Fault code Code: C4101	customer checked the power cord and restarted the machine	1/18/2017	1/19/2017	NEW YORK	10013	1
advise customer to check the power cord and restart the machine						
rm 200 fl 2						
need name and #**						
C-3801 Machine is down	Check mc,need cleansing roller	1/18/2017	1/19/2017	MOUNT VERNON	10550	9
Jamming	Needs df613 green	1/18/2017	1/18/2017	CENTRAL ISLIP	11722	10S
feeder jam	Realigned Df feed pulley assembly. Cleaned and tested Sw Robert	1/18/2017	1/19/2017	NEW YORK	10004	1
dark copies	Cleaned and adjusted Sw Robert	1/18/2017	1/20/2017	NEW YORK	10004	1
Jamming	Replaced df613 cleaned machine	1/18/2017	1/25/2017	CENTRAL ISLIP	11722	10S
malfunction call service	Replaced fuser	1/18/2017	1/19/2017	JAMAICA	11435	11
Machine is making loud grinding noise	Replaced roller general cleaning test	1/18/2017	1/19/2017	JAMAICA	11435	11
Not reading proper size	Adjusted paper type to original Cleaned DADF assembly and tested Sw June	1/18/2017	1/18/2017	NEW YORK	10013	1
not feeding	replaced drum DV unit and powder,setup and tested ,sw patty	1/19/2017	1/24/2017	STATEN ISLAND	10301	13
jams	Clean and vac Mc clean all feed rolls,reseed unit is brocken	1/19/2017	1/19/2017	BRONX	10451	12
pauses copy half of page	General cleaning test	1/19/2017	1/23/2017	KEW GARDENS	11415	11
jams [1Z1358680347601447 [Ground]]		1/19/2017	1/24/2017	BRONX	10451	12
Jamming	Operator error loading paper Sw Elaine	1/19/2017	1/20/2017	NEW YORK	10004	1
Copy quality	Replaced developer and cleaned Sw Robert	1/19/2017	1/20/2017	NEW YORK	10004	1
C-3801 Machine is down [1Z1358680347555855 [Ground]]	Replaced fuser Web unit.	1/19/2017	1/23/2017	MOUNT VERNON	10550	9
problem is described as a buzzing sound coming from the zero voltage grounding thing attached at the plug. No other reason known	Blow out surgery protector no problem with machine	1/19/2017	1/20/2017	JAMAICA	11435	11
When trying to make 2 sided copies they get stuck, and single side they come out crooked.		1/19/2017	1/23/2017	BRONX	10451	12
ADF is not available.	Customer unplug machine when unit is copying creating adf code they do this to charge cells I spoke with one person here and they put a single on Wall copier us ok.	1/20/2017	1/23/2017	BRONX	10465	12
Top feeder is not working,	Replaced all paper feed pulleys and DADF sep pulley Sw Angela	1/20/2017	1/23/2017	NEW YORK	10013	1
paper keeps getting jammed and does not recognize paper size	Replace feed roller general cleaning test	1/20/2017	1/20/2017	KEW GARDENS	11415	11
ground fl Rm g64						
hours 830-530		1/20/2017	1/23/2017	BROOKLYN	11201	2
dark spots on copies						
hours 830-530		1/20/2017	1/23/2017	BROOKLYN	11201	2
top feeder jams						
hours 830-530		1/20/2017	1/23/2017	BROOKLYN	11201	2
top feeder jams						
Lines through the page	Cleaned all xerographics and optics	1/20/2017	1/23/2017	NEW YORK	10004	1
8th rm 897						
Jamming in the adf	Replaced DF feed pulleys and cleaned Sw Robert	1/20/2017	1/23/2017	NEW YORK	10004	1
8th fl rm 897						
When trying to make 2 sided copies they get stuck, and single side they come out crooked.		1/23/2017	1/25/2017	BRONX	10451	12

Misfeed Tray is not picking the paper up RM 227 C-11A0 code		1/23/2017	1/24/2017	BROOKLYN	11201	2
	Replaced fns one way clutch gears cleaned and tested Sw Sweeney	1/23/2017	1/24/2017	NEW YORK	10004	1
jamming image quality issues		1/23/2017	1/23/2017	CENTRAL ISLIP	11722	10S
	Adjust default settings and instructions customer clean dadf run and test.	1/23/2017	1/23/2017	CENTRAL ISLIP	11722	10S
Lines going through the page again	clean glass and optics ,dusty location under vent ,test ok	1/23/2017	1/24/2017	STATEN ISLAND	10301	13
COPIES AND PRINTS COMING OUT LIGHTER AND CONDITION WORSEN EACH DAY	Found toner just put test 800copies	1/24/2017	1/25/2017	BROOKLYN	11201	2
Malfunction detected C0202	Clean and vac Mc clean all feed rolls	1/24/2017	1/25/2017	BRONX	10451	12
RM 328 A Trouble Code C-2557; equipment is located on 7th floor; see 18b Attorney Linda McCarthy jammed and they can't find it	Counter at this time is 190120 need maintenance.	1/24/2017	1/25/2017	BRONX	10465	12
	Removed jam from finisher transport section and cleaned machine SW Terrell	1/24/2017	1/25/2017	NEW YORK	10013	1
Trouble Code C-2557; equipment is located on 7th floor; see 18b Attorney Linda McCarthy [1Z1358680348010502 [Ground]]	Replaced drum and developers clean and vac Mc	1/25/2017	1/31/2017	BRONX	10465	12
nds meter read	advised customer how to get meter from machine	1/25/2017	1/26/2017	HEMPSTEAD	11550	10N
feeder not working / not feeding	Clean and vac Mc clean all feed rolls	1/25/2017	1/26/2017	BRONX	10451	12
hours 9-5	Cleaned all optics and xerographics Calibration done Sw Larry	1/25/2017	1/25/2017	NEW YORK	10013	1
has lines and missing letters on prints hours 9-5	Replaced tray #1 paper feed pulleys and cleaned machine SW Larry	1/25/2017	1/25/2017	NEW YORK	10013	1
tray 1 paper jams hours 9-5	Reset ATC cleaned and tested Sw Robert	1/25/2017	1/26/2017	NEW YORK	10013	1
has error code c-2557 Customer cleared jam in the adf and restarted the copier	customer is able to make a copy now	1/25/2017	1/25/2017	NEW YORK	10013	1
RM 211 Customer cleared jam in the adf and restarted the machine issue still persist	Realigned guide for Df. As	1/25/2017	1/26/2017	NEW YORK	10013	1
rm 206 Jamming in the rollers area and loud noise	replaced drum ,DV unit ,powder ,transfer roller and fuser ,complaint of jams ,drum arching out ,tested spoke to bruce ,had to do a NIFI,went to cube and back to customer	1/26/2017	1/27/2017	STATEN ISLAND	10301	13
2 nd fl rm 240 paper jams	Clean and vac Mc clean all feed rolls	1/26/2017	1/26/2017	BRONX	10451	12
Fault code2557	Replaced drum and developers units.	1/26/2017	1/31/2017	BRONX	10456	12
Machine is stating paper jam, unable to clear. Machine down.	Removed mylar from incorrect position. Cleaned and tested Sw Gwen	1/26/2017	1/26/2017	NEW YORK	10013	1
copy quality Paper can not be fed into the top without the machine crumbling them up	Check mc complete Repair dadf jammed paper clean rollers run and test	1/26/2017	1/26/2017	BRONX	10451	12
		1/26/2017	1/27/2017	CENTRAL ISLIP	11722	10S
bottom draws are not working when you press the bottom it does not open	Realigned tray 3 lift assembly and cleaned all sensors and pulleys Sw Richard	1/26/2017	1/31/2017	NEW YORK	10007	1
Library bottom draws are not working when you press the bottom it does not open	Ordered ADS REAR door for actuator to engage fuser unit Sw Richard	1/26/2017	1/31/2017	NEW YORK	10007	1
library						

hours 24x7 light copies Machine is still getting jammed, machine down.	Clean and vac Mc clean all feed rolls	1/27/2017	1/30/2017	Bronx	10463	12
-Error C6102 -Also machine is making a rumbling noise	Spoken with elander from last Friday twice . Machine works fine close out the call per jp Top feeder jammed clear clean and test	1/27/2017	1/30/2017	KEW GARDENS	11415	11
		1/27/2017	1/30/2017	CENTRAL ISLIP	11722	10S
Copy quality *****Arrive for Monday 1/30** -Original on glass constant error" Per user there is nothing on the glass -Feeder is not grabbing the paper and making a loud sound RM 6098 Machine is down	Cleaned all xerographics and optics SW Jackie	1/27/2017	1/30/2017	NEW YORK	10004	1
		1/27/2017	1/30/2017	BROOKLYN	11201	2
Developer error	Replaced drum, developer unit, developer, cleaned and checked in full. Cust orders dev. with Eastern will follow up with Eastern, closing out	1/27/2017	1/30/2017	RIVERHEAD	11901	10S
		1/27/2017	1/27/2017	NEW YORK	10013	1
not copying sue to jam in top tray SPEAK WITH SHARON ROOM # 150 Constant jamming customer fanned the paper	Removed staple from feeder tested and cleaned Sw Jackie	1/30/2017	1/31/2017	NEW YORK	10013	1
		1/30/2017	1/31/2017	JAMAICA	11435	11
RM106 alternate # 718 298-0602 Barbara Machine is down Paper keeps getting jammed	General cleaning and test install new toner Refresh paper replace feed roller and clutch general clean and test	1/30/2017	1/31/2017	KEW GARDENS	11424	11
		1/30/2017	1/31/2017	KEW GARDENS	11415	11
ground fl G64 Error message C0204, keeps popping up. Machine is down,	Adjusted paper feed assembly for tray # 2. Cleaned and tested Sw Gary	1/30/2017	2/1/2017	NEW YORK	10012	1
Jamming and machine is making a crunching noise. The bottom draws will not close		1/30/2017	1/31/2017	NEW YORK	10013	1
RM 1000 Making strange rumbling noise when powering on. Error code C-1105 bottom draws are not working when you press the bottom it does not open	Really align finisher registration,it was out of timing. Replaced ADU rear cover. Tested Sw Gerald	1/31/2017	2/1/2017	BRONX	10451	12
		1/31/2017	2/1/2017	NEW YORK	10007	1
library Machine totally down, Technician go to room 101 so they can let you in room 102 where the machine is. unit is jamming smeared copies Error message; c 0204, Call service administrator. Machine down.	Ordered CF card Sw James Clean and vac toner spill it ,clean all unit. error ,paper lift ,repaired, cleaned and tested	1/31/2017	2/2/2017	NEW YORK	10013	1
		1/31/2017	2/1/2017	BRONX	10451	12
		1/31/2017	2/1/2017	BROOKLYN	11201	2
		1/31/2017	2/3/2017	STATEN ISLAND	10301	13
Constant jamming	Found staples and paper clips inside the entrance of the Finisher path	2/1/2017	2/1/2017	KEW GARDENS	11415	11
Jamming Giving off burning smell adf not available roon7-86 Malfunction code; c 0204, Machine down. constantly jamming	Clean and vac Mc clean all feed rolls,lub fuser gears. Up date software on unit. Jams cleaned pf clutches replaced drum and dev cleaned af pf int	2/1/2017	2/1/2017	BROOKLYN	11201	2
		2/1/2017	2/2/2017	BRONX	10451	12
		2/1/2017	2/2/2017	BRONX	10465	12
		2/1/2017	2/1/2017	BROOKLYN	11201	2
		2/1/2017	2/3/2017	CENTRAL ISLIP	11722	10S

RM D34

C204 code	Removed jam from rear of trays and cleaned adjusted Sw Clarence	2/1/2017	2/2/2017	NEW YORK	10013	1
Malfunction detected	paper behind tray, cleaned bearings and bushings, tested	2/1/2017	2/3/2017	STATEN ISLAND	10301	13
customer is unable to provide information security office LINES ON COPIES	Replaced drum unit, developer with tank, cleaned machine, perform adjustments...pdl	2/2/2017	2/6/2017	NEW YORK	10010	1
LINES ON COPIES	Replaced drum unit, developer with tank, cleaned machine, perform adjustments...pdl	2/2/2017	2/6/2017	NEW YORK	10010	1
LINES ON COPIES	Replaced drum unit, developer with tank, cleaned machine, perform adjustments...pdl	2/2/2017	2/6/2017	NEW YORK	10010	1
Machine is saying have fusing unit replaced soon, Machine is down.	Clean and vac Mc clean all feed rolls, reset fuser message	2/2/2017	2/3/2017	YONKERS	10701	9
Courtesy calls		2/2/2017	2/2/2017	BROOKLYN	11201	2
Courtesy calls		2/2/2017	2/2/2017	BROOKLYN	11201	2
Error message: c901, Machine is down.	Spoken with Lt Jordan resolve the issues	2/2/2017	2/6/2017	KEW GARDENS	11424	11
Machine is in Room 106. Machine totally down, Technician go to room 101 so they can let you in room 102 where the machine is.	Put in request to have this machine swapped out Sw Cecilia	2/2/2017	2/10/2017	NEW YORK	10013	1
The white panel under the copier lid is off the lid, please re-attach. Thank you		2/2/2017	2/3/2017	BROOKLYN	11201	2
courtesy call		2/2/2017	2/2/2017	BROOKLYN	11201	2
When toner cartridge was replaced, it was jammed in and is not in correctly. machine down	Cleaned optics and adjusted ATC Sw Patty	2/2/2017	2/3/2017	NEW YORK	10004	1
mc is not working	Clean and vac Mc clean all feed rolls	2/3/2017	2/6/2017	BRONX	10465	12
Plastic strip under adf is broken	Repaired doc feeder, cleaned and checked in full.	2/3/2017	2/3/2017	RIVERHEAD	11901	10S
Unable to make double sided copies	Ordered lift cables fir tray 3	2/3/2017	2/8/2017	NEW YORK	10013	1
The long paper tray guide is broken	Sw Carol					
RM 1D3 Machine is not powering on, checked all of the cords and the outlets, everything was fine. Machine down	Reloaded firmware tested Sw Robert	2/3/2017	2/6/2017	NEW YORK	10004	1
Jamming in the feeder before it gets to the exit ramp	jams on duplex, sensor out if place in duplexes path, showed customer how to remove jams, sw bruce	2/3/2017	2/6/2017	STATEN ISLAND	10301	13
RM 240 Paper keeps jamming on the side of the bottom tray Line on the outer rim A spring and a plastic piece broke off the feeder. the plastic piece is magnetic. Copies getting lighter each day Located at: MTA NYCT 240th Street Maintenance Facility, 5911 Broadway, Bronx, NY 10463	Nifi for right door, door did not have latch .Replaced tray 3 rollers and still Jams needs right lower door latch. Ordered UFR, Fns guide plate SW Robert Mc still down	2/3/2017	2/6/2017	HEMPSTEAD	11550	10N
		2/3/2017	2/6/2017	NEW YORK	10004	1
		2/6/2017	2/8/2017	Bronx	10463	12
Jamming and the side door fell off	Jams neefs regi clutch and bushings cleaned machine	2/6/2017	2/6/2017	CENTRAL ISLIP	11722	10S
rm F134 Surge protector is making a loud noise	Customer agreed to removed the surge protector which was causing the humming sound.	2/6/2017	2/6/2017	BRONX	10451	12
6M hours 8-530 nees pm dirty copy's	Cleaned all xerographics and optics SW Robert	2/6/2017	2/6/2017	NEW YORK	10004	1

Jamming and the side door fell off	Replaced regi clutch and regi unit bushings	2/6/2017	2/8/2017	CENTRAL ISLIP	11722	10S
rm F134						
A spring and a plastic piece broke off the feeder. the plastic piece is magnetic.	Replaced UFR/fixing lever and bushings. Fns guide plate Sw Robert	2/6/2017	2/7/2017	NEW YORK	10004	1
Paper keeps jamming on the side of the bottom tray	Replaced right side door claw fixed jamming on right side door	2/6/2017	2/8/2017	HEMPSTEAD	11550	10N
Line on the outer rim						
Jamming and displaying no staples. There are staples in the cartridge	Stapler nw repaired staple unit cleaned af pf int	2/6/2017	2/7/2017	CENTRAL ISLIP	11722	10S
4th fl f460						
Velcro came off	Velcro the platen cover	2/7/2017	2/7/2017	KEW GARDENS	11415	11
Velcro came off	Velcro BACK the platen cover	2/7/2017	2/7/2017	KEW GARDENS	11415	11
Unable to locate jam	Realigned fuser exit switch. Sw Robert	2/7/2017	2/7/2017	NEW YORK	10004	1
8th fl RM 812						
Tray 2 is not functioning unable to provide details		2/7/2017	2/8/2017	BROOKLYN	11201	2
RM 4-96						
PM	General cleaning and test	2/8/2017	2/8/2017	JAMAICA	11435	11
Copies getting lighter each day Located at: MTA NYCT 240th Street Maintenance Facility, 5911 Broadway, Bronx, NY 10463	Replaced developer and transfer roller general cleaning test	2/8/2017	2/17/2017	Bronx	10463	12
Unable to make double sided copies The long paper tray guide is broken	Replaced tray #3 lift cables Sw Mary	2/8/2017	2/10/2017	NEW YORK	10013	1
RM 1D3						
machine down	Replaced drum and developer assembly and customers developer. Reset counters cleaned machine.	2/8/2017	2/8/2017	MINEOLA	11501	10N
ADFis not working	Clean and vac Mc clean all feed rolls	2/8/2017	2/14/2017	BRONX	10451	12
PAPER JAM	Machine was overuse. The finish jam cover was pop off .	2/8/2017	2/10/2017	KEW GARDENS	11415	11
rm G64						
adf not working	Call Konica for help they tell me what to here and I did we reprogram software and mc ticket #209222	2/10/2017	2/14/2017	BRONX	10465	12
hours 9-430 room 419	Cleaned sensorscan of paper dust tested Sw Dawn	2/10/2017	2/14/2017	NEW YORK	10013	1
paper jammed does not see any paper C8107 ? error code document feeder is down		2/10/2017	2/10/2017	JAMAICA	11435	11
Jamming	Clean and vac Mc clean all feed rolls,reset code	2/10/2017	2/14/2017	BRONX	10451	12
feeder jams	Clean rollers repair for jamming run and test	2/10/2017	2/13/2017	CENTRAL ISLIP	11722	10S
copy quality	Clean and vac Mc clean all feed rolls	2/14/2017	2/15/2017	BRONX	10456	12
not printing / copying	Reset abort codes and tested Sw Millie	2/14/2017	2/15/2017	NEW YORK	10004	1
Broken button	Replaced operation panel on off switch broken.	2/14/2017	2/15/2017	HEMPSTEAD	11550	10N
feeder issues	Cleaning drum unit and polish it general cleaning test	2/14/2017	2/15/2017	JAMAICA	11435	11
Jamming in the finisher	Replaced all pm parts Sw Marty	2/14/2017	2/14/2017	NEW YORK	10013	1
Tray error	HAD CUSTOMER PULL PAPER IN TRAY 2.	2/14/2017	2/17/2017	STATEN ISLAND	10301	13
Machine is asking for a user name and password. Password provided does not work	Set up user r r and password is 710 as they requested	2/14/2017	2/15/2017	KEW GARDENS	11415	11
One of the drawers is not working, customer didnt know which drawer.						
Lines on the copies	Clean and vac Mc clean all feed rolls	2/15/2017	2/16/2017	BRONX	10451	12
Not able to install new waste toner box	Lite copies replaced drum dev cleaned af pf int	2/15/2017	2/17/2017	HAUPPAUGE	11787	10S
	Toner spill vac out entire machine cleaned af pf int	2/15/2017	2/15/2017	CENTRAL ISLIP	11722	10S

copy quality	Clean and vac Mc clean all feed rolls,reset vode	2/15/2017	2/16/2017	BRONX	10451	12
Machine is completely down and also it is out of staples.		2/15/2017	2/15/2017	BROOKLYN	11201	2
mc is jamming	Work on this mc is hard to me but mc is working know.	2/16/2017	2/16/2017	BRONX	10456	12
Machine is reading there is an open compartment. Customer restarted the copier. Error will not go away	Cleaned all optics and xerographics Sw	2/16/2017	2/17/2017	NEW YORK	10013	1
1st fl rm 131						
paper tray issues		2/16/2017	2/17/2017	CENTRAL ISLIP	11722	10S
Green wheel goes across the machine, there is a tear in it, toner is getting into the tear and causing dark lines on the copy, Information about roller that is torn - Model #4068, L/NPD6124620B.	Replaced drum, causing black band down the page. Cleaned machine.tested all trays.	2/17/2017	2/17/2017	HEMPSTEAD	11550	10N
Machine is giving off burning smell//PRESEDENT'S DAY CLOSURE	Replace feed roller general cleaning test beware of labels	2/17/2017	2/21/2017	BRONX	10451	12
lines	Replace drum and developer clean and test.	2/17/2017	2/17/2017	CENTRAL ISLIP	11722	10S
top feeder will stop working intermittently		2/17/2017	2/17/2017	BROOKLYN	11201	2
not recognizing paper	Phone tech was there this morning	2/17/2017	2/17/2017	CENTRAL ISLIP	11722	10S
C-2557 internal error///PRESIDENT'S DAY CLOSURE	Reoccurring c2557 show customer machine cannot seat against the radiator will function occur	2/17/2017	2/21/2017	BRONX	10456	12
no code displayed on screen. The copier does not make two sided copies and the paper although fanned keeps jamming in the machine		2/17/2017	2/17/2017	BROOKLYN	11201	2
Black streaks all over copies////PRESIDENT'S DAY CLOSURE.	Replace feed roller and drum unit general cleaning test	2/17/2017	2/21/2017	JAMAICA	11432	11
Sent to storage - no code displayed on screen. The copier does not make two sided copies and the paper although fanned keeps jamming in the machine		2/17/2017	2/24/2017	BROOKLYN	11201	2
paper jam	Removed jam from 2nd tray feed section,test machine,replaced tray1 feed rlrs...pdl	2/21/2017	2/22/2017	NEW YORK	10013	1
Black line down the side and cutting the words off in the middle of the page.	Found degree in front of exposure slit for laser causing void line in the midle.	2/21/2017	2/22/2017	MINEOLA	11501	10N
paper keeps jamming from tray, tray 2 not available		2/21/2017	2/22/2017	BROOKLYN	11201	2
MALFUNCTION DETECTED. PLEASE CALL TECHNICAL REPRESENTATIVE. C11AO? TECHNICIANS BEEN HERE FEW TIMES WITH LIGHT COPIES ISSUES. BUT AFTER A DAY OR TWO WE EXPERIENCE THE SAME ISSUE.	Replaced developer and dv unit per Mr Chao	2/22/2017	3/3/2017	BRONX	10463	12
Coper keeps jamming	Jams on duplex repaired turnover unit cleaned af pf fns int	2/22/2017	2/22/2017	CENTRAL ISLIP	11722	10S
malfunction detected C2557	Replaced drum, developer unit, developer, cleaned and checked in full.	2/22/2017	2/22/2017	RIVERHEAD	11901	10S
Not stapling, making squeaking noises	Repaired stapler, cleaned and checked in full.	2/22/2017	2/22/2017	RIVERHEAD	11901	10S
when scanning more than 4 pages job will abort and reboot.	Revised to beware staples and paper clips general cleaning test	2/22/2017	2/24/2017	WARDS ISLAND	10035	1
off tomorrow, available Friday 8-12PM//schedule for Friday 10am with Alison						
Machine is down, not working. Not copying.	Reset machine,install new toner,adjust copy qty...pdl	2/22/2017	2/22/2017	NEW YORK	10013	1
Black lines and spots		2/22/2017	2/23/2017	BROOKLYN	11201	2
Customer states this machine needs a full maintenance.						
Reoccurring issue						
RM 1382						
fault code c8107	spoke with customer machine up and running	2/22/2017	2/22/2017	BRONX	10465	12
doc feeder issue		2/22/2017	2/23/2017	BRONX	10465	12
adf issues		2/22/2017	2/23/2017	BRONX	10451	12
hours 7-4	Replaced adf feed rlrs,put more tension on the exit sensor	2/22/2017	2/23/2017	NEW YORK	10013	1
top feeder still not working	spring,cleaned feed and transport clutches,will speak to jessey about a part was on order...pdl					

Legal copies keep jamming Per customer there is nothing there RM 700		2/22/2017	2/24/2017	BROOKLYN	11201	2
Machine is jamming and customer unable to clear jam. MACHINE DOWN.	Replaced feed rollers in tray 2 and checked in full.	2/22/2017	2/23/2017	CENTRAL ISLIP	11722	10S
Jamming C2557	I ordered a hopper drive unit.	2/23/2017	2/23/2017	BROOKLYN	11201	2
C-3501	Instruct how to reset the machine	2/23/2017	2/23/2017	RIVERHEAD	11901	10S
hours 9-5 changed toner and has spills inside copier needs tech asap	Removed foreign object from Dv unit. Cleaned and tested Sw Gail	2/23/2017	2/24/2017	JAMAICA NEW YORK	11435 10013	11 1
Jamming gray copies C2557	Replaced drum unit and developer with tank...	2/23/2017	3/6/2017	BROOKLYN	11201	2
adf misfeeds	Replaced toner drive assembly and checked in full.	2/23/2017	2/24/2017	NEW YORK	10016	1
hours 9-430 rrom 950	Repaired doc feeder, cleaned and checked in full.	2/23/2017	2/28/2017	RIVERHEAD	11901	10S
power button broken , needs stapler refilled too hours 9-430 rrom 950		2/24/2017	2/24/2017	RIVERHEAD BROOKLYN	11901 11201	10S 2
power button broken , needs stapler refilled too The copier message " Please change PC drum" it will not allow copies of more than a few pages at a time.Device is Down		2/24/2017	3/3/2017	BROOKLYN	11201	2
doc feeder jaming when trying to make copys	Replaced DF feed pulleys and cleaned the xerographics Sw Lauren	2/24/2017	2/27/2017	BROOKLYN	11201	2
Machine is constantly jamming. unable to clear it.	Removed paper clips and tested Operator error Sw Dean	2/24/2017	2/27/2017	NEW YORK	10013	1
Sorter tray will not lock in sorting works sporadically	Meter on this mc at this time is 445131 I cant not place it.	2/27/2017	2/28/2017	NEW YORK BRONX	10013 10451	1 12
RM 121 Unable to make copies. Machine is displaying an hour glass	Do a reboot and a trouble res clean up the document feeder rollers clean machine run and test	2/27/2017	2/27/2017	RONKONKOMA	11779	10S
main office						
Lines and jamming Machine needs PM	Removed paper from cleaning g assembly cleaned tested Sw Denise	2/27/2017	2/28/2017	NEW YORK	10013	1
8E Jamminig in the adf	Removed staple from feeder and cleaned tested SW Henry	2/27/2017	2/27/2017	NEW YORK	10013	1
8E Customer wanted order developer for all 4 machines to have on hand I told her that we dont send out for stock, only when the machine alerts them. code c0202	Customer wanted to get developer for all 4 of their machines, the machine was not requesting it, I told her that we do not send out for stock, only when machine alerts them.	2/27/2017	2/27/2017	BROOKLYN	11201	2
Jamming	jamming 0202 code ,replaced tray feed rollers ,cleaned and tested,sw eden	2/27/2017	2/28/2017	STATEN ISLAND	10301	13
Machine is totally down, not working. Papers will not feed to the feeder, unable to copy through the glass. MACHINE DOWN.	Machine jamming tray 2 , rollers worn, replaced clean one way bearings, clean machine tested spoke with Jeannie At this I'm going to order the main pcb on adf. Clean and vac Mc clean all feed rolls	2/27/2017 2/27/2017	2/28/2017 3/2/2017	STATEN ISLAND BRONX YONKERS	10301 10465 10701	13 12 9

ghost jam in the finisher	Removed paper dust from transport asse6	2/28/2017	2/28/2017	NEW YORK	10013	1
	Cleaned and tested Sw Jackie					
nds to update firmware 0x000099a 917-885-6859	Mc need to be up date software	2/28/2017	3/1/2017	WARDS ISLAND	10035	1
gray copies	Cleaned toner spill and adjust ATDC Sw Larry	2/28/2017	2/28/2017	NEW YORK	10004	1
gray copies	Cleaned reset	2/28/2017	3/1/2017	NEW YORK	10004	1
Paper size cannot be detected	Check mc show cust how to use mc	2/28/2017	3/1/2017	YONKERS	10701	9
Jamming	Clean and vac Mc clean all feed rolls,replaced clucht on tray 1	2/28/2017	3/1/2017	YONKERS	10701	9
Jamming	replaced cl2, cleaned and tested,sw jeannie	3/1/2017	3/13/2017	STATEN ISLAND	10301	13
jam bottom draw	Tray 3 wires was open.	3/1/2017	3/2/2017	MOUNT VERNON	10550	9
nds to update firmware 0x000099a 917-885-6859	Up date software, install new driver.	3/1/2017	3/6/2017	WARDS ISLAND	10035	1
roller issues		3/1/2017	3/2/2017	BROOKLYN	11201	2
jamming / 1-01	Cleaned adu clutches and sensors	3/1/2017	3/2/2017	NEW YORK	10007	1
	Sw Karen					
Machine is making a loud noise when powering up		3/1/2017	3/2/2017	BROOKLYN	11201	2
not making copies		3/1/2017	3/2/2017	BROOKLYN	11201	2
When trying to print from the second tray it will work for awhile and then it will just stop and also says that there is no paper when there is paper. RM 210, Tomorrow or Friday would be the best days if possible.	replaced cl2 ,already did cl1 on previous call ,had to keep stopping because it is in court room and that has dropped go on record,sw dominick	3/1/2017	3/13/2017	STATEN ISLAND	10301	13
Machine is making a noise that sounds like an adding machine when printing from the feeder.	Machine had problem with sorter making loud noise, had to disassemble and reassemble bin unit,tested ,sw bruce	3/2/2017	3/2/2017	STATEN ISLAND	10301	13
constant jamming on the side door		3/2/2017	3/2/2017	BROOKLYN	11201	2
Machine is totally down, not working.	Replaced adf main pwa	3/2/2017	3/7/2017	BRONX	10465	12
Machine saying there is an obstruction on the glass		3/2/2017	3/2/2017	BROOKLYN	11201	2
not pulling paper	Needs lift motor tray 3 general cleaning and inspection	3/2/2017	3/2/2017	WESTBURY	11590	10N
Machine is freezing	Not booting up will return with M Davis for firmware upgrade	3/2/2017	3/6/2017	RONKONKOMA	11779	10S
rm 4121						
Copy quality ***Room 2003***	Replaced drum, developer unit, developer, cleaned and checked in full.	3/2/2017	3/3/2017	RIVERHEAD	11901	10S
hours 9-5		3/2/2017	3/3/2017	BROOKLYN	11201	2
room 906						
not printing on first tray 1						
feeder not recognizing correct size		3/2/2017	3/3/2017	NEW YORK	10013	1
Customer would like this machine added to the network. She is unable to enter the IP address and would like someone to walk her through it	Helped IT put machine online	3/2/2017	3/3/2017	NEW YORK	10004	1
	SW LISA					
Machine is saying add new toner, customer added toner already, unable to print. Machine down.	Installed a toner hopper and ordered a power supply unit.	3/2/2017	3/7/2017	RIVERHEAD	11901	10S
not pulling paper	Install lift motor general inspection	3/2/2017	3/8/2017	WESTBURY	11590	10N
jamming	Machine had plaster and dust due to ceiling being renovated above it	3/3/2017	3/3/2017	NEW YORK	10007	1
	Sw Karen					
Jamming	The machines not allowed to do official document	3/3/2017	3/7/2017	JAMAICA	11435	11
	According the Konica INF the machine must be networkable and loaded special firmware to order for them to copy id and passport					
ADF is making a loud noise		3/3/2017	3/3/2017	BROOKLYN	11201	2

15th fl

malfunction detected	Jesse spoke with customer, machine is working and do not need service cs	3/3/2017	3/4/2017	NEW YORK	10010	1
39th fl user is calling on behalf of a co worker						
ADF is making a loud noise		3/3/2017	3/7/2017	BROOKLYN	11201	2
15th fl machine down	Check and vac Mc clean all feed rolls.	3/6/2017	3/8/2017	YONKERS	10701	9
Jamming constantly	Replaced tray 2 pulleys and clutch gears Sw Teddy	3/6/2017	3/8/2017	NEW YORK	10013	1
RM 219 part s top feeder not working	Cleaned Dadf assembly and replaced sep pulley SW Temp	3/6/2017	3/7/2017	NEW YORK	10016	1
machine is turning on and off		3/6/2017	3/7/2017	BROOKLYN	11201	2
Machine is freezing	Not booting up replaced control pcb green	3/6/2017	3/7/2017	RONKONKOMA	11779	10S
rm 4121 jamming		3/7/2017	3/8/2017	BROOKLYN	11201	2
shutting it self off power button looks damaged	Repaired op panel on off button cleaned machine	3/7/2017	3/7/2017	LINDENHURST	11757	10S
building closed between 1-2						
Customer would like the code removed so everyone can use the machine	Show them how to access to login to the machine	3/7/2017	3/7/2017	JAMAICA	11432	11
5th fl Lunch:1-2 pm						
Copy services are down. Red light Jam error	Ordered 2nd paper feed assembly and pulleys. Sw PJ	3/7/2017	3/8/2017	NEW YORK	10007	1
Per user there is no jam						
4th fl rm 401 ERROR MESSAGE: REPLACE FUSING UNIT SOON		3/7/2017	3/8/2017	BROOKLYN	11201	2
Machine is saying add new toner, customer added toner already, unable to print. Machine down.	Need assistance.	3/7/2017	3/9/2017	RIVERHEAD	11901	10S
mc is down complete	Clean and vac Mc clean all feed rolls .	3/7/2017	3/8/2017	BRONX	10465	12
Jamming	Clean and vac all feed rolls,also did developer set up.	3/7/2017	3/9/2017	BRONX	10456	12
misfeed	Jamming cleaned trays 1. 2 pf clutches af fns int	3/8/2017	3/8/2017	CENTRAL ISLIP	11722	10S
customer states there is no misfeed and restarted the machine						
RM D62 Copy quality	Cq replaced dev unit dev and drum cleaned machine	3/8/2017	3/8/2017	CENTRAL ISLIP	11722	10S
all the lights are flashing	Reloaded firmware tested and cleaned Sw Gina	3/8/2017	3/10/2017	STATEN ISLAND	10301	13
Machine is cranking out materials and it is making a very loud noise. URGENT, CUSTOMER NEEDS YOU AS SOON AS POSSIBLE, EMERGENCY.	Customer Carrol is unavailable Tech Jose Lopez informed her to call back when available.	3/8/2017	3/9/2017	WARDS ISLAND	10035	1
Copy services are down. Red light Jam error	Replaced lower feed assembly and feed clutch	3/8/2017	3/13/2017	NEW YORK	10007	1
Per user there is no jam	Sw PJ					
4th fl rm 401 Jamming after every third page	Machine is up and running, closing out	3/8/2017	3/8/2017	NEW YORK	10016	1
blurred copies	Cleaned optics, machine tested all trays worked fine.	3/8/2017	3/9/2017	MINEOLA	11501	10N
4th fl All copies are coming out crooked whether on the glass or through the feeder	Needed assistance in setting trays for big directional sorting SW Gail	3/8/2017	3/9/2017	NEW YORK	10013	1

00202 Copy service is down	Jams removed paper from behind paper trays cleaned tray 1 pf clutches cleaned af fns int	3/9/2017	3/9/2017	CENTRAL ISLIP	11722	10S
rm 220 Staples function is not working jamming	Showed customer how to replace staples correctly. Cleaned and checked in full.	3/9/2017	3/9/2017	RIVERHEAD	11901	10S
Annex bldg Judge Walen Copies are coming out crooked from the adf	Dadf jams removed paper clip from af cleaned pf int fnd	3/9/2017	3/9/2017	CENTRAL ISLIP	11722	10S
rm 256 Machine is saying add new toner, customer added toner already, unable to print. Machine down.	Called tech support and checked all boards and I was advised to order switch 4 for the lower hopper section. Ticket # 213750 under Eddie Chow.	3/9/2017	3/15/2017	RIVERHEAD	11901	10S
Top feeder not functioning ? paper jams	Needs parts	3/9/2017	3/9/2017	JAMAICA	11435	11
WHEN PRINTING THE MACHINE IS SPITTING PAPER OUT ON THE SIDE, THERE IS NO ORDER TO IT.	Adjusted fns exit solenoid	3/9/2017	3/10/2017	NEW YORK	10004	1
bent rod in tray	Replaced DF pulleys Sw Elaine	3/9/2017	3/10/2017	NEW YORK	10004	1
	Realigned LCT and replaced feed rollers	3/9/2017	3/10/2017	NEW YORK	10004	1
	Tested Sw Elaine	3/9/2017	3/10/2017	JAMAICA	11435	11
Code 23 ? paper jam copier located in room 235	Replaced feed roller general cleaning test	3/9/2017	3/10/2017	JAMAICA	11435	11
Top feeder not functioning ? paper jams		3/9/2017	3/10/2017	JAMAICA	11435	11
Code C0208	Replaced tray 2 feed pulleys and cleaned Sw Karen	3/10/2017	3/13/2017	NEW YORK	10007	1
Machine is down unable to copy	Replaced fns green cleaned machine	3/10/2017	3/13/2017	CENTRAL ISLIP	11722	10S
c3726 error code, machine is on and wont let customer do anything. customer is powering the machine off and unplugging it from the wall and turning it back on to see if that works. did not work.	Fuser unit is damage complete	3/10/2017	3/13/2017	BRONX	10451	12
paper jams		3/10/2017	3/13/2017	BRONX	10465	12
dirty copies	Clean and vac Mc clean all feed rolls	3/10/2017	3/13/2017	BROOKLYN	11220	2
customer states he has cleaned the lens and glass						
chronic jamming	Removed jam from rear of trays and cleaned adjusted Sw Dawn	3/10/2017	3/13/2017	NEW YORK	10013	1
Passport office, There is some kind of block on the machine where the customer cannot copy legal documents,were told the need a Technician./////////reload firmware to addres security settings(JP)	Court will close now be back next day	3/13/2017	3/13/2017	JAMAICA	11435	11
Machine will not power on	Machine locked up with the hour glass reseal SD card and reboot the machine clean and test	3/13/2017	3/13/2017	RONKONKOMA	11779	10S
Machine is making loud noise when copying	Fuser unit was making loud noise ,clean and lubricate	3/13/2017	3/13/2017	YONKERS	10701	9
needs developer and drum per machine message	Install drum and customer developer	3/13/2017	3/15/2017	MINEOLA	11501	10N
DARK LINES ARE COMING ON THE PRINTS, ALL OVER THE COPIES.	Cleaned all xerographics and optics SW Robert	3/13/2017	3/15/2017	NEW YORK	10007	1
Tray does not change to foloowing tray when paper is out ****Call possible phone issue****	Show customer how to operate tray switch and paper trays priority	3/13/2017	3/15/2017	WESTBURY	11590	10N
let Eddie Michelson know the results if we need to send out a loaner until we receive the new order to replace the machine	Adjusted DADF registration timing	3/13/2017	3/15/2017	NEW YORK	10013	1
	Note DF still jams intermittently					
	Will seek to replace Df 621per Eddie Michelson					
Tray error	Replaced tray 2 pulleys and all Df pulleys Sw Mike Stein	3/13/2017	3/15/2017	NEW YORK	10013	1
c3726 error code, machine is on and wont let customer do anything. customer is powering the machine off and unplugging it from the wall and turning it back on to see if that works. did not work.	Replaced fuser unit.	3/13/2017	3/20/2017	BRONX	10451	12

Passport office, There is some kind of block on the machine where the customer cannot copy legal documents,were told the need a Technician.//////reload firmware to address security settings(JP)	Loaded latest firmware general cleaning test	3/13/2017	3/24/2017	JAMAICA	11435	11
Machine is jamming again		3/15/2017	3/15/2017	BROOKLYN	11201	2
dark copies	Cleaned and adjusted Sw Michelle	3/15/2017	3/15/2017	NEW YORK	10004	1
Jamming	Missing roller	3/15/2017	3/16/2017	JAMAICA	11432	11
jamming with letter head	Clean and vac Mc clean all feed rolls	3/15/2017	3/16/2017	BRONX	10451	12
jamming with letter head	Clean and vac Mc clean all feed rolls	3/15/2017	3/16/2017	BRONX	10451	12
jamming with letter head	Clean and vac Mc clean all feed rolls	3/15/2017	3/16/2017	BRONX	10451	12
let Eddie Michelson know the results if we need to send out a loaner until we receive the new order to replace the machine	SPOKE WITH EDDIE M, CUSTOMER BEING UPGRADED, SERVICE NOT NEEDED	3/15/2017	3/15/2017	NEW YORK	10013	1
Please ship to Mike 5fl room 502 - Machine is jamming again [121358680346728349 [Ground]]	Replaced feed roller general cleaning test	3/15/2017	3/21/2017	BROOKLYN	11201	2
Machine is saying add new toner, customer added toner already, unable to print. Machine down.	Replaced sub toner tank and checked in full.	3/15/2017	3/17/2017	RIVERHEAD	11901	10S
paper jams	Clean and vac Mc clean all feed rolls	3/16/2017	3/16/2017	YONKERS	10701	9
Jamming	Install	3/16/2017	3/21/2017	JAMAICA	11432	11
Jamming	Clean and vac Mc clean all feed rolls	3/16/2017	3/17/2017	BRONX	10451	12
Jamming door sensor error	Removed staple from feeder and cleaned tested SW Michelle	3/16/2017	3/16/2017	NEW YORK	10013	1
LINES ALL THROUGH THE COPIES, AND COPY QUALITY AS WELL.	Repair white reference sheet clean feed rollers clean machine run and test	3/16/2017	3/16/2017	CENTRAL ISLIP	11722	10S
Copies are coming out with black streaks documents are being stapled when finisher is not detected rm 141 b	Informed customer Karen how to properly load WB MASON-paper	3/16/2017	3/17/2017	NEW YORK	10007	1
Black lines when making copies from feeder and glass	Customer training on proper loading of paper SW Karen	3/16/2017	3/17/2017	NEW YORK	10007	1
rm 141 b						
COPIES ARE COMING OUT WITH BLACK LINES AND SPOTS AND BLANKING OUT PARTS OF IT.	Cleaned fuser rollers and all optics. SW Michael	3/16/2017	3/17/2017	NEW YORK	10013	1
Copies are coming out with extra lines on them and are not legible.	Full pm i.e.; drum /developer/dv unit/transfer roller. SW Elsa	3/16/2017	3/17/2017	NEW YORK	10007	1
Tray 1 is not in use		3/17/2017	3/17/2017	KEW GARDENS	11415	11
1st fl RM 111						
C3501	Worked with eric. Replaced worn red rollers on fuser assembly and replaced broken exit sensor that was missing jamming constantly when duplexing.	3/17/2017	3/20/2017	MINEOLA	11501	10N
4TH FL						
C3501	Worked with eric. Replaced worn red rollers on fuser assembly and replaced broken exit sensor that was missing jamming constantly when duplexing.	3/17/2017	3/20/2017	MINEOLA	11501	10N
4TH FL						
C3501	Worked with eric. Replaced worn red rollers on fuser assembly and replaced broken exit sensor that was missing jamming constantly when duplexing.	3/17/2017	3/20/2017	MINEOLA	11501	10N
4TH FL						
C0204 Machine is down	C0201 code. Removed jam papwr from behind trays. Legal paper had bad curl. Tossed paper and liaded fresh. Cleaned feed heads. Onsite with eric	3/17/2017	3/20/2017	MINEOLA	11501	10N

Jam Loud sounds Over heating rm 122C error code:C0204	General cleaning and test	3/17/2017	3/21/2017	BROOKLYN	11201	2
	Reboot	3/17/2017	3/18/2017	STATEN ISLAND	10301	13
For today only ask for Jeannine 718 675-8505 image quality issues	Clean image area replace the cleaning cartridge clean run and test	3/20/2017	3/20/2017	CENTRAL ISLIP	11722	10S
jam / down	Replace feed roller general cleaning test	3/20/2017	3/21/2017	BROOKLYN	11201	2
Jamming	Adjusted pressure to legal tray feed pulleys assembly. Tested SW Steve	3/20/2017	3/20/2017	NEW YORK	10013	1
Copy quality	Cq replaced dev unit dev and drum cleaned af pf fns int	3/20/2017	3/21/2017	CENTRAL ISLIP	11722	10S
courtesy call	Clean and vac Mc clean all feed rolls	3/20/2017	3/21/2017	WARDS ISLAND	10035	1
Dark lines on the copies	Ordered fuser unit and transfer roller SW Kim	3/21/2017	3/21/2017	NEW YORK	10013	1
RM 1000 10 TH FL Dark lines on the copies	Cleaned all optics and xerographics SW Kim	3/21/2017	3/21/2017	NEW YORK	10013	1
RM 1000 10 TH FL Dirty copies Customer cleaned both glasses	Need drum unit developer unit and transfer roller	3/21/2017	3/21/2017	BROOKLYN	11201	2
rm1511 BTC Lines and deletions	Phone fix done SE Zola. Fixing unit lever left in wrong position	3/21/2017	3/22/2017	NEW YORK	10004	1
rm 992 9th fl constant jamming when printing and copying	Replaced LCT pulleys and imported users tot the one touch scan SW Mary	3/21/2017	3/22/2017	NEW YORK	10016	1
UNIT WAS DELIVETRED - NEEDS TO BE CONNECTED	CUSTOMER WILL REACH BACK WHEN THEY ARE READY FOR THE DEVICE TO BE CONNECTED	3/21/2017	3/28/2017	NEW YORK	10017	1
UNIT HAS BEEN DELIVERED - NEEDS TO BE CONNECTED	Setup machine and tested SwDenise	3/21/2017	3/23/2017	NEW YORK	10004	1
CUSTOMER WANTED TO KNOW HOW TO FIND TOTAL NUMBER OF PRINTS, I GOOGLED IT AND INSTRUCTED THEM HOW TO FIND IT.	CUSTOMER WANTED TO KNOW HOW TO FIND THE TOTAL IMPRESSIONS THAT WERE DONE ON THE MACHINE, I GOOGLED IT AND EXPLAINED TO THEM HOW TO FIND IT.	3/21/2017	3/21/2017	NEW YORK	10035	1
Dadf jams	Dadf jams removed paper clip from af cleaned machine	3/21/2017	3/21/2017	CENTRAL ISLIP	11722	10S
MACHINE IS JAMMING WHEN CUSTOMER TRIES TO PRINT TWO-SIDED COPIES.	Replaced DF feed and sep pulleys SW Katy	3/21/2017	3/22/2017	NEW YORK	10013	1
Dark lines on the copies	Gave the machine a pm replaced: fuser unit,drum and dev units. Replaced filters SW Kim	3/21/2017	3/27/2017	NEW YORK	10013	1
RM 1000 10 TH FL Dirty copies Customer cleaned both glasses	Rebuild image unit general cleaning test	3/21/2017	3/24/2017	BROOKLYN	11201	2
rm1511 BTC lines and voids	Cleaned all optics and discharge lamps SW George	3/22/2017	3/22/2017	NEW YORK	10004	1
voids and lines	Replaced transferring roller and cleaned all optics SW Robert	3/22/2017	3/23/2017	NEW YORK	10004	1
Misfeeding in the ADF	Replaced feed roller general cleaning test	3/22/2017	3/24/2017	BROOKLYN	11201	2
rm 5115						

lines on copies	Spoke with Kristin. Walked her through cleaning the glass for the ADF. Copying without lines and tetsing okay.	3/22/2017	3/22/2017	CENTRAL ISLIP	11722	10S
Copy quality	Need drum and developer	3/22/2017	3/24/2017	JAMAICA	11432	11
Jamming	CUSTOMER WAS ABLE TO REMOVE JAM	3/22/2017	3/22/2017	NEW YORK	10013	1
hours 9-430	Lines cleaned af slit glass pf int	3/22/2017	3/23/2017	CENTRAL ISLIP	11722	10S
paper jams constant						
jamming in adf	Rebuilt adf replaced all romlers.	3/22/2017	3/23/2017	MINEOLA	11501	10N
Loud noise at startup	Lubricate transport rlr,removed gui foam from edges of cleaning unit,cleaned adf feed section...pdl	3/22/2017	3/24/2017	NEW YORK	10013	1
rm 200						
MACHINE IS JAMMING WITH ALL SIZES OF PAPER AND ALSO FROM THE GLASS AND ALSO TOP FEEDER.	Replaced clucht for trays 2	3/22/2017	3/24/2017	BRONX	10451	12
ADF is broken	Replaced all DF and tray 2 pulleys SW Mr Burges	3/22/2017	3/24/2017	NEW YORK	10013	1
dirty copies	Clean and vac Mc clean all feed rolls,mc need parts for cq	3/23/2017	3/24/2017	BRONX	10451	12
arraignment office 2nd fl						
C202 code	Removed paper from rear of trays and cleaned/adjusted Sw Mary	3/23/2017	3/23/2017	NEW YORK	10004	1
Customer received the developer	Replaced developer: drum unit calibrated SW Steve	3/23/2017	3/27/2017	NEW YORK	10013	1
4th fl						
MAKING LINES ACROSS THE COPIES.	Cq cleaned laser lens af pf ont	3/23/2017	3/24/2017	HAUPPAUGE	11787	10S
After replacing toner, it seems the copies are getting a lot of toner on them.	Cq replaced dev unit dev drum cleaned af pf fns int	3/23/2017	3/23/2017	CENTRAL ISLIP	11722	10S
Jamming	Replaced registrstration clutch and paper feed pulleys SW Nanette	3/23/2017	3/24/2017	NEW YORK	10013	1
Constantly misfeeding	Replaced all tray 1 feed pulleys and clutches. Cleaned all transport sensors and rollers	3/23/2017	3/27/2017	NEW YORK	10013	1
Removed crumpled paper	SW Joe					
rm 404						
Machine is down unable to copy	Noise high pitch wind coming fro. Finisher, lubricated all idle pulleys and drive roller bushings. Tested legal and letter no jams -no problems.	3/24/2017	3/24/2017	MINEOLA	11501	10N
Copy quality	Replace drum general cleaning test	3/24/2017	3/29/2017	JAMAICA	11432	11
ADF is jamming	Replaced adf sep rlr,will try to get feed rlr,for jessey..pdl	3/24/2017	3/27/2017	NEW YORK	10004	1
ON THE LETTER SETTING IT IS CUTTING OFF THE PART OF THE COPY FROM TRAY 3.	Blank void on rear of prints due to dirty laser window. Cleaned machine. Repeated drum for light prints.	3/24/2017	3/24/2017	MINEOLA	11501	10N
cronic jamming right side	Replaced 1st tray feed rlr, and adf separation rlr,cleaned xerografics section and adf feed rlr...pdl	3/24/2017	3/27/2017	NEW YORK	10013	1
dirty copies	Replaced developers and drum but this unit was for a color unit	3/24/2017	3/29/2017	BRONX	10451	12
arraignment office 2nd fl	change chip from old unit.					
WANT TO SET UP AND ADDRESS BOOK,AND WONT SCAN TO EMAIL, FOLDER, UNABLE TO GET THE MACHINE TO INTERFACE AT ALL	Setup scan to email Jim needs to contact his it that controls the mail server.	3/27/2017	3/27/2017	HEMPSTEAD	11550	10N
ec : c-0202 tray 1 issue	Phone fix done. Had customer reset copier SW Pat	3/27/2017	3/28/2017	NEW YORK	10013	1
service needed	Adjust Lcc feed section gears,cleaned xerografics section and adf feed rlr...pdl	3/27/2017	3/27/2017	NEW YORK	10004	1
No code given - copier does not print light copies	Instruct how to reset the code general cleaning test Cleaned all optics and replaced transfer roller SW Jackie	3/27/2017	3/28/2017	BROOKLYN	11201	2
lines and dark smudges	Cleaned xerographics and optics adjusted ATC SW Jason	3/27/2017	3/28/2017	NEW YORK	10013	1
		3/28/2017	3/29/2017	NEW YORK	10013	1

doc feeder down	Replaced all DF pulleys. Cleaned and tested SW Teresa	3/28/2017	3/29/2017	NEW YORK	10013	1
Tray 1 not working	Replaced feed roller reset tray 1 failure code general cleaning test	3/28/2017	3/29/2017	BROOKLYN	11201	2
ERROR 0202	James inside tray area, removed cassette stoppers showed customer how to remove tray in order to get paper out. Locked trays so paper does not shit.	3/28/2017	3/29/2017	EAST MEADOW	11554	10N
rm 203 bldg G scanning to email setup on a new machine	Setup scan to email with IT person Helen	3/28/2017	3/29/2017	NEW YORK	10004	1
rm 812 CARR TECHNICIANS BEEN HERE AT LEAST 6 TIMES WITH LIGHT COPIES ISSUES. BUT AFTER A DAY OR TWO WE EXPERIENCE THE SAME ISSUE	Adj voltage on Dec sensor replaced developer.	3/29/2017	3/30/2017	BRONX	10463	12
JAMMING	Replaced clutch for trays 1	3/29/2017	3/29/2017	BRONX	10451	12
Jamming	Replace feed roller general cleaning test	3/29/2017	3/29/2017	BROOKLYN	11201	2
hours 9-4 paper feeder on top wrinkles paper , when it runs out of paper it says its jammed	Mylar in adf guide was blocking paper path, reformed mylar, cleaned machine, customer complained about on off switch on ui.	3/29/2017	3/29/2017	HEMPSTEAD	11550	10N
constant jamming, not recognizing paper	Adjusted cassette sensors, replaced feed rollers in tray 1, cleaned and checked in full.	3/29/2017	3/29/2017	RIVERHEAD	11901	10S
C-2557 Machine is down unable to copy there is something at the end of the feeder which is causing an issue and making it unable to copy.	Replaced developer. Customer supply SW Eric jamming ,replaced paper feed cl2 and 4,cleaned and tested ,sw bruce	3/29/2017	3/30/2017	NEW YORK	10004	1
Copy error	General cleaning and test	3/29/2017	3/31/2017	BROOKLYN	11201	2
bypass tray broken	Repair the door replace feed roller general cleaning test	3/30/2017	3/30/2017	JAMAICA	11432	11
issues w/ copying		3/30/2017	3/30/2017	JAMAICA	11432	11
Rm 243 Lines and dark spots on the copies	Cleaned all optics and xerographics adjusted copy quality. Will need full pm	3/30/2017	3/31/2017	NEW YORK	10013	1
rm 803 A jamming in the feeder	SW Rose Replaced all dadf pulleys and cleaned SW Mary	3/30/2017	3/31/2017	NEW YORK	10013	1
rm 803A Lines on the copies from the feeder	Needs on. Will call back when developer arrives. SW Louis	3/30/2017	3/31/2017	NEW YORK	10013	1
rm118 Constantly jamming when making copies	Replaced clutch and drum also cust developer	3/30/2017	3/31/2017	BRONX	10451	12
1st fl Morris ave entrance Lines through copies ? I believe that is developer and if so, yes ? we do have supply.	They are calling for HP printer not Konica	3/30/2017	3/30/2017	JAMAICA	11435	11
Copy Quality	Replaced all xerographics drum developer dv unit SW Marie	3/30/2017	3/31/2017	NEW YORK	10004	1
Copies printing light at the top of page image quality issues	Nifi, cleaned laser DV and drum and slit glass in write unit. Clean feed rollers vacuum image area run and test	3/30/2017	3/30/2017	MINEOLA	11501	10N
Top Feeder is constantly jamming , unable to scan and copy. IT IS URGENT, EMERGENCY.	Walk through customer on how to remove clips from the adf..on going issue with customer not the machine...	3/30/2017	3/31/2017	CENTRAL ISLIP	11722	10S
	NEW YORK				10016	1
MACHINE JAMS ON THE TOP FEEDER, IT WILL COPY SOMETIMES THEN IT JAMS UP AGAIN copy quality	Replaced all dadf pulleys. Cleaned and adjusted SW Ray Clean up the machine and the image unit run and test all trays	3/30/2017	3/31/2017	NEW YORK	10007	1
		3/30/2017	3/31/2017	CENTRAL ISLIP	11722	10S

developer low	Cleaned machine did not need anything customer ordered supplies DV just to have on hand.	3/30/2017	3/31/2017	JAMAICA	11435	11
Misfeed is detected on the ADF Per user there is nothing in the adf	Cleaned adf feed section and sensors, cleaned xerographics section, replaced separation rlr...pdf	3/31/2017	4/3/2017	NEW YORK	10013	1
rm 200 Left 2 trays are stuck in an elevated position	Finisher elevator had jumped to tray 2 output only. Manually reset tray elevator drive to lower to tray 1. Cleaned machine.	3/31/2017	3/31/2017	HEMPSTEAD	11550	10N
3 rd fl rm 366 frequent paper jams in the area of Tray 3 also there double jams at the same time. machine down	Replace feed roller general cleaning test	3/31/2017	4/3/2017	BROOKLYN	11201	2
MACHINE KEEPS JAMMING CONSTANTLY,. MACHINE DOWN	Replaced feed rollers in trays 1,2, repaired doc feeder, cleaned and checked in full.	3/31/2017	4/3/2017	CENTRAL ISLIP	11722	10S
high cap feeder not connected adf misfeed	Replaced pulleys for jessey on both machines....pdf Replaced doc feeder separation roller, cleaned and checked in full.	3/31/2017 4/3/2017	4/3/2017 4/3/2017	NEW YORK RIVERHEAD	10013 11901	1 10S
Banging noise in Finisher Paper is not detected Power off/on user restarted the machine and is not responding	Adjusted finisher and checked in full. Paper jam in tray 2, saying reset paper size, replaced clutches and rollers, also had to change sensor for a tray to paper out sensor, sw ms. thomas	4/3/2017 4/3/2017	4/5/2017 4/4/2017	RIVERHEAD STATEN ISLAND	11901 10301	10S 13
3rd fl RM 330 close 1-2 pm for lunch : Code 23 Indicates Jam in feeder and there is no jam ? copy was made successfully prior to error message. Tries to power off but did not reset. Device is Down	Feeder antuator hanging general cleaning test	4/3/2017	4/4/2017	JAMAICA	11435	11
Feeder constantly Jams and is not usable. Printer functions on the glass scanner only. Device is Not Down	General cleaning and test	4/3/2017	4/4/2017	JAMAICA	11435	11
Doc feeder jams	Clean document feeder rollers clean complete machine run and test	4/3/2017	4/3/2017	CENTRAL ISLIP	11722	10S
Copy quality VERTICAL LINES ACROSS COPIES AND ALSO THERE ARE SMUDGES AS WELL.	Replaced charge corona and drum and blade.	4/3/2017	4/4/2017	MINEOLA	11501	10N
Rollers are not grabbing doc feeder jamming and not rec paper size constant jamming on legal sized paper	Replaced drum due to image quality smears, and exit switch and harness. Replaced feed roller general cleaning test Clean and vac mc clean all feed rollers Replaced tray#2 feed pulleys and cleaned machine SW Gary	4/4/2017 4/4/2017 4/4/2017 4/4/2017	4/5/2017 4/5/2017 4/6/2017 4/4/2017	MINEOLA BROOKLYN BRONX NEW YORK	11501 11201 10451 10004	10N 2 12 1
blurry copys Malfunction error c2557 jamming		4/4/2017 4/4/2017	4/4/2017 4/5/2017	NEW YORK BROOKLYN	10004 11201	1 2
RM 122C error message	message was for waste container connected to supplies to send new container	4/4/2017	4/4/2017	BRONX	10451	12
jamming in feeder	Replaced tray and adf feed rlr, cleaned xerographics and adf feed sensors...pdf	4/5/2017	4/12/2017	NEW YORK	10035	1
jamming in feeder	Replaced tray 1 feed rlr, adjust adf mat holder, replaced adf Sep for and cleaned sensors...pdf	4/5/2017	4/12/2017	NEW YORK	10035	1
machine is totally down, customer not sure exactly what is wrong, MACHINE DOWN	Realigned paper trays and cleaned fuser unit and xerographics. SW Louis	4/5/2017	4/5/2017	NEW YORK	10007	1
Light copies customer changed the toner and changed the settings	Replaced drum, developer unit, developer, cleaned and checked in full.	4/5/2017	4/7/2017	RIVERHEAD	11901	10S
4th fl C11B0	Phone fix done with Robert. Customer had boxes beneath the fns trays causing code C11B0	4/5/2017	4/5/2017	NEW YORK	10004	1
RM 925 C11B0	Phone fix done with Robert. Customer had boxes beneath the fns trays causing code C11B0	4/5/2017	4/5/2017	NEW YORK	10004	1
RM 925						

C11B0	Phone fix done with Robert. Customer had boxes beneath the fns trays causing code C11B0	4/5/2017	4/5/2017	NEW YORK	10004	1
RM 925						
Print and copy quality courtesy call	Cleaned all xerographics and optics. Adjusted ATC. SW Norm	4/5/2017	4/5/2017	NEW YORK	10007	1
	Cleaned machine. Optics, adf rollers, Transfer roller, Reset counters.	4/5/2017	4/5/2017	MINEOLA	11501	10N
Courtesy Call	Clean dadf rollers clean feed rollers run and test	4/5/2017	4/6/2017	CENTRAL ISLIP	11722	10S
constant jamming	jamming from Tray 1, took out and clean one way bearings, still jamming tried sensors still jamming, ordering clutch that drives Tray 1 and shaft.	4/5/2017	4/6/2017	NEW YORK	10013	1
ADF Jamming Urgent customer made a lot of copies and caused clerks office 13th fl counter close at 4:30 PM	General cleaning and test	4/5/2017	4/6/2017	BROOKLYN	11201	2
	cleaned optics and mirrors and scan glass, cleaned copier, tested	4/6/2017	4/6/2017	NEW YORK	10013	1
machine powers off by itself Closed between 1PM-2PM	Repair power button clean run and test all trays	4/6/2017	4/6/2017	LINDENHURST	11757	10S
C-0204 ERROR CODE, THIS IS THE COPIER IN THE BACK. RM 150. MACHINE DOWN.	paper feed mechanism stuck ,took out and unjammed, cleaned sensors and tested ,sw ,sharon	4/6/2017	4/6/2017	NEW YORK	10013	1
machine making noise c 2557	General cleaning and test	4/6/2017	4/6/2017	BROOKLYN	11201	2
	Code 2557 after replacing developer and resetting fault code.	4/6/2017	4/7/2017	HEMPSTEAD	11550	10N
	Ordering parts					
constant jamming	replaced paper feed 1 clutch on machine ,not easy to get to ,teted	4/6/2017	4/14/2017	NEW YORK	10013	1
Machine does not default to the next tray customer just wants someone to walk him through changing the settings	Machine not reading correct size in tray 3 due to folder paper. Removed and showed customer. Tested all trays	4/6/2017	4/10/2017	WESTBURY	11590	10N
Jamming when double sided copies	Rebuild middle tray reinstall the antuator	4/6/2017	4/7/2017	BROOKLYN	11201	2
Toner filter needs to be cleaned	Vacuumed out toner filter and reset. Vacuumed out rest of machine and tested	4/6/2017	4/7/2017	MINEOLA	11501	10N
Needs black drum	replaced drum ,tested	4/7/2017	4/14/2017	NEW YORK	10013	1
CC	Clean up the document feeder rollers clean machine run and test	4/7/2017	4/7/2017	CENTRAL ISLIP	11722	10S
Machine is displays "call for service"	Adjust feed tray section, clean xerographics section and adf feed rlr...pdl	4/7/2017	4/10/2017	NEW YORK	10010	1
unable to provide details						
Machine is down	Onsite with eric. Reset the trouble code c3801. Taught customer reset. Will follow up if issue occurs possible fuser rebuild ir replacement	4/7/2017	4/10/2017	MINEOLA	11501	10N
Machine is down unable to copy or print	Repair jammed paper from behind the paper tray clean feed rollers	4/7/2017	4/10/2017	CENTRAL ISLIP	11722	10S
	clean machine run and test					
CC	Clean up the document feeder rollers clean machine run and test	4/7/2017	4/7/2017	HAUPPAUGE	11787	10S
feeding one at at time jamming	Clean and vac mc clean all feed rollers	4/7/2017	4/10/2017	BRONX	10451	12
No power	Check mc , adj cable connection, clean and vac mc.	4/7/2017	4/10/2017	BRONX	10451	12
ghost jam	Replaced feed roller general cleaning test	4/7/2017	4/10/2017	BROOKLYN	11201	2
c 2557	Replaced drum developer and housing new all worked, used Developer did not work gave dark prints.	4/7/2017	4/12/2017	HEMPSTEAD	11550	10N
Adf is not grabbing paper	add jamming, cleaned sensors, still jams ,one way slipping on ore reg ,cleaned ,tested, sw robert	4/7/2017	4/10/2017	NEW YORK	10004	1
Machine is not stapling and customer is unable to remove the cartridge	Replace stapler cartridge and adjust unit....pdl	4/10/2017	4/11/2017	NEW YORK	10007	1

rm116

Paper continually jams between trays 1 and 2.	Replace feed roller general cleaning test	4/10/2017	4/10/2017	JAMAICA	11435	11
Hours: 9am ? 5pm: M-F						
Replace toner filter	Clear jammed paper clean rollers run and test all trays	4/10/2017	4/10/2017	CENTRAL ISLIP	11722	10S
Internal error C2557	Reset code , did copy quality adjust	4/10/2017	4/11/2017	BRONX	10456	12
2nd floor rm 250						
Tried to clear a paper jam and it still says a paper jam.	Adjust 2nd delivery tray sensor flag spring,cleaned xerographics section and adf feed rlr,adjust finisher tray holder...pdf	4/10/2017	4/11/2017	NEW YORK	10010	1
Machine is jamming on the legal paper size when using the feeder.	Replaced fuser unit and 2nd delivery tray sensor,test machine...pdf	4/10/2017	4/11/2017	NEW YORK	10013	1
Machine is getting jammed when pulling paper from the bottom tray.	Clean and vac mc clean all feed rollers. Vac mc.	4/10/2017	4/11/2017	BRONX	10451	12
toner jammed after being replaced	Misplaced toner general cleaning test	4/11/2017	4/11/2017	KEW GARDENS	11415	11
Machine will start to print but does not grab paper	Jammed removed paper from fuser cleaned af pf int	4/11/2017	4/12/2017	CENTRAL ISLIP	11722	10S
copy quality problems	CUSTOMER WAS ABLE TO RESOLVE BY CLEANING	4/11/2017	4/11/2017	STATEN ISLAND	10301	13
hours 9-5	Re seated all connections on MCPwb a d cleaned. Tested printing with Denise Torres	4/11/2017	4/12/2017	NEW YORK	10004	1
when printing it locks up possible bad network card	Clean and vac mc clean all feed rollers.	4/11/2017	4/11/2017	BRONX	10451	12
copy quality problems	Replaced clucht on trays 1 clean and vac mc clean all feed rollers	4/12/2017	4/12/2017	BRONX	10451	12
constant jamming, tray not recognizing.						
Machine is down unable to copy	Ordered toner cartridge motor assembly sw Michelle	4/12/2017	4/13/2017	NEW YORK	10007	1
Copy quality	Replaced tray 2 pulleys and clutch gears. Modified tray 3 open tray front door actuator	4/12/2017	4/13/2017	NEW YORK	10007	1
	SW Michelle					
Machine is down unable to copy	Realigned stapler guides and reinstalled staple cartridge.	4/12/2017	4/13/2017	NEW YORK	10007	1
	SW Bill					
Needs help setting date and time on machine.	i emailed irma and she called me and i missed teh call she wanted an email on how to do this so i emailed her directions on what needs to be done 1ST you will need to know the ip address of the copier 2nd type the ip address into the internet browser wher	4/12/2017	4/12/2017	BRONX	10465	12
No phone number given.						
Jamming in the top feeder	Phone fix done SW Serena	4/12/2017	4/13/2017	NEW YORK	10013	1
	Advised to check paper stack in Trays					
customer has changed the paper						
Jamming in the top feeder	Phone fix done SW Serena	4/12/2017	4/13/2017	NEW YORK	10013	1
	Advised to check paper stack in Trays					
customer has changed the paper						
Jamming in the top feeder	Phone fix done SW Serena	4/12/2017	4/13/2017	NEW YORK	10013	1
	Advised to check paper stack in Trays					
customer has changed the paper						
jam	add jamming ,cleaned sensors and rollers, tested,sw Valerie	4/13/2017	4/14/2017	NEW YORK	10004	1
Machine is down unable to copy	Machine is being replaced per Michelle	4/13/2017	4/13/2017	NEW YORK	10007	1
Paper is getting jammed in the adf		4/13/2017	4/14/2017	NEW YORK	10013	1
RM 130						
JAMS IN THE VERTICAL TRANSPORTER	tray 1 jamming ,cleaned sensors, ultimately found clutches dirty,cleaned and tested	4/13/2017	4/14/2017	NEW YORK	10004	1
RM 992						
courtesy call	Clean machine run and test all trays	4/14/2017	4/14/2017	CENTRAL ISLIP	11722	10S
PM	Pm cleaned af pf int fns	4/14/2017	4/14/2017	CENTRAL ISLIP	11722	10S
hours 830-430	Pedro and Juan tell me replace the dub hopper	4/14/2017	4/14/2017	BRONX	10456	12
error message 2557						
courtesy call	Clean up the document feeder rollers clean machine run and test	4/14/2017	4/14/2017	CENTRAL ISLIP	11722	10S

WHEN PRINTING THEY ARE GETTING A DARK STRIP ACROSS THE PAGE, ALSO WHEN PRINTING FORM TRAY 1, THE MACHINE JAMS. poor copy quality hours 830-430 error message 2557 copy quality Machine jamming from the side door.	Replace feed roller drum general clean and test	4/14/2017	4/17/2017	BROOKLYN	11201	2
	Cq cleaned af slit glass pf fms int	4/14/2017	4/14/2017	CENTRAL ISLIP	11722	10S
	Run manual add toner them l adj graduation adj run 200 copies.	4/14/2017	4/26/2017	BRONX	10456	12
	Line cleaned af slit glass pf int	4/17/2017	4/17/2017	HAUPPAUGE	11788	10S
	Replaced tray 3 pulleys and clutch gears. Also replaced dadf pulleys and cleaned SW Michelle	4/17/2017	4/17/2017	NEW YORK	10007	1
maintenance not turning on		4/17/2017	4/17/2017	CENTRAL ISLIP	11722	10S
	machine appears dead,restarted,then display went out ,days please wait and dim,ordering control panel and mem,sw gina	4/17/2017	4/17/2017	STATEN ISLAND	10301	13
C2557 Malfuntion detected	Replace developer and toner cartridge general clean and test	4/17/2017	4/17/2017	BROOKLYN	11201	2
Copies are coming out very light and part of the print on the copies is not coming out. Please check the toner levels, thank you.	Clean and vac mc clean all feed rollers, replaced drum and developer	4/17/2017	4/20/2017	BRONX	10451	12
error c2804	Cleaned all fuser sensors and rollers SW Richie	4/17/2017	4/17/2017	NEW YORK	10007	1
RM 228 constant jamming in feeder not turning on courtesy call hours 830-430 c0204 error message	Replaced pm parts replaced control panel tested Clean up the images unit run and test Removed paper from behind tray 2 also replaced tray 2 paper empty photo INTERRUPTOR was giving load paper message when tray still had paper.	4/17/2017 4/17/2017 4/17/2017 4/17/2017	4/17/2017 4/21/2017 4/17/2017 4/18/2017	NEW YORK STATEN ISLAND CENTRAL ISLIP MINEOLA	10013 10301 11722 11501	1 13 10S 10N
jamming Bangiing sound when making copies Copies are smearing rm 122 C MACHINE IS DOWN, NOT WORKING.		4/17/2017	4/17/2017	NEW YORK	10007	1
Jamming Jamming	Spoken with customers thats humidity season replace feed roller drum general clean and test	4/17/2017	4/18/2017	BROOKLYN	11201	2
	Spoken sid works ok	4/18/2017	4/18/2017	BROOKLYN	11201	2
	duplex sensor out if position,clean one ways ,tested, sw lisa	4/18/2017	4/19/2017	STATEN ISLAND	10301	13
	unregister and jamming ,needs reg clutch, have to order, sw lisa	4/18/2017	4/19/2017	STATEN ISLAND	10301	13
Machine is continuing to jam. It is taking more than one page at a time to make copies.	Cleaned and luv one ways bearing gears on finisher exit and lub spri g loaded clutch...pdf	4/19/2017	4/19/2017	NEW YORK	10010	1
Maschine is down unable to caopy or print	Clean and vac mc clean all feed rollers	4/19/2017	4/20/2017	BRONX	10465	12
STAPLE CARTRIDGE IS FULL, MACHINE IS SAYING IT IS NOT FULL, STAPLER FUNCTION IS NOT WORKING,	Realigned stapler unit for not stapling issues. Cleaned and tested Sw Kim	4/19/2017	4/21/2017	NEW YORK	10013	1
BACKGROUND HAS A GREY BACKGROUND WHEN COPYING. TOP FEEDER WORKS BUT COMES OUT WITH A LINE ON THE RIGHT SIDE OF THE PAGE	Cleaned all xerographics and optics and adjusted ATDC SW Diane	4/19/2017	4/21/2017	NEW YORK	10013	1
BACKGROUND ON ALL COPIES HAS A GREY TINT TO IT. TOP FEEDER IS WORKING BUT THERE IS A LINE THAT COMES OUT ON THE RIGHT SIDE		4/19/2017	4/21/2017	NEW YORK	10013	1
Machine jamming See Dean 646-386-4305	Replaced tray 3 pulleys and clutch gears and adjusted pressure SW Dean	4/19/2017	4/19/2017	NEW YORK	10013	1
66-13, Room 1034	Removed staples from Dadf and adjusted finisher exit	4/19/2017	4/20/2017	NEW YORK	10013	1
Tray error	Replaced tray 2 pulleys cleaned adjusted finisher SW Pamela	4/19/2017	4/20/2017	NEW YORK	10013	1
Jamming	replaced reg clutch,cleaned adf sensors	4/19/2017	4/26/2017	STATEN ISLAND	10301	13
Machine jams when printing the 81/2 x 14.	Traced feed clutch	4/20/2017	4/24/2017	NEW YORK	10013	1
UNABLE TO PRINT FROM THE MACHINE, URGENT AND AN EMERGENCY.	Check iP address and test copy work good	4/20/2017	4/20/2017	BROOKLYN	11201	2

Unable to locate paper jam/////Phone contact unavailable as of 4/21.	Clean and vac mc clean all feed rollers, adj add feed init.	4/20/2017	4/27/2017	BRONX	10451	12
RM LM2A						
Machine is down unable to copy ***7th floor***	Removed jam tray3 general clean and test	4/20/2017	4/20/2017	BROOKLYN	11201	2
machine keeps jamming in the same spot all the time, on the side of the machine,. machine is down		4/20/2017	4/20/2017	BROOKLYN	11201	2
Squeaking sound and Jamming	Noise lube the fuser general clean	4/20/2017	4/21/2017	BROOKLYN	11201	2
this has been an ongoing issue						
Per user this needs to be resolved asap*						
RM 6098///re3port call status to JP after service.						
customer is asking for the admin password	provided the user with the admin login information	4/20/2017	4/21/2017	WARDS ISLAND	10035	1
Machine is down will not power on	Ordered oper panel.	4/20/2017	4/21/2017	RIVERHEAD	11901	10S
ADF is not grabbing the paper completely		4/20/2017	4/21/2017	BROOKLYN	11201	2
rm 227						
will not print from tray 2 not rec paper in tray	tray 2 jamming ,replaced paper out sensor, cleaned and tested	4/20/2017	4/21/2017	STATEN ISLAND	10301	13
WHEN THEY RUN COPIES THROUGH THE TOP FEEDER THEY GET JAMMED.	Cleaned staple from adf. Guide cleaned machine,	4/20/2017	4/21/2017	HEMPSTEAD	11550	10N
Machine is down will not power on	Replaced the display with an R part to get it to light up, now it shows in the abort menu 0652 code.	4/21/2017	4/21/2017	RIVERHEAD	11901	10S
The feeder on the copy machine is not functioning properly. It is copying the wrong direction and eating the paper.	Dadf jams removed paper clip ffrom af cleaned pf fns int	4/21/2017	4/24/2017	CENTRAL ISLIP	11722	10S
hours 9-5	Replaced tray 1 feed pulleys and clutch gears and adjusted pressure	4/21/2017	4/24/2017	NEW YORK	10013	1
paper jams constantly	SW Jocelyn					
hours 9-5	Cleaned all xerographics and optics and optics Sw Jocelyn	4/21/2017	4/24/2017	NEW YORK	10013	1
needs pm						
Dirty copies	lines ,replaced drum ,dv unit,and transfer roller ,tested, sw kathy	4/21/2017	4/25/2017	STATEN ISLAND	10301	13
customer changed the toner						
5th fl STE 503						
paper jamming when pulling from bottom tray	Clean and adj lower tray but need cluchts	4/21/2017	4/24/2017	BRONX	10451	12
MACHINE IS SAYING DOOR OPEN, CUSTOMER CHECKED AND FOUND NO DOOR OPEN.	Adj finisher eject unit, clean and vac mc clean all feed rollers	4/21/2017	4/24/2017	BRONX	10451	12
Machine is down will not power on		4/21/2017	4/25/2017	RIVERHEAD	11901	10S
paper jamming when pulling from bottom tray	Replace parts list below.	4/24/2017	4/26/2017	BRONX	10451	12
[121358680348255516 [Ground]]						
feeder keeps jamming	Af jams removed staples from adf cleaned af pf int	4/24/2017	4/25/2017	HUNTINGTON STATION	11746	10S
bottom drawer will not open	Tray 3 nw repaired tray 3 door cleaned af pf fns int	4/24/2017	4/24/2017	RONKONKOMA	11779	10S
doc handler not feeding	not picking correct size, cleaned optics and glass ,cleared jam counters	4/24/2017	4/26/2017	STATEN ISLAND	10301	13
hours 9-5	Cleaned all xerographics and optics and adjusted ATDC SW Charles	4/24/2017	4/24/2017	NEW YORK	10013	1
has lines when using feeder and glass when copying - tried to clean glass						
hours 9-5		4/24/2017	4/24/2017	NEW YORK	10013	1
keyboard not working rebooted same issue						
false add toner message	Realigned toner bottle assembly and cleaned all feed pulleys and optics Sw Cecelia	4/24/2017	4/24/2017	NEW YORK	10013	1
tray 3 out of service	Instructions how to reset the malfunction	4/24/2017	4/25/2017	BROOKLYN	11201	2
Jamming in the ADF	Removed staples from DF cleaned and advised customer	4/25/2017	4/25/2017	NEW YORK	10013	1
	This machine needs fuser unit					
Ask for Teddy	SW Teddy					
RM 219						
c 3501	Replaced fixing cleaning away. Reset counters.	4/25/2017	4/25/2017	HEMPSTEAD	11550	10N

Spilled ink leaves blotches on the copies	Replace drum and developer developer supplied by customer clean run and test machine	4/25/2017	4/25/2017	RIVERHEAD	11901	10S
Library						
Display screen is not responding	sw carolyn mach not plugged in all the way	4/25/2017	4/25/2017	HEMPSTEAD	11550	10N
skewed copies / prints	Adjusted tray side guides. And cleaned all pulleys and optics	4/25/2017	4/26/2017	NEW YORK	10004	1
	SW Robert					
No power to machine	Reset the machine	4/25/2017	4/26/2017	JAMAICA	11435	11
RM 163						
Alt# Barbara Boothe: 718-298-0602						
Tray error is not reading paper size C-0206	C code occur instruct Keith how to perform trouble reset general clean and test	4/26/2017	4/26/2017	KEW GARDENS	11415	11
light copys	Adj add hihgt ,adj feed rollers	4/26/2017	4/27/2017	BRONX	10451	12
hours 830-530	Removed paper from drum area and cleaned toner spil SW Robert	4/26/2017	4/26/2017	NEW YORK	10004	1
makes dirty copies						
COPIES ARE FADING ON THE TOP PART OF THE PAPER.	Replaced k developer unit dv512 provided ny Peter	4/26/2017	4/26/2017	MINEOLA	11501	10N
	A2XN03D life 600k					
Paper is constantly jamming		4/26/2017	4/27/2017	NEW YORK	10013	1
crumpling paper when printing. Weird noises.	General clean and test replace feed roller test	4/26/2017	4/28/2017	BROOKLYN	11201	2
RM 212						
Copy quality	Cleaned whiteout from dadf and glass SW Robert	4/26/2017	4/27/2017	NEW YORK	10004	1
poor cq	Cleaned add feed rollers dirty rollers causing jams.	4/27/2017	4/27/2017	MINEOLA	11501	10N
Jamming on letter size	Replaced tray feed pulleys and clutch gears and adjusted pressure for take up	4/27/2017	4/27/2017	NEW YORK	10004	1
	SW Robert					
adf misfeeds/ jams	Replaced DF feed pulleys and cleaned/Adjusted CQ. SW Gerald	4/27/2017	5/1/2017	NEW YORK	10007	1
Replace fusing unit	General clean and test replace feed roller and fuser unit	4/27/2017	4/28/2017	BROOKLYN	11201	2
15th fl						
Machine is printing only half the page		4/27/2017	4/28/2017	BROOKLYN	11201	2
RM 807						
feeder jamming	Removed paer clip from feeder and cleaned and tested SW Dawn	4/27/2017	4/28/2017	NEW YORK	10013	1
copies are very dull on top part of page	Replace feed roller general clean and test	4/27/2017	4/27/2017	JAMAICA	11432	11
CUSTOMER WANTS A PREVENTIVE MAINTENANCE CALL.	Use non inventory rollers general clean and test	4/28/2017	5/2/2017	BROOKLYN	11201	2
Constant toner needs to be replaced error per user, he already changed it	Clean up the scanner glass clean feed roller and sensor run and test the duplex	4/28/2017	4/28/2017	CENTRAL ISLIP	11722	10S
rm D 220 2ND FL criminal bldg						
Machine is not recognizing the paper tray	Clean and vac mc clean all feed rollers, removed paper jam on back of trsys.	4/28/2017	4/28/2017	BRONX	10451	12
user adjusted the guides in the tray						
Judge's chambers						
Slow response, making sounds and keeps displaying paper on the glass	Cleaned aitomatic doc feeder and altbooted machine to latest firmware.	4/28/2017	5/1/2017	GLEN COVE	11542	10N
13 Glenn St - No service on Tuesday						
C2257 code	reached developer and drum unit	5/1/2017	5/1/2017	NEW YORK	10007	1
	SW Eric					
Machine is jamming	Removed 2 inch paper clip that stop inside the feeder general clean and test	5/1/2017	5/2/2017	BROOKLYN	11201	2
rm 6097						
Jamming - misfeed	Replaced clucht on trays 2,clean and vac mc clean all feed rollers.	5/1/2017	5/1/2017	BRONX	10451-50Z5	12

Some of the letters are missing on the copies	Cleaned erase lamps and all optics. Adjusted ATDC SW Leo	5/1/2017	5/1/2017	NEW YORK	10013	1
rm 307						
Blinking light and machine is unresponsive	needs mfb	5/1/2017	5/3/2017	STATEN ISLAND	10301	13
machine has been relocated						
Lines on copies	Lines cleaned af slit glass pf int	5/1/2017	5/2/2017	CENTRAL ISLIP	11722	10S
LINES COMING ACROSS THE PAGES HORIZONTIALLY.	Lines where coming when copying from adf, cleaned optics and machine.	5/1/2017	5/2/2017	MINEOLA	11501	10N
MACHINE IS IN THE BASEMENT FORECLOSURE DEPT						
MACHINE DELIVERED IN APRIL; CUSTOMER NOW READY TO HAVE FINISHER ATTACHED	Indtaled finisher on machine, tested and demo finisher feature.	5/2/2017	5/2/2017	WESTBURY	11590	10N
MACHINE DELIVERED IN APRIL; CUSTOMER NOW READY TO HAVE FINISHER ATTACHED	Installed finisher had to wait for furniture to be moved to allow finisher to be installed.showed customer how to use the features if the machine.	5/2/2017	5/2/2017	WESTBURY	11590	10N
ADF film is broken off	Realigned white plate cover and cleaned adjusted copy quality SW Ronald	5/2/2017	5/3/2017	NEW YORK	10013	1
THE WHITE BOARD THAT IS UNDER THE LID KEEPS FALLING OUT.		5/2/2017	5/3/2017	CENTRAL ISLIP	11722	10S
jammnig in feeder, loud noises from copier	jamming from all trays ,replaced clutch for main drive ,tested, sw bruce	5/3/2017	5/4/2017	STATEN ISLAND	10301	13
Blinking light and machine is unresponsive	replaced board mfps,tested, had to go to cube to get part	5/3/2017	5/5/2017	STATEN ISLAND	10301	13
machine has been relocated						
NETWORK SET UP THURSDAY MAY 4 - GET THERE BEFORE THE TRUCK TO PULL SETTINGS FROM THE OLD KONICDA 362 - DELIVRY BETWEEN 10 AND 11 AM	Setup on network to print and scan to email	5/3/2017	5/4/2017	NEW YORK	10016	1
hours 9-430	spoke to eugene and he states that is qorking again closing this out	5/3/2017	5/3/2017	BRONX	10465	12
will not turn on shut down when printing		5/3/2017	5/3/2017	BRONX	10451-50Z5	12
machine getting jammed in three different spots		5/3/2017	5/4/2017	NEW YORK	10013	1
Staple stuck in the ADF	Removed staples from dadf assembly. Cleaned and tested SW Darlene	5/3/2017	5/4/2017			
user is able to make copies from the glass						
RM 5D-2						
loud noise ec maint	Take apart and clean laser unit	5/3/2017	5/4/2017	BROOKLYN	11201	2
c4101						
Streaks in the copies, makes loud noise, copies are also very dark. machine down. URGENT AND EMERGENCY	Replaced drum and developer	5/3/2017	5/4/2017	BROOKLYN	11201	2
COPIES COME OUT SLANTED WHEN PRINTING	General clean and test replaced feeder roller and test	5/3/2017	5/4/2017	BROOKLYN	11201	2
Copy quality	General clean and test	5/3/2017	5/5/2017	BROOKLYN	11201	2
machine getting jammed in three different spots	Replaced parts list below.	5/3/2017	5/8/2017	BRONX	10451-50Z5	12
Red light comes on and it is not making copies and is also not recognizing the paper trays	Cleaned paper feed assembly sensors and realigned paper trays SW Denise	5/3/2017	5/4/2017	NEW YORK	10013	1
jamming at exit	Cleaned fuser and adjusted pressure SW Margie	5/3/2017	5/5/2017	NEW YORK	10013	1
jamming poor copy quality service light lit		5/4/2017	5/4/2017	BRONX	10451	12
pm	Cleaned and checked in full.	5/4/2017	5/4/2017	RIVERHEAD	11901	10S
copy quality	Clean and vac mc clean all feed rollers reset code	5/4/2017	5/4/2017	BRONX	10465	12
C0202	Cleared out paper jam from behind tray 1. Cleaned machime will neex fuser rebuild next call. Also adf.mat cover.	5/4/2017	5/5/2017	HEMPSTEAD	11550	10N
squed copys and lines	Adjusted document feeder, and set copier to customers needs.	5/4/2017	5/4/2017	RIVERHEAD	11901	10S
ADF jamming	add jams ,had to take out and clean one way beatings and clean ,tested	5/4/2017	5/5/2017	STATEN ISLAND	10301	13
Mis-feeding paper.	Replace legal tray feed roller and clutch	5/4/2017	5/5/2017	BROOKLYN	11201	2

Machine is freezing	Instruct customers how to clean operations panel and calibrated touch screen. Disable the authentication feature to allow the end user to use the machine	5/5/2017	5/5/2017	JAMAICA	11432	11
C 0202	Removed jam from behind cassette 1, cleaned and checked in full.	5/5/2017	5/8/2017	RIVERHEAD	11901	10S
please call from the hallway machine wont print. error code c-2557.	Replace drum and develop clean up the feed roller run and test the	5/8/2017	5/8/2017	CENTRAL ISLIP	11722	10S
Machine is indicating paper jam on the left side. Per user, there is no jam rm E121	Replace feed rollers general clean and test	5/8/2017	5/9/2017	KEW GARDENS	11415	11
machine has paper jam and the customer cannot reach it, machine down.	Replaced clucht on trays clean all feed rollers reset code	5/8/2017	5/8/2017	MOUNT VERNON	10550	9
Indicates there is a misfeed that we can not clear. Copier down.	Reinstalling document feeder detect actuators replaced feed rollers general clean and test	5/8/2017	5/9/2017	JAMAICA	11435	11
2557 Error machine is unable to copy	Replaced developer units	5/9/2017	5/9/2017	BRONX	10456	12
Machine is unable to copy down machine	Phone fix done. Tray #1 was out of order. Had customer Daw. Reboot and test	5/9/2017	5/9/2017	NEW YORK	10013	1
Unable to clear jam. User is not sure where the jam is.	Jammed reinstalled regi sw clraned af pf int	5/9/2017	5/9/2017	CENTRAL ISLIP	11722	10S
3rd fl Hallway MAINTENANCE	replaced rollers, with brandon	5/9/2017	5/10/2017	STATEN ISLAND	10301	13
MAINTENANCE	replaced feed rollers	5/9/2017	5/10/2017	STATEN ISLAND	10301	13
pm	Lines cleaned af pf int fns	5/9/2017	5/9/2017	CENTRAL ISLIP	11722	10S
2557 error	Replaced toner hopper, check mc ,Gabriel was here too.	5/10/2017	5/12/2017	BRONX	10456	12
adf jamming	Replaced separation roller and added separatoon pad mylar to stop missfeeding at entrance in adf.	5/10/2017	5/11/2017	MINEOLA	11501	10N
Print quality	Replace drum and developer clean feed roller and sensor run and test	5/10/2017	5/11/2017	CENTRAL ISLIP	11722	10S
machine down	Check mc clean all feed rollers reset code	5/10/2017	5/10/2017	BRONX	10451	12
not recognizing tray 1, that is the 8 1/2 x 11 paper. only able to use legal.	Removed paper from rear of tray 2. Cleaned and adjusted SW Valerie	5/10/2017	5/11/2017	NEW YORK	10013	1
machine located 1st floor petitions						
Buzzing noise coming from voltage box when making prints and copies	Adjust and lubricated finisher clean all feed rollers	5/11/2017	5/11/2017	BRONX	10451	12
roller issue causing paper to jam	Cleaned all paper feed assemblies and transport. SW Jason	5/11/2017	5/11/2017	NEW YORK	10007	1
Machine continues to jam.	Jams replaced regi section bushings needs tray 3 side cover claw cleaned machine	5/11/2017	5/11/2017	CENTRAL ISLIP	11722	10S
Dark lines when using the adf and glass user wiped the glass and the strip	Cleaned all optics and xerographics adjusted copy quality SW Lenny	5/11/2017	5/11/2017	NEW YORK	10013	1
10th fl						
Machine is not feeding from tray 3	Replaced tray feed pulleys and clutch gears for tray #2 SW Helen	5/11/2017	5/12/2017	NEW YORK	10013	1
10th fl						
Unable to set up scan to folder		5/11/2017	5/12/2017	WARDS ISLAND	10035	1
User is requesting a tech in the afternoon						
00202 Error Unable to copy	Adjusted and clean feed unit,clean and vac mc	5/11/2017	5/12/2017	BRONX	10451	12
Machine continues to jam.		5/11/2017	5/17/2017	CENTRAL ISLIP	11722	10S
NETWORK SRT UP - IP IS 10.132.67.161 - MACHINE IS THERE	Set UP IP address and user accounts for customer SW Steve	5/12/2017	5/15/2017	NEW YORK	10013	1
NETWORK SRT UP - IP IS 10.132.65.114 - MACHINE IS THERE	Set IP address for customer Steve to print from desktop and user accounts	5/12/2017	5/15/2017	NEW YORK	10013	1
constant cycle of one copy, jam, reset, copy, jam, reset...	Replace feed rollers general clean and test	5/12/2017	5/12/2017	JAMAICA	11435	11

issues little plastice thing causing jams	Adjusted exit actuator and cleaned exit assembly SW Carol	5/12/2017	5/15/2017	NEW YORK	10004	1
Unable to copy	C0202 removed paper from behind paper trays cleanrd af pf int	5/12/2017	5/12/2017	CENTRAL ISLIP	11722	10S
White piece fell off of feeder	Dadf sheet fell off reinstalled cleaned af pf fns int	5/12/2017	5/12/2017	CENTRAL ISLIP	11722	10S
top feeder jamming	Removed paper clups from add unit show customer.	5/12/2017	5/15/2017	BRONX	10451	12
Dark black smeared line	This machine need countenance	5/12/2017	5/15/2017	MOUNT VERNON	10550	9
MACHINE IS JAMMING WITH THE 11 1/2 BY 14 AND THE SETTINGS ARE ALL OFF		5/12/2017	5/15/2017	CENTRAL ISLIP	11722	10S
keeps rebooting itself	Cleared all corrupted jobs from machine and customer desktop. Tested with Millie	5/15/2017	5/15/2017	NEW YORK	10004	1
when doing double-sided prints the machine keeps jamming, machine still saying that there is a jam when customer cant find a jam. machine down. URGENT AND AN EMERGENCY	Replaced tray #1 paper feed pulleys and clutch gears SW Sheridan	5/15/2017	5/16/2017	NEW YORK	10013	1
internal error occured, machine prompting for service	Spoken with Debbie machine is working	5/15/2017	5/16/2017	JAMAICA	11435	11
Machine has a paper jam, customer is unable to find the jam, machine is down.	Removed paper from transport assembly and replaced trays 4 and 1 feed pulleys SW Susan	5/15/2017	5/17/2017	NEW YORK	10004	1
Dark black smeared line	Cleaned and vacuumed cleaning unit cleaned glue from registration rollers ordering finisher 522 stapler moror.	5/15/2017	5/23/2017	MOUNT VERNON	10550	9
Misfeed unable to copy	Lower deck and add are damage	5/16/2017	5/16/2017	BRONX	10451	12
Ongoing issue- Machine is not feeding and the light keeps blinking	When i arrived machine was running just fine. Reset machine just in case, thoroughly cleaned down machine and ran multiple test copies. Spoke with Laura.	5/16/2017	5/18/2017	STATEN ISLAND	10301	13
RM 139 PAPER JAMS	Adjusted lower tray lifting gear	5/16/2017	5/16/2017	BRONX	10451	12
ADF is not grabbing the paper properly misfeeding	Successfully replaced dadf feed rollers and machine is no longer jamming, however when feeder finishes copying, machine still shows error message of jamming in document feeder. Need tech assistance.	5/16/2017	5/18/2017	STATEN ISLAND	10301	13
RM 240 Constant jamming in output tray	Realigned exit tray and adjusted finisher height SW Diane	5/16/2017	5/17/2017	NEW YORK	10013	1
PM needed	Gave the machine a mini pm and reset counters SW Susan	5/16/2017	5/17/2017	NEW YORK	10013	1
Tray error	Reset tray #2 and replaced paper feed pulleys SW Denise	5/16/2017	5/16/2017	NEW YORK	10013	1
Copy quality		5/16/2017	5/16/2017	NEW YORK	10013	1
Misfeed unable to copy	General clean and test replaced feeder and repair main button	5/16/2017	5/22/2017	BRONX	10451	12
Machine is down unable to copy	Reset tray #2 cleaned and tested. SW Frank	5/16/2017	5/18/2017	NEW YORK	10007	1
Copy quality	Gave machine a pm replaced dev drum transfer roller SW Mike	5/17/2017	5/18/2017	NEW YORK	10013	1
Machine is not pulling from tray 1	Replaced tray 2 feed assembly SW Michelle	5/17/2017	5/18/2017	NEW YORK	10013	1
RM 104 adf not working machine down	NIFI replaced adf. separation roller and latch for top adf. Cover.	5/18/2017	5/19/2017	HEMPSTEAD	11550	10N
ADF JAMS	Replaced DaDF pulleys and cleaned machine SW Steven	5/18/2017	5/18/2017	NEW YORK	10013	1
MACHINE IS JAMMING IN THE FEEDER AREA, AND THERE ARE LINES ON THE COPIES WHEN USING THE GLASS.	Realigned pickup assembly for DF and replaced pulleys SW Donna	5/18/2017	5/19/2017	NEW YORK	10004	1
MACHINE WONT FEED LEGAL PAPER , IT JAMS UP WHEN TRY TO USE LEGAL PAPER.	Removed paper from rear of tray and cleaned machine SW sera	5/18/2017	5/19/2017	NEW YORK	10004	1
MACHINE KEEPS JAMMING, UNABLE TO USE.	Had customer Steve replace paper and reset machine	5/18/2017	5/18/2017	NEW YORK	10013	1
MYLAR BOARD CAME OFF OF THE TOP COVER.		5/18/2017	5/18/2017	HAUPPAUGE	11778	10S
Copy quality ***Rm 362***	Realigned tray 3 and replaced SW Cindy	5/18/2017	5/22/2017	NEW YORK	10013	1

Successfully replaced dadf feed rollers and machine is no longer jamming, however when feeder finishes copying, machine still shows error message of jamming in document feeder. Need tech assistance. - ADF is not grabbing the paper properly misfeeding	Adjusted guide clips front and rear for dadf tested SW Bruce	5/18/2017	5/22/2017	STATEN ISLAND	10301	13
Machine is making a chirping sound	Removed fuser cleaning roller was worn causing noise. Cleaned machine, tested all was good.	5/19/2017	5/22/2017	MINEOLA	11501	10N
needed admin password	provided admin password	5/19/2017	5/19/2017	NEW YORK	10013	1
Per user, the machine has not been setup for scan to email	Setup scan to email and ldap with Judy	5/19/2017	5/22/2017	NEW YORK	10013	1
Library- Please call with eta ASAP**						
Machine is unable to copy	Walked Alexandria through the steps on defaulting to BW printing, tested okay, closing out	5/19/2017	5/19/2017	NEW YORK	10010	1
Machine is not responding	Intermittent on/off. I ordered a power supply.	5/19/2017	5/22/2017	RIVERHEAD	11901	10S
BLDG COJ Copy quality	Clean up the scanner glass clean feed roller and sensor run and test	5/22/2017	5/22/2017	CENTRAL ISLIP	11722	10S
jamming / misfeed error msg	Removed toner hopper assy to fix c2403 code from occurring. Vacuumed and Cleaned spilled toner from toner hopper ring and home sensor. Left small covers off floor closes at 4:30 machine is working.	5/22/2017	5/22/2017	MINEOLA	11501	10N
chronic jamming	Cleaned and lubricated one way clutch for second tray feed.	5/22/2017	5/23/2017	BRONX	10451	12
machine is hard down	Replaced feed rollers general clean and test	5/22/2017	5/22/2017	BRONX	10465	12
jamming in adf	Replaced feed rollers in tray 2, cleaned and checked in full.	5/22/2017	5/23/2017	RIVERHEAD	11901	10S
Machine is not responding	Replaced power supply and checked in full.	5/22/2017	5/23/2017	RIVERHEAD	11901	10S
BLDG COJ setup scan to email and configuration LDAP	Setup scan to email and LDAP with Judy courts it person	5/22/2017	5/22/2017	NEW YORK	10013	1
Black line down the middle	Replaced feed rollers and drum general clean and test	5/22/2017	5/23/2017	KEW GARDENS	11415	11
Customer wiped the glass						
RM 737 jamming	Replaced feed rollers clutch general clean and test	5/22/2017	5/22/2017	BRONX	10451	12
voids on copies		5/22/2017	5/22/2017	NEW YORK	10013	1
courtesy call		5/22/2017	5/23/2017	RONKONKOMA	11779	10S
lines and streaks on the copies.	Replaced feed rollers and drum developer calibrated general clean and test	5/22/2017	5/24/2017	BROOKLYN	11201	2
Copy quality	C27-02 need transfer assembly	5/23/2017	5/23/2017	JAMAICA	11435	11
noise coming from behind machine	Removed defective line conditioner and cleaned/inspected Sw Ida	5/23/2017	5/23/2017	NEW YORK	10013	1
Constant jamming. Copies are always printing landscape.	Replaced pulleys for tray 2 and realigned tray guides for size.	5/23/2017	5/23/2017	NEW YORK	10004	1
Poor copy quality	Tested SW Rashaun					
RM 870						
Alt # : Robin 212-428-2629						
ADF is not work properly	Replaced feed rollers general clean and test	5/23/2017	5/25/2017	BROOKLYN	11201	2
Power button is sticking	Sub power button on operation panel is broken. Ordering panel buttons.	5/23/2017	5/24/2017	MINEOLA	11501	10N
	Cleaned machine.					
Dark black smeared line	Replaced stapler drive motor to fix stapler from vibrating when it had staples.	5/23/2017	5/26/2017	MOUNT VERNON	10550	9
Need transfer assembly - Copy quality	Replaced transfer corona unit general clean and test	5/23/2017	6/1/2017	JAMAICA	11435	11

Power button is sticking	Cover up sub switch with velcro, customer is ok with it. Cleaned and Tested all ok.	5/24/2017	5/25/2017	MINEOLA	11501	10N
Paper size error	Need more time	5/24/2017	5/25/2017	BRONX	10451	12
Tray 2 not feeding and the machine is not feeding at all.	Replaced trays 2 /3 pulleys and clutch gears and adjusted pressure	5/24/2017	5/25/2017	NEW YORK	10004	1
machine down	SW Robert					
Copy quality	Replaced drum unit. Non inventory	5/24/2017	5/25/2017	NEW YORK	10007	1
	SW Syd					
Power button is stuck	Power button is broken can not repair, disabled by covering up with Velcro. Customer is ok wit it.Cleaned machine.	5/24/2017	5/25/2017	MINEOLA	11501	10N
tray guides not staying in place	Adjusted copier cassettes,cleaned and checked in full.	5/25/2017	5/25/2017	RIVERHEAD	11901	10S
tray guides not staying in place	Adjusted copier cassettes, cleaned and checked in full.	5/25/2017	5/25/2017	RIVERHEAD	11901	10S
copies are coming out black, poor copy quality	Phone fix done with Scalia	5/25/2017	5/25/2017	NEW YORK	10004	1
	White plate cover had fallen off causing dark shadows on copies					
ADF Jamming	Removed whiteout from DaDF assembly and replaced pulleys	5/25/2017	5/26/2017	NEW YORK	10007	1
	Sw Bob					
RM 311						
Tray 1 missing error	Realigned tray 1 lift assembly and replaced pulleys and clutch gears	5/25/2017	5/30/2017	NEW YORK	10007	1
	Sw Vincent					
RM 119						
DF jams	Replaced all DF pulleys and cleaned machine SW Diane	5/25/2017	5/26/2017	NEW YORK	10004	1
machine was saying replace toner, they tried to replace toner	Realigned toner cartridge holder and trained customer on proper	5/25/2017	5/26/2017	NEW YORK	10004	1
and it wont go in and they tried to put the old one back and	replacement					
it wont go in either. machine is down. EMERGENCY	SW Barbara					
customer is pushing the power button and nothing is lighting	customer said that he was pushing the power button and the	5/25/2017	5/25/2017	NEW YORK	10013	1
up. told customer to unplug machine from outlet and then	machine would not come on, told customer to unplug it from the					
plug it back in. the machine is now working.	outlet and then plug it back in. machine is up and running.					
Straight dark line down the center of all of there forms.	Clean and vac mc clean all feed rollers, mc need parts	5/25/2017	5/30/2017	BRONX	10451	12
Machine is located in Rm 328a						
ADF is jamming	Removed reinfoecement plate so they can get stuck staples out.	5/25/2017	5/26/2017	MINEOLA	11501	10N
	customer is using the machine to scan file recommended they get a					
	xerox scanner. They did 129k scans.					
They closed at430pm. Will be back tomorrow - Paper size	Clean and vac mc clean all feed rollers	5/25/2017	5/30/2017	BRONX	10451	12
error						
ADF issue	Cleaned doc feeder rollers and checked in full.	5/26/2017	5/26/2017	RIVERHEAD	11901	10S
Machine will not turn on.	Copier is working fine. It usually happens first thing in the morning	5/26/2017	5/26/2017	RIVERHEAD	11901	10S
Per user, this has been an ongoing issue	so I will come back first thing on the next work day.					
9-4:30pm						
Malfunction detected C4101	C4101 laser code reassemble the laser unit replaced roller and test	5/26/2017	5/30/2017	BROOKLYN	11201	2
9th fl RM 948						
Toner streaks on different spots on the paper	Clean scanner run and test	5/26/2017	5/30/2017	CENTRAL ISLIP	11722	10S
tech was onsite recently						
Urgent!						
Law Library						
Misfed detected when copying	Clean and vac mc clean all feed rollers	5/26/2017	5/31/2017	BRONX	10451-50Z5	12
Per user, this has been an ongoing issue						
rm609						

Machine will not turn on. Per user, this has been an ongoing issue	Checked copier and the problem still did not occur.	5/26/2017	5/30/2017	RIVERHEAD	11901	10S
9-4:30pm						
it keeps repeating that tray 2 can't be used. We find no paper jam. It's the second day of this problem. Please help ASAP	Adjust connection on back of tray unit	5/26/2017	5/30/2017	BRONX	10451	12
courtesy call	Repair for jamming Side door broken order new side door.	5/30/2017	5/30/2017	CENTRAL ISLIP	11722	10S
paper jams	Clean and vac mc clean all feed rollers.	5/30/2017	5/30/2017	BRONX	10451	12
ERROR Paper jam in the middle of the copier	Realigned paper exit a actuator and cleaned sensors SW Kenny	5/30/2017	5/31/2017	NEW YORK	10004	1
Per user, he is unable to locate the jam						
RM 1009 Error C2557	Cleaned all optics and xerographics adjusted and adjusted ATDC SW Jerry	5/30/2017	5/31/2017	NEW YORK	10004	1
RM 1028 jam in doc feeder	Removed staple inside document feeder general clean and test	5/30/2017	5/30/2017	BROOKLYN	11201	2
Straight dark line down the center of all of there forms. Machine is located in Rm 328a	Replaced drum and developer units	5/30/2017	6/1/2017	BRONX	10451	12
Order side doir - courtesy call	Replace side door broken hinge clean and test	5/30/2017	6/1/2017	CENTRAL ISLIP	11722	10S
Jamming in the sorting tray	Lubricated second feed mechanical clutch causing jams from tray2.	5/30/2017	5/31/2017	MINEOLA	11501	10N
Lower Level M55 Open at 8:15 am malfunction detected C0204	Clean and vac mc clean all feed rollers reset code	5/30/2017	5/31/2017	BRONX	10451	12
paper jams	Clean and vac mc clean all feed rollers reset code	5/31/2017	5/31/2017	BRONX	10451	12
Misfed detected when copying	Replaced part list below	5/31/2017	6/6/2017	BRONX	10451-50Z5	12
Per user, this has been an ongoing issue						
rm609 Error: C2557 Machine stopped working Customer restarted the machine	Replaced developer units	5/31/2017	6/2/2017	NEW YORK	10035	1
RM 302 The power on and off button is not working correctly. Unable to use the machine	Adjust control panel switch...pdl	5/31/2017	6/2/2017	NEW YORK	10013	1
Machine is displaying replace toner and customer has already replaced it	Realigned toner cartridge assembly cleaned and test SW zRuth	5/31/2017	6/1/2017	NEW YORK CITY	10007	1
RM 512 Not allowing to use Tray 3, when they try to print double-sided the machine jams.	General clean and test	5/31/2017	5/31/2017	LONG ISLAND CITY	11101	11
Unable to make copies from the adf and the glass. Error Misfeed	Realigned DF paper detect actuator. Cleaned and tested SW Jesse	5/31/2017	5/31/2017	NEW YORK	10007	1
Per user, she was not using the adf						
RM 158 ADF is not working properly	Dadf jams removed paper clip from af cleaned pf int	5/31/2017	5/31/2017	CENTRAL ISLIP	11722	10S
courtesy call	Cleaned up the scanner glass clean feed roller and sensor run and test the	5/31/2017	5/31/2017	CENTRAL ISLIP	11722	10S
Dadf jams	Dadf jams removed staples from af cleaned pf int	5/31/2017	5/31/2017	CENTRAL ISLIP	11722	10S
Jamming in the sorting tray again	Replaced refistration clutch and transfer roller and drum, jams on the right side door.replaced customer developer. Lines pm copies.	5/31/2017	6/1/2017	MINEOLA	11501	10N

noises	Cleaned optics rails and lubed SW xiomara	5/31/2017	6/1/2017	NEW YORK	10013	1
Machine will not turn on customer switched the outlet	Phone fix	6/1/2017	6/2/2017	STATEN ISLAND	10301	13
LINES ARE GOING THROUGH THE COPIES.	Adjusted auto doc feeder for proper registration. Tested all is good.	6/1/2017	6/1/2017	WESTBURY	11590	10N
Urgent!! Machine is having issues with the feeder only one page at a time Command center - This machine is now at the Central Islip location** unable to use machine		6/1/2017	6/1/2017	Central Islip	11722	10S
	Cleaned xerographics section and adf feed sensors, cleaned finisher exit rlr...pdl	6/1/2017	6/2/2017	NEW YORK	10012	1
Malfunction detected C 0202	Replaced tray paper feed rollers tested all ok	6/1/2017	6/2/2017	MINEOLA	11501	10N
BLDG #262 Room 215N piece of machine fell off	Call cancel by caller nick	6/2/2017	6/5/2017	BROOKLYN	11201	2
jamming on 2nt tray	Replaced tray feed rlr,adjust feed unit...pdl	6/2/2017	6/2/2017	NEW YORK	10013	1
jamming in adf	General clean and test replaced switch	6/2/2017	6/5/2017	BROOKLYN	11201	2
machine is down, not able to use. EMERGENCY	Adjust connection on back of the tray	6/2/2017	6/5/2017	BRONX	10451	12
jamming	not reading paper size intermittanly in tray 2 needs paper tray and clutches	6/5/2017	6/5/2017	CENTRAL ISLIP	11722	10S
Tray will not open	Reset and realigned tray 3 cleaned machine and tested SW Marty	6/5/2017	6/7/2017	NEW YORK	10013	1
black toner at the top of the page	Replaced develooer and d's collars worn d's collars causing drum wear on rear causing black banding on drum.	6/5/2017	6/5/2017	WESTBURY	11590	10N
code C2557	Clean and vac mc clean all feed rollers reset code	6/5/2017	6/5/2017	BRONX	10451	12
Machine is constantly displaying pull out the tray and replenish. Per user, there is paper in the tray	Replaced 2nd paper feed assembly SW Suzy	6/5/2017	6/6/2017	NEW YORK	10013	1
RM 200						
machine jams	jams removed paper from behind paper trays cleaned machine	6/5/2017	6/5/2017	CENTRAL ISLIP	11722	10S
jamming	replaced pf cltches and sensor	6/5/2017	6/8/2017	CENTRAL ISLIP	11722	10S
machine is calling for new drum	Clean and vac mc clean all feed rollers replaced drum and developer	6/5/2017	6/7/2017	YONKERS	10701	9
Unable to copy through ADF ***Rm 158***	Phone fix done, had customer remove jam from ADF. SWJesse	6/6/2017	6/6/2017	NEW YORK	10007	1
Machine is jamming, machine down. EMERGENCY	Re trim Mylar General clean and test	6/6/2017	6/6/2017	BROOKLYN	11201	2
MACHINE IS INOPERABLE. KEEPS AUTOMATICALLY SHUTTING OFF	Repair power switch General clean and test	6/6/2017	6/6/2017	BROOKLYN	11201	2
Tray error	Realigned 2nd paper feed assembly and adjusted pressure SW Susan	6/6/2017	6/7/2017	NEW YORK	10013	1
internal error C2803	Cleaned all xerographics and optics and adjusted ATDC SW Robert	6/6/2017	6/8/2017	NEW YORK	10004	1
Machine is down unable to copy or print	Clean and vac mc clean all feed rollers reset code	6/6/2017	6/7/2017	BRONX	10451	12
adf is down	Checked document feeder did not jam cleaned and found pieces of staple in paper path. Showed customer staple pieces. Akso gixed dd positio. Actuator causing no glass copies.	6/6/2017	6/7/2017	MINEOLA	11501	10N
jammed in feeder	Cleaned feed assembly and tested SW Steve	6/7/2017	6/7/2017	NEW YORK	10013	1
When trying to send papers through the top feeder, they are jamming.	Clean and vac mc clean all feed rollers reset code	6/7/2017	6/8/2017	BRONX	10465	12
Always jamming. It seems to be a problem with tray #2	Check and vac mc	6/7/2017	6/8/2017	BRONX	10451	12
copy quality issues		6/7/2017	6/8/2017	CENTRAL ISLIP	11722	10S
Machine will not turn on.	Problem is intermittent and a new copier has been ordered.	6/8/2017	6/9/2017	RIVERHEAD	11901	10S
After pressing start nothing happens Customer wants this escalated Hours: 9-4:30						

paper constantly jams from several areas/trays - (for visual reference...) turns paper into paper fan or accordion. Thanks	Fasten down transport unit	6/8/2017	6/8/2017	JAMAICA	11435	11
Copy quality		6/8/2017	6/13/2017	NEW YORK	10013	1
no power, machine is working, dont need tech	machine is now working, no tech needed.	6/8/2017	6/8/2017	NEW YORK	10007	1
alt numerx646-386 3160 if tom doesnt answer Tray error	Clear jammed paper from behind the duplex unit clean feed roller and sensor run and test	6/8/2017	6/9/2017	CENTRAL ISLIP	11722	10S
Issues with the Top Feeder, it is only taking about 5 pages to copy at a time, there is an orange light on.	Replaced feed rollers general clean and test	6/9/2017	6/9/2017	BROOKLYN	11201	2
Loud noise and slow printing Please provide an ETA today** RM 152	Customer loaded paper left guides open causing jam and noise. Clean mc tested ok.	6/9/2017	6/9/2017	MINEOLA	11501	10N
Machine is down unable to copy needs network card	wont boot up needs main pcb Customer has network card on machine. Has to go thru court admin to get connected SW Eddie	6/9/2017	6/9/2017	RONKONKOMA	11779	10S
		6/9/2017	6/12/2017	NEW YORK	10013	1
Copy Quality	Clean and vac mc clean all feed rollers reset code	6/9/2017	6/9/2017	BRONX	10451	12
jamming feeding multi pages through adf	Cleaned feeder and machine tested 100 originals ok.	6/9/2017	6/13/2017	WESTBURY	11590	10N
NETWORK SET UP THURSDAY 6/22 NV03	Setup on network to print and scan	6/12/2017	6/23/2017	NEW YORK	10007	1
NETWORK SET UP THURSDAY 6/22 NV28	Setup on network to print and scan	6/12/2017	6/22/2017	NEW YORK	10007	1
NETWORK SET UP THURSDAY 6/22 NV04	Setup on network to print and scan	6/12/2017	6/22/2017	NEW YORK	10007	1
NETWORK SET UP THURSDAY 6/22NV01		6/12/2017	6/22/2017	NEW YORK	10007	1
Legal size copies are coming out crooked, no problem with the other size paper.	Skew caused by worn rollers on letter paper so trays, legal was first due to pc206 cover claw is broken causing the skew fro. Legal paper.	6/12/2017	6/12/2017	HEMPSTEAD	11550	10N
Paper keeps jamming		6/12/2017	6/12/2017	NEW YORK	10013	1
12th fl board room Machine is making a loud buzzing sound and vibrating		6/12/2017	6/12/2017	NEW YORK	10013	1
RM 1000 Per user, the paper comes out folded.	Clean and vac mc clean all feed rollers	6/12/2017	6/13/2017	BRONX	10451	12
5th fl Mylar cover under the tray came off	Clean and vac mc clean all feed rollers glued top cover	6/12/2017	6/13/2017	BRONX	10451	12
RM 6M Constant jamming	Adjust Hightower on add unut	6/12/2017	6/13/2017	BRONX	10451-50Z5	12
Legal size copies are coming out crooked, no problem with the other size paper.	Replaced tray 3 4 right side door latch was broken causing ok and skew.	6/12/2017	6/16/2017	HEMPSTEAD	11550	10N
NETWORK SET UP FRIDAY 6/23 NV11	Setup on network to print and scan	6/13/2017	6/23/2017	NEW YORK	10007	1
NETWORK SET UP FRIDAY 6/23 NV20	Setup on network to print and scan	6/13/2017	6/23/2017	NEW YORK	10007	1
NETWORK SET UP FRIDAY 6/23 NV14	Setup on network to print and scan	6/13/2017	6/23/2017	NEW YORK	10007	1
legal paper jamming	General clean and test replaced feed rollers	6/13/2017	6/14/2017	BROOKLYN	11201	2
Tray 2 malfunction. Unable to print to tray 2	Replaced 2nd paper feed assembly SW Michelle	6/13/2017	6/14/2017	NEW YORK	10013	1
Unable to find jam in feeder	Realigned Mylar guides in DaDF SW Carol	6/13/2017	6/13/2017	NEW YORK	10013	1
Phantom paper jams, where there are none. also jams in the feeder area.	Reschedule for parking	6/13/2017	6/14/2017	BROOKLYN	11201	2
Tray 3 is unable to be used.	Adjust Luv tray bar,customer take out of position...pdf	6/13/2017	6/14/2017	NEW YORK	10016	1
Machine is making noise when not in use		6/13/2017	6/14/2017	BROOKLYN	11201	2
cronically jamming...transfer roller unit needs replace	Replaced feed rollers general clean and test	6/14/2017	6/15/2017	BROOKLYN	11201	2

Have to moving my car - Phantom paper jams, where there are none. also jams in the feeder area. c-2557	Replaced feed rollers general clean and test	6/14/2017	6/14/2017	BROOKLYN	11201	2
Tray not working 2	Replaced developer sw Robert	6/14/2017	6/14/2017	NEW YORK	10004	1
red light on for tray 3	Reformed tray 2 lift assembly and replaced pulleys sw Ralph	6/14/2017	6/14/2017	NEW YORK	10004	1
Top feeder doesnt push out right, they spit them out or they get stuck.	Reprogram the mc	6/14/2017	6/19/2017	WARDS ISLAND	10035	1
service needed	Repairs the document feeder general clean and test	6/14/2017	6/16/2017	BROOKLYN	11201	2
Rubber band got stuck in the ADF	Clean and vac mc clean all feed rollers reset code	6/14/2017	6/15/2017	BRONX	10451	12
There is a broken plastic part	Paper set actuator on document feeder was knocked off repositioned actuator cleaned machine reset jam, call counters.ckeaned and vacuumed machine.	6/14/2017	6/15/2017	MINEOLA	11501	10N
RM113						
Ghost jam error	Reloaded staples general clean and test	6/14/2017	6/15/2017	BROOKLYN	11201	2
rm 210						
Automatic feeder on top is jamming.	Replaced DaDF pulleys and cleaned and cleaned paper feed tray pulleys SwElsa	6/14/2017	6/15/2017	NEW YORK	10007	1
dark dirty copys	Replace developer and adjusted ATDC SW Noreen	6/15/2017	6/16/2017	NEW YORK	10013	1
lines and light copys		6/15/2017	6/15/2017	NEW YORK	10013	1
adf not working	Clean and vac mc , adj height on adf unit , clean all feed rollers.	6/15/2017	6/16/2017	BRONX	10451	12
error message	Adjust registration unit,clean and vac mc clean all feed rollers reset code.	6/15/2017	6/16/2017	BRONX	10451	12
getting lines	lines cleaned af slitglass pf int	6/15/2017	6/15/2017	CENTRAL ISLIP	11722	10S
Quality copy issue, copies are dirty.Customer says the machine needs a PM call.	Replaced drum general clean and test	6/16/2017	6/16/2017	BROOKLYN	11201	2
On/off switch is broken, twisted and the machine is not working . MACHINE DOWN	Replaced on/ off button on Control Panel SW Mike	6/16/2017	6/19/2017	NEW YORK	10013	1
Machine is in the chief clerks office.						
constant jamming in feeder. Wrinkling paper	Unjam the feeder general clean and test	6/16/2017	6/16/2017	BROOKLYN	11201	2
Machine is making a loud sound	Cleaned and adjusted laser assembly and tested SW Jim	6/16/2017	6/19/2017	NEW YORK	10004	1
11th fl Library						
PM		6/16/2017	6/16/2017	CENTRAL ISLIP	11722	10S
adf down	Modified torn ADF Mylar guide SW Louie	6/19/2017	6/19/2017	NEW YORK	10007	1
top of copy is not printing - there is a very large blank space	General clean and test it	6/19/2017	6/19/2017	JAMAICA	11432	11
will not load to function	Reset and cleared memory reseated Connections on DaDF PWB SW Margaret	6/19/2017	6/21/2017	STATEN ISLAND	10301	13
Error Original left on glass	af nw installed af pf switch cleaned machine	6/19/2017	6/20/2017	CENTRAL ISLIP	11722	10S
Per user, there is nothing on the glass. Customer restarted the machine						
RM 220						
2 copies then shut down	Reseated all connections on the LVPS reset MFBS PWB AND MEMORY	6/19/2017	6/21/2017	STATEN ISLAND	10301	13
2nd fl	CLEANED. Note: will need pm next CQ/call SW Anthony Benitez					
Machine is not reading the paper	Realigned tray guides and cleaned and adjusted ADF	6/19/2017	6/20/2017	NEW YORK	10004	1
Red flashing light	SW Robert					
Customer is calling for another user						
rm 861						

The display is completely blank. machine is not working, when copying more than 5 pages at a time, it just stops copying. feeder not available message	Code 2557 came back again	6/19/2017	6/20/2017	NEW YORK	10035	1
	Reset ADF and tested. SW Joe	6/19/2017	6/19/2017	NEW YORK	10013	1
Setup for tray 3 to tray1 , is no longer setup. Tray 1 , it is saying that the paper is not set properly. C3801	Talk to customer to change paper tray priority and auto tray setting.	6/19/2017	6/20/2017	WESTBURY	11590	10N
Alt: 718-298-0620/0621	Instruct customers how to reset the machine	6/19/2017	6/20/2017	KEW GARDENS	11424	11
The display is completely blank. machine is not working, when copying more than 5 pages at a time, it just stops copying. [1Z1358680348930429 [Ground]]	Replaced sub hopper unit.	6/20/2017	6/23/2017	NEW YORK	10035	1
MACHINE NEEDS A FUSER REPLACEMENT	Order roller and sensor rebuilt fuser	6/20/2017	6/21/2017	BROOKLYN	11201	2
constant jamming	Reset finisher and test SW Serena	6/20/2017	6/20/2017	NEW YORK	10013	1
jams	jams removed staples from regi area cleaned af pf int	6/20/2017	6/20/2017	CENTRAL ISLIP	11722	10S
unable to duplex back side of pages blank	Put back retard rollers	6/20/2017	6/21/2017	BRONX	10451	12
lines on copys and prints	Clean and vac mc , this unit is located at Matida office.	6/20/2017	6/21/2017	BRONX	10451	12
Crooked copies	c0202 removed paper from behind paper,trays cleaned af of fns int	6/20/2017	6/20/2017	CENTRAL ISLIP	11722	10S
copies are coming out light	Cleaned all optics and xerographics adjusted ATDC SW Greg	6/20/2017	6/21/2017	NEW YORK	10007	1
Blank line down the right side of the copy	Nerd blank lamp assembly SW Mary	6/20/2017	6/22/2017	NEW YORK	10013	1
RM 200	Will followup					
tray 3 not reading paper size...wants onsite phone instructions didnt work	Showed customer operation of auto tray setting.	6/20/2017	6/21/2017	WESTBURY	11590	10N
jamming	Replaced pulleys for trays 3/4 and LCT SW Kim	6/20/2017	6/22/2017	NEW YORK	10013	1
Unable to clear the paper jam Customer is calling for an employee 39th fl	Replaced tray 1 feed pulleys and clutch gears and adjusted pressure SW Debra	6/20/2017	6/23/2017	NEW YORK	10010	1
NETWORK SET UP FRIDAY 6/23 NV08		6/21/2017	6/23/2017	NEW YORK	10007	1
hours	i spoke to joanna nd she wants to cacle this call closing this out	6/21/2017	6/21/2017	MINEOLA	11501	10N
door is broken						
tray 3 is not reading the paper size again	Change settings in Administrator mode for copier settings specify default tray when auto paper selection is off -default tray	6/21/2017	6/21/2017	WESTBURY	11590	10N
toner filter needs to be replaced	replace toner filter message cleared counters cleaned af pf int	6/21/2017	6/21/2017	CENTRAL ISLIP	11722	10S
lines and jamming in the feeder	Realigned guides in the DaDF and cleaned all pulleys and sensors SW Laura	6/21/2017	6/21/2017	STATEN ISLAND	10301	13
dadf issue	dadf nw replaced df green cleaned machine	6/21/2017	6/21/2017	CENTRAL ISLIP	11722	10S
MACHINE NEEDS A FUSER REPLACEMENT	Rebuilt fuser general clean and test	6/21/2017	6/29/2017	BROOKLYN	11201	2
unable to change paper size	adv go into copy pick paper and change settings	6/21/2017	6/21/2017	KEW GARDENS	11415	11
Jamming with legal paper	Black line from dirty cleaning blade on drum, vacuumed dirty	6/21/2017	6/22/2017	MINEOLA	11501	10N
Unable to locate paper jam	cleaning unit and Cleaned cleaning blade. Also filed eject switch to stop fuser jams.					
First fl						
Machine is down unable to copy	Adjust tray 3 wires was out of riel	6/22/2017	6/22/2017	BRONX	10451	12
adf not working	dadf jams removed paper clip from af cleamed pf int	6/22/2017	6/22/2017	CENTRAL ISLIP	11722	10S
hours 9-5	Worked with the court it tech to complete configuration tested scan	6/22/2017	6/22/2017	HEMPSTEAD	11550	10N
scanner not working will not scan	to email and also showed how to scan tiff documents, Theresa used omni application to convert tiff file to be editable-changed file extension.					
jamming	Replaced trays 2/3 pulleys. Cleaned and adjusted SW Kim	6/22/2017	6/22/2017	NEW YORK	10013	1

not pulling pages from tray	Locked tray 2 with screw on rear fence, showed how to load paper on tray 3.set machine to auto tray switch.	6/22/2017	6/23/2017	GLEN COVE	11542	10N
NETWORK SET UP TUESDAY 6/27 NV17	Setup on network to print and scan	6/23/2017	6/27/2017	NEW YORK	10013	1
NETWORK SET UP TUESDAY 6/27 NV26	Setup on network to print and scan	6/23/2017	6/27/2017	NEW YORK	10007	1
Machine is giving off burning smell	General clean and test replaced feed roller	6/23/2017	6/26/2017	BROOKLYN	11201	2
Feeder issue - indicates a jam when there is not one C0202	Replaced tray feed rlrs,cleaned xerographics section and adf feed sensors...pdf	6/23/2017	6/23/2017	JAMAICA	11435	11
		6/23/2017	6/26/2017	NEW YORK	10012	1
rm 225						
ADF is not working properly		6/23/2017	6/23/2017	KEW GARDENS	11415	11
error message	Adjust charge on drum unit reset code	6/23/2017	6/23/2017	BRONX	10465	12
C0202 / down	Adjusted tray 1 and 2 lift assemblies	6/23/2017	6/23/2017	NEW YORK	10013	1
	SW Richard					
Malfunction error	Replaced feed rollers general clean and test repair developer unit	6/23/2017	6/26/2017	BROOKLYN	11201	2
RM 650						
black lines	Cleaned xerographics section and adf feed sensors, replaced Sep rlr,check machine...pdf	6/23/2017	6/26/2017	NEW YORK	10010	1
Ink or toner is appearing at the bottom of the page on the copies	They closed at 4:30 pm will be back tomorrow	6/26/2017	6/26/2017	BROOKLYN	11201	2
C0214-machine is down unable to print or copy	Adjust Luv tray guides bars,instruct customer on how to load paper on specific tray...pdf	6/26/2017	6/27/2017	NEW YORK	10013	1
order parts	Phone fix. Note machine is being replaced	6/26/2017	6/27/2017	NEW YORK	10013	1
Line down the middle of the copy	Cleaned and checked in full. Repaired tray 3.	6/26/2017	6/27/2017	RIVERHEAD	11901	10S
Customer cleaned the glass						
RM A 258						
Office close at 4:30 pm - Ink or toner is appearing at the bottom of the page on the copies	Replaced drum and developer general clean and test	6/26/2017	6/27/2017	BROOKLYN	11201	2
hours 9-430	General clean and test	6/27/2017	6/28/2017	HEMPSTEAD	11550	10N
loud noise wheil printing - replaced drum not too long ago						
Quality	Replaced MFBS PWB AND MEMORY	6/27/2017	7/6/2017	STATEN ISLAND	10301	13
	SW Anthony Benitez					
Jamming	Machine is up and running, closing out	6/27/2017	6/28/2017	NEW YORK	10013	1
Customer cleared the jam						
Waste container error	Reloaded waste toner bottle general clean and test	6/28/2017	6/29/2017	BROOKLYN	11201	2
Machine is down unable to copy	Code 3803. Ordering parts	6/28/2017	6/28/2017	MINEOLA	11501	10N
adf not reading paper size	paper tray nw adj tray 1 paper guides cleaned af pf int	6/28/2017	6/29/2017	CENTRAL ISLIP	11722	10S
ghost jam	Replaced feed rollers general clean and test	6/28/2017	6/29/2017	BROOKLYN	11201	2
Machine is down unable to copy	Replaced fuser with green part	6/28/2017	6/29/2017	MINEOLA	11501	10N
Misfeed from tray 2	Replaced feed rollers from non inventory general clean and test	6/28/2017	6/30/2017	KEW GARDENS	11415	11
rm 710						
copy quality problem	Clean and vac mc clean all feed rollers, adj adf unit.	6/29/2017	6/29/2017	BRONX	10465	12
Copies are coming out slanted	Adjust feeding unit ,clean and vac mc clean all feed rollers reset code	6/29/2017	7/5/2017	BRONX	10451	12
rm 7-88						
lines on copies	Document feeder was out of skew. Readjusted dadf, Spoke with Luz.	6/29/2017	6/30/2017	STATEN ISLAND	10301	13
lines	cant copy removed paper from behind paper trays cleaned af pf int	6/29/2017	6/29/2017	CENTRAL ISLIP	11722	10S

Jamming and loud noise Copy service is down	General clean and test	6/29/2017	6/29/2017	BROOKLYN	11201	2
4th fl rm 405 C0202	Replaced drum and developer	6/29/2017	7/3/2017	BROOKLYN	11201	2
Copy quality and jamming	General clean and test replaced drum	6/29/2017	6/30/2017	JAMAICA	11435	11
Default error	Adjust tray 3 guides also set up reset time as per customer and key up with Richard...pdl	6/30/2017	6/30/2017	NEW YORK	10013	1
White panel (Mylar) that is on the top is falling off when they lift the cover.	Repaired doc feeder lid, cleaned and checked in full.	6/30/2017	6/30/2017	RIVERHEAD	11901	10S
Machine is making loud clicking sound.	Clean and vac mc clean all feed rollers reset code	6/30/2017	7/5/2017	MOUNT VERNON	10550	9
jamming	nw removed oaper from behi d paper trays cleaned af of i t	6/30/2017	6/30/2017	CENTRAL ISLIP	11722	10S
Toner spilled in machine	General clean and test	6/30/2017	7/3/2017	BROOKLYN	11201	2
Reset time and tray issues...	Adjust tray 3 guides,set up the reset time for 4 minutes as per Richard...pdl	6/30/2017	6/30/2017	NEW YORK	10013	1
Copy quality and jamming lines	Rebuild fuser unit General clean and test	6/30/2017	7/6/2017	JAMAICA	11435	11
malfunction detected	cq replaced drum cleaned af pf int	7/3/2017	7/3/2017	CENTRAL ISLIP	11722	10S
Jam in ADF	7/3/2017 7/3/2017 STATEN ISLAND	7/3/2017	7/3/2017	STATEN ISLAND	10301	13
	Cleared jam out of document feeder, cleaned and checked in full.	7/3/2017	7/3/2017	RIVERHEAD	11901	10S
ERROR MESSAGE: MALFUNCTION DETECTED	Removed paper behind the tray General clean and test	7/3/2017	7/3/2017	BROOKLYN	11201	2
Needs new drum and and developer cartridge - malfunction detected	Replaced drum, developer and transfer roller. Machine is now up and running. Spoke with Amy.	7/3/2017	7/6/2017	STATEN ISLAND	10301	13
jam unable to find or clear	Adjusted transport exit actuator spring. cleaned sensors and pulleys of paper dust	7/5/2017	7/5/2017	NEW YORK	10013	1
	SW Paul					
no rec 3rd tray	tray 3nw loaded paper properly gave mini demo	7/5/2017	7/5/2017	RONKONKOMA	11779	10S
Jamming	Replaced 1st tray feed rlr,cleaned one ways,removed jam from finisher transport,cleaned adf feed section...pdl	7/5/2017	7/6/2017	NEW YORK	10010	1
C202 Machine is down uanble to cpy or print	Removed paper from rear of tray and cleaned machine SW Steven	7/5/2017	7/5/2017	NEW YORK	10007	1
The white mylar that is on the bottom of the cover has fallen off. Unable to copy.	Someone pulled platen shield off. Reinforced it and checked in full.	7/5/2017	7/5/2017	RIVERHEAD	11901	10S
User is unable to locate a torn piece of paper jammed	Replaced tray 1 feed pulleys and clutch gears and cleaned machine SW Simone	7/5/2017	7/6/2017	NEW YORK	10013	1
RM 150						
dirty copys	General clean and test	7/5/2017	7/6/2017	JAMAICA	11435	11
copies are constantly jamming in feeder	Removed paper from rear of tray and replaced Sep pulleys SW Angela	7/5/2017	7/6/2017	NEW YORK	10013	1
Legal paper is jamming	Replaced feed rollers general clean and test	7/5/2017	7/6/2017	JAMAICA	11435	11
RM 22A						
Machine has constant paper jams	Replaced tray 2 feed pulleys and cleaned all sensors SW Donna	7/5/2017	7/7/2017	NEW YORK	10004	1
	Note ordered UFR:Paper exit roller and gear					
message error	Clean and vac mc clean all feed rollers reset code	7/6/2017	7/7/2017	BRONX	10465	12
Main paper tray is not working at all, there is a message saying it is not acceptable.	Replaced feed rollers general clean and test	7/6/2017	7/6/2017	JAMAICA	11432	11
Copy and print quality						
Think black lines	Replaced feed rollers general clean and test	7/6/2017	7/7/2017	BROOKLYN	11201	2
Customer cleaned the glass	7/6/2017 7/7/2017 STATEN ISLAND	7/6/2017	7/7/2017	STATEN ISLAND	10301	13
RM 508						
ADF Jammiing	Replaced feed rollers general clean and test	7/6/2017	7/7/2017	JAMAICA	11435	11

Machine is down unable to print or copy	Error code c1183. Reset counters and ran F8. Cleaned and adjusted finisher so it will be able to find home position again. Spoke with Amy.	7/7/2017	7/10/2017	STATEN ISLAND	10301	13
Machine is making a horrible noise like it is about to shut down.	Teplaced ds collars worn rear d's collars causing problem.	7/7/2017	7/7/2017	MINEOLA	11501	10N
Machine has constant paper jams	Replaced UFR;WEB UNIT;PAPER EXIT CONVEYANCE ROLLER AND GEAR SW DONNA	7/7/2017	7/12/2017	NEW YORK	10004	1
tray 1 jamming	Replaced tray feed pulleys and clutch gears and	7/7/2017	7/7/2017	NEW YORK	10004	1
White lines on all copies	Replaced d's collars in developer magnetic roller with new bearing type.	7/7/2017	7/7/2017	HEMPSTEAD	11550	10N
Roller issues, they are not grabbing and everything is jamming.	Re	7/7/2017	7/10/2017	NEW YORK	10013	1
Needs new drum and transfer roller. - Think black lines Customer cleaned the glass	moved paper from transport assembly and cl, Replaced drum, developer unit, developer starter, and transfer roller. Reset counters and ran F8. Spoke with Jeanie.	7/7/2017	7/10/2017	STATEN ISLAND	10301	13
RM 508						
NETWORK SET UP WEDNESDAY 7/12; IP =10.132.22.59		7/9/2017	7/12/2017	NEW YORK	10004	1
NETWORK SET UP WEDNESDAY 7/12; IP = 10.132.32.122; ROOM 289 NV21/ MACHINE HAS BEEN DELIVERED	Setup on network to print and scan	7/9/2017	7/13/2017	NEW YORK	10013	1
NETWORK SET UP WEDNESDAY 7/12; IP = 10.132.32.62; ROOM 242 NV24		7/9/2017	7/12/2017	NEW YORK	10007	1
NETWORK SET UP WEDNESDAY 7/12; IP = 10.132.32.66; ROOM 252 NV27		7/9/2017	7/12/2017	NEW YORK	10007	1
NETWORK SET UP WEDNESDAY 7/12; IP = 10.132.32.61; ROOM 218 NV22		7/9/2017	7/12/2017	NEW YORK	10007	1
NETWORK SET UP THURSDAY 7/13; IP = 10.132.33.55; ROOM 145M NV25	Setup on network to print and scan	7/9/2017	7/13/2017	NEW YORK	10007	1
NETWORK SET UP THURSDAY 7/13; IP = 10.132.33.56; ROOM 119M NV10	Setup on network to print and scan	7/9/2017	7/13/2017	NEW YORK	10007	1
NETWORK SET UP THURSDAY 7/13; IP = 10.132.33.69; ROOM 158 NV13	Set up on network	7/9/2017	7/13/2017	NEW YORK	10007	1
NETWORK SET UP THURSDAY 7/13; IP = 10.132.33.59; ROOM 158M NV16	Set up on network to print and scan	7/9/2017	7/13/2017	NEW YORK	10007	1
NETWORK SET UP FRIDAY 7/14; IP = 10.132.33.68; ROOM 521 NV29	Setup on network to print and scan	7/9/2017	7/14/2017	NEW YORK	10007	1
NETWORK SET UP FRIDAY 7/14; IP = 10.132.33.65; ROOM 500 NV06	Setup on network to print and scan	7/9/2017	7/14/2017	NEW YORK	10007	1
NETWORK SET UP FRIDAY 7/14; IP = 10.132.33.130; ROOM 212 NV37	Setup on network to print and scan	7/9/2017	7/14/2017	NEW YORK	10007	1
NETWORK SET UP FRIDAY 7/14; IP = 10.132.33.58; ROOM 691 NV23	Setup on network to print and scan	7/9/2017	7/14/2017	NEW YORK	10007	1
Machine keeps jamming, stapling is not working and not feeding from the adf.	Replaced feed rollers general clean and inspection and need to upgrade	7/10/2017	7/11/2017	BROOKLYN	11201	2
rm 285						
Jamming	Clean luv fuser unit and drive system	7/10/2017	7/10/2017	MOUNT VERNON	10550	9
Copy quality	Replaced feed rollers general clean and test. Old machine need to upgrade	7/10/2017	7/11/2017	BROOKLYN	11201	2
copy quality	Adj lower tray lifting gears clean mc	7/10/2017	7/11/2017	BRONX	10451	12

Unable to print again. Repeat issue for 2 weeks. Needs to be done right away. 2nd call they open at 9. Please make early morning.	Readjusted top finisher tray and cleaned home sensor. Cleaned down tray and document feeder rollers. Ran 500 copies, error code c1183 has ceased. Spoke with Amy.	7/10/2017	7/11/2017	STATEN ISLAND	10301	13
Contact Amy or Debora. will not load same issues as the last time	Replaced mfbs board with an mfbs 2 board, Machine is now up and running once again. However, the original mfbs board had a damaged memory board so I had to use the memory board that came with the mfbs 2, meters have drastically changed. Spoke with Anthony	7/11/2017	7/14/2017	STATEN ISLAND	10301	13
Misfeed jamming with 8 by 11 paper Customer states this has been an ongoing issue	Ordered 2nd paper feed assembly and transport sensors SW Teddy	7/11/2017	7/11/2017	NEW YORK	10013	1
Machine is saying load paper when there is paper in the machine, and it stops copying. Machine down	Check mc, adj and clean sensor on feed unit.	7/11/2017	7/11/2017	BRONX	10451	12
Thick black lines coming out on every copy.	Replaced developer from customers stock. Ran tcr adjustment Cleaned machine reset counters.	7/11/2017	7/12/2017	WESTBURY	11590	10N
Not working	Clean and vac mc clean all feed rollers reset code	7/11/2017	7/12/2017	BRONX	10456	12
copy quality	Clean and vac mc clean all feed rollers reset code	7/11/2017	7/12/2017	BRONX	10451	12
Fading in the center and line across the bottom	cleaned all optics and adjusted copy quality reattached white plate.	7/11/2017	7/12/2017	NEW YORK	10004	1
rm 958	cover SW Robett5					
Misfeed jamming with 8 by 11 paper Customer states this has been an ongoing issue		7/11/2017	7/14/2017	NEW YORK	10013	1
ADF film came off...jamming	customer had power surge replaced drum dev cleaned af pf int machine runs 5 to 20 copies and cycles will return with T ROOT tomorrow	7/12/2017	7/12/2017	CENTRAL ISLIP	11722	10S
constant jamming when trying to print legal size copies	Replaced feed rollers general clean and test	7/12/2017	7/14/2017	BROOKLYN	11201	2
JESSE - PLEASE VERIFY THAT THIS UNIT HAS THE PUNCH KIT	Checked machine for 3 hole punch option. was not on finisher needs to be delivered SW Naomi	7/12/2017	7/13/2017	NEW YORK	10007	1
Ozone filter needs to be replaced, tray 1 & 2 cannot be used.	Replaced feed rollers general clean and test	7/12/2017	7/17/2017	BROOKLYN	11201	2
Machine indicating they cannot be used.						
the machine is cutting off the top 2 or 3 inches of the copies - this is the same problem as the last service call made	Instruct customers how to use optic cleaner and contact glass clean general clean and test	7/12/2017	7/12/2017	JAMAICA	11432	11
there are three dots which appear on pages feed or place on the glass.	Replaced drum and fuser general clean and test	7/12/2017	7/14/2017	BROOKLYN	11201	2
Dirty copies.						
ADF film came off...jamming	machine keeps cycling after 10 copies reseated conn on mfbs pcb	7/12/2017	7/13/2017	CENTRAL ISLIP	11722	10S
Internal jam, somewhere in the area of the toner cartridges.	Cleared missfeeds from exit tray in finisher 5 pieces of paper was James in there, cleaned exit rollers.	7/13/2017	7/13/2017	MINEOLA	11501	10N
Machine down	Reset it General clean and test	7/13/2017	7/13/2017	JAMAICA	11435	11
mal c3451	Miles to NYC to help Pedro. Fuser reset by main power sw switch	7/13/2017	7/14/2017	KEW GARDENS	11424	11
C3801 Unable to copy	then holding down itility key power switch 2 touch trouble reset turn off and on switch 2					
rm 106	Customer add to much paper on tray 3	7/13/2017	7/17/2017	WARDS ISLAND	10035	1
Machine keeps displaying tray 3 is disabled. Red flashing light						
Customer just wants a call back *						
Top feeder is not working properly, this is there 3rd call.	Up date mc I need to replaced rollers.	7/13/2017	7/14/2017	BRONX	10451	12
jamming	Realigned finisher to correct jamming issues as Pat	7/13/2017	7/13/2017	NEW YORK	10007	1
White background for scan glass is falling off	Velcro the platen cover	7/13/2017	7/17/2017	BROOKLYN	11201	2
staple cartridge broke	Repaired stapler, cleaned and checked in full.	7/13/2017	7/13/2017	RIVERHEAD	11901	10S
Open till 4 today						
C0204	Replaced developer unit general clean and test replaced feed rollers	7/13/2017	7/14/2017	BROOKLYN	11201	2
RM 648a						

Tray 3 not available MIS Dept		7/14/2017	7/14/2017	NEW YORK	10007	1
Top feeder is not working properly, this is there 3rd call.	Replaced parts for adf unit	7/14/2017	7/19/2017	BRONX	10451	12
having trouble with the legal paper drawer, after making one copy it keeps saying to replenish the paper among other problems with the document feeder	Replaced feed rollers general clean and test	7/14/2017	7/14/2017	BROOKLYN	11201	2
tray 3 not working		7/14/2017	7/14/2017	NEW YORK	10013	1
Power surge and the equipment is displaying paper jam. No acutal paper jam	Cleared jam from finisher, cleaned machine showed customer how to clear jam.	7/14/2017	7/17/2017	MINEOLA	11501	10N
copier is in 100 Supreme Court Drive now						
lines on copies	cleaned all optics and xerographics adjusted copy quality SW Sabina	7/14/2017	7/14/2017	NEW YORK	10013	1
Machine will not startup again	General inspection and test	7/17/2017	7/18/2017	STATEN ISLAND	10301	13
left side getting cut off when copying from feeder	Adj lower tray #3 show cust how to operate this machine	7/17/2017	7/18/2017	WARDS ISLAND	10035	1
9AM-12PM						
Red light flashing, machine says \"Toner filter needs to be replaced\"	Clear toner filter and replace toner waste box clean and test	7/17/2017	7/17/2017	CENTRAL ISLIP	11722	10S
machine saying hot \"fusion\"?	Instruct customers how to load paper and test	7/17/2017	7/18/2017	STATEN ISLAND	10301	13
judge marizao machine						
Unable to locate paper jam	Replaced feed rollers general clean and test	7/17/2017	7/17/2017	BROOKLYN	11201	2
rm 2383						
Scanner not available machine is making noise	Adjust feeder general clean and test	7/17/2017	7/17/2017	BROOKLYN	11201	2
error message	Clean and vac mc clean all feed rollers reset code	7/17/2017	7/18/2017	BRONX	10456	12
Machine keeps jamming, not feeding properly. Machine down.	Customer loaded the paper with corner curled under the stack raising rear hier causing paper to dig ear naming on vertical door.	7/17/2017	7/18/2017	JAMAICA	11435	11
misfeed in the paper path	Strip down mc in Commack then back to Mineola. Fixed inverter exit gate rear bushing had come off it's track causing jam on top of finisher transport.	7/17/2017	7/17/2017	MINEOLA	11501	10N
bypass and adf jamming		7/18/2017	7/18/2017	STATEN ISLAND	10301	13
ADF cover is broken	Jamming was due to paper was not loaded properly on tray 1 it had the bottom if the paper lead edge corners folded under dig ear. Glued mat civer with velcro.	7/18/2017	7/19/2017	MINEOLA	11501	10N
PM	Replaced heat roller causing black lines.	7/18/2017	7/19/2017	MINEOLA	11501	10N
Pm	Cleaned machine. Changed toner.Replaced rollers and 2 clutches tray 3 was constantly jamming.	7/18/2017	7/19/2017	MINEOLA	11501	10N
Room # F.127 Error CO202 code-contact tech, then it shows a paper jam. No paper jam found.		7/18/2017	7/18/2017	CENTRAL ISLIP	11722	10S
Toner sensor error	Cleaned and adjust hopper section,check machine,sw Denise...pdl	7/18/2017	7/19/2017	NEW YORK	10004	1
issue when paper is being output	Clean and vac mc clean all feed,	7/18/2017	7/19/2017	BRONX	10451	12
RM 121						
INSTALL PUNCH KIT; PUNCH KIT WILL BE IN NYC PARTS ROOM ON WED 7/19	Install punch unit kit 520...pdl	7/18/2017	7/19/2017	NEW YORK	10007	1
Jamming	Clean and vac all sensors on add unit.	7/18/2017	7/19/2017	BRONX	10451	12
Jamming and poor print quality	Miles from yesterday leaving last call.replaced feed rollers tray 2.	7/18/2017	7/19/2017	MINEOLA	11501	10N
basement						
Jamming & squeaking sounds	Replaced feed rollers general clean and test	7/18/2017	7/19/2017	BROOKLYN	11201	2
TRAY ISSUE NOT PULLING FROM TRAY	Replaced feed rollers general clean and test	7/19/2017	7/19/2017	BROOKLYN	11201	2
C-0202, jamming	Adjust Lct tray gude sensor bracket,and explain customer how to maintain the middle bar free...pdl	7/19/2017	7/19/2017	NEW YORK	10007	1
RM 311						

Clip on feeder fell off stopping the feeder from functioning	Reinstalled document feeder paper set sensor and spring. Tested all trays cleaned machine.	7/19/2017	7/19/2017	MINEOLA	11501	10N
wrinkled copies	cleaned and adjusted fuser pressure SW Anna	7/19/2017	7/19/2017	STATEN ISLAND	10301	13
C11a1 error code, call for service. Machine down.	No problem found machine worked legal sort staple. Customer Expected machine to offset sort	7/19/2017	7/19/2017	MINEOLA	11501	10N
adf is broken	Replaced adf feed section guides,1st tray feed rlr,cleared xerographics section...pdl	7/19/2017	7/21/2017	NEW YORK	10013	1
Adf not working	Replaced drum unit, clean and vac mc	7/19/2017	7/24/2017	BRONX	10451	12
Need finisher M6 4643075203 and pc 12 and finishe main board, will like to pick up the finisher from the striped machine tomorrow. F5530 - C11a1 error code, call for service. Machine down.	Replaced R- finisher return old one to parts.	7/19/2017	7/20/2017	MINEOLA	11501	10N
machine is down	Clean and vac mc clean all feed rollers reset code, luv all finisher	7/20/2017	7/21/2017	YONKERS	10701	9
down	Clean and vac mc replaced clucht on trays 1	7/20/2017	7/21/2017	YONKERS	10701	9
adf jamming	Adjust adf feed section,cleared sensors and rlr,reset counters, cleaned xerographics section...pdl	7/20/2017	7/20/2017	NEW YORK	10007	1
c1183	Replaced finisher top tray rear holding bracket. SW Amy	7/20/2017	7/21/2017	STATEN ISLAND	10301	13
alt 917-733-2377						
Machine is saying 2A cannot be used.	Install new roller and instruct customer to do the trouble reset	7/20/2017	7/21/2017	BROOKLYN	11201	2
Machine is on the 12th floor						
When they power on the machine on the touch screen pad is blank, they have to power it on and off a couple of times and then it will come on. But then goes off again.	Check and reset unit, clean and vac mc clean all feed rollers reset.	7/20/2017	7/24/2017	BRONX	10451	12
THE BUTTON ON THE BOTTOM TRAY IS BROKEN AND THEY ARE UNABLE TO OPEN THE DRAWER.	Position push actuator and tape new label in front of switch to hold switch push button in place cleaned and lines one way clutch in second paper feed unit	7/20/2017	7/21/2017	WESTBURY	11590	10N
broken power button	Rebuilt control pannel,cleared opts and check machine...pdl	7/21/2017	7/21/2017	NEW YORK	10013	1
large paper tray not attached	Replaced tray feed rlr,adjust Lct brackets,cleared xerographics section...pdl	7/21/2017	7/21/2017	NEW YORK	10013	1
Large paper tray detached	Replaced trays 3/4 pulleys and clutch gears and SW Kim	7/21/2017	7/24/2017	NEW YORK	10013	1
dirty copys	Replaced feed rollers general clean and test	7/21/2017	7/21/2017	BROOKLYN	11201	2
hours	Resurface paper feed clutch I'm tray 1 paper feed head.	7/21/2017	7/21/2017	CENTRAL ISLIP	11722	10S
malfunction on copier error code c11a1						
hours 9-5	Finisher code clear code clean feed roller and sensor run and test the duplex copies clean and test	7/21/2017	7/21/2017	RONKONKOMA	11779	10S
address is 400 carleton ave cetral islip ny 11722						
letter size paper not feeding with more than 1 copy						
black display sounds like running fans		7/21/2017	7/24/2017	STATEN ISLAND	10301	13
start button is not responding	Needs a op panel	7/21/2017	7/21/2017	BROOKLYN	11201	2
6th rm 698						
copies are coming out very light	cleaned all optics and xerographics adjusted ATDC SW Juan Klein	7/21/2017	7/24/2017	NEW YORK	10004	1
rm 1009						
Jamming in the bottom tray only	Lower tray PC407 has some covers and parts broken I tell Wanda about it .Mc is working I program the two trays for customer to use .	7/21/2017	7/24/2017	BRONX	10451	12
rm328A						
black stripes on copies	Cleaned optics, dot on slit glass causing line down copies	7/21/2017	7/25/2017	BROOKLYN	11201	2
start button is not responding	Replaced the panel assy ordered by Eddie tested.	7/21/2017	7/25/2017	BROOKLYN	11201	2
REQUEST PART TRANSFER FROM EDDIE CHOW						
6th rm 698						
error: C-202	Realigned paper trays and cleaned fuser unit SW Mary	7/21/2017	7/21/2017	STATEN ISLAND	10301	13
ADF jam	Replaced document feeder separation roller, cleaned and checked in full.	7/21/2017	7/21/2017	RIVERHEAD	11901	10S

hours 9-5 flor 8 paper jammed cant be cleared and tray 3 wont come out to get paper jammed top part of the page is not being copied	Removed jams from rear of tray 3 and cleaned ALL pulleys and sensors sw Serena	7/21/2017	7/25/2017	NEW YORK	10013	1
1st petition office	Problem was toner was not going into developer unit, disassembled toner hopper found it stuffed vaccumed toner from it, reassembled tested. Develooer gears had developer o. Them so need developer assy. C q is good now.	7/24/2017	7/24/2017	JAMAICA	11432	11
Door next to tray 4 on the side fell off, they tried to put it back on but it keeps falling off. They are holding it in place by a wedge so they can print. Letter size paper is not feeding	Ordered lower right side door assembly SW Brian	7/24/2017	7/26/2017	NEW YORK	10012	1
central command 1st fl Needs new control panel. Machine UI stuck on "please wait". - black display sounds like running fans Jamming ADF	Leeter size jams replaced tray 2 pf secondary clutch and roller cleaned af pf int - Replaced control panel SW Anthony Benitez	7/24/2017	7/26/2017	Central Islip	11722	10S
C2557	Replaced document feeder separation roller, cleaned and checked in full.	7/24/2017	8/3/2017	STATEN ISLAND	10301	13
	Replaced developer and drum unit and transfer roller pm done SW Bob	7/25/2017	7/25/2017	RIVERHEAD	11901	10S
		7/25/2017	7/27/2017	NEW YORK	10013	1
RM 1010 C0202 error code, machine is completely down. needs developer...has it onsite C-11A0 Machine is down unable to copy ADF is not grabbing the paper	Removed paper from rear of tray 2 and reset code. SW Anthony Pm replaced drm dev cleaned af pf fns int Code c11oA . Repaired the finisher tray and tested.	7/25/2017	7/26/2017	NEW YORK	10013	1
	Customer uses the machine as a scanner for e-filing feeder has 152k feeds.	7/25/2017	7/26/2017	CENTRAL ISLIP	11722	10S
		7/25/2017	7/26/2017	BROOKLYN	11201	2
		7/25/2017	7/26/2017	MINEOLA	11501	10N
1st fl ADF is not grabbing paper	Nifi, Due to excess jam in feeder replaced with green feeder tested all was good.	7/25/2017	7/26/2017	MINEOLA	11501	10N
Copy Quality Issue Door next to tray 4 on the side fell off, they tried to put it back on but it keeps falling off. They are holding it in place by a wedge so they can print.	Lines cleaned af slit glass pf int Replaced lower right door and adjusted copy density SW Peter	7/26/2017	7/26/2017	CENTRAL ISLIP	11722	10S
		7/26/2017	7/31/2017	NEW YORK	10012	1
no power courtesy call Courtesy call The left feeder light is on and not functioning	Adj and clean feed unit on tray 1 Courtesy call, cleaned machine. drum is ok. In.	7/26/2017	7/27/2017	BRONX	10456	12
	Realigned toner bottle and cleaned toner dispenser assembly SW Jim	7/26/2017	7/26/2017	MINEOLA	11501	10N
		7/26/2017	7/26/2017	MINEOLA	11501	10N
		7/27/2017	7/31/2017	NEW YORK	10013	1
rm 8E2B ADF cober broke off	Realigned toner bottle and cleaned and tested SW Jim	7/27/2017	7/27/2017	NEW YORK	10013	1
malfunction detected C3451	Trouble reset had power surge showed customer how to reset.	7/28/2017	7/28/2017	MINEOLA	11501	10N
2ND FL judgement office Paper jam in 3 seperate places, customer unable to find any jams at all. Machine down Door sensor error door not open	Jammed removed paper from behind tray 3 cleaned machine	7/28/2017	7/28/2017	CENTRAL ISLIP	11722	10S
	Found shutter on finisher elevator had bound up for no apparent reason. Cleaned and lunricated shutter Also replaced drum and developer. Reset counters.	7/28/2017	7/28/2017	MINEOLA	11501	10N
constant paper jam	Replaced feed rollers and clutch general clean and test	7/28/2017	7/31/2017	JAMAICA	11435	11
rm 100						

Machine is not turning on. Customer reconnected the power cable	Adjust power harness conection...pdl	7/31/2017	8/1/2017	NEW YORK	10013	1
RM 1258 Very dirty copies	Cleaned drum carriage replaced feed roller General clean and test	7/31/2017	8/2/2017	BROOKLYN	11201	2
C8107	Replaced feed rollers general clean and test	7/31/2017	8/1/2017	KEW GARDENS	11415	11
RM 708 surge protector that came with machine is no longer working	Replaced surge protector with non inventory one SW Paulette	7/31/2017	8/2/2017	STATEN ISLAND	10301	13
00202	Replaced fuser heat roller cleaned mc.	8/1/2017	8/1/2017	HEMPSTEAD	11550	10N
3rd fl hallway Fuser error possible fuser replacement needed spilled toner and the paper is coming out crooked	Reset counter and general inspection Clean feed rollers check drum life clean and test	8/1/2017 8/1/2017	8/2/2017 8/2/2017	JAMAICA CENTRAL ISLIP	11435 11722	11 10S
3rd fl back hallway copy quality Black Line going through the copies. Machine is in a court room.	Clean and vac mc clean all feed rollers	8/1/2017 8/1/2017	8/2/2017 8/2/2017	YONKERS CENTRAL ISLIP	10701 11722	9 10S
Customer would perfer you come before 9:30am or at 1:00pm Lunch time						
Copy quality Lines Across Copies. Customer checked the glass and didnt find anything. paper jams Coming up with a technical problem on the control panel	Replaced drum general clean and test Nifi, replaced developer unit d's collars. Clean and vac mc , clean all feed rollers. Reset fuser code, cleaned xerographics section and adf feed sensors...pdl	8/1/2017 8/2/2017	8/4/2017 8/2/2017	BROOKLYN HEMPSTEAD	11201 11550	2 10N
tray 3 cannot be used ADF keeps jamming	Adjust Lcc tray sensor bracket,check machine...pdl Replaced tray 2 feed rlr, cleaned adf feed rlr and sensors...pdl	8/2/2017 8/2/2017	8/3/2017 8/3/2017	BRONX NEW YORK	10451 10010	12 1
Getting a fault error message, Machine down	Replaced tray feed rlr, adjust sensor bracket,cleaned adf feed rlr...pdl	8/3/2017	8/3/2017	NEW YORK	10013	1
Auto feeder is jamming, can get one page thru but a stack jams every time. Jamming	Replaced adf and tray feed rlr, cleaned sensors and check machine...pdl Replaced feed rollers in tray 2, cleaned and checked in full.	8/3/2017 8/3/2017	8/4/2017 8/4/2017	NEW YORK CENTRAL ISLIP	10010 11722	1 10S
family drug court 1st fl RM F127 lines on the copies Constant misfeed in the adf error Unable to locate paper jam		8/3/2017 8/3/2017	8/3/2017 8/3/2017	STATEN ISLAND MINEOLA	10301 11501	13 10N
4th fl RM4006 C0206 / error / Room230 Needs developer did not have in stock. - Constant misfeed in the adf error Unable to locate paper jam	Adj lifting motor Replaced customers developer	8/3/2017 8/3/2017	8/4/2017 8/4/2017	BRONX MINEOLA	10451 11501	12 10N
4th fl RM4006 error code on machine tray issues with legal size paper	Clean and vac mc clean all feed rollers Cleaned tray 2 paper empty sensor was causing false paper empty 8.5x14. Ask locked down tray 1. Removed tray 1&2 licks.	8/4/2017 8/4/2017	8/7/2017 8/4/2017	BRONX GLEN COVE	10451 11542	12 10N
ADF issue	Replaced separation roller in document feeder, cleaned and checked in full.	8/7/2017	8/7/2017	RIVERHEAD	11901	10S

maintenance	Cleaned xerographics section and adf feed sensors, check paper feed trays...pdl	8/7/2017	8/8/2017	NEW YORK	10013	1
Settings issue	Setup memory copy settings for Bruce SW Anthony	8/7/2017	8/8/2017	STATEN ISLAND	10301	13
Jamming	Replaced clutch on trays 1 clean and vac mc clean all feed rollers	8/7/2017	8/8/2017	BRONX	10451	12
Jamming out of the legal tray.	adjusted guides and cleaned optics	8/7/2017	8/7/2017	NEW YORK	10013	1
Automaticall shuts off and soon as they turn it on, changed outlets and still doing the same thing.	Adjust energy saver time,check machine...pdl	8/7/2017	8/8/2017	NEW YORK	10007	1
Jamming	Cleaned adf feed rlr's and sensors, paper feed units,xerographics section...pdl	8/7/2017	8/8/2017	NEW YORK	10010	1
Tray 1 guide is stuck	Adjusted guides and set copier to customers satisfaction.	8/7/2017	8/8/2017	RIVERHEAD	11901	10S
Tray error		8/8/2017	8/8/2017	CENTRAL ISLIP	11722	10S
"Incorrect paper size in the bypass tray"	Adjust sensor bracket at the back of the cassette ,cleaned	8/8/2017	8/9/2017	NEW YORK	10010	1
Per user, the bypass is not being used. The customer has to keep pulling paper out of another tray in order to copy 26th fl	xerographics section and adf feed sensors...pdl					
paper trays not switching.	Tray 3 n w repaired paper convey se2 in tray 3 cleaned machine	8/8/2017	8/8/2017	RONKONKOMA	11779	10S
ADF is bending the paper	Cleaned toner build up on exit assembly rollers. Replaced tray 2 and /3 pulleys and clutch gears	8/8/2017	8/9/2017	NEW YORK	10013	1
RM 118	SW Anthony					
Jamming	Cleaned feed rollers for legal paper tray. Cleaned machine.	8/8/2017	8/8/2017	MINEOLA	11501	10N
Error C3451	Clear fuser code clean sensor run and test.	8/8/2017	8/8/2017	CENTRAL ISLIP	11722	10S
Customer is unable to provide details service needed	Removed paper from rear of tray 2 and reset machine. changed machine settings per customer request SW Jim	8/8/2017	8/9/2017	NEW YORK	10013	1
Maintenance lite when on	Replaced drum unit and developer	8/8/2017	8/9/2017	BRONX	10465	12
dead machine	reset LVPS and cleaned machine	8/8/2017	8/9/2017	NEW YORK	10007	1
	SW Michelle					
Top Feeder not functioning - machine still operational via original glass - Thank You	Cleaned focument feed registration sensor and Cleaned mc. Drum at 0% good copy quality did not replace.	8/8/2017	8/9/2017	JAMAICA	11435	11
Machine keeps displaying to load paper when there is paper in the tray.	Adjust connection on power control and door.	8/8/2017	8/9/2017	BRONX	10451	12
rm 118						
output tray is not working. Customer states the machine is making a rolling sound	Adjust positions of finisher, clean and vac mc clean all feed rollers	8/8/2017	8/9/2017	BRONX	10451	12
rm 118						
Machine panel is not responding	Advise user to power off the machine and reconnect the power cable. The panel is on now.	8/9/2017	8/9/2017	BROOKLYN	11201	2
customer restarted the machine						
feeder jams	Removed jams cleaned and adjusted SW Carol	8/9/2017	8/9/2017	NEW YORK	10013	1
It is making a funny noise when copying and it still makes noise even after they stop printing	Cleaned and adjusted cooling fan for noise SW Lt.Cummenali	8/9/2017	8/10/2017	NEW YORK	10013	1
constant jamming	Replaced tray 1 paper feed pulleys and pm parts replaced se Marcy	8/9/2017	8/10/2017	NEW YORK	10004	1
Jamming in the adf	Take add a part,sensor PS3 and PS4 is not working properly.	8/9/2017	8/10/2017	BRONX	10451	12
RM 105						
Jamming in the adf	Replaced parts list below.	8/10/2017	8/21/2017	BRONX	10451	12
RM 105						
Jamming constantly	Cleaned all sensors on DaDF and pulleys	8/10/2017	8/10/2017	NEW YORK	10013	1
	SW Dawn					
dark copies	Cleaned all optics and xerographics adjusted ATDC SW Jerry	8/10/2017	8/10/2017	NEW YORK	10004	1
courtesy call	Tested all trays cleaned machine.	8/11/2017	8/11/2017	MINEOLA	11501	10N

Top feeder - not choosing paper size and continually jamming. Glass tray works fine. error code	Paper trays where set up for special paper set trays to plain paper set to auto tray switch.	8/11/2017	8/16/2017	JAMAICA	11435	11
Rollers are not feeding the paper. Per user, this is an ongoing issue.	Replaced feed tiers tray 2 still says reload paper after 4 sheets. Will order parts	8/11/2017	8/11/2017	MINEOLA	11501	10N
Customer is very irate and would like this resolved asap		8/11/2017	8/11/2017	GLEN COVE	11542	10N
Lines on the bottom of the copies from the ADF. Customer cleaned the glass	Cleanws slit glass showed customer problem.cleaned machine.	8/11/2017	8/15/2017	BROOKLYN	11201	2
rm 905 error C11A0 malfunction code	Removed jam from mc, needs developer and drum, black image	8/11/2017	8/14/2017	BROOKLYN	11201	2
Broken roller in the adf and copies are coming out light.	Replaced tray 1 feed rlr,cleaned adf feed section and test it...pdf	8/11/2017	8/17/2017	NEW ROCHELLE	10801	9
2nd fl Continuous problem with tray 2. - Rollers are not feeding the paper. Per user, this is an ongoing issue.	Replaced feed unit tray 1 and 2.	8/11/2017	8/16/2017	GLEN COVE	11542	10N
Customer is very irate and would like this resolved asap Paper jam	Remove staple on exit sensor holding jam on. Cleaned and vaccumed machine	8/14/2017	8/15/2017	BROOKLYN	11201	2
RM 513 SERVICE NEEDED PER SUPPLIES	Drum at 0% good copy quality dies not need yet. Ordered pm parts for customer. They will call back when they receive developer SW Paul	8/14/2017	8/14/2017	NEW YORK	10013	1
Rubber grabbers are shot, and it is not pulling the paper in .	Customer was complaining add jams found staple is separation roller, ran 200 sheets thru feeder no jams. Replaced separation Roller	8/14/2017	8/17/2017	MINEOLA	11501	10N
maintenance	Customer needs pm. Will return for full pm ie;drum ,transfer roller,developer unit. Customer must supply Developer. Currently not available SwJim	8/14/2017	8/14/2017	NEW YORK	10013	1
dark black shading customer adjusted the settings	Cleaned all optics and xerographics adjusted ATDC and toned down density SW Margo	8/14/2017	8/15/2017	NEW YORK	10013	1
rm 322 please wait message	Replaced NVRAM reloaded firmware and adjusted counters SW Anthony Benitez	8/14/2017	8/21/2017	STATEN ISLAND	10301	13
Customer needs devloooer from their stock. - error C11A0 malfunction code	Replaced drum, did not do developer	8/14/2017	8/15/2017	BROOKLYN	11201	2
copies have a line when using the adf customer cleaned the glass	Lines cleaned af slit glass p f int	8/15/2017	8/15/2017	CENTRAL ISLIP	11722	10S
Located in the court room available in the morning or at lunch time general maintenance needed per customer	Cleaned and adjusted copy quality SW Joe	8/15/2017	8/15/2017	NEW YORK	10013	1
rm 1203 general maintenance needed per customer	Cleaned and adjusted copy quality. Replaced DF feed pulleys SW Joe	8/15/2017	8/15/2017	NEW YORK	10013	1
rm 1203 copies are getting cut off and are not aligned user has samples in the office	Replaced registration clutch and adjusted registration SW Miriam	8/15/2017	8/16/2017	NEW YORK	10004	1
rm 1083 Copy quality	Replaced all pm parts SW Ray	8/15/2017	8/18/2017	NEW YORK	10013	1
Print and copy quality cutting off the sides	Showed how to load paper side guides have to lock.and touch the paper. Demo the featurws of the machine.	8/15/2017	8/16/2017	WESTBURY	11590	10N
Machine is totally down, not doing anything. MACHINE DOWN	Replaced adf and tray feed rlr,adjust sensor bracket, cleaned xerographics section and adf feed sensors...pdf	8/15/2017	8/17/2017	BRONX	10451	12

Paper jam in area O, there is a piece in the machine that is broken, have to keep opening and closing the door to print. MACHINE DOWN.	Replaced tray 1 and 2 feed rlr's and drive clutches, cleaned one way bearings...pdf	8/15/2017	8/16/2017	NEW YORK	10029	1
making loud grinding noise. Error message	fan's spoke with t Lucas about getting a used fan's Donna from the courts is putting in for a new machine	8/16/2017	8/16/2017	CENTRAL ISLIP	11722	10S
Unit needs a new waste toner box. Waste box is full according to the service message on the screen. Court does not have a spare waste toner box in the building. Copy machine is not functioning nor operational at the moment.	Sent email to supplies for a new waste container box	8/16/2017	8/17/2017	STATEN ISLAND	10301	13
originals getting torn in the feeder	Replaced DF feed pulleys and cleaned machine SW Leo	8/16/2017	8/16/2017	NEW YORK	10004	1
making loud grinding noise. Error message	Fan's spoke with t Lucas about getting a used fan's Donna from the courts is putting in for a new machine	8/16/2017	8/17/2017	CENTRAL ISLIP	11722	10S
Machine is requesting a drum unit, machine down.	Reset counters, ran tech adjustments, cleaned xerographics section and adf feed sensors...pdf	8/16/2017	8/16/2017	NEW YORK	10170	1
output tray is stuck at the top	Finisher tray stuck on the top. Lower down the tray and fixed the tray tested.	8/16/2017	8/17/2017	JAMAICA	11435	11
rm 106						
streaks on the front and back of the machine	CQ streaks. Cleaned the transfer separation unit and cleaned filter tested.	8/16/2017	8/17/2017	JAMAICA	11435	11
customer cleaned the glass						
RM 105						
Machine is not working at all, seems like it is getting no power, also it is jamming. MACHINE DOWN.	Phone fix done for jams in df and no POWER SW Adrian	8/17/2017	8/17/2017	NEW YORK	10004	1
Machine is on the 10th floor						
The draw will not open and is shut tight	Cleaned paper feed tray rlr's, will speak to Clyde about it, machine	8/17/2017	8/17/2017	MOUNT VERNON	10550	9
Customer is unable to clear jams and prior to that the copier was leaving streaks	overwrite million and a half and needs a lot of parts.. pdf					
2nd fl						
adf jamming	Replaced tray feed rlr's and adf separation rlr, cleaned xerographics section and adf section...pdf	8/18/2017	8/18/2017	NEW YORK	10019	1
PAPER KEEPS JAMMING IN TOP FEEDER	Trouble reset check scan and machine found printer offline	8/18/2017	8/21/2017	BROOKLYN	11201	2
feeder jams	Replaced DaDF Sep pulley and cleaned all sensors SW Steve	8/18/2017	8/18/2017	NEW YORK	10013	1
360 App check & PM	Pm machine drum is good for 120k machine has 75k	8/19/2017	8/21/2017	MINEOLA	11501	10N
Copy quality	Check and clean machine.	8/21/2017	8/22/2017	BRONX	10465	12
Machine has jamming issues, customer says machine is eating the paper, unable to retrieve it. MACHINE DOWN	Miles back to strip machines. Cleaned one way bearings in tray 1, Will return to replace feed unit tray 1.	8/21/2017	8/22/2017	MINEOLA	11501	10N
Copy quality	Cleaned optics, showed customer how to clean if problem recurs.	8/22/2017	8/22/2017	HEMPSTEAD	11550	10N
jams	feeder JAMS removed staples from feeder cleaned p f int	8/22/2017	8/22/2017	CENTRAL ISLIP	11722	10S
Machine is down unable to copy or print	Reseated and adjusted laser unit. Cleaned and tested. SW Elaine	8/22/2017	8/22/2017	NEW YORK	10004	1
Copy quality	Replaced drum and developer assy from R parts. Clear counters Ran F8, replaced print head and second tray feed unit.	8/22/2017	8/23/2017	HEMPSTEAD	11550	10N
maintenance	Clean and vac mc clean all feed rollers reset code	8/22/2017	8/23/2017	BRONX	10451	12
Jamming	Replaced separation roller in document feeder, cleaned and checked in full.	8/22/2017	8/23/2017	RIVERHEAD	11901	10S
Machine is saying that there is a paper jam, and the customer cannot find any jam.	Replaced exit actuator and spring SW Urmin	8/22/2017	8/23/2017	NEW YORK	10004	1
Machine will not power on, MACHINE DOWN	Check the power line replaced feed rollers general clean and test	8/23/2017	8/24/2017	BROOKLYN	11201	2
lines		8/23/2017	8/23/2017	NEW YORK	10004	1
lines and jamming in the adf	Removed staples from DF cleaned and advised customer SW Daniel	8/23/2017	8/23/2017	NEW YORK	10007	1
per user, there are paper clips stuck in the feeder						
Library rm 500						

Unable to locate paper jam in the adf Possibly paper clips stuck in the adf unable to copy by 8.5x11 machine is jamming C2557 CODE	Cleaned paper clip and paper dust from dadf assembly SW Daniel	8/23/2017	8/23/2017	NEW YORK	10007	1
Copies are printing with a line on them, tried cleaning glass, that did not work.	phone fix spoke with Vanessa instructed her to close tray 1	8/23/2017	8/23/2017	CENTRAL ISLIP	11722	10S
error message, machine not working	Clean and vac machine,install a drum unit.	8/23/2017	8/24/2017	BRONX	10456	12
Jamming on the legal size paper.	Reset all pm counters SW Danielle	8/23/2017	8/24/2017	NEW YORK	10007	1
Copies are coming out dark, Quality of copies	Clear jammed paper clean clean image unit for c220 issues	8/23/2017	8/24/2017	CENTRAL ISLIP	11722	10S
Jams constantly	General clean and test replaced feeder rollers	8/24/2017	8/24/2017	BROOKLYN	11201	2
	Replaced clutch gears and adjusted pressure SW Jocelyn	8/24/2017	8/24/2017	NEW YORK	10004	1
		8/24/2017	8/24/2017	NEW YORK	10004	1
	Clear jammed paper clean feed rollers run and test the duplex copies clean and test	8/24/2017	8/25/2017	RIVERHEAD	11901	10S
message on screen	Reset massage, clean and vac mc	8/24/2017	8/25/2017	BRONX	10451	12
Lines on the top and bottom corner of each copy	Replaced feed rollers and developer unit general clean and test	8/24/2017	8/25/2017	BROOKLYN	11201	2
User cleaned the glass rm 905						
Copy quality	Replace feed rollers general clean and test	8/24/2017	8/25/2017	BROOKLYN	11201	2
maintenance	Reset counters. updated firmware SW Donna	8/24/2017	8/25/2017	NEW YORK	10004	1
C0202 code	Removed paper from rear of tray and cleaned paper feed tray pulleys SW George	8/25/2017	8/25/2017	NEW YORK	10004	1
Feeder jams	Removed paper from feeder exit sensor. tested SW Joe	8/25/2017	8/25/2017	NEW YORK	10013	1
Feeder jams		8/25/2017	8/25/2017	NEW YORK	10013	1
maintenance lite on	Clean and vac mc clean all feed rollers, reset code	8/25/2017	8/28/2017	BRONX	10451	12
9401 error code, saying call administrator for service.	Reload firmware,for error code 9401,replaced tray 3 feed rlr...pdl	8/25/2017	8/28/2017	NEW YORK	10004	1
MACHINE DOWN						
Customer has to keep the draw open in order for it not to jam when making copies.	Replaced clutch gears for tray 2 transport drive.	8/25/2017	8/28/2017	MINEOLA	11501	10N
1st fl Requesting service for Monday***						
ADF is jamming	Clean and vac , machine , adjusted adf unit.	8/25/2017	8/28/2017	BRONX	10451	12
toner spill	Set dip switches 27-1 to 0,cleaned toner spill,and check paper feed rlr...pdl	8/28/2017	8/28/2017	NEW YORK	10004	1
D010 Error code, MACHINE DOWN	Replace hdd and format loaded movie data	8/28/2017	8/29/2017	BROOKLYN	11201	2
Malfunction detected, MACHINE DOWN	Reset failure code General clean and test replaced feeder rollers	8/28/2017	8/29/2017	BROOKLYN	11201	2
The Printer is says there is a jam in code 32. I removed the paper as guided and that error message does not leave the screen. We are unable to use the printer at this moment.	Replaced tray and adf feed rlr, cleaned sensors and check machine...pdl	8/28/2017	8/29/2017	NEW YORK	10007	1
lite copies	Clean and vac mc clean all feed rollers.	8/29/2017	8/29/2017	BRONX	10451	12
Top feeder is not working correctly,also machine is making a whiny noise.	Replaced tray feed rlr, adf separation rlr,adjust feed section maylor...pdl	8/29/2017	8/29/2017	NEW YORK	10013	1
Rm 150						
Machine is making a loud beeping noise and it is very slow.	Cleaned xerographics section and adf feed sensors, check machine...pdl	8/29/2017	8/29/2017	NEW YORK	10013	1
jammed / down / can't locate	Missfeeds in finisher showed customer how to remove missfeed.	8/29/2017	8/30/2017	MINEOLA	11501	10N
jams in the feeder	Resolved issue with customer over the phone. SW Lourdes	8/30/2017	8/30/2017	NEW YORK	10013	1
Machine is still jamming, there is no jam. MACHINE DOWN	Replaced one way feed clutches,cleaned transport clutches...pdl	8/30/2017	8/30/2017	NEW YORK	10019	1
Top half of copies are blank [1Z1358680347259461 [Ground]]	General clean and test replaced feeder rollers install developer unit	8/30/2017	9/11/2017	JAMAICA	11432	11
Lines	lines cleaned a f slit glass p f int	8/30/2017	8/30/2017	CENTRAL ISLIP	11722	10S
hours 830-430	Cleaned and lubricated mechanical clutch pressure release for exit finisher rollers.	8/30/2017	8/31/2017	MINEOLA	11501	10N
code c11ao code						

C-0204	Customer followed the prompts on the screen and the issue has been resolved.	8/31/2017	8/31/2017	BROOKLYN	11201	2
rm 604e						
making strange noise when making copies	Clean and vac mc clean all feed rollers, noise is coming from lens motor.	8/31/2017	9/1/2017	BRONX	10451	12
Error Code 0202 - machine down	General clean and test	9/1/2017	9/1/2017	JAMAICA	11435	11
Paper jam and they can see the paper but unable to reach it. MACHINE DOWN	jammed removed paper from behind paper paper trays cleaned af p fint	9/1/2017	9/5/2017	CENTRAL ISLIP	11722	10S
3RD FLOOR BACK HALLWAY						
No power	Check mc , unit is ok customer was having problem w/line.	9/1/2017	9/5/2017	BRONX	10451	12
machine message reads: ADF is not available	8107 code instruct trouble reset the machine replace feed rollers	9/1/2017	9/5/2017	JAMAICA	11435	11
Machine not down - feeder tray not functioning - Thanks	general clean and test					
360 app check and PM	Cleaned machine reset jam counters and fault counters.	9/5/2017	9/5/2017	WESTBURY	11590	10N
	Drum life remaining 48%					
Keep Clearing jams and jams continuing	Replaced tray feed rlr, clutches, one way clutches, on trays 1 and 2, cleaned adf feed section...pdl	9/5/2017	9/6/2017	NEW YORK	10010	1
courtesy call	Cleaned machine. Drum 48%.	9/5/2017	9/5/2017	WESTBURY	11590	10N
message on machine	Clean and vac machine, reset code.	9/5/2017	9/6/2017	BRONX	10451	12
lines coming out on pages		9/5/2017	9/6/2017	CENTRAL ISLIP	11722	10S
grinding noises and dark copies	Clean and vac mc clean all feed rollers reset code, replaced drum and reset counters for fuser and transfer belt units.	9/6/2017	9/6/2017	BRONX	10451	12
dark copies and grinding noises	Clean and vac mc clean all feed rollers replaced drum. Reset counter for fuser and transfer units.	9/6/2017	9/6/2017	BRONX	10465	12
Dark Lines going across the top of the copies.	Needs fuser unit and transfer belt as npr part	9/6/2017	9/7/2017	BROOKLYN	11201	2
Toner sensor error	Customer had installed tn301 instead of tn 511. Replaced toner with correct one machine worked.	9/6/2017	9/6/2017	MINEOLA	11501	10N
Jamming 8.5/14	Replaced one way clutch gear and sleeve for tray 2 feed. Replaced feed rollers for tray 2. Tested all good.	9/6/2017	9/7/2017	HEMPSTEAD	11550	10N
Code 66-05	This machine is down complete , adf need parts and transfer unit too.	9/6/2017	9/7/2017	BRONX	10465	12
Machine is always saying replenish paper and there is plenty of paper in the drawer. They have to open and close drawer for machine to work	General clean and test refresh paper	9/6/2017	9/7/2017	BROOKLYN	11201	2
jamming all trays	Replaced tray feed rlr, cleaned clutches....pdl	9/6/2017	9/7/2017	NEW YORK	10004	1
Jamming	Lubricated tray 2 one way gear and sleeve. replace rollers tray 2.	9/6/2017	9/7/2017	HEMPSTEAD	11550	10N
error message self diagnostic	reboot resolved	9/7/2017	9/7/2017	STATEN ISLAND	10301	13
machine won't recognize middle draw	Adjust tray sensor brackets, test machine...pdl	9/7/2017	9/7/2017	NEW YORK	10004	1
Needs fuser and transfer belt a161r1844 and a61dr70000 try to get green part - Dark Lines going across the top of the copies.//////schedule Friday 10:30	General clean and test replaced feeder and fuser and transfer belt	9/7/2017	9/18/2017	BROOKLYN	11201	2
Code 66-05	Replaced parts list below	9/7/2017	9/13/2017	BRONX	10465	12
Constant jamming when making copies	General clean and test replaced feed rollers	9/7/2017	9/7/2017	BROOKLYN	11201	2
skweaking noises - RM 1117	cleaned and lubricated Duplex assembly SW Kim	9/7/2017	9/8/2017	NEW YORK	10004	1
error message	Clean and vac mc clean all feed rollers reset code.	9/7/2017	9/8/2017	BRONX	10451	12
machine is jamming on right side top tray	Clean jammed paper from behind the tray clean feed roller and sensor run and test the duplex copies clean	9/7/2017	9/8/2017	CENTRAL ISLIP	11722	10S
no power	reseated all connections for control panel and tested calibrated sw Jim	9/8/2017	9/8/2017	NEW YORK	10004	1
paper jams on fuser	Clean and vac mc clean all feed rollers	9/8/2017	9/11/2017	BRONX	10451	12
Ghost jam error	Re attach finisher, replaced adf separation for and tray 1 feed rlr, cleaned xerographics section and adf feed sensors...pdl	9/8/2017	9/11/2017	NEW YORK	10013	1
Customer cleared the jam and restarted the copier. RM 328 3rd fl						
jamming	Adjust finisher guides, removed jam from middle, cleaned xerographics section and adf feed sensors...pdl	9/8/2017	9/11/2017	NEW YORK	10004	1

ADF and tray 1 issue	Adjusted cassette guides, cleaned document feeder roller, cleaned and checked in full.	9/11/2017	9/11/2017	RIVERHEAD	11901	10S
8.5 x 14 jamming	Repaired tray 2, cleaned and checked in full.	9/11/2017	9/11/2017	RIVERHEAD	11901	10S
Lines down the middle when using the adf	Cleaned slit glass with alcohol to get rid off dot causing black line	9/11/2017	9/11/2017	MINEOLA	11501	10N
Advise user to clean the glass	when feeding from doc feeder.					
rm419						
light copies and the images seem gritty	Machine pulling t.v. on copies. Replaced Developer from customers stock, drum ,dev housing and transfer roller.reset ciunters Ran f8.	9/11/2017	9/11/2017	MINEOLA	11501	10N
3rd fl						
Machine is making a loud noise when in use	Adjust tray 3 lifting mechanism coupling...pdl	9/11/2017	9/12/2017	NEW YORK	10016	1
c0204						
no power	Adjust power line from wall.	9/11/2017	9/12/2017	NEW YORK	10013	1
Call Tech Code: C0206	General clean and test replaced feeder rollers	9/11/2017	9/12/2017	BROOKLYN	11201	2
white panel on underside of unit needs to be re-attached.	General clean and test replaced feeder rollers	9/11/2017	9/12/2017	BROOKLYN	11201	2
Tray 3 error	Replaced guide in tray 3 SW Steve	9/11/2017	9/12/2017	NEW YORK	10007	1
Paper is coming out with multiple folds (like a paper fan or accordion) - not every copy but very often.	General clean and test replaced feeder rollers empty waste toner bottle	9/11/2017	9/12/2017	JAMAICA	11435	11
c 0202	Removed jam from behind cassette 1, replaced feed rollers,cleaned and checked in full.	9/12/2017	9/12/2017	RIVERHEAD	11901	10S
A customer was making 50 copies and now the copies are coming out black.	Cleaned optics, and charge hv contacts cleaned transfer roller, tested long copy jobs problem was reproduced, then after cleaning no more problem.	9/12/2017	9/13/2017	MINEOLA	11501	10N
rm 215-216						
hours 9-5 use entrance on white street	Cleaned paper feed assembly and removed jam from. rear of tray we	9/12/2017	9/12/2017	NEW YORK	10013	1
tray 3 has paper jam and cant clear it	Sherold					
Transfer roller unit needs to be replaced.	General clean and test replaced feeder rollers	9/12/2017	9/12/2017	BROOKLYN	11201	2
Machine is also jamming						
5th fl petition room						
making noises and grinding	Check mc no problem found,machine is working ok.	9/12/2017	9/12/2017	BRONX	10451	12
Help center - First floor						
Jamming occasionally and making loud sounds when feeding paper	Replaced feed pulleys and clutch gear SW Kenny	9/12/2017	9/13/2017	STATEN ISLAND	10301	13
CLERKS OFFICE 9-4:30						
Constant jamming in tray 3 in the far right section. The paper gets stuck in that location.	Replaced allvtray feed rlrs,adjust sensor bracket,cleaned xerographics section,replaced adf separation rlr...pdl	9/12/2017	9/13/2017	NEW YORK	10010	1
2 nd fl RM 205 A						
admin password not working	Advised to power cycle machine and test admin credentials.	9/12/2017	9/12/2017	NEW YORK	10007	1
admin password not working	Advised to power cycle machine and test admin credentials.	9/12/2017	9/12/2017	NEW YORK	10007	1
admin password not working	Advised to power cycle machine and test admin credentials.	9/12/2017	9/12/2017	NEW YORK	10007	1
Getting lines over the page in the background of what is printed.	Replaced drum unit,developer with tank,transfer rlr,cleaned adf feed section...pdl	9/12/2017	9/13/2017	NEW YORK	10010	1
top feeder cover fell off		9/12/2017	9/13/2017	MINEOLA	11501	10N
rm 186						
The copier is not recognizing tray 2. The error message tells you to contact the dealer.	Adjust adf feed unit , clean and vac mc clean all feed rollers.	9/13/2017	9/13/2017	BRONX	10451	12
service needed	Replaced old velcro pieces on white plate cover. Cleaned machine.	9/13/2017	9/13/2017	GLEN COVE	11542	10N
Machine is turning itself off, looks like the power switch is broken. Machine down	Removed switch General clean and test replaced feeder rollers	9/13/2017	9/15/2017	BROOKLYN	11201	2
feeder jams	Replaced DaDF pulleys and adjusted copy screen SW Jennifer	9/13/2017	9/13/2017	STATEN ISLAND	10301	13

Error code C3423 machine is down unable to power on	Repaired new fuser then installed it, cleaned and checked in full.	9/13/2017	9/14/2017	RIVERHEAD	11901	10S
ADF is not working	Reseated all connectors on DaDF PWB cleaned and tested SW Jim	9/13/2017	9/14/2017	NEW YORK	10007	1
Malfunction call technician	Clear finish your jam clean feed rollers run in test all options	9/13/2017	9/14/2017	CENTRAL ISLIP	11722	10S
Leaking toner on top of the paper container, just put new waste toner container.	Customer soles tone when changing waste toner tank. Vaccumed and Cleaned spilled toner.	9/13/2017	9/14/2017	MINEOLA	11501	10N
Incorrect paper sizes		9/14/2017	9/14/2017	NEW YORK	10007	1
tray 3 not working	realigned tray 3 lift mechanism	9/14/2017	9/15/2017	NEW YORK	10007	1
adf not pulling paper...	key o.o customer SW Elsa					
Error on screen, reading machine malfunction, call for service.	REPLACED DaDF pulleys and cleaned machine SW Dawn	9/14/2017	9/15/2017	NEW YORK	10013	1
copy quality		9/14/2017	9/15/2017	CENTRAL ISLIP	11722	10S
jamming on tray 3	Clean and vac mc clean all feed rollers reset code	9/14/2017	9/18/2017	BRONX	10465	12
	Realigned tray3 guides	9/15/2017	9/18/2017	NEW YORK	10007	1
	SW Greg					
Won't stop adding toner	Realigned toner add assembly SW Teresa	9/15/2017	9/18/2017	NEW YORK	10007	1
Misfeeding in tray 2	Removed jam from tray3 feed assembly and cleaned and tested SW Teddy	9/15/2017	9/15/2017	NEW YORK	10013	1
maintenance	Lubricated fuser gears for noise.	9/15/2017	9/15/2017	MINEOLA	11501	10N
light copies	Replaced developer from customers stock.	9/15/2017	9/15/2017	MINEOLA	11501	10N
	ALSO drum. Cleaned machine.					
Check machine	Pm machine cleaned, drum life 108k	9/18/2017	9/18/2017	MINEOLA	11501	10N
360 App and PM	Cleaned machine. Drum 70k	9/18/2017	9/18/2017	MINEOLA	11501	10N
not printing on legal size paper	Repair paper tray clean feed roller and sensor run and test the duplex copies clean and test the duplex copies clean up the feed roller.	9/18/2017	9/18/2017	CENTRAL ISLIP	11722	10S
Constant jamming	Replaced tray feed pulleys and clutch gears and adjusted pressure SW Laura	9/18/2017	9/20/2017	STATEN ISLAND	10301	13
Rm 213 is machine location						
dark line on copies when using glass	Turned on auto exposure for different kind of originals. Therefore will not get background on copies.	9/18/2017	9/18/2017	MINEOLA	11501	10N
Margins are not setting up properly no matter what they try to do to fix it.	General clean and test replaced feeder rollers	9/18/2017	9/18/2017	BROOKLYN	11201	2
Tray error	Was asked to leave the room and come back tomorrow.	9/18/2017	9/19/2017	NEW YORK	10013	1
Paper constantly jams when photocopying.	Clean and lube pinch rollers for tray 2 and registration roller. Also cleaned feeder rollers. Recommend replacing rollers next call. SW Jason.	9/18/2017	9/19/2017	NEW YORK	10007	1
Copy and print quality	Customers don't want me to do service because they are having a meeting where machine is located.	9/18/2017	9/21/2017	MOUNT VERNON	10550	9
Please call for service for the copier on the 24th floor the copies are smuged.	Use color paper original and show them how to adjust density to accommodate with it	9/18/2017	9/20/2017	BROOKLYN	11201	2
Bottom drawer on right side is not feeding properly and it is getting stuck.	Cleaned one way clutches for LCT. Replaced rollers. Missfeeds code j1501	9/18/2017	9/19/2017	MINEOLA	11501	10N
Pages are coming out with creases on the top right hand corner. Machine is also jamming	Cleaned fuser emtrance, vertical transport rlr, check and test it with sherlone...pdl	9/19/2017	9/19/2017	NEW YORK	10010	1
hours 9-5	General clean and test replaced feeder rollers and clutch	9/19/2017	9/20/2017	BROOKLYN	11201	2
paper in multiple places - tried new paper						
jamming in feeder	Needs parts for adf unit	9/19/2017	9/21/2017	BRONX	10451	12
Also customer stated they go to lunch from 12:45 to 2:15.						
Copy quality	Clean and vac mc clean all feed rollers	9/19/2017	9/21/2017	BRONX	10451	12
Memory error	NO SC required, issue is due to limited amount of memory in device, will purchase, closing out	9/19/2017	9/19/2017	NEW YORK	10004	1

SERVICE NEEDED PER JUAN	Replaced heat roller black line was coming on copies from worn hr.	9/19/2017	9/20/2017	MINEOLA	11501	10N
SERVICE NEEDED PER JUAN	Pm machine cleaned optics and machine.	9/19/2017	9/20/2017	MINEOLA	11501	10N
Stapler keeps jamming	Repair staple unit clean rollers run and test all options.	9/19/2017	9/21/2017	CENTRAL ISLIP	11722	10S
Tray error	Wasn't allowed in room.	9/19/2017	9/20/2017	NEW YORK	10013	1
Malfunction detected	Clear jammed paper from behind the paper tray clean feed roller and sensor run and test.	9/20/2017	9/21/2017	CENTRAL ISLIP	11722	10S
rm 542 5th fl customer has memory error and not able to save	Changed scan file type to accommodate larger files bro g sent via email. SW Gregory	9/20/2017	9/20/2017	NEW YORK	10004	1
Freezing constantly machine is also powering off User would like a tech onsite Monday*** Justice Friedman chambers no functioning call tech support c0202 open thursday closed friday lines and smudges	Help Frank onvtje phone...	9/20/2017	9/20/2017	NEW YORK	10010	1
	General clean and test replaced feeder rollers and clutch	9/20/2017	9/20/2017	BROOKLYN	11201	2
	Replaced d's collars on Magnetic roller also replaced developer and drum.cleaned machine.	9/20/2017	9/22/2017	BROOKLYN	11201	2
Replace drum message on the screen lines and blotchy prints Turns itself off at random. customer thinks it is overheating.	Clean and vac machine ,replaced parts for PM Removed dust from discharge assembly SW Marcy Apparently customer had a short in the power outlet,building management are working on the case...pdl	9/20/2017	9/22/2017	NEW ROCHELLE	10801	9
		9/20/2017	9/20/2017	NEW YORK	10004	1
		9/20/2017	9/21/2017	NEW YORK	10004	1
360 app check and PM jamming in feeder	Pm machine. Return to Commack strip & salvage. Replaced parts list below, also replaced drum unit.	9/21/2017	9/21/2017	MINEOLA	11501	10N
		9/21/2017	9/26/2017	BRONX	10451	12
Also customer stated they go to lunch from 12:45 to 2:15. PAPER STUCK IN AN AREA THAT CANT BE REACHED	Removed paper jams inside of adf,registration area and fuser rollers.	9/21/2017	9/22/2017	BRONX	10451	12
Copy and print quality	Replaced parts list below	9/21/2017	9/22/2017	MOUNT VERNON	10550	9
Copy and print quality	Replaced parts list below	9/21/2017	9/22/2017	MOUNT VERNON	10550	9
Copy and print quality	Replaced parts list below	9/21/2017	9/22/2017	MOUNT VERNON	10550	9
Machine keeps jamming after clearing the paper. Advise user to change the paper but issue still persist tray 3 jamming and skewed	Added 2 mm shim to turn around solenoid stop bracket.fix j3201 also replaced tray 1& 3 rollers to stop j1601. Install mod for corners bend issue on registration for bracket...pdl	9/21/2017	9/22/2017	BROOKLYN	11201	2
		9/22/2017	9/22/2017	NEW YORK	10010	1
Memory is 99% full, Machine down	Spoke to mary and advised her what it meant when her machine said 99 percent. She said machines running good no need for service	9/22/2017	9/25/2017	MINEOLA	11501	10N
not printing hours 9-445 wont turn on no power hours 8-5 needs tech on lunch hour 1-2 when on lunch paper jammed again	Clean and vac mc clean all feed rollers replaced drum Replaced tray feed rls,adjust harness...pdl	9/25/2017	9/25/2017	BRONX	10451-50Z5	12
		9/25/2017	9/25/2017	NEW YORK	10013	1
	Adjust sensor flag from tray one,apparently customer removed a jam and janked out...pdl	9/25/2017	9/25/2017	NEW YORK	10013	1
machine jamming	General clean and test replaced feeder rollers	9/25/2017	9/27/2017	BROOKLYN	11201	2
if no answer just show up jamming machine down	General clean and test	9/25/2017	9/27/2017	BROOKLYN	11201	2
if no answer just show up						

INTERNAL ERROR HAS OCCURED CONTACT REPRESENTATIVE. MACHINE DOWN, EMERGENCY. HAD POWER OUTAGE LAST NIGHT. TOLD CUSTOMER TO POWER DOWN AND UNPLUG FROM THE WALL FOR 1 MINUTE AND THEN REBOOT MACHINE. DIDN'T WORK feeder not grabbing paper	Adjust power supply harness, cleaned and check machine...pdf	9/26/2017	9/26/2017	NEW YORK	10013	1
c0214	Replaced registration clutch, cleaned xerographics section and adf feed rlr...pdf	9/26/2017	9/26/2017	NEW YORK	10010	1
Constant jamming	Removed jam from behind cassette, replaced feed rollers in tray 1, cleaned and checked in full.	9/26/2017	9/27/2017	RIVERHEAD	11901	10S
	Replaced main drive assembly, registration. clutch, and paper take up clutch SW April	9/26/2017	9/26/2017	STATEN ISLAND	10301	13
rm 213 Spilled toner all over the machine Urgent! The user has court today*	Cleaned toner spill...pdf	9/26/2017	9/26/2017	NEW YORK	10016	1
19th fl 19E c8107 No paper match size 5.5 by 8.5 constant error. Per user, they've never used that size before	Adjust adf feed section entrance plate...pdf Could not duplicate problem. Cleaned optics and tested mutiple sizes off platen without any auto select issues. Renoved miss stacked paper from tray 1. Tested. Drove to old brookville added miles	9/26/2017 9/26/2017	9/27/2017 9/27/2017	NEW YORK MINEOLA	10013 11501	1 10N
rm 215N error lite on Toner error msg	Clean and vac mc clean all feed rollers Spoke with Patrick. He replaced toner and was getting an error message. Had him unplug and reboot the copier. Testing okay. He will call back if he has any issues.	9/26/2017 9/27/2017	9/27/2017 9/27/2017	BRONX NEW YORK	10451 10012	12 1
faded copies / toner is good - Room 404 COPY QUALITY The words are coming out blurry with gray shadows.	Swap the used developer unit general clean and test Clean and vac mc clean all feed rollers Copy quality issue. Gray backround copues and a white line. Replaced drum and delveloper for gray and removed form blockbig laser for white line. Tested	9/27/2017 9/27/2017 9/27/2017	9/27/2017 9/28/2017 9/28/2017	BROOKLYN YONKERS HEMPSTEAD	11201 10701 11550	2 9 10N
Close at 3 pm						
Password issue ADF is broken screws missing Jamming C3102 Small piece of paper stuck in the feeder. Unable to reach	Cust will reach out to in house IT, closing out Initialize on system 1 and test it for adf feed issue...pdf Mylar on tray 3 LCT. Worn causing paper to jam. C3101 occur removed jam general clean and test Replaced tray feed rlr, adjust adf feed section guides...pdf	9/27/2017 9/27/2017 9/28/2017 9/28/2017 9/29/2017	9/27/2017 9/28/2017 10/2/2017 10/2/2017 10/2/2017	NEW YORK NEW YORK MINEOLA BROOKLYN NEW YORK	10013 10013 11501 11201 10004	1 1 10N 2 1
Error code 20606 legal paper jamming in machine gos to lunch between 1-2 pm Jamming in tray 3-C0214 Maintenance code display copier is jamming and ripping the paper when trying to make double sided copies. preventative maintenance transfer belt lite on copy default settings are not not working RM A-350 maintenance transfer belt lite on Jamming Developer error Copy quality	Check mc, Replaced feed rollers general clean and test General clean and test replaced feeder and clutch Replaced chip on drum unit to reset count General clean and test replaced feeder rollers Pm machine reinstalled original cover doc feeder and pawl Reset massage Repaired cassette 1, cleaned and checked in full. NIFI for df620 parts. Check image quality is good. lc/pc at 75%. Replaced transfer unit, General clean and test replaced feeder rollers Needs DV replaced soon , DV313K, closing out Adjusted DF alignment to correct skew SW James	10/2/2017 10/2/2017 10/2/2017 10/2/2017 10/2/2017 10/2/2017 10/3/2017 10/3/2017 10/3/2017 10/3/2017 10/3/2017 10/3/2017 10/3/2017 10/3/2017	10/2/2017 10/2/2017 10/4/2017 10/3/2017 10/2/2017 10/3/2017 10/3/2017 10/4/2017 10/3/2017 10/9/2017 10/4/2017 10/3/2017 10/3/2017 10/4/2017	NEW ROCHELLE KEW GARDENS BROOKLYN BRONX QUEENS VILLAGE MINEOLA BRONX RIVERHEAD MINEOLA BRONX BROOKLYN KEW GARDENS STATEN ISLAND	10801 11415 11201 10451 11427 11501 10451 11901 11501 10451 11201 11415 10301	9 11 2 12 11 10N 12 10S 10N 12 2 11 13

Can't locate correct size paper - beeping and says wrong size paper. Just trying to print 8 1/2 x 11 Jamming on legal paper only.	Spoken with Mary	10/3/2017	10/4/2017	JAMAICA	11432	11
	Adjust 2nd tray feed section will go back to replaced registration clutch...pdl	10/3/2017	10/4/2017	NEW YORK	10013	1
Large capacity tray is disabled	Adjust Lcc sensor bracket,paper guides...pdl	10/3/2017	10/4/2017	NEW YORK	10007	1
rm 700						
PM and 360 app check	Checked out machine all works ok.	10/4/2017	10/4/2017	MINEOLA	11501	10N
preventive maintainance	Pm checked machine all good.	10/4/2017	10/4/2017	MINEOLA	11501	10N
ERROR CODE C2557, MACHINE IS DOWN	General clean and test reload toner developer calibrated	10/4/2017	10/4/2017	BROOKLYN	11201	2
C0202-Machine is dwn	Clean and vac mc clean all feed rollers reset code.	10/4/2017	10/4/2017	BRONX	10465	12
paper trays size issues	Adjust tray guides switch...pdl	10/4/2017	10/4/2017	NEW YORK	10013	1
hours 830-430	C11A1 when making copies. Will return tomorrow to continue repairs.	10/4/2017	10/4/2017	MINEOLA	11501	10N
legal size paper makes loud buzz noise						
C0202 jamming	Adjust 1st tray sensor bracket...pdl	10/4/2017	10/5/2017	NEW YORK	10007	1
hours 830-430	Tried replacing exit roller up sensor still gave code. Replaced fs530 with R unit. Tested all worked.	10/4/2017	10/5/2017	MINEOLA	11501	10N
legal size paper makes loud buzz noise						
C2557 Tech was onsite yesterday for this error	Replaced drum, developer assy, and (developer customer's) cleaned machine.	10/5/2017	10/6/2017	BROOKLYN	11201	2
rm 122 C						
Copy quality	Clean and vac machine.	10/5/2017	10/6/2017	BRONX	10451	12
When copying the machine is constantly jamming, even aafter you clear it and try again it jams.	removed jam from rear of tray and replaced pulleys SW Valerie	10/10/2017	10/11/2017	NEW YORK	10013	1
Machine is in 1D3						
PARTS INSTALLED BY SHOP	PARTS INSTALLED BY SHOP	10/10/2017	10/10/2017	BROOKLYN	11201	2
documents are fed the copies are not copying the entire page, in all cases a paragraph in the center of the center of the page is omitted.	General clean and test replaced image unit	10/10/2017	10/12/2017	BROOKLYN	11201	2
not working at all	Clean and vac mc clean all feed rollers reset code.	10/10/2017	10/11/2017	NEW YORK	10035	1
Part install	Repair finisher clean one way bearings clean rollers run and test	10/11/2017	10/11/2017	CENTRAL ISLIP	11722	10S
Take the papers to copy and it holds it in the queue and there is no output. Customer unplugged the machine and plugged it back in and the machine is working fine.	Machine would not print,jobs stuck in queue, customer unplugged the machine and plugged it back in and the machine is working just fine now.	10/11/2017	10/11/2017	STATEN ISLAND	10301	13
jams in feeder	Cleaned document feed rollers also cleaned document feed sensors. Cleaned machine tested all worked fine.	10/11/2017	10/11/2017	EAST MEADOW	11554	10N
hours 9-5	Cleaned feeder rollers and registration sensor dirty causing jams,replaced drum was pass due.	10/11/2017	10/11/2017	KEW GARDENS	11415	11
closed 1-2 for lunch						
top feeder paper jams						
Power button is not working	button n w repaired op panel button cleaned af p f int	10/11/2017	10/11/2017	HAUPPAUGE	11787	10S
copy quality	Clean and vac mc clean all feed rollers	10/11/2017	10/12/2017	BRONX	10451	12
Tray 2 is not feeding correctly		10/11/2017	10/12/2017	BROOKLYN	11201	2
When we make copies the machine keeps jamming. We have to constantly remove paper jams. We are dealing with this problem for a couple of weeks.	Adjust funisher feed in, Mylar was creating jams.	10/11/2017	10/12/2017	BRONX	10451	12
After turning the machine on the copier shuts off.	not going g on repaired op panel power button cleanedaf p f int	10/12/2017	10/12/2017	CENTRAL ISLIP	11722	10S
D65						
Machine is not feeding from the tray and there are black lines when using the adf	General clean and test replaced feeder rollers	10/12/2017	10/12/2017	BROOKLYN	11201	2
2nd fl rm 212						
machine is hard down	Hard drive is damage,reformatted unit but problem still same code.	10/12/2017	10/13/2017	BRONX	10451	12

3926 error code, Machine down, Emergency	Need fuser unit	10/12/2017	10/13/2017	KEW GARDENS	11415	11
Machine in room G64						
Drum replace message	Reset unit,clean and vac mc clean all feed rollers	10/12/2017	10/13/2017	BRONX	10451	12
copier is jamming and ripping the paper when making double sided copies.	Found a dead bug inside document feeder check and test run scan for duplex works ok	10/12/2017	10/13/2017	QUEENS VILLAGE	11427	11
3926 error code, Machine down, Emergency	General clean and test replaced fuser unit	10/13/2017	10/19/2017	KEW GARDENS	11415	11
Machine in room G64						
machine is hard down	Install hard drive,re format 3 times mc still down	10/13/2017	10/18/2017	BRONX	10451	12
C 11A0	C11a0 .reset one way bearing replaced tray 1 pulley test	10/13/2017	10/16/2017	BROOKLYN	11201	2
hours 9-430	Spoken with stone machine is working	10/13/2017	10/18/2017	BROOKLYN	11201	2
clsoe 1230-2 for lunch						
streaks on copies clean glass						
dark / black copies / 2nd floor clerks office	Black background in copies, could not duplicate. Possible due to having the machine plugged in to a overloaded outlet-2 printers 2 pc and small heater.	10/13/2017	10/16/2017	MINEOLA	11501	10N
Customer has cleared the jam and changed the paper. Machine keeps jamming	Replaced tray 1 feed assembly and adjusted registration SW Phil	10/13/2017	10/16/2017	NEW YORK	10004	1
rm 1056						
ADF IS NOT GRABBING PAPER	Rebuild fuser general clean and test	10/13/2017	10/16/2017	BROOKLYN	11201	2
RM 221						
jamming	Clean and vac mc clean all feed	10/16/2017	10/17/2017	MOUNT VERNON	10550	9
customer cleared the jam and changed the paper						
2nd fl						
Paper JAm	Replaced tray feed rlrs, empty toner waste container, cleaned xerographics section...pdf	10/16/2017	10/17/2017	NEW YORK	10013	1
10th fl rm 1003						
Not recognizing 81/2 x 11 paper , c-0204 error code. Machine down		10/16/2017	10/18/2017	BROOKLYN	11231	2
Malfunction	NIFI, for Xavier Palacios. Cleaned out paper from behind tray 1 removed lock for trays to be pulled out showed Barbara how to remove trays. Cleaned machine. Tested all is good.	10/16/2017	10/17/2017	BROOKLYN	11201	2
C0202						
Copies are not reproducing entire pages through feeder.	Replaced developer housing and drum, dv310 from the customers stock reset counters, ran F8.	10/16/2017	10/17/2017	BROOKLYN	11201	2
Automatic feeder jamming	Replaced adf feed rlrs, cleaned sensors, cleaned xerographics section...pdf	10/16/2017	10/17/2017	NEW YORK	10010	1
Customer called and said there waste toner container was full, told them that supplies handles that, and transferred to them to supplies.	Customer called and said that there waste toner container was full, I told them that supplies handles that and transferred her to supplies to order the waste toner container.	10/17/2017	10/17/2017	NEW YORK	10013	1
when scanning, copier says job incomplete and freezes [1Z1358680348677838 [Ground]] [1Z1358689046936399 [Ground]] [1Z1358689046970806 [Ground]]	Problem when scanning to email error was due to connection with server failed. Two machines where doing the same. Tested Ok Cleaned nachine.	10/17/2017	10/18/2017	MINEOLA	11501	10N
Black line through the copies when printing.		10/17/2017	10/18/2017	KEW GARDENS	11415	11
JAMMING	not feeding removed paper from behind paper trays cleaned machine tested	10/17/2017	10/17/2017	CENTRAL ISLIP	11722	10S
c3501	reset fuser code thru holding utility key then pawer on- reset popo.removed damaged filters.	10/17/2017	10/18/2017	HEMPSTEAD	11550	10N
rm 366	tested 500 copies worked ok.					
ADF is jamming and not always grabbing paper	Replaced DaDF pulleys and cleaned machine SW Laura	10/18/2017	10/18/2017	NEW YORK	10006	1
12th fl						

Not stapling, and it is not processing, not printing out anything. Machine down	Repaired stapler cartridge, cleaned and checked in full.	10/18/2017	10/19/2017	RIVERHEAD	11901	10S
error message	Clean and vac mc clean all feed rollers	10/18/2017	10/18/2017	BRONX	10451	12
Loud sounds when making copies	Reseated all connections on the LVPS and cleaned and tested as Angela	10/18/2017	10/19/2017	NEW YORK	10013	1
Machine is not turning on now						
rm 211						
Lines when using the adf and glass	Cleaned all optics and xerographics adjusted copy quality SW Sabina	10/18/2017	10/18/2017	NEW YORK	10013	1
Customer wiped the glass and ran several copies machine is hard down	Need more time customer close at 4:45	10/18/2017	10/24/2017	BRONX	10451	12
Fault code C0206 Tray 3 error		10/19/2017	10/19/2017	STATEN ISLAND	10301	13
rm 130-2						
Tray 1 is giving consistent problems, and always jamming. Unable to print from tray 1	Replaced feed rollers in tray 1, cleaned and checked in full.	10/19/2017	10/20/2017	CENTRAL ISLIP	11722	10S
jams in the feeder		10/19/2017	10/19/2017	NEW YORK	10013	1
NEEDS user code put on machine	put customer user codes on machine SW june	10/19/2017	10/19/2017	NEW YORK	10013	1
Copy quality	Clean and vac mc clean all feed rollers	10/19/2017	10/20/2017	BRONX	10451	12
The machine is not picking up paper from tray. When it does the paper jams and shuts down the machine.	Needs main drive and main motor	10/19/2017	10/20/2017	BROOKLYN	11201	2
Copy machine is making a constant low key, squeaky noise. sounds like a internal roller wheel is constantly turning.	Fuser making noise and the customer wants it replaced.	10/19/2017	10/20/2017	CENTRAL ISLIP	11722	10S
ste toner box is full	emptied waste toner container and cleaned machine SW Ada	10/19/2017	10/19/2017	STATEN ISLAND	10301	13
Jamming in the right side of the machine , and it is making a very loud noise	Needs motor and drive gear	10/20/2017	10/20/2017	BROOKLYN	11201	2
Start button is not working, nothing happens when they push it. MACHINE DOWN	Needs op panel	10/20/2017	10/23/2017	BROOKLYN	11201	2
C-0202	General clean and test replaced feeder rollers	10/20/2017	10/23/2017	BROOKLYN	11201	2
Jamming in the right side of the machine , and it is making a very loud noise	General clean and test replaced m1 and rebuild gear pak and feed roller	10/20/2017	10/30/2017	BROOKLYN	11201	2
Copy machine is making a constant low key, squeaky noise. sounds like a internal roller wheel is constantly turning.	Cleaned fuser section gears and bearings. Checked copier in full.	10/20/2017	10/23/2017	CENTRAL ISLIP	11722	10S
The machine is not picking up paper from tray. When it does the paper jams and shuts down the machine.	General clean and test replaced drive unit	10/20/2017	10/30/2017	BROOKLYN	11201	2
noises	Cleaned and lubed duplex assembly	10/23/2017	10/23/2017	NEW YORK	10004	1
Jamming in ADF	General clean and test	10/23/2017	10/23/2017	BROOKLYN	11201	2
Received a part today. I am not sure for what or why. I am assuming the tech will have to come and install the part. Last time he was here, he did not say that it needed a part or to be repaired.	Advised the parts team of this issue.	10/23/2017	10/24/2017	MINEOLA	11501	10N
Start button is not working, nothing happens when they push it. MACHINE DOWN		10/23/2017	10/31/2017	BROOKLYN	11201	2
Copy quality	Clean and vac machine, adjusted setting for developer.	10/23/2017	10/24/2017	BRONX	10451	12
ozone filter and trans unit	Reset transfer roller and fuser counters. Cleaned and tested SW Tony	10/24/2017	10/24/2017	NEW YORK	10013	1
jamming	Cleaned document feed rollers. Cleaned machine. Customer tested machine was ok. Valery 516-493-4077	10/24/2017	10/24/2017	HEMPSTEAD	11550	10N
hours 9-430	Repaired noise from rear fan motor, cleaned and checked in full.	10/24/2017	10/25/2017	RIVERHEAD	11901	10S
loud noise when printing						

machine is hard down	Software up date,install hhd	10/24/2017	10/25/2017	BRONX	10451	12
copies out of alignment	Adjusted tray side guides and lead edge registration SW Vickie	10/25/2017	10/26/2017	NEW YORK	10013	1
Jamming in feeder	Clean and vac mc clean all feed rollers	10/25/2017	10/26/2017	BRONX	10451	12
ghost jam	General clean and test replaced drum and developer	10/25/2017	10/26/2017	BROOKLYN	11201	2
Check for jamming	Cleaned optics ran gradation, tested all Is good drum has 33% life left.	10/26/2017	10/26/2017	WESTBURY	11590	10N
Check for jamming	Cleaned optics ran gradation, tested all Is good drum has 33% life left.	10/26/2017	10/26/2017	WESTBURY	11590	10N
Check for jamming	Cleaned optics ran gradation, tested all Is good drum has 33% life left.	10/26/2017	10/26/2017	WESTBURY	11590	10N
Check for jamming	Cleaned optics ran gradation, tested all Is good drum has 33% life left.	10/26/2017	10/26/2017	WESTBURY	11590	10N
Jamming and there are black lines on the copies.	Replaced tray pulleys and cleaned all xerographics and optics and adjusted copy quality SW Joe	10/26/2017	10/26/2017	NEW YORK	10013	1
Jamming and black lines on the copies	Cleaned all optics and xerographics adjusted contrast SW Anthony	10/26/2017	10/26/2017	NEW YORK	10013	1
error code c-3801, MACHINE DOWN	Replaced the fuser with R part reset counters	10/26/2017	10/26/2017	WESTBURY	11590	10N
Loud screaming sound	Compliant noise . Explain and test works fine . New machine has a break in period	10/26/2017	10/26/2017	BROOKLYN	11201	2
rm 285						
Copy quality ///scheduled with Rita for oct 30	Default back factory setting	10/26/2017	10/30/2017	JAMAICA	11435	11
Check machine for jamming	Checked tray 3 paper was not loaded with yellow line showing causing machine to to recognize tray and auto switch. Upgraded firmware to latest G20-M1	10/26/2017	10/26/2017	WESTBURY	11590	10N
Copy quality	Teay guides not closed all the way	10/26/2017	10/26/2017	CENTRAL ISLIP	11722	10S
Paper Feeder is jamming.	Cleaned all optics and xerographics Note customer using paper that is causing machine to jam and misfeef. advised against using this stock. SW Jerry	10/26/2017	10/26/2017	NEW YORK	10007	1
Double sided paper does not always work. Customer has to keep opening the door in order to print.	Needs toner sub hopper	10/26/2017	10/31/2017	JAMAICA	11432	11
rm 212 Clerk's office on the 5th fl						
Display screen is frozen	Error code 2403 need toner sensor and supply motor	10/26/2017	10/30/2017	NEW YORK	10004	1
Constant jamming	Repaired bridge unit,replaced feed rollers in trays 1 and 2, cleaned and checked in full.	10/26/2017	10/27/2017	RIVERHEAD	11901	10S
advise user to check behind the rollers for possible obstruction						
Power button on the side is stuck and they are unable to get it out. MACHINE DOWN	Removrd broken switch	10/26/2017	10/30/2017	BROOKLYN	11201	2
C243 Error Code, says to turn off and power back on, States it works for awhile and then the same error message comes back up.	Toner bottle inserted improperly.	10/26/2017	10/26/2017	JAMAICA	11435	11
C243 Error Code, says to turn off and power back on, States it works for awhile and then the same error message comes back up.	Toner bottle inserted improperly.	10/26/2017	10/26/2017	JAMAICA	11435	11
C243 Error Code, says to turn off and power back on, States it works for awhile and then the same error message comes back up.	Toner bottle inserted improperly.	10/26/2017	10/26/2017	JAMAICA	11435	11
Top feeder is not working, will not grab the paper.	Repair dadf wgte plate clean rollers run and test all options	10/27/2017	10/27/2017	CENTRAL ISLIP	11722	10S
black streak at the bottom of the document	Cleaned coronas and machine. All was good	10/27/2017	10/30/2017	JAMAICA	11435	11
Customer cleaned the drum						
rm 503						
copy quality	Clean and vac mc clean all feed rollers.	10/27/2017	10/30/2017	BRONX	10451	12

error message	Adjust connection in toner unit and waste line.	10/27/2017	10/30/2017	BRONX	10451	12
Check print driver and clean machine	Machine was working, cleaned optics. Heat roller is worn. Pc life 205% ic.life 210185	10/29/2017	10/30/2017	LONG BEACH	11561	10N
making loud noise when powering on. They powered off machine for now	Cleanes machine tested from all trays, did not hear banging gear noise customer was complaining about.	10/30/2017	10/30/2017	JAMAICA	11435	11
Cannot use Tray #3	Removed paper from rear of tray and cleaned pulleys and clutch gears we Sallye	10/30/2017	10/30/2017	NEW YORK	10013	1
Dark lines and jams in feeder	Cleaned all optics and xerographics replaced DaDF pulleys SW Sarah	10/30/2017	10/30/2017	NEW YORK	10013	1
machine not detecting correct paper size.	Repaired cassette guides in tray 1, cleaned and checked in full.	10/30/2017	10/30/2017	RIVERHEAD	11901	10S
Machine keeps jamming	Needs registration clutch and rollers and bushings will see if I get R parts.	10/30/2017	10/30/2017	MINEOLA	11501	10N
rm 186						
jamming in section 4. Unable to move lever.	Clean and vac mc clean all feed rollers	10/30/2017	10/31/2017	NEW ROCHELLE	10801	9
Display screen is frozen		10/30/2017	11/1/2017	NEW YORK	10004	1
c-3807 Fusing main sensor high temperature abnormality	Replaced power supply unit.	10/30/2017	10/31/2017	HEMPSTEAD	11550	10N
C0204	Removed jams from rear of paper feed tray and cleaned pulleys	10/30/2017	10/30/2017	NEW YORK	10013	1
	Replaced DaDF pulleys SW Daniel					
rm 150						
Lines when using the feeder and jams in the adf	Cleaned all optics and xerographics adjusted dadf top open close cover	10/30/2017	10/31/2017	NEW YORK	10013	1
rm 150	SW Teddy					
copies are coming out crooked when using ADF	Adjust settings on trays, reprogram unit, cust check unit and make copies w out problems.	10/30/2017	11/2/2017	STATEN ISLAND	10301	13
Need R parts reegistration unit A1UDM2000	Replaed registration clutch tested 100 prints worked ok.	10/30/2017	10/31/2017	MINEOLA	11501	10N
1164354901 BUSHING X4 - Machine keeps jamming						
rm 186						
Double sided paper does not always work. Customer has to keep opening the door in order to print.		10/31/2017	11/8/2017	JAMAICA	11432	11
rm 212 Clerk's office on the 5th fl						
Jamming	Miles to Talon Prinring. Drum reset. Cleaned one way clutches tray 3 OCT Cleaned document feeder rollers, dirty rollers causing jams. Tested all was good.	10/31/2017	10/31/2017	MINEOLA	11501	10N
Copies are coming out very dark	Cleaned cleaning blade dirt causin image qualiyy problem. Installed registration clutch.	10/31/2017	11/1/2017	MINEOLA	11501	10N
Please come after 10:30 am***						
basement forclosure dept						
Machine is not turning on	Rebuilt fusrr with r fuser parts, will order heat roller and thermisters for next call.	11/1/2017	11/1/2017	HEMPSTEAD	11550	10N
Please see the customer before leaving***						
c0202 malfunction code, Machine is not working at all.	Removed tray 1 PAPER jam, replaced rollers nd one way clutches.	11/1/2017	11/2/2017	MINEOLA	11501	10N
Machine is on the 1st floor.						
When they try to print it will say to add resources and there is plenty of paper,	General clean and test replaced feeder rollers	11/1/2017	11/3/2017	NEW YORK	10013	1
Located in Room 8E2B						
Jamming	General clean and test replaced feeder rollers	11/1/2017	11/3/2017	NEW YORK	10007	1
RM 709						
The rollers on the top feeder are constantly jamming	General clean and test replaced feeder rollers	11/1/2017	11/3/2017	BROOKLYN	11201	2
Machine does not auto switch trays.	Paper wads not loded prperly in pc410. Ongoing problem called kmbs to share my findings Rqemoved pc410 side lever and spring to eliminate wrong size paper in PC410	11/1/2017	11/2/2017	WESTBURY	11590	10N
Tech was onsite yesterday						
Customer would like this escalated asap						
Copy quality	Clean and vac mc clean all feed rollers reset code	11/1/2017	11/2/2017	BRONX	10456	12

adf down spring plastic fell out spring destroyed machine will not make copys from glass now		11/2/2017	11/2/2017	CENTRAL ISLIP	11722	10S
Paper jam, customer unable to find the jam, Machine down	Clean and vac mc clean all feed rollers reset code	11/2/2017	11/3/2017	BRONX	10451	12
jam when making legal copys	General clean and test replaced feeder rollers	11/2/2017	11/3/2017	NEW YORK	10013	1
Top feeder is constantly jamming,	Removed document feeder transport motor to clean and lubricated one way clutch registration drive	11/2/2017	11/6/2017	BRONX	10451	12
Chief Clerks office room 113	Cleaned and lubricated one way clutch on tray 2 feed unit.	11/2/2017	11/2/2017	MINEOLA	11501	10N
jam tray 2 legal tray						
dirty copies	Cleaned optics, vacuumed toner filter and dv unit. Adjusted all trays for side to side registration. Cleaned machine.	11/2/2017	11/2/2017	MINEOLA	11501	10N
Top feeder jamming	Replaced feed unit will need both trays and platen cover for df.and document feeder latch	11/2/2017	11/6/2017	HEMPSTEAD	11550	10N
Machine is still jamming	Finisher was not seating properly causing jams.reseated lock claw ob fimisher. Ordering new fuser assembly.	11/3/2017	11/7/2017	HEMPSTEAD	11550	10N
Customer is irate. A tech has been onsite several times this week and issue still persist**						
Replaced toner after machine prompted them too. Now the machine is saying call for service.	Needed a p.m. replace drum and developer clean machine run and test.	11/3/2017	11/6/2017	CENTRAL ISLIP	11722	10S
MACHINE DOWN						
F460 - 4TH fl, ADMINISTRATION IS MACHINE LOCATION						
Top feeder jamming	Replaced tray 1 and 2 due to cracked frame. Also replaced doc feeder due to broken latch. Cleaned trays and feeder tested all was good.	11/6/2017	11/7/2017	HEMPSTEAD	11550	10N
Tray 3 jams and if it doesnt it will shoot the paper out and it creases it as well. Unable to use tray 3 at all and that is high capacity tray.	modified vertical transport assembly to prevent jamming and skewing from tray3 SW Sherlon	11/6/2017	11/13/2017	NEW YORK	10010	1
Machine is still jamming	Replaced fuser unit and developer material provided by customer.	11/7/2017	11/13/2017	HEMPSTEAD	11550	10N
Customer is irate. A tech has been onsite several times this week and issue still persist**						
loud noise... c6102		11/8/2017	11/9/2017	NEW YORK	10013	1
system error	Reset error code cleaned tested SW Kathy	11/8/2017	11/9/2017	NEW YORK	10013	1
11th floor						
Paper jam and spilled toner.	Ordered fuser unit SW James	11/8/2017	11/9/2017	NEW YORK	10007	1
basement rm 141 b						
Copy quality	Check machine unit is working ok, reset and program maintenance lite.	11/8/2017	11/9/2017	BRONX	10451	12
Double sided paper does not always work. Customer has to keep opening the door in order to print.	Replaced developer and hdd general clean and test	11/8/2017	11/22/2017	JAMAICA	11432	11
rm 212 Clerk's office on the 5th fl / Alvin was reached and schedule for 11/20						
Jamming when using the duplex option only	Fixed eject actuator spring was out of place cleaned drum replaced developer anhd R-drum	11/8/2017	11/8/2017	MINEOLA	11501	10N
100 supreme ct drive						
rm 152						
document feeder jams	Removed paper clip and cleaned feed rollers doc feeder.replaced drum.	11/8/2017	11/9/2017	MINEOLA	11501	10N
Minimal amount of paper has to be put in tray 1, if they fill it with paper it will jump to the next tray.	Cleaned ed and lubed scanner rails SW Xiomara	11/9/2017	11/9/2017	NEW YORK	10007	1
COURTS ARE CLOSED TOMORROW						
Machine is constantly jamming.	Ordered lower tray 3 open shut door and guide Sherlon	11/9/2017	11/9/2017	NEW YORK	10010	1
Paper jam and spilled toner.	Replaced fuser unit and trays 3 and 2 pulleys	11/9/2017	11/14/2017	NEW YORK	10007	1
basement rm 141 b						

Machine will work and then it stops. and then it tells customer to open and close front door and then it will work for awhile and do the same thing again jamming on legal size paper	Clean and vac mc clean all need more time customer is closing early today	11/9/2017	11/9/2017	BRONX	10465	12
no power	Clean and vac mc clean all feed rollers	11/9/2017	11/14/2017	NEW YORK	10013	1
hours 8-5	Replaced pulleys for tray 2 SW Laura	11/9/2017	11/10/2017	BRONX	10451	12
closed fri back mon		11/9/2017	11/13/2017	STATEN ISLAND	10301	13
pulls 1 paper fro legal tray and does not pull anymore						
Machine will work and then it stops. and then it tells customer to open and close front door and then it will work for awhile and do the same thing again	Replaced parts list below	11/9/2017	11/13/2017	BRONX	10465	12
Machine is constantly jamming.		11/9/2017	11/13/2017	NEW YORK	10010	1
MAINTENANCE LIGHT ON	Check mc clean all feed rollers reset code, reset code.	11/10/2017	11/13/2017	BRONX	10456	12
C3451 Machine is down	Replaced fuser assy with new fuser fixed the error code and curling of copies.	11/13/2017	11/13/2017	HEMPSTEAD	11550	10N
rm 173						
unable to print/make copies	Cleared jobs from print queue and cleaned machine SW Marianne	11/13/2017	11/13/2017	NEW YORK	10004	1
dark copies	Replaced drum unit and transfer roller and dev unit developer SW Robert	11/13/2017	11/13/2017	NEW YORK	10004	1
dirty copies	Cleaned all optics and xerographics adjusted ATDC SW Charles	11/13/2017	11/13/2017	STATEN ISLAND	10301	13
C2557	Replaced drum, developer, and developer unit, rest code.	11/13/2017	11/14/2017	BRONX	10451	12
MAIL ROOM 5TH FL						
Machine is cutting off the papers in the adf	Customer had tray 2 guides out of alignment causing copies to be cut off SW Jonathan	11/13/2017	11/14/2017	STATEN ISLAND	10301	13
rm 209						
Jamming	need drum and blade next call.	11/13/2017	11/21/2017	NEW YORK	10013	1
Machine makes 1 copy and shows the tray is empty.	Doc feeder broken pieces broken off ordering green. Feeder	11/14/2017	11/14/2017	CENTRAL ISLIP	11722	10S
rm 440						
MACHINE IS MAKING A GRINDING NOISE WHEN PRINTING	Repositioned finisher top guide plate above front joger, was down too far causing front tamper to hit it causing noise.	11/14/2017	11/15/2017	BROOKLYN	11201	2
copies coming out with streaks of black powder.	replaced drum and developer	11/14/2017	11/17/2017	NEW YORK	10010	1
Copy quality	Clean and vac mc clean all feed rollers	11/14/2017	11/15/2017	BRONX	10451	12
C0204 NO visible jam	Removed paper from behind tray 2 removed tray 3 feed unit cleaned developer spill and cleaned and lubed one way clutch and rollers	11/14/2017	11/15/2017	BROOKLYN	11201	2
rm 650						
Machine makes 1 copy and shows the tray is empty.	Replace doc feeder with green part.	11/14/2017	11/15/2017	CENTRAL ISLIP	11722	10S
rm 440						
black line down middle of the page	Clean scanner glass running test instruct customer	11/15/2017	11/16/2017	RIVERHEAD	11901	10S
Jamming ////schedule with Anna for Monday Nov20 at 8am.	General clean and test replaced feeder rollers	11/15/2017	11/20/2017	KEW GARDENS	11415	11
C0214	Check mc reset code	11/15/2017	11/16/2017	WARDS ISLAND	10035	1
BLDG MYSER 10 FL						
hours 9-430	Machine is working ok customer wants unit to print from IAN also to scan to use I tell him that he has to contact his IT dep.	11/15/2017	11/16/2017	BRONX	10465	12
7th floor 18b						
setup scanner to scan to usb , top feeder not working						
When puting paper through the automatic feeder it is not printing.	The machine is working at the moment spoke with Peter	11/16/2017	11/16/2017	MINEOLA	11501	10N
Copy quality	Clean and vac mc clean all feed rollers reset code	11/16/2017	11/17/2017	BRONX	10451	12
poor cq blurry	General clean and test replaced drum and developer unit	11/16/2017	11/22/2017	BROOKLYN	11201	2
springs falling out feeder	Reseated piece in feeder. Tested paper path.	11/16/2017	11/17/2017	NEW YORK	10010	1
springs falling out feeder	Reseated piece in feeder. Tested paper path.	11/16/2017	11/17/2017	NEW YORK	10010	1

springs falling out feeder	Reseated piece in feeder. Tested paper path.	11/16/2017	11/17/2017	NEW YORK	10010	1
Developer not in place correctly . Machine down	Found developer plug unplugged reconnected connectorvacumed toner spill in toner hopper. Cleaned machine. Rethreathed finisher miunt brackets so brisge and finisher will be fixed to mc.Tested from all trays	11/16/2017	11/17/2017	CENTRAL ISLIP	11722	10S
no power	Check machine, adjusted power cables, clean and vac machine.	11/17/2017	11/20/2017	BRONX	10456	12
The power button has not been repaired and the copy quality is poor	Full p.m. on machine replace drum and developer developer is supplied by customer.	11/20/2017	11/21/2017	HAUPPAUGE	11787	10S
Repeatedly misfeeding, this happens from time to time.	Clean and vac mc clean all feed rollers	11/20/2017	11/20/2017	BRONX	10456	12
Jamming and loud squeaking sound	Developer leaked out worn bearings. Vacumed spilled developer reset counters and ran f8 tested ok. Used same drum.	11/20/2017	11/20/2017	HEMPSTEAD	11550	10N
81/2 x11 unable to program, so they are unable to print. It is like it was wiped off, it gives them all other choices but that one.	reset paper sizes	11/20/2017	11/21/2017	NEW YORK	10013	1
Black lines on copies	Replaced developer reset counters, ran tcr. adjust.	11/20/2017	11/20/2017	MINEOLA	11501	10N
Closed b/w 1PM & 2PM.						
Part F 1-6 is showing open per user the door is closed.	need front front cover micro switch	11/20/2017	11/22/2017	NEW YORK	10004	1
Finisher is also not getting power						
RM 1047						
Copies are coming out with smudges down the middle of each page.	needs drum and rollers for legal trays.	11/20/2017	11/21/2017	NEW YORK	10013	1
rm 1000 10th fl						
Customer is having a driver issue wants to print one side and it keeps printing two sided.	Had Pedro from Remote Tech remote in to install correct driver. SW Frank	11/21/2017	11/30/2017	NEW YORK	10010	1
When feeding the paper from the adf the copies come out off centered	Adjust document feeder for cooked copied clean feed roller and sensor run and test	11/21/2017	11/21/2017	CENTRAL ISLIP	11722	10S
3 rd fl Judge Crecca Supreme court BLDG						
unable to log in	provided log in password	11/21/2017	11/21/2017	NEW YORK	10007	1
System error occurs when they try to print from Tray 2, not able to print.	damaged paperstack loaded into machine triggering incorrect paper sensors. refilled with a fresh ream of paper and tested. SW Theresa	11/21/2017	11/21/2017	NEW YORK	10007	1
not reading tray once paper added to tray	again paper loaded incorrectly. reloaded paper tray gently without issue. tested until tray ran out and then reloaded again just to show customer there is no issue.	11/21/2017	11/21/2017	NEW YORK	10013	1
Copies are coming out with smudges down the middle of each page.	Replaced drum and paper feed pulleys. Cleaned and adjusted SW Kim	11/21/2017	11/29/2017	NEW YORK	10013	1
rm 1000 10th fl						
machine not accepting new toner saying empty after replaced	Machine needed a new toner cart replaced tested ok, closing out	11/21/2017	11/21/2017	YONKERS	10701	9
Scan to email is down. The jobs are not going through. The following document has not been transmitted.	Customer called back and stated there is a system outage in the building and their IT dept is already working on this. Closing this ticket.	11/21/2017	11/21/2017	BROOKLYN	11201	2
14TH FL Cubicle 14-81 A						
Part F 1-6 is showing open per user the door is closed.	Reseated all connectors on the power supply and cleaned and tested. SW Janet /Dean	11/22/2017	11/28/2017	NEW YORK	10004	1
Finisher is also not getting power						
RM 1047						
fatal error msg, c-3726 error code	3725 error code needs fuser unit cleaned a f p f int	11/22/2017	11/22/2017	CENTRAL ISLIP	11722	10S
keeps turning off and rebooting	modified on / off switch and cleaned machine SW Fernando	11/22/2017	11/27/2017	NEW YORK	10013	1

Error code 0214, MACHINE IS DOWN,	Removed jams from rear of tray 3. Reset ,cleaned and tested. SW Temp	11/22/2017	11/28/2017	NEW YORK	10016	1
Error light lit up. Tray 3 unavailable RM 145M Closes @ 4:45PM	Realigned tray 3 guides and instructed customer on correct way to load paper SW Eve	11/22/2017	11/27/2017	NEW YORK	10007	1
fatal error msg, c-3726 error code	follow up replaced drum and fuser unit cleaned a f p f int	11/22/2017	11/28/2017	CENTRAL ISLIP	11722	10S
Dirty copies. Tried cleaning the glass and there were still marks on the copies.	Drum was worn. Replaced drum. Put order for k dv unit and transfer belt. Customer will call.	11/27/2017	11/27/2017	MINEOLA	11501	10N
feeder not grabbing paper RM 539	Replaced DaDF pulleys and cleaned machine SW Fran	11/27/2017	11/27/2017	NEW YORK	10004	1
Lines on the copies, creasing and copies are coming out off centered.	Replaced pulleys for trays 2 amend 3. Cleaned exit assembly SW Anthony	11/27/2017	11/27/2017	NEW YORK	10013	1
rm 118 Jamming	Imstall white sheet with new velcro. Clean feed rollers check drum life clean and test.	11/27/2017	11/28/2017	CENTRAL ISLIP	11722	10S
lost the scan connection due to power outage	Assisted IT person in reinstalling scan to email folder SW Zola	11/27/2017	11/28/2017	NEW YORK	10004	1
Jamming in the adf and the copies are printing with toner dust around the border.	General clean and test replaced image unit	11/27/2017	11/28/2017	BROOKLYN	11201	2
rm 221 Contact :Lisa Mathis	paper trsy	11/27/2017	11/28/2017	NEW YORK	10013	1
not reading correct paper size	Machine was turning off in middle of copies, problem was the on off button that is covered with velcro was turning the machine off, adjusted velcro to keep switch from working. Also unplugged mc.	11/28/2017	11/28/2017	MINEOLA	11501	10N
Machine is not copying at all. Machine down	From surge protector green Led not on plugged machine to po					
Transfer belt needed	Replaced developer A2XN03D also t3 rollers and diument feeder feed separation roller.	11/28/2017	11/29/2017	MINEOLA	11501	10N
lines	lines cleaned af slit glass p f int	11/28/2017	11/28/2017	CENTRAL ISLIP	11722	10S
Paper jam	Replaced tray 1st feed pulleys and clutch gears and adjusted pressure SW Sabena	11/28/2017	11/29/2017	NEW YORK	10013	1
smudges on copies	Replace fixing unit web and cleaned all xerographics and optics SW Elaine	11/28/2017	11/28/2017	NEW YORK	10004	1
Smearing lines across the paper vertically	REPLACED all pm parts. SW Donna	11/28/2017	11/29/2017	NEW YORK	10013	1
RM 921 Machine is feeding but it is not printing anything, Machine down	Trau lift error repair tray clean rollers run and test.	11/29/2017	11/29/2017	CENTRAL ISLIP	11722	10S
machine will make two copies before it doesn't recognize paper in the tray	Feed head broken ordering feed head getting green	11/29/2017	11/29/2017	CENTRAL ISLIP	11722	10S
DISTRCT COURT SECURITY OFFICE						
jamming		11/29/2017	11/29/2017	NEW YORK	10013	1
Print and copy quality		11/29/2017	12/4/2017	BROOKLYN	11201	2
Ordering green feed head - machine will make two copies before it doesn't recognize paper in the tray		11/29/2017	12/1/2017	CENTRAL ISLIP	11722	10S
DISTRCT COURT SECURITY OFFICE						
360 app test cq	Cleaned document feeder removed piece of paper caught in feeder exit, vacuumed machine.	11/30/2017	11/30/2017	HEMPSTEAD	11550	10N
jamming in feeder	Clean feed rollers check drum life clean and test the duplex copies clean and test	11/30/2017	11/30/2017	CENTRAL ISLIP	11722	10S
c 9402	Service code for paper tray remove paper clean and test.	11/30/2017	12/1/2017	CENTRAL ISLIP	11722	10S
ADF will not grab papers	Replaced DF pulleys and cleaned machine. SW Michelle	11/30/2017	12/1/2017	STATEN ISLAND	10301	13
streak all pages	Gave machine a full pm	11/30/2017	11/30/2017	NEW YORK	10013	1
hard down	developer ,developer unit ,drum unit SW Ray Reaseated MFSB PWB and cleaned and calibrated sw Ray	11/30/2017	11/30/2017	NEW YORK	10013	1

jamming	Repaired the paper tray clean feed roller and sensor run and test all options.	11/30/2017	12/1/2017	CENTRAL ISLIP	11722	10S
jamming	ordered lower feed assembly SW Paul	11/30/2017	12/1/2017	STATEN ISLAND	10301	13
18 Richmond Terrace Judge Panepento Ghost jam	Cleared paper dust from registration sensor in document feeder when doing this two staples fell out from feeder.	11/30/2017	12/1/2017	WESTBURY	11590	10N
feeder not pulling pages.... unable to sort	Replaced trat 3 feed roller. Legal paper	11/30/2017	12/4/2017	MINEOLA	11501	10N
Paper jams	Clean and vac mc clean all feed rollers	11/30/2017	12/1/2017	YONKERS	10701	9
Error code machine is not fuctioning	No SC required machine is working well, closing out	12/1/2017	12/1/2017	STATEN ISLAND	10301	13
ghost jam error	Remove jammed paper from behind the duplex from finisher clean feed roller and sensor run and test all options.	12/1/2017	12/1/2017	CENTRAL ISLIP	11722	10S
3rd fl c 0204	Removed paper from rear of tray and cleaned pulleys and clutch gears sw Renna	12/1/2017	12/4/2017	NEW YORK	10013	1
jamming	Replaced lower feed assembly SW Dominick	12/1/2017	12/7/2017	STATEN ISLAND	10301	13
18 Richmond Terrace Judge Panepento machine down	Clean and vac mc clean all feed rollers	12/1/2017	12/4/2017	BRONX	10465	12
Copy quality	Replaced all pm parts non inventory Drum,developer and developer unit transfer roller sw Danielle	12/1/2017	12/6/2017	NEW YORK	10004	1
Machine is down unable to copy		12/1/2017	12/6/2017	NEW YORK	10004	1
MALFUNCTION DETECTED ERROR MESSAGE; c0202. MACHINE DOWN		12/1/2017	12/4/2017	BROOKLYN	11201	2
Machine will only copy 3 pages then shows error no paper in the tray. Constantly freezing.	Clean and vac machine, customer wants another machine.	12/4/2017	12/5/2017	BRONX	10451	12
RM 8c14 hours 9-5	Clean and vac mc clean all feed rollers	12/4/2017	12/5/2017	BRONX	10451	12
top feeder not working	Replaced paper feed pulleys and clutch gears. Cleaned DF assembly SW Dawn	12/4/2017	12/5/2017	NEW YORK	10013	1
ADF Jamming		12/5/2017	12/6/2017	NEW YORK	10004	1
Issue with power with the machine	Customer has to resolve the issue with the electrical outlet	12/5/2017	12/6/2017	NEW YORK	10004	1
	SW Janet					
Jamming constantly, cannot find paper size and is chewing up the paper. MACHINE DOWN,	Needs part for feeder	12/5/2017	12/6/2017	BROOKLYN	11201	2
Jamming in the adf only	Replace feed head to with green part clean rollers run and test.	12/5/2017	12/5/2017	CENTRAL ISLIP	11722	10S
Customer would like a call with an ETA**						
lines on the copies	Replaced DaDF pulleys and cleaned machine SW Steven	12/5/2017	12/5/2017	NEW YORK	10013	1
Code C0202	Reset code and adjusted tray 2 lift assembly SW Teresa	12/5/2017	12/6/2017	NEW YORK	10013	1
c 11a3	open and closed door reboot	12/5/2017	12/5/2017	BROOKLYN	11201	2
unable to print or copy at all was able to use bypass tray now that isnt working either	Replaced lower feed assembly and vertical feed clutch SW Angela	12/6/2017	12/8/2017	NEW YORK	10010	1
copy quality	Clean and vac mc clean all feed rollers	12/6/2017	12/7/2017	YONKERS	10701	9
Jamming constantly	Replaced all pm parts cleaned machine and lower paper feed assy SW John	12/6/2017	12/15/2017	NEW YORK	10013	1
Constant jamming	Replaced all paper feed pulleys and clutch gears clean and adjusted SW Linda	12/6/2017	12/7/2017	STATEN ISLAND	10301	13
jamming legal copies	Adjusted and cleaned developer unit SW Robert	12/6/2017	12/6/2017	NEW YORK	10004	1
making owful noise...sounds like mri machine	Replair tray guide clear code clean and test	12/7/2017	12/7/2017	CENTRAL ISLIP	11722	10S
Error Message	Clean and vac mc clean all feed rollers	12/7/2017	12/8/2017	BRONX	10451	12
dirty copies	General clean and test replaced drum	12/8/2017	12/11/2017	BROOKLYN	11201	2
Constant jamming	General clean and test replaced feeder rollers	12/8/2017	12/11/2017	BROOKLYN	11201	2

Tray not detecting paper 10th floor - RM 1010	Walked customer through adjusting the guides for correct paper size	12/8/2017	12/12/2017	NEW YORK	10013	1
jamming on the bottom of the tray	Push button for LCT tray was broken removed broken button.	12/8/2017	12/12/2017	MINEOLA	11501	10N
tray due to paper feeding issues that are causing the copiers to jam	Realigned paper tray 3 and adjusted lift gear assembly SW Richsrd	12/11/2017	12/12/2017	NEW YORK	10007	1
tray due to paper feeding issues that are causing the copiers to jam	Adjusted tray 2 to feed yellow paper and advised customer to upgrade the printer driver so that it would show more print options SW Jackie	12/11/2017	12/12/2017	NEW YORK	10007	1
Machine is turning on and off	Trying to make copies touching the operation panel machine turn off. Replaced operation unit w/new one. Tested all is good.	12/11/2017	12/12/2017	MINEOLA	11501	10N
262 OLD COUNTRY RD 215N FL jamming in the adf	Replaced feed rollers in tray 1 and ordered rollers for tray 2 and 3.	12/11/2017	12/12/2017	RIVERHEAD	11901	10S
3 rd fl special term Machine is still not working properly, Repeat issue. MACHINE DOWN	Walked customer through removing jam from tray3 and resetting the machine SW Janet	12/11/2017	12/12/2017	NEW YORK	10013	1
jamming in the adf	Replaced feed rollers, cleaned and checked in full.	12/12/2017	12/13/2017	RIVERHEAD	11901	10S
3 rd fl special term Jamming and the front door fell off	jammed repaired front door cleaned machine tested	12/12/2017	12/12/2017	CENTRAL ISLIP	11722	10S
1st fl rm 134 jamming stopping in middle of job C0204	Replaced tray 2 feed rollers tested all was good. Reset machine	12/12/2017	12/13/2017	CENTRAL ISLIP	11722	10S
lines on copies	Clear scan glass and DF assembly SW Robert	12/12/2017	12/12/2017	BROOKLYN	11201	2
PRINTING WITH BLACK SPOTS ON PAPER	General clean and test	12/13/2017	12/19/2017	BROOKLYN	11201	2
machine down unable to copy	waste toner box full connected to supplies	12/13/2017	12/13/2017	NEW YORK	10013	1
jamming in adf	Cleaned adf rollers and sensors and copier.	12/13/2017	12/19/2017	BRONX	10465	12
lines on copies	Replaced all pm parts drum,developer ,transfer roller SW Linda	12/13/2017	12/18/2017	STATEN ISLAND	10301	13
Problem with paper jamming. Tech had been here in the past and needed part. Need part installed. Secondary phone number 212-340-0494	Replaced lower feed assembly and Tray 1 feed pulleys and clutch gears sw Angela	12/14/2017	12/20/2017	NEW YORK	10010	1
poor quality cutting off corners	Ordered pm parts SW Marie	12/14/2017	12/15/2017	NEW YORK	10004	1
squeaking sound and the machine does not default to the next tray even after changing the settings	Replaced tray 3 wire harness to stop tray auto switch from failing from tray 1 to 3 and visaverse.	12/14/2017	12/19/2017	WESTBURY	11590	10N
RM 108 Loud banging sound coming from the belt	Removed scanner glass cover cut away edge under reading glass to prevent scanner from getting caught naming scanner causing cide 6102.	12/14/2017	12/18/2017	BROOKLYN	11201	2
rm 300 3 rd fl Driver issue	Carol will reach out to in house IT, closing out	12/14/2017	12/14/2017	WARDS ISLAND	10035	1
Copy quality	c q replaced drum dev cleaned af p f int f n s	12/14/2017	12/15/2017	CENTRAL ISLIP	11722	10S
c2557	This machine was moved to Petitions 1st floor back office. Code c2557 was due to lack of toner in toner hopper.hopper was empty, ran initialize stabilizer + gradation. Udpgraded software G20-M1 also installed movie data firmware.	12/14/2017	12/19/2017	JAMAICA	11432	11
jamming in tray 2 only	Replaced tray feed pulleys and clutch gears and cleaned machine SW Phillip	12/15/2017	12/19/2017	NEW YORK	10013	1
rm 4d6 Jamming	jammed removed from f n s cleaned machine tested	12/15/2017	12/15/2017	CENTRAL ISLIP	11722	10S
poor quality cutting off corners		12/15/2017	12/19/2017	NEW YORK	10004	1
Dark Copies	Clean feed rollers check drum life clean and test remove	12/18/2017	12/18/2017	MINEOLA	11501	10N
unable to make legal size copys	Removed paper from behind tray 2 causing c0204 code showed customer how to remove paper from behind tray. Cleaned machine.	12/18/2017	12/18/2017	BROOKLYN	11201	2

Paper jam that the customer is unable to unjam. MACHINE DOWN	General clean and test	12/18/2017	12/19/2017	JAMAICA	11435	11
MACHINE IS DOWN, UNABLE TO DO ANYTHING., EMERGENCY	Will return with parts C-1183 code finisher	12/18/2017	12/19/2017	STATEN ISLAND	10301	13
Make copies fine and then in the middle of job it will say that there is a paper jam, There is no jam lines	JAMS tray 2 replaced p f roller and clutch green cleaned and tested	12/18/2017	12/19/2017	CENTRAL ISLIP	11722	10S
	Replaced all pm parts drum. Dev and cv04 unit/transfer roller sw Arlene	12/18/2017	12/20/2017	NEW YORK	10010	1
admin:212-340-0494 JAMMING	removed paper from duplex cleaned machine tested	12/19/2017	12/19/2017	CENTRAL ISLIP	11722	10S
Machine is still jamming and not pulling the paper through the adf	Reset guides, repaired transfer section and checked in full.	12/19/2017	12/20/2017	RIVERHEAD	11901	10S
Shadow lines when feeding through the adf Customer wiped the glass with windex		12/19/2017	12/19/2017	NEW YORK	10013	1
rm 526 MACHINE IS DOWN, UNABLE TO DO ANYTHING., EMERGENCY	REMOVED finisher and cleaned machine SW	12/19/2017	12/28/2017	STATEN ISLAND	10301	13
Not printing at all, getting error message call your system administrator. MACHINE DOWN	talked with customer how to resolve error code C0204, they email back tech support they fixed it	12/19/2017	12/21/2017	YONKERS	10701	9
There is broken metal part. The section that colates the paper is broken c-3751	Finisher issues removed both screws and clean out the sensors	12/20/2017	12/21/2017	STATEN ISLAND	10301	13
	Nifi. Reset fuser code came back replaced fuser unit machine worked. Tested all worked. Lines background needed Replaced drum and developer from my inventory will return to pu dv from customer.	12/20/2017	12/20/2017	LONG BEACH	11561	10N
not recognized message	remover drive assembky and cleaned all clutches. replaved tray rollers and updated firmware	12/20/2017	12/22/2017	NEW YORK	10013	1
Half of the page is black	c q replaced drum cleaned af p f replaced dev	12/21/2017	12/22/2017	CENTRAL ISLIP	11722	10S
6th fl D65 copy quality jamming Copy quality issues	Clean and vac mc clean all feed rollers reset code jammed removed paper from fuser cleaned af p f int Replaced drum, document feeder separation roller, cleaned and checked in full.	12/22/2017	12/26/2017	BRONX	10465	12
		12/26/2017	12/26/2017	HAUPPAUGE	11788	10S
		12/26/2017	12/26/2017	RIVERHEAD	11901	10S
machine is not picking the paper in tray 1 also showing a ghost jams	General clean and test replaced feeder rollers	12/26/2017	12/27/2017	BROOKLYN	11201	2
basement Message on screen Lines on copies	Clean and vac mc clean all feed rollers Cleaned optics, set timers to customers satisfaction, cleaned and checked in full.	12/26/2017	12/27/2017	BRONX	10451	12
		12/26/2017	12/26/2017	RIVERHEAD	11901	10S
Unable to clear paper jam	cleared paper jam and tested machine. cleaned paper path for excess toner.	12/27/2017	12/29/2017	NEW YORK	10007	1
Copier is located in rm 620 But go to rm 700 first Streaks are all over the copies.	Cleaned main charge wires and grid with alcohol fixed lines on prints. Cleaned transfer corona. From has 317k will need drum and main charge and transfer next call.	12/27/2017	12/27/2017	WESTBURY	11590	10N
no power follow up	Clean and vac mc clean all feed rollers Cleaned machine vac paper dust cleaned rollers.	12/27/2017	12/28/2017	BRONX	10451	12
		12/27/2017	12/28/2017	MINEOLA	11501	10N
Copies are coming out gray ADF is not pulling the paper	General clean and test replaced feeder rollers and drum developer calibrated	12/28/2017	12/28/2017	BROOKLYN	11201	2
1st fl clerk's office dirty copies	Cleaned machine.	12/28/2017	12/28/2017	MINEOLA	11501	10N

message on machine	Clean and vac mc clean all feed rollers	12/28/2017	12/29/2017	BRONX	10451	12
constant jamming in feeder and inside machine	removed lower limit sensor from holder, and reseated connection. faulty connection caused tray to lift all the way up. tested machine, update sw	12/28/2017	12/29/2017	NEW YORK	10007	1
streaks and shadows on each copy	cleaned machine, need pm kit.	12/28/2017	12/29/2017	NEW YORK	10004	1
11th fl exec office streaks and shadows on each copy customer cleaned the glass	cleaned machine and cleaned optics.	12/28/2017	12/29/2017	NEW YORK	10004	1
11th fl exec office streaks and shadows on each copy	Replaced 250k pm kit SW Donna	12/29/2017	1/11/2018	NEW YORK	10004	1
11th fl exec office no power	Clean and vac mc clean all feed rollers	12/29/2017	1/2/2018	BRONX	10451	12
power button loose/ broken unable to turn on	Moved machine from bad outlet.removed sub switch button is broken	1/2/2018	1/2/2018	HEMPSTEAD	11550	10N
C-3801 Machine is down	Showed customer not to turn off with main switch. Reset fuser code, must of gotten power spike. tested all is good.web is 1/3 life left (206560 meter on web)	1/2/2018	1/3/2018	MINEOLA	11501	10N
C-3401 Machine is down	Nifi, reset fuser code 3501 checked counters web is 2/3 New reset counter.	1/2/2018	1/3/2018	MINEOLA	11501	10N
hours 9-5 paper jammed and can not see any paper - this is in the top fedder	General clean and test replaced feeder rollers	1/2/2018	1/3/2018	BROOKLYN	13204	2
hours 9-5 paper jammed and can not see any paper - this is in the top fedder	General clean and test replaced feeder rollers	1/2/2018	1/3/2018	BROOKLYN	13204	2
hours 9-5 paper jammed and can not see any paper - this is in the top fedder	General clean and test replaced feeder rollers	1/2/2018	1/3/2018	BROOKLYN	13204	2
They are having an issue with touch pad.	Please advise customer to use stylus pen instead of their finger that would leaf the lotion on the screen.	1/2/2018	1/3/2018	BROOKLYN	11201	2
Power button stop working ***111 Centre st Room 933***	Ordered power on button kit SW Lt perrotta	1/2/2018	1/5/2018	NEW YORK	10013	1
Paper Jam - but no jam visible.	Replaced all paper feed pulleys and clutch gears and adjusted pressure SW Dawn	1/2/2018	1/3/2018	NEW YORK	10013	1
no power	Check mc clean all feed rollers reset code, adj power cable	1/2/2018	1/3/2018	BRONX	10451-50Z5	12
error code D0.10	Formatted HDD cleaned machine replaced dadf pulleys SW Anthony	1/3/2018	1/3/2018	NEW YORK	10013	1
Jamming	REMOVED jam from rear of tray cleaned and replaced legal tray feed pulleys and clutch gears sw Jackie	1/3/2018	1/3/2018	NEW YORK	10007	1
void steak	Full pm new drum developer unit clean feed roller and sensor run and test all options.	1/3/2018	1/3/2018	CENTRAL ISLIP	11722	10S
cuts off part of pages full pm		1/3/2018	1/3/2018	NEW YORK	10007	1
full maintance	Cleaned all optics and xerographics adjusted SW Jackie	1/3/2018	1/3/2018	NEW YORK	10007	1
full maintance	Cleaned all optics and xerographics and feed assemblies SW Jackie	1/3/2018	1/3/2018	NEW YORK	10007	1
Unable to copy not pulling paper through rollers	reboot resolved	1/3/2018	1/3/2018	MINEOLA	11501	10N
COPIES ARE COMING OUT WITH SPOTS AND STREAKS	General clean and test replaced feeder rollers and have carman prepare the developer. Remove a debris that fall inside the drum carriage	1/3/2018	1/5/2018	BROOKLYN	11201	2
Feeding thru top loader-JAMS ALL THE TIME, it will not make double sided copies.	Reseat the power switch General clean and test replaced feeder rollers	1/3/2018	1/5/2018	BROOKLYN	11201	2
Paper drawer doesn't switch.	C214 code needs tray3 lct board	1/3/2018	1/8/2018	WESTBURY	11590	10N

strange odor coming from machine	Replaced fuser web and cleaned filter SW Mike	1/3/2018	1/9/2018	NEW YORK	10006	1
black streaks	Replaced pm parts drum and developer unit SW Joe	1/3/2018	1/12/2018	NEW YORK	10013	1
light copies	Cleaned all optics and xerographics adjusted copy quality SW Joe	1/3/2018	1/5/2018	NEW YORK	10013	1
staple cartridge holder has staples stuck	General clean and test replaced feeder rollers unjamed the staple reconditioned belt	1/4/2018	1/5/2018	BROOKLYN	11201	2
jamming	JAMS removed paper from behind tray 3 cleaned af p f int	1/5/2018	1/5/2018	RONKONKOMA	11779	10S
dirty copys	General clean and test replaced feeder rollers and drum	1/5/2018	1/9/2018	BROOKLYN	11201	2
Power button stop working ***111 Centre st Room 933***	Replaced control panel and cleaned .machine SW Lt Perrotta	1/5/2018	1/24/2018	NEW YORK	10013	1
power button stuck in never repaired been waiting since 11/27/17	Ordered power on off button SW Fernando	1/5/2018	1/5/2018	NEW YORK	10013	1
unable to locate paper jam	Customer must of removed jam, nachine working when arrived tested 150 copies.	1/5/2018	1/8/2018	HEMPSTEAD	11550	10N
Toner spots is on copies	Cleaned all optics and xerographics adjusted copy quality SW Zola	1/5/2018	1/9/2018	NEW YORK	10004	1
adf won't feed	Spoke with Michael. Had him reboot the copier. ADF now working.	1/5/2018	1/5/2018	BRONX	10465	12
copy quality	Clean and vac mc clean all feed rollers	1/5/2018	1/8/2018	BRONX	10451	12
machine not recognizing paper - just beeps	Adjusted guides on tray 1 and cleaned machine SW Steve	1/5/2018	1/5/2018	NEW YORK	10013	1
Machine will not power on *****Room G-28****	General clean and test check all connections	1/8/2018	1/10/2018	KEW GARDENS	11415	11
Dark black streaks on copies	Phone fix done with Marty cleaned CVT glass	1/8/2018	1/11/2018	NEW YORK	10010	1
Paper drawer doesn't switch.	Replaced tray 3 LCT. Also pwb.this is to stop the machine from giving error c-0214	1/8/2018	1/9/2018	WESTBURY	11590	10N
Constant Jamming ***Rm 452***	Replaced tray 1 feed pulleys and clutch gears as Teresa	1/8/2018	1/9/2018	NEW YORK	10007	1
maintenance lite on	Clean and vac machine, check other machine i bldg.	1/8/2018	1/9/2018	BRONX	10451	12
Machine is constantly shutting down		1/8/2018	1/9/2018	NEW YORK	10013	1
misfeeds	Removed staple from Dadf cleaned and tested SW Bob	1/9/2018	1/11/2018	STATEN ISLAND	10301	13
hours	Realigned paper tray guides and cleaned tested SW Louie	1/9/2018	1/9/2018	NEW YORK	10007	1
room 116						
has lines and cuts off paper						
c3726 / internal error	Replaced fuser and paper feed pulleys and clutch gears sw Gerald	1/9/2018	1/12/2018	NEW YORK	10007	1
having issues with touch pad	Spoken with mike on phone resolve the ISSUE	1/9/2018	1/9/2018	BROOKLYN	11201	2
adf keeps jamming	General clean and test replaced feeder rollers	1/9/2018	1/11/2018	KEW GARDENS	11415	11
Print quality	Clean and vac mc clean all feed rollers replaced drum and developer	1/9/2018	1/10/2018	YONKERS	10701	9
Not turning on. Power button is an issue it is not working at all.MACHINE DOWN	Fixed power sw. Covered sub pose switch So it will not be used. Tested all trays.	1/9/2018	1/11/2018	MINEOLA	11501	10N
Maintenance lite on	Reset count,clean and vac mc clean all feed rollers reset code	1/9/2018	1/10/2018	YONKERS	10701	9
lines on copies	Cleaned all optics and xerographics SW Anna	1/9/2018	1/9/2018	NEW YORK	10013	1
tray 2 not feeding	Replaced tray 2 pulleys and clutch gears sw Angela	1/9/2018	1/9/2018	NEW YORK	10013	1
error code CO204	General clean and test	1/9/2018	1/11/2018	BROOKLYN	11201	2
Not printing properly and cutting off the documents.	Phone fix done with Chan adjusted paper tray guides	1/10/2018	1/11/2018	NEW YORK	10004	1
MACHINE DOWN						
Glass does not recognize the paper size	Adjusted tray 1 to read correctly and checked in full.	1/11/2018	1/11/2018	RIVERHEAD	11901	10S
The machine works sporadically.						
A251						
Dirty copies, lines of toner showing up in the background.		1/11/2018	1/16/2018	NEW YORK	10006	1
feeder jams	Removed paper clip from feeder cleaned and tested SW Yushan	1/11/2018	1/11/2018	NEW YORK	10004	1

Jamming and no paper pick up error constant issue per user	Adjusted cassette guides, cleaned roller, clutches and checked in full.	1/11/2018	1/12/2018	RIVERHEAD	11901	10S
rm 322 3rd fl BOTTOM DRAWER IS JAMMED. DEVELOPER HAS ARRIVED	General clean and test replaced feeder rollers and toner bottle. Reload staple cartridge and remind carman to remove packaging seal .	1/11/2018	1/18/2018	BROOKLYN	11201	2
jamming tray 1	Replaced clutch gears on paper feed pulleys and registration clutch for vertical feed SW Arlene	1/11/2018	1/11/2018	NEW YORK	10010	1
COPY QUALITY	Clean and vac mc clean all feed rollers	1/11/2018	1/12/2018	BRONX	10451	12
the surge suppressor has been making a loud buzzing sound intermittently.//////CLOSED ON 1/15	Explain to carman that surge protector is no longer needed . That machine have already built-in. Discard it	1/11/2018	1/16/2018	BROOKLYN	11206	2
Copies are coming out with little black dots and lines. I think it needs an internal cleaning.	Clean and vac mc clean all feed rollers	1/12/2018	1/16/2018	BRONX	10451	12
MALFUNCTION DETECTED C2557	Clear tray code clean rollers run and test all trays	1/12/2018	1/16/2018	CENTRAL ISLIP	11722	10S
Machine is constantly saying it is jammed, but there is no paper stuck.		1/12/2018	1/16/2018	CENTRAL ISLIP	11722	10S
Unable to use Tray3 error message.	Reformed pressure spring on feed assembly SW Anna	1/12/2018	1/12/2018	NEW YORK	10007	1
Customer states please call so they can meet you and walk you to the machine.						
fuser jams	Clean and vac mc clean all feed rollers reset code	1/12/2018	1/16/2018	BRONX	10451	12
JAMMING ON LEGAL SIZE	Removed paper from rear of tray and cleaned machine SW Maria	1/12/2018	1/16/2018	NEW YORK	10004	1
dark lines	Cleaned all optics and xerographics adjusted ATDC SW Jerry	1/12/2018	1/16/2018	NEW YORK	10004	1
lines on copies	Cleaned all optics and xerographics SW Michelle	1/12/2018	1/12/2018	NEW YORK	10007	1
Machine not functionally properly.	NIFI, Replaced turnover assy due to noisy cooling fan.	1/15/2018	1/17/2018	HEMPSTEAD	11550	10N
jam in 3 unable to open cant see paper	Rewired transfer/Sep CHARGER and cleaned machine SW Janet	1/16/2018	1/16/2018	NEW YORK	10004	1
JAMMING, PLASTIC PIECE REPAIRD, BUT STILL JAMMING	Replaced all paper feed pulleys and clutch gears and DaDF pulleys and cleaned machine SW Dominick	1/16/2018	1/17/2018	STATEN ISLAND	10301	13
Paper jam in the adf constantly	cleaned df rollers	1/16/2018	1/18/2018	NEW YORK	10007	1
rm 452 4th fl						
Machine is down unable to copy	Clean and vac mc clean all feed rollers reset code	1/16/2018	1/17/2018	BRONX	10451	12
machine down	jam cleared	1/17/2018	1/17/2018	MINEOLA	11501	10N
tray 3 cannot be used	office closed when I arrived. rs for time	1/17/2018	1/18/2018	NEW YORK	10007	1
Machine keeps saying add toner after a new one has been put in.	Removed bound toner cartridge, removed toner hopper vacuumed spilled toner from all over inside toner hopper opening.	1/18/2018	1/22/2018	CENTRAL ISLIP	11722	10S
Top feeder keeps jamming, issue with drawer #2, have to open and close it after every copy.		1/18/2018	1/22/2018	BROOKLYN	11201	2
Machine is totally down, customer not sure exactly what is wrong,	J6623 in doc feeder cleaned rollers and sensors, ran calibration of auto stop adjustments. Installed tray 3 mylar.	1/18/2018	1/18/2018	MINEOLA	11501	10N
Message on machine	Clean and vac machine.	1/18/2018	1/19/2018	BRONX	10451	12
ADF jamming	Clean and vac mc clean all feed rollers reset code	1/18/2018	1/22/2018	BRONX	10465	12
ADF jamming	Clean and vac mc clean all feed rollers, adf cover is broke	1/18/2018	1/22/2018	BRONX	10451	12
ADF jamming	Clean and vac mc clean all feed rollers, adf cover is broke	1/18/2018	1/22/2018	BRONX	10451	12
ADF jamming	Clean and vac mc clean all feed rollers, adf cover is broke	1/18/2018	1/22/2018	BRONX	10451	12
C 2557 Red light	Replaced developer dv310 and reset counters ran f8 tested 200 copies.	1/18/2018	1/19/2018	MINEOLA	11501	10N
1st fl west wing						
tray 3 cannot be used	Adjusted guides in tray 3 and cleaned all optics and xerographics sw Sam	1/18/2018	1/19/2018	NEW YORK	10007	1
meter reading	adv how to get meter reading	1/19/2018	1/19/2018	STATEN ISLAND	10301	13

Adf jamming and power button is stuck in the machine. Small claims court Amy from Eastern Sister core called in		1/19/2018	1/22/2018	NEW YORK	10035	1
middle section of machine sitting on floor has not been put back together error message feeder not grabbing paper	Clean and vac mc clean all feed rollers reset code Clean and vac mc clean all feed rollers reset code, adj hight of adf	1/19/2018 1/19/2018	1/23/2018 1/22/2018	STATEN ISLAND BRONX BRONX	10301 10451 10451	13 12 12
not rec paper tray 1	Paper behind trays stuck in size detection sensor. Removed and tested.	1/22/2018	1/23/2018	NEW YORK	10019	1
ADF jamming	Problem was document feeder vover was noisy and bouncing. Found the cover was missing the hinge pin on rear, found pin reinstalled, all was working after.	1/22/2018	1/26/2018	BRONX	10451	12
Top feeder is getting jammed, and the red light is coming on.	Replaced document feeder separation roller, cleaned and checked in full.	1/22/2018	1/23/2018	RIVERHEAD	11901	10S
Adf jamming and power button is stuck in the machine. Small claims court Amy from Eastern Sister core called in	Replaced clucht on trays 1	1/22/2018	1/23/2018	NEW YORK	10035	1
streaks on copies C0214 Machine is down unable to copy When pushing the powering button once machine will turn back off. End users need to push the power button multiple times to turn on machine. Power switch is broken. Per user the button is stuck.	Replaced feed rollers in tray 1, cleaned and checked in full. Repaired tray 3,cleaned and checked in full. Need a buttom kit found power surge protector defective, also operation panel on off button broke, dissabled operation button.covered so it is not used. showed John how it works.	1/23/2018 1/23/2018 1/23/2018 1/23/2018	1/24/2018 1/23/2018 1/23/2018 1/23/2018	RIVERHEAD RIVERHEAD JAMAICA MINEOLA	11901 11901 11435 11501	10S 10S 11 10N
C 0204 Down machine		1/23/2018	1/23/2018	JAMAICA	11435	11
5th fl Print quality toner keeps displaying "empty" paper keeps folding as it comes out of the tray	Could not duplicate problem, tested all modes works ok. Machine working sporadically with original bottle replace toner message, replaced toner bottle with new one due to problem will order toner hopper rear has to much play causing add toner problem.	1/23/2018 1/23/2018	1/23/2018 1/24/2018	HAUPPAUGE CENTRAL ISLIP	11787 11722	10S 10S
Stapler error and copy quality	Customer had loaded the paper improperly causing wrong size to display when using machine. Also staple was to far to edge when A4 size was used to staple.cleaned machine	1/23/2018	1/24/2018	CENTRAL ISLIP	11722	10S
toner keeps displaying "empty" paper keeps folding as it comes out of the tray Machine is requesting preventative maintenance	Replaced toner hopper. Added new finisher bridge mounting screws. Cleaned all optics and xerographics adjusted copy quality SW Jacqueline	1/24/2018 1/24/2018	1/26/2018 1/24/2018	CENTRAL ISLIP NEW YORK	11722 10004	10S 1
jamming with legal paper jamming in the adf	Removed debree piece of rock causing jam removed reinforcement guide from under document feeder to allow paper debree jams to be removed by customer.	1/24/2018 1/24/2018	1/24/2018 1/24/2018	NEW YORK BRONX	10004 10451	1 12
jamming in the adf	Removed lower document feeder reinforcement guide to allow paper jam to be able to be removed. Cleaned transport rollers in feeder.	1/24/2018	1/24/2018	BRONX	10465	12
help center 1 st fl Jamming when the top feeder	Replaced all tray 1 pulleys and clutch gears and cleaned machine SW Liz	1/24/2018	1/29/2018	NEW YORK	10013	1
9th floor part 90 No annimation guide, call administrator. Machine is working	Phone fix done explain to customer SW Bridget	1/24/2018	1/29/2018	NEW YORK	10013	1
hours 9-5 top feeder - guides are broken	Ordered guide for pc 410 cabinet SW Sherlon	1/25/2018	1/29/2018	NEW YORK	10010	1

c3102 error code, paper jams in at least 2 different locations. courts closed on Monday Feb 12	General clean and test replaced feeder rollers and fuser	1/25/2018	2/13/2018	BROOKLYN	11201	2
Copy and print quality	Realigned feeder general clean and test	1/25/2018	1/29/2018	KEW GARDENS	11415	11
full pm... part broke on doc feeder	Order broken piece	1/26/2018	2/2/2018	BROOKLYN	11201	2
Machine is plugged in but not turning on. Customer states all the cables are connected.	Painters unplugged the cord from the copier, not the wall.	1/26/2018	1/26/2018	RIVERHEAD	11901	10S
rm 235						
Customer cleared the jam but issue still persist.	Removed paper from rear of tray and cleaned pulleys and clutch gears sw DONNA	1/26/2018	1/29/2018	NEW YORK	10013	1
Error C0204						
whistling noise when making copies	SPOKE TO BOB/ WILL MONITOR AND IF MACHINE WHISLTE CONTINUES/ WILL CALLBACK	1/26/2018	1/26/2018	BROOKLYN	11201	2
c3276 error code, MACHINE DOWN. Machine is also making a funny noise	Fuser drive gear was worn out causing c3726, replaced fuser drive gear from R-A2X0R71033 cleaned machine.	1/29/2018	1/29/2018	MINEOLA	11501	10N
machine powering off by itself	Removed broken on off sub power switch, power on switch power on machine, covered sub power switch to leave machine on.	1/29/2018	1/30/2018	MINEOLA	11501	10N
dirty copys	Dirty in back and in front background, Vacumed transfer roller area and wiped transfer roller down. Replaced dv310 customers. Cleared counts and ran f8 Tested all is good.	1/29/2018	1/30/2018	CENTRAL ISLIP	11722	10S
voids	Replaced drum cleaned and adjusted SW zFrank	1/29/2018	1/30/2018	NEW YORK	10013	1
hours 9-5	Replaced guide with no change. Will order pad for issue.	1/29/2018	2/8/2018	NEW YORK	10010	1
top feeder - guides are broken						
Customer states the machine is jamming constantly and would like a tech first call in the morning.		1/29/2018	1/30/2018	NEW YORK	10013	1
MACHINE AS MOVED - READY FOR SET UP AT NEW LOCATION	Reset up machine, tested printing and scanning to email.cleaned machine drum is at 0% good copy quality did not replace.	1/30/2018	1/30/2018	GARDEN CITY	11530	10N
MACHINE AS MOVED - READY FOR SET UP AT NEW LOCATION	Installed machine tested printing and scanning all was good, but is 0% copies quality is good.	1/30/2018	1/30/2018	GARDEN CITY	11530	10N
Feeder constantly jamming	Found label stick on the document feeder path . Removed general clean and test	1/30/2018	2/1/2018	BROOKLYN	11201	2
jamming on legal tray	Replaced all paper feed pulleys and clutch gears sw Gerald	1/30/2018	1/30/2018	NEW YORK	10013	1
Powdery black streak is going down the side of the copies.	Cleaned drum with dink to remove glue on it and on cleaning blade and seal, missing drum end seals.drum life 35k copies.	1/30/2018	1/31/2018	MINEOLA	11501	10N
Seems as if something is leaking	General clean and test show them how to reboot the machine	1/30/2018	2/1/2018	BROOKLYN	11201	2
error / c2557	Cleaned all optics and xerographics SW Marcos	1/30/2018	1/30/2018	NEW YORK	10013	1
lines on copies	Clean and vac mc clean all feed rollers	1/30/2018	1/31/2018	BRONX	10451	12
copy quality	Issue corrected, no SC needed, closing out	1/30/2018	1/30/2018	CENTRAL ISLIP	11722	10S
Machine is losing power, power keeps going in and out. Tried restarting. Nothing working.						
paper size issue	Adjusted cassette guides, cleaned and checked in full.	1/31/2018	2/1/2018	RIVERHEAD	11901	10S
paper jammed behind bypass tray unable to clear part torn	Removed paper from rear of machine clean and tested SW Cliff	1/31/2018	2/6/2018	NEW YORK	10007	1
tray 1 can't be used msg	Clean and vac mc clean all feed rollers reset code	1/31/2018	2/1/2018	BRONX	10456	12
every other copy producing lines	Clean and vac mc clean all feed rollers reset code replaced drums	1/31/2018	1/31/2018	BRONX	10451	12
machine squeaking 5th Floor-middle of office	Needs fuser and transfer belt	1/31/2018	2/1/2018	BROOKLYN	11201	2
Toner cartridge will not sit in properly	Instruct customers how to install toner bottle	1/31/2018	2/1/2018	JAMAICA	11435	11
rm 106						
COPIER CONTINUES TO JAM	Replaced paper feed pulleys and clutch gears clean ed dadf pulleys and cleaned machine SW Cliff	2/1/2018	2/2/2018	STATEN ISLAND	10301	13
adf not feeding	Adjusted Mylar guide in DaDF and cleaned and tested SW marlene	2/1/2018	2/6/2018	NEW YORK	10013	1

CANNOT COPY 8 1/2 X 11 paper, we are unable to make any copies.	Instruct how to load paper and trouble reset	2/1/2018	2/2/2018	BROOKLYN	11201	2
KS 53 we cannot make any 8 1/2 X 11 inch paper, we cannot make copies. 4th floor location error message machine squeaking 5th Floor-middle of office	General clean and test train keyoperator how to load the paper connected to supplies needs waste toner box Installed main drive. Transfer belt unit and fuser. Still heard the noise.	2/1/2018	2/2/2018	BROOKLYN	11201	2
Login error	Password set up by their IT, cust will reach out to their IT dept to obtain password info, closing out	2/1/2018	2/1/2018	NEW YORK	10007	1
Down / Broken Part / ***Call first machine is leaking oil, machine is down	Spoken with Pamela NO OIL ON THESE UNITS	2/1/2018	2/9/2018	BROOKLYN	11201	2
error message	machine calling for toner box connected to supplies	2/2/2018	2/2/2018	NEW YORK	10013	1
jams	Cleaned document feed rollers. Also set paper in tray 3 behind yellow devising line.	2/2/2018	2/2/2018	BROOKLYN	11201	2
misfeeding doc feed	Cleaned feeder staple fell out from it, cleaned rollers and performed auto stop adjustments also calibrated operation panel.	2/2/2018	2/2/2018	KEW GARDENS	11415	11
CQ, jamming issues	Replaced drum, and vacuumed spilled toner by waste bottle, asking to be replaced soon. Cleaned doc feeder rollers and machine.rwplace Waste bottle message came up, waited to get waste bottle.	2/2/2018	2/2/2018	BRONX	10465	12
crooked copies	Adjusted document feed righ hinge to fux df skew. Also adjusted doc feeder FD registration. Front -2.0 back -2.0 vac and cleaned machine	2/2/2018	2/2/2018	CENTRAL ISLIP	11722	10S
machine will not power on...looks like a broken button	Ordered control panel SW Miss Thomas	2/2/2018	2/2/2018	CENTRAL ISLIP	11722	10S
paper jams full pm... part broke on doc feeder	Clean and vac mc clean all feed rollers General clean and test replaced feeder rollers and feeder guide	2/2/2018	2/5/2018	STATEN ISLAND	10301	13
machine will not power on...looks like a broken button	Replaced control panel and trays 1 and 2 pulleys SW Miss Thomas	2/2/2018	2/5/2018	BRONX	10451	12
black lines on left margine	Ckanead optics, ran adjustments. All is good.	2/2/2018	2/13/2018	BROOKLYN	11201	2
Copy quality	Nifi, Removed piece of sponge seal in way of image write causing blank line down copies.cleaned machine tested all is ok.	2/5/2018	2/7/2018	STATEN ISLAND	10301	13
bottom tray is not working	Instruct customers how to load paper and operating the machine	2/5/2018	2/5/2018	CENTRAL ISLIP	11722	10S
jamming error messages problem noise	Cleaned rollers Clean and vac mc clean all feed rollers Replaced R-fuser unit for high pitch sound.	2/5/2018	2/5/2018	MINEOLA	11501	10N
NEW INSTALL - PROBLEM WITH DOC FEEDER GUIDE ///contact is Stacey/ Also check KU07 Both new delivery//	Problem display is blank. Checked machine it has no physical damage, reseated connectors for operation unit, called the hotline request # 260152, they sugest replacing MFP, operation panel.	2/5/2018	2/5/2018	JAMAICA	11435	11
dark copy quality problem	Cleaned optics, also adjusted tray 1 and 2 for proper CD centering.	2/5/2018	2/8/2018	NEW YORK	10010	1
error code -c1183 - Malfunction. Machine down	Problem was caused by customer stocking 2 boxes of copy paper under finisher elevator causing finisher elevator to crash and causing error code, moved paper boxes down.	2/5/2018	2/6/2018	BRONX	10451	12
jams document feeder	Ckanead document feeder pu and transport rollers, adjusted document feefeeder hinges for skew and FC registration. Cleaned and vacvaccumed toner hopper.	2/5/2018	2/6/2018	CENTRAL ISLIP	11722	10S

lines and jamming especially legal size c-202	Replaced paper feed pulleys and vertical clutch SW Terrence	2/6/2018	2/6/2018	NEW YORK	10012	1
	Removed paper from rear of tray and cleaned pulleys Replaced DaDF pulleys SW Daniel	2/6/2018	2/6/2018	NEW YORK	10012	1
Copies are very bad - a thick smudgy black line is going across it.	Vacuumed drum cleaning unit. Tested no more black smudges, it will need drum and developer next call.	2/6/2018	2/6/2018	HEMPSTEAD	11550	10N
Letter size comes out of tray 1, it will not print to tray 3, it defaults back to tray 1.	Problem was due to paper on tray 3 was not loaded properly. Showed Loraine how this caused problem.	2/6/2018	2/6/2018	HEMPSTEAD	11550	10N
Vertical comes out horizontal and Horizontal comes out vertical.						
ghost jam	Replaced clutch on tray 1, clean and vac machine	2/6/2018	2/7/2018	YONKERS	10701	9
tray issues / jamming	Clear paper jam. Showed ripples on the paper indicating moisture to customer. Check tray feed unit, tested ok.	2/6/2018	2/7/2018	NEW YORK	10035	1
Error message	Clean and vac mc clean all feed rollers	2/6/2018	2/7/2018	BRONX	10451	12
crooked copies	Adjusted dadf to correct skewing replaced trays 1 and 2 sw Danny	2/6/2018	2/6/2018	NEW YORK	10013	1
jamming constantly	JAMS replaced tray 2 of unit green needs a d f Sep pulley	2/7/2018	2/7/2018	PATCHOGUE	11772	10S
Toner sensor error	End user refused to change toner. Put in new toner works fine	2/7/2018	2/9/2018	BROOKLYN	11201	2
Machine is making grinding C-0206	Customer had loaded the paper in tray 3 LCT the wrong direction causing noise and error code. Open tray manually and loaded paper correctly tested all is good.	2/7/2018	2/8/2018	MINEOLA	11501	10N
jamming constantly	follow up replaced D A D F green cleaned and tested	2/7/2018	2/8/2018	PATCHOGUE	11772	10S
Double sided copies are not working	User Code ABC p.s., 1111 Fixed turn around guide was binding also added weight to original tray size sensor flags they were not returning to show proper paper size.	2/7/2018	2/8/2018	MINEOLA	11501	10N
error code C0202	Replaced drum unit clean and vac mc clean all feed rollers reset code	2/7/2018	2/8/2018	BRONX	10451	12
rm 122 cell# 914-584-8401						
Problem, operator training	Operator training. Customer wanted copies to eject to top tray also default screw to be copy mode. Set trays to auto tray switch demo machine.	2/7/2018	2/7/2018	BROOKLYN	11201	2
feeder jams	Replaced DaDF pulleys and cleaned machine SW Julia	2/7/2018	2/7/2018	STATEN ISLAND	10301	13
jamming on legal copies	Removed paper from rear of tray and cleaned clutch gears sw Gerald	2/7/2018	2/8/2018	STATEN ISLAND	10301	13
malfunction code	Customer had placed garbage can under finisher causing error code, moved cans to side of machine. Also instructed operator not to load paper on left side of tray 1 and not to overfill tray 3.	2/8/2018	2/8/2018	MINEOLA	11501	10N
Machine is not working at all, MACHINE DOWN.	Ordered laser assembly SW Laura	2/8/2018	2/8/2018	STATEN ISLAND	10301	13
THIS MACHINE IS LOCATED AT 26 CENTRAL AVE, STATEN ISLAND						
Cant print from any PC but copying works	No problem found. Reboot the machine and tested with David	2/8/2018	2/9/2018	NEW YORK	10004	1
Toner lite on after replaced	Clean and vac mc clean all feed rollers	2/8/2018	2/9/2018	BRONX	10451	12
hours 9-5	Reschedule customer closing office	2/8/2018	2/13/2018	NEW YORK	10010	1
top feeder - guides are broken						
Machine is not working at all, MACHINE DOWN.	Replaced laser assembly and cleaned machine SW Andrew	2/8/2018	2/14/2018	STATEN ISLAND	10301	13
THIS MACHINE IS LOCATED AT 26 CENTRAL AVE, STATEN ISLAND						
broken power on button	Replaced power on button and cleaned /tested Sw Vincent	2/9/2018	2/9/2018	STATEN ISLAND	10301	13
Copies are printing dirty and the machine smells as though something is burning. CLOSED ON MONDAY/ LINCOLN DAY	The machine is pulling developer and main drive gear was grinding off. Fuser has multiple side.	2/9/2018	2/13/2018	BROOKLYN	11201	2
copy quality	Clean and vac mc clean all feed rollers	2/9/2018	2/12/2018	BRONX	10451	12

machine squeaking 5th Floor-middle of office//////// OPEN TICKET WITH KONICA 260708 Jamming in all locations	Ticket opened with Konica ordering suggested parts.	2/9/2018	2/12/2018	BROOKLYN	11201	2
	Cleaned document feeder rollers, also fixes staple cartridge showed customer how to load staples and how to load paper in tray 3. drum is @ 0 % good quality left alone.	2/11/2018	2/12/2018	CENTRAL ISLIP	11722	10S
copy quality	Clean and vac machine.	2/12/2018	2/13/2018	BRONX	10451	12
keeps jamming	Cleaned rollers. Tested	2/13/2018	2/15/2018	NEW YORK	10019	1
The mylar on the inside cover fell off.	Velcro plate cover to document feeder. Tray 2 was not working needed to replace feed unit to get it to work. Cleaned machine Tested all is good.	2/13/2018	2/13/2018	HEMPSTEAD	11550	10N
feeder jamming	General clean and test removed paper inside the feeder	2/13/2018	2/13/2018	BROOKLYN	11231	2
black line	Clean and vac mc clean all feed rollers	2/13/2018	2/13/2018	MOUNT VERNON	10550	9
Copies are printing dirty and the machine smells as though something is burning. CLOSED ON MONDAY/ LINCOLN DAY	General clean and test replaced fuser and image unit	2/13/2018	2/20/2018	BROOKLYN	11201	2
Copy quality lines down the copies hour 9-5 will not feed from top feeder Problem jams in feeder when duplexing	Cleaned optics, also replaced tray 2 legal paper pick up roller. Dirty document sensors causing jams. Cleaned document feeder sensors, adjusted df stop position adjustments. Cleaned debree from duplex guide ends binding guide. Replaced drum Developer housing and developer. Used 411 drum parts to fit dr310 housing worked.	2/14/2018	2/14/2018	MINEOLA	11501	10N
		2/14/2018	2/14/2018	MINEOLA	11501	10N
		2/14/2018	2/14/2018	MINEOLA	11501	10N
Maintenance lite on Ticket open with Konica/ ordering fuser drive to address ongoing noise.	Clean and vac mc clean all feed rollers Replaced the fuser drive assembly, clutch was rusted causing high pitch squeaky noise. Replaced the devwlooper unit kife was overdue by 100k	2/14/2018	2/15/2018	BRONX	10451	12
		2/14/2018	2/21/2018	BROOKLYN	11201	2
jam error code tray	Removed paper from behind tray 1 and tested ok. Set machine paper settings to auto and tray 3 KCT. As the priority. Cleaned machine.	2/14/2018	2/14/2018	MINEOLA	11501	10N
crooked copies Jamming check all trays and PM	Clean and vac mc clean all feed rollers Cleaned machine if life 123K if 119% copy quality is good maybe next time replace drum and developer.	2/14/2018	2/15/2018	BRONX	10451	12
		2/15/2018	2/15/2018	MINEOLA	11501	10N
C2557 code Paper jam in the feeder , unable to locate the jam.	Reset code and adjusted ATDC SW Bob Replaced paper feed actuator for dadf transport assembly SW Martha	2/15/2018	2/15/2018	NEW YORK	10007	1
		2/15/2018	2/15/2018	NEW YORK	10013	1
Jamming on legal size, unable to pick up the paper.(Tray 2)	Replaced registration clutch and adjusted feeder assembly SW Gary	2/15/2018	2/15/2018	NEW YORK	10013	1
Inside cover of the machine came off again.	Found new key operator was pulling mat cover down. Revelcro plate cover instructed not to pull from whitw 516-493-4042.	2/15/2018	2/15/2018	HEMPSTEAD	11550	10N
Error code c0202, Unable to print or copy. MACHINE DOWN	Clean and vac mc clean all feed rollers	2/15/2018	2/15/2018	BRONX	10451	12
power button broken into machine C2801 - error message, new toner is in, machine is not working and keeps getting the same error message. poor copy quality UNABLE TO MAKE DOUBLE SIDED COPIES- CONSISTENT PAPER JAM UNABLE TO MAKE DOUBLE SIDED COPIES. CONSISTENT PAPER JAM	Replaced devoper clean and vac toner unit Replaced drum unit and cleaned machine SW Jim	2/15/2018	2/15/2018	NEW YORK	10007	1
		2/15/2018	2/16/2018	MOUNT VERNON	10550	9
		2/15/2018	2/16/2018	NEW YORK	10013	1
		2/15/2018	2/16/2018	BROOKLYN	11201	2
	General clean and test check all drawer	2/15/2018	2/16/2018	BROOKLYN	11201	2
paper size issue / tray 1 No power duplexing printing two fronts or two back jamming after 10 copys ...intermittent stapling issues and collating backwards so pages stapled together last to first closed monday	Repaired cassette guides, cleaned and checked in full. Clean and vac mc clean all feed rollers Replaced drum, developer unit, developer, cleaned and checked in full.	2/16/2018	2/16/2018	RIVERHEAD	11901	10S
		2/16/2018	2/20/2018	BRONX	10451	12
		2/16/2018	2/16/2018	RIVERHEAD	11901	10S
Document feeder jams	Cleaned document feed sensors and iddle pulley still Jammed replaced dicument feed rollers.	2/16/2018	2/16/2018	MINEOLA	11501	10N

Copy quality	Replaced d's collars and drum + developer housing and customers developer.	2/16/2018	2/16/2018	HEMPSTEAD	11550	10N
Continously hold the power button down to make copies.	General clean and test repair the switch	2/16/2018	2/16/2018	BROOKLYN	11201	2
not printing to legal paper closed monday toner spill	General clean and test reloaded fresh paper	2/16/2018	2/20/2018	KEW GARDENS	11415	11
Copies do not print at the top of page (toner is full).	Cleaned vaccumed toner spill, ckeanes machine.	2/16/2018	2/20/2018	CENTRAL ISLIP	11722	10S
Copies do not print at the top of page (toner is full).	Office closed. RS for tomorrow	2/16/2018	2/19/2018	NEW YORK	10013	1
streaks/spots of toner on copies	Cleaned toner dumped on laser assembly.	2/19/2018	2/20/2018	NEW YORK	10013	1
Main capacity tray issue - creases the paper.	Office closed upon arrival.	2/20/2018	2/20/2018	NEW YORK	10004	1
Top feeder is missing a piece that came off.		2/20/2018	2/26/2018	NEW YORK	10010	1
Lines on copies	Replaced fuser unit, cleaned induction heat heating plate.	2/20/2018	2/20/2018	CENTRAL ISLIP	11722	10S
not working	Cleaned and vaccumed machine.					
streaks/spots of toner on copies	Clean and vac mc clean all feed rollers	2/20/2018	2/20/2018	BRONX	10456	12
Jamming and PM needed	Need 250k pm kit	2/20/2018	2/22/2018	NEW YORK	10004	1
PM needed and jamming.	Adjusted duplex eject spring causing jams in duplex.	2/21/2018	2/21/2018	CENTRAL ISLIP	11722	10S
	Replaced operation unit old one was not lighting up bright enough.	2/21/2018	2/21/2018	CENTRAL ISLIP	11722	10S
Rollers are making loud noise	Need fuser	2/21/2018	2/21/2018	NEW YORK	10013	1
Jamming	General clean and test blow off sensor . Reset the dipswitch	2/21/2018	2/22/2018	BROOKLYN	11201	2
adf is not pulling paper	Cleaned and adjusted SW Barbara	2/21/2018	2/22/2018	NEW YORK	10013	1
rm 8E2B						
Jamming	Machine coding out at power up C4101 ph	2/21/2018	2/22/2018	HEMPSTEAD	11550	10N
error message	Clean and vac machine adjusted paper size on trays.	2/21/2018	2/22/2018	BRONX	10456	12
Rollers are making loud noise	Pm machine.	2/21/2018	2/28/2018	NEW YORK	10013	1
Try to get green please - Jamming	Replaced PH assy tested all ok.	2/22/2018	2/23/2018	HEMPSTEAD	11550	10N
streaks/spots of toner on copies	Pm	2/22/2018	2/28/2018	NEW YORK	10004	1
Quality and jamming	Tay 2 feed rollers are damage	2/22/2018	2/22/2018	NEW ROCHELLE	10801	9
Machine is constantly jamming. EMERGENCY	General clean and test replaced feeder rollers	2/22/2018	2/23/2018	BROOKLYN	11201	2
	A3cfpp2q01, a3cfpp1202,a3cfpp1102,a3cfpp1e02,a3cfpp1g00 will be add in for march buget					
Print quality	Costumer need to order developer (out of state) have to replace drum and developer.	2/22/2018	2/23/2018	NEW YORK	10006	1
NO POWER	Power cable was missing from machine, clean unit.	2/22/2018	2/23/2018	BRONX	10451	12
Prints are black in middle of page	Cleaned debree from slit glass causing problem.	2/22/2018	2/23/2018	CENTRAL ISLIP	11722	10S
Quality and jamming		2/22/2018	2/27/2018	NEW ROCHELLE	10801	9
Jamming at the feeder, Machine down	Paper clip caught in feeder path causing either jams or wrinkles in then paper. Removed paper clip and cleaned DF rollers. Tested. SW Andrew	2/23/2018	2/27/2018	NEW YORK	10019	1
Print and copy quality and making gring noise	Cleaned and checked in full. I ordered a fuser and laser.	2/23/2018	2/26/2018	RIVERHEAD	11901	10S
Print quality	Replaced drum and adjust copy quality	2/23/2018	2/26/2018	NEW YORK	10006	1
Surge protector keeps making a loud humming sound.	No need surgery protector. The machine already built-in	2/23/2018	2/26/2018	KEW GARDENS	11424	11
1st fl rm 106						
copy quality, jams	Clean and vac mc clean all feed rollers	2/23/2018	2/26/2018	BRONX	10451	12
Print and copy quality and making gring noise	Replaced laser, fuser, cleaned and checked in full.	2/26/2018	2/28/2018	RIVERHEAD	11901	10S
Replaced toner, door is not closed properly, it is closed as far as they know correctly. MACHINE DOWN.	Realigned toner bottle and cleaned machine SW Janet	2/26/2018	3/1/2018	NEW YORK	10004	1
When making multiple copies the tray lifts many pages.	General clean and test replaced feeder rollers	2/26/2018	2/27/2018	KEW GARDENS	11415	11

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Machine is completely down and the mylar white piece that is on the inside of the top cover is missing. Machine is on the 6th floor	General clean and test replaced feeder rollers	2/27/2018	2/27/2018	BROOKLYN	11201	2
The power button is broken on the machine.	General clean and test	2/27/2018	2/27/2018	BROOKLYN	11201	2
PRINT QUALITY ISSUE & UNABLE TO REPLACE STAPLE CART, HAS STAPLES ONSITE // 2ND FLOOR ROOM 210	Cleaned document feeder and removed paper from behind tray 3 causing tray 3 not to work.	2/27/2018	2/27/2018	MINEOLA	11501	10N
System error, MACHINE DOWN, EMERGENCY	Copier is working fine. I can't duplicate the problem.	2/27/2018	2/28/2018	RIVERHEAD	11901	10S
Error Code display C1191		2/27/2018	2/27/2018	NEW YORK	10010	1
no power	Clean and vac mc clean all feed rollers	2/27/2018	2/28/2018	BRONX	10451	12
getting dog ears hi cap tray	Cushion for lower capacity tray fell off can't find it need to reorder and replace.	2/27/2018	3/2/2018	NEW YORK	10010	1
continuous jamming Tray 1	Replaced feed rollers and cleaned one way clutches for tray 1 also cleaned machine.	2/27/2018	2/28/2018	BROOKLYN	11201	2
Poor copy quality. Extra toner on copies	Ordered pm parts SW Pam	2/27/2018	3/1/2018	NEW YORK	10013	1
Print quality	Clean and vac mc clean all feed rollers	2/27/2018	2/28/2018	NEW ROCHELLE	10801	9
Error Code display C1191	Paper behind the tray	2/27/2018	3/1/2018	NEW YORK	10010	1
Tech left machine unplugged and machine is not working.////ONGOING TICKET WITH KONICA	High pitch squeak still there, coming when making copies call is open with kmbs	2/28/2018	2/28/2018	BROOKLYN	11201	2
Error message	Clean d\and vac machine , adj power line.	2/28/2018	3/1/2018	BRONX	10456	12
Tray 2 cannot be used (error message). Cannot use auto selection of paper size anymore.	Removed paper from rear of tray and adjusted lift assembly for tray 2 SW Laura	3/1/2018	3/6/2018	STATEN ISLAND	10301	13
Jams in the feeder area.	Replaced trays 2 and 3 pulleys and clutch gears and cleaned machine SW Steven	3/1/2018	3/1/2018	NEW YORK	10004	1
c202 error code, MACHINE DOWN	Paper tray guides weren't properly set and so tray struggled to pick up. Tested after correcting.	3/1/2018	3/2/2018	NEW YORK	10004	1
Lines on the copies.	Cleaned Optics p.m. machine	3/1/2018	3/2/2018	NEW YORK	10004	1
Poor copy quality. Extra toner on copies	Gave machine a pm and replaced pm parts SW Susan	3/1/2018	3/6/2018	NEW YORK	10013	1
Jamming	Repaired tray 1 guides, cleaned and checked in full.	3/1/2018	3/2/2018	RIVERHEAD	11901	10S
Error Code - down	Checked copier in full and no problem found at this time.	3/1/2018	3/2/2018	RIVERHEAD	11901	10S
Stapler issue	Fixed stapler. Cleaned machine.	3/1/2018	3/2/2018	MINEOLA	11501	10N
jamming	Removed paper from behind tray 1 and cleaned unit. RG	3/2/2018	3/7/2018	NEW YORK	10035	1
Copy quality	Clean and vac mc clean all feed rollers	3/2/2018	3/5/2018	BRONX	10465	12
getting dog ears hi cap tray	Still skew and dog eat after installing foam spacer. Need assistance	3/2/2018	3/6/2018	NEW YORK	10010	1
PM	Cleaned optics and adjusted exposure settings for good image quality.	3/5/2018	3/5/2018	GLEN COVE	11542	10N
MACHINE IS COMPLETELY DOWN, NO POWER. CUSTOMER CHECKED OUTLET AND TRIED A DIFFERENT OUTLET STILL NO POWER.	Power plug on machine side was loose causing machine to have no power, plugged cord firmly in position machine came on.	3/5/2018	3/5/2018	MINEOLA	11501	10N
MACHINE DOWN						
Error code C1191 is coming up on their machine. MACHINE DOWN, EMERGENCY	Paper tray for stapling was bent causing unit to bind and fault. Reformed and reseated Staples in cartridge. Tested. Replaced spring on duplex sensor. SW Amy	3/5/2018	3/6/2018	NEW YORK	10010	1
After the machine was serviced, the paper comes out dirty. There is toner dust on the middle of the page.	fixed remotely	3/5/2018	3/5/2018	MINEOLA	11501	10N
	Adjusted ATDC And cleaned all optics and xerographics adjusted DF registration SW Millie	3/6/2018	3/6/2018	STATEN ISLAND	10301	13
Copies are coming out blotchy and spots all over them	Cleaned all optics and xerographics adjusted copy quality SW Jacqueline Simone	3/6/2018	3/6/2018	NEW YORK	10013	1
Light copies - missing parts of the prints.	Replaced waste toner and cleaned machine SW Liz	3/6/2018	3/6/2018	NEW YORK	10013	1
getting dog ears hi cap tray	One dog ear copy out of 250 copies ZNOTE: dog ear copy only occurred after I used paper that was left unwrapped in a warm humid environment Conclusion issue has to do with Staples paper and the way it's being stored	3/6/2018	3/8/2018	NEW YORK	10010	1
Copy quality	Clean and vac machine.	3/6/2018	3/7/2018	BRONX	10451	12

streaks	Cleaned all optics and xerographics adjusted copy quality SW Joe	3/6/2018	3/7/2018	NEW YORK	10013	1
c202 error	Cleaned all optics and xerographics SW Gary	3/7/2018	3/7/2018	NEW YORK	10013	1
Paper jams	Clean and vac mc clean all feed rollers	3/7/2018	3/8/2018	YONKERS	10701	9
Dirty copies	Cleaned all optics and xerographics adjusted ATDC SW Robert	3/7/2018	3/7/2018	NEW YORK	10013	1
The copier is making noises as the paper exits the machine and goes into the output tray. It was not making this noise yesterday after the technicians left.	Adjusted door on finisher side FN6 knob rubbing against cover caused noise SW Amy	3/7/2018	3/8/2018	NEW YORK	10010	1
Dirty copies	Cleaned all optics and xerographics adjusted ATDC SW Jerry	3/7/2018	3/8/2018	NEW YORK	10013	1
Feeder issue - copies are coming out crooked.	General clean and test reloaded fresh paper	3/8/2018	3/9/2018	BROOKLYN	11201	2
paper jams	Clean and vac mc clean all feed rollers	3/8/2018	3/9/2018	BRONX	10465	12
code 0204	Tray guide was bent causing tray 1 to sit incorrectly. Reformed tray and reseal. Tested. SW Kelli	3/8/2018	3/12/2018	NEW YORK	10013	1
On and off button is stuck and the machine is going off and on and they are unable to control it. MACHINE DOWN	On off button was broken making machine go on off, removed power button, velcro opening informed customer of changes.	3/9/2018	3/9/2018	HEMPSTEAD	11550	10N
Stapler function not working	Repaired stapler, cleaned and checked in full.	3/9/2018	3/9/2018	RIVERHEAD	11901	10S
Error code c3723, MACHINE DOWN.	Trouble reset fuser code general clean and test	3/9/2018	3/12/2018	BROOKLYN	11201	2
Image Quality	Lines where from worn fuser heat roller rebuilt fuser replaced heat roller and increased fuser temperature by 1. Cleaned and vacuumed machine. Tested all good.	3/9/2018	3/9/2018	LINDENHURST	11757	10S
Jamming	Cleaned machine document feed rollers, showed customer importance of loading paper in tray 3- yellow line and rear post to be clear from paper touching it.	3/9/2018	3/12/2018	RONKONKOMA	11779	10S
loud humming sound when printing	Couldn't access machine. Not allowed in by officers	3/9/2018	3/14/2018	NEW YORK	10007	1
1st fl rm 139						
jamming in 3 compartments	Clean and vac mc clean all feed rollers	3/9/2018	3/12/2018	BRONX	10456	12
mezzanine level						
black lines on all copies and you are unable to read the print.	Clean and vac mc clean all feed rollers replaced drum	3/9/2018	3/12/2018	BRONX	10451	12
Message indicates: \"Disable Tray 1\" This copier is located in Room 116 Thank You C2403, Jamming	Enable tray1 withdraw the paper stuck behind the tray General clean and test replaced feeder	3/12/2018	3/12/2018	JAMAICA	11435	11
service needed	Customer loaded toner bottle improperly causing error code.showed customer how to load toner bottle.	3/12/2018	3/12/2018	MINEOLA	11501	10N
blank screen unable machine down	Clean and vac mc clean all feed rollers	3/13/2018	3/14/2018	BRONX	10465	12
c 2557	General clean and test replaced feeder rollers	3/13/2018	3/13/2018	BROOKLYN	11201	2
	Replaced developer and used same drum due to meter was 25% since it was replaced last.	3/13/2018	3/13/2018	CENTRAL ISLIP	11722	10S
MALFUNCTION DETECTED C-3723	Replaced fuser to get rid of fuser code, also replaced drum and developer for image quality problem. Cleaned machine.	3/13/2018	3/13/2018	CENTRAL ISLIP	11722	10S
jamming all trays	Machine needs clutches	3/13/2018	3/13/2018	BRONX	10456	12
Legal paper won't grab	General clean and test replaced feeder rollers	3/13/2018	3/14/2018	BROOKLYN	11201	2
Misfeed	Removes tray 2 to get torn small piece of paper from feed unit.	3/13/2018	3/14/2018	MINEOLA	11501	10N
jamming all trays	Replaced all clutches on unit	3/13/2018	3/22/2018	BRONX	10456	12
Machine is down unable to copy	General clean and test replaced feeder rollers removed staple inside the feeder	3/14/2018	3/14/2018	BROOKLYN	11201	2
jamming	Clean and vac mc clean all feed rollers	3/14/2018	3/15/2018	YONKERS	10701	9
Copy quality and making noise	Cleaned rollers and tested.	3/14/2018	3/15/2018	NEW YORK	10013	1
issue with draw 3 error code c0214	Instruct customers how to load paper and trouble reset	3/14/2018	3/15/2018	JAMAICA	11435	11
requesting tech tomorrow morning if possible						
Power button collapsed and now the machine will not turn on. MACHINE DOWN	Mc need OP	3/15/2018	3/15/2018	BRONX	10451	12
jamming in adf	Need feed rollers	3/15/2018	3/20/2018	NEW YORK	10019	1

Machine is down unable to copy	Reseat connectors on main board reset code	3/15/2018	3/16/2018	NEW YORK	10013	1
Machine is making loud noise	Noise clean and Lube all rollers try adjusting fuser	3/15/2018	3/16/2018	NEW YORK	10013	1
	Will need a new fuser unit					
Power button collapsed and now the machine will not turn on. MACHINE DOWN	Replaced o.o unit	3/15/2018	3/21/2018	BRONX	10451	12
no power	Clean and vac mc clean all feed rollers	3/15/2018	3/16/2018	BRONX	10451	12
360 App check and PM		3/16/2018	3/16/2018	MINEOLA	11501	10N
Courtesy/ follow up	Checked machine runing ok	3/16/2018	3/16/2018	GARDEN CITY	11530	10N
Need a tray changed	Adjust trays sensors and guides	3/16/2018	3/16/2018	NEW YORK	10013	1
Machine is making loud noise	Ordered drum SW Michelle	3/16/2018	3/28/2018	NEW YORK	10013	1
no scanner available message	Instruct customers how to trouble reset	3/19/2018	3/20/2018	BROOKLYN	11201	2
Paper keeps getting stuck, cutting off the left edges of the pages. Also, would like a preventive maintenance on the machine.	This unit need to b replaced at this time unit need	3/19/2018	3/26/2018	NEW YORK	10035	1
MACHINE IS LOCATED ON THE 3RD FLOOR.	Feed heads Clucht for all trays Transfer unit too. I spoke w super nice the person who place the call and tell he what I write here also to replaced or up grade machine and she says ok.					
faded copies	Ordered fuser and image transfer belt SW Melissa	3/19/2018	3/23/2018	NEW YORK	10013	1
When they are making copies the fan is blowing what seems to be a chemical smell coming from the machine.	General clean and test removed burning paper inside	3/20/2018	3/22/2018	JAMAICA	11435	11
Black lines are coming out on all of the copies.	Replaced developer housing R part.	3/20/2018	3/21/2018	HAUPPAUGE	11787	10S
Customer cleaned the glass.						
Black strip down the middle of the pages it is about 2 inches thick. (it is light not dark)	Needs fuser	3/20/2018	3/20/2018	BROOKLYN	11201	2
paper mismatch	checked quides and changed paper sizes	3/20/2018	3/20/2018	NEW YORK	10007	1
Black strip down the middle of the pages it is about 2 inches thick. (it is light not dark)	General clean and test replaced feeder rollers and fuser	3/20/2018	3/23/2018	BROOKLYN	11201	2
jamming in adf	Feeder rollers	3/20/2018	3/28/2018	NEW YORK	10019	1
360 app followup.		3/22/2018	3/22/2018	HEMPSTEAD	11550	10N
3723 error code	Resolve with phone fix	3/22/2018	3/23/2018	BROOKLYN	11201	2
DOC FEEDER JAMMING	Jam in document feeder due to dirty rollers and sensors. Cleaned rollers and sensors. Tested all ok. Upgraded firmware to GD8-M1	3/22/2018	3/23/2018	WESTBURY	11590	10N
SMUDGES ON COPIES & HORIZONTAL LINES// NEED KEY ENTRANCE, MUST CALL WHEN ONSITE	Rebuilt image unit	3/22/2018	3/23/2018	BROOKLYN	11201	2
Stapled and missfeeding incorrect.	Problem is with finisher miss stapling issue. Also when scanning or copying document feeder jams.	3/23/2018	3/23/2018	MINEOLA	11501	10N
Out to luch (1 -2 PM).						
Stapled and missfeeding incorrect.	Problem is with finisher miss stapling issue. Also when scanning or copying document feeder jams.	3/23/2018	3/23/2018	MINEOLA	11501	10N
Out to luch (1 -2 PM).						
Stapled and missfeeding incorrect.	Problem is with finisher miss stapling issue. Also when scanning or copying document feeder jams.	3/23/2018	3/23/2018	MINEOLA	11501	10N
Out to luch (1 -2 PM).						
Copy quality	Needs drum and developer	3/23/2018	3/23/2018	BROOKLYN	11201	2
3723 constant error	Needs fuser	3/23/2018	3/26/2018	BROOKLYN	11201	2
14th fl						
Copy quality	Mat cover for Document feeder had fallen down causing background in glass copy mode. Velcro mat cover alk is good.	3/23/2018	3/26/2018	HEMPSTEAD	11550	10N
Toner sensor	Customer installed toner catridge improperly. Reinstalled toner catridge now all is ok.	3/23/2018	3/26/2018	HEMPSTEAD	11550	10N
Copy quality	Replaced developer unit and drum unit reset counters.	3/23/2018	3/26/2018	MINEOLA	11501	10N
Tray 1 not working	Clean and vac mc clean all feed rollers	3/23/2018	3/26/2018	BRONX	10451	12
faded copies	Cleaned all optics and xerographics adjusted copy quality SW Melissa	3/23/2018	3/23/2018	NEW YORK	10013	1
Need R DF613 and finisher FS522 - Stapled and missfeeding incorrect.	Replaced document feeder 613 and finisher assembly. Due to jaming and stapling problems, tested akk was good.	3/23/2018	3/26/2018	MINEOLA	11501	10N
Out to luch (1 -2 PM).						

Need R DF613 and finisher FS522 - Stapled and missfeeding incorrect. Out to lunch (1 -2 PM).	Replaced document feeder 613 and finisher assembly. Due to jaming and stapling problems, tested akk was good.	3/23/2018	3/26/2018	MINEOLA	11501	10N
Need R DF613 and finisher FS522 - Stapled and missfeeding incorrect. Out to lunch (1 -2 PM).	Replaced document feeder 613 and finisher assembly. Due to jaming and stapling problems, tested akk was good.	3/23/2018	3/26/2018	MINEOLA	11501	10N
Copy quality	Could not replace parts developer was not available. Spoke w Jp.	3/23/2018	4/3/2018	BROOKLYN	11201	2
faded copies	Replaced fuser and transfer belt and made all adjustments SW Melissa	3/23/2018	3/28/2018	NEW YORK	10013	1
customer is unable to login to the admin system the password 12345678 does not work	Reset admin password cleaned and tested SW Frank	3/26/2018	3/27/2018	NEW YORK	10004	1
6TH FLOOR// PRINTING IN BLACK	Ordered pm parts drum,transfer roller ,dv unit and guide for DF620 SW Jeff	3/26/2018	3/26/2018	STATEN ISLAND	10301	13
3723 constant error	Reset fuser code replaced fuser unit. Tested all good.	3/26/2018	4/3/2018	BROOKLYN	11201	2
14th fl						
6TH FLOOR// PRINTING IN BLACK	Full pm done drum developer assembly and dv and fuser unit	3/26/2018	3/30/2018	STATEN ISLAND	10301	13
unable to copy	not turning on repaired op panel button cleaned af p f int	3/27/2018	3/27/2018	HAUPPAUGE	11778	10S
error 1612m14 jamming constantly	Check machine complete . Need parts	3/27/2018	3/28/2018	BRONX	10456	12
Jamming	Reinstall the exit actuators	3/27/2018	3/28/2018	JAMAICA	11435	11
hours 9-5	Repaired duplex section switch, cleaned and checked in full.	3/27/2018	3/29/2018	RIVERHEAD	11901	10S
lunch 1-2 closed						
paper jammed on double side and needs pm						
not feeding from ADF		3/27/2018	3/27/2018	NEW YORK	10007	1
PAPER JAMS	Clean and vac mc clean all feed rollers	3/27/2018	3/28/2018	MOUNT VERNON	10550	9
blotchy copies	Cleaned labels from drum and cleaned machine SW Steven	3/28/2018	3/28/2018	NEW YORK	10013	1
error code	Adjusted fuser temperature and cleaned machine SW Larry	3/28/2018	3/28/2018	NEW YORK	10013	1
error 1612m14 jamming constantly	Replaced parts list below	3/28/2018	4/3/2018	BRONX	10456	12
Jamming paper when using the bypass.	Problem was with document feeder, ckeaned paper feed rollers and sensors.	3/28/2018	3/28/2018	MINEOLA	11501	10N
ADF is not feeding	As per Lisa machine is up and running no SC needed, closing out	3/28/2018	3/30/2018	GLEN COVE	11542	10N
Copy quality	Clean and vac mc clean all feed rollers	3/28/2018	3/29/2018	BRONX	10465	12
after setup of the new copier the IT dept is unable to login to the administrator settings	Upgraded firmware to latest general release.	3/28/2018	3/28/2018	GARDEN CITY	11530	10N
after setup of the new copier the IT dept is unable to login to the administrator settings	Performed firmware update to correct administrator password reset procesure. Spoke with Lucio 9148245066 in IT he tested by remotely loving in.	3/28/2018	3/28/2018	GARDEN CITY	11530	10N
Machine is making loud noise	Replaced drum cleaned and adjusted dadf SW Michelle	3/28/2018	4/2/2018	NEW YORK	10013	1
feeder jamming duplex jamming	Cleaned DF assembly and tested Sw Carolyn	3/29/2018	3/30/2018	STATEN ISLAND	10301	13
Copies are coming out with dark splotches on them	Replaced developer dss collars, drum reset counters and ran f8. Next call it will need fuser unit.	3/29/2018	3/29/2018	CENTRAL ISLIP	11722	10S
machine has an burning smell	No smell appear .general inspection check all function and deep vacuuming	3/29/2018	3/29/2018	JAMAICA	11435	11
adf is jamming pastic missing from adf open on friday	General clean and test replaced feeder rollers	3/29/2018	3/30/2018	BROOKLYN	11201	2
feeder jams	Replaced DaDF pulleys and cleaned adjusted machine SW Carolyn	3/30/2018	3/30/2018	STATEN ISLAND	10301	13
copy quality	Lines coming from optics. Cleaned and checked in full.	4/2/2018	4/2/2018	RIVERHEAD	11901	10S
tray 1 jamming	Replaced feed rollers in tray 1, cleaned and checked in full.	4/2/2018	4/2/2018	RIVERHEAD	11901	10S
C202	Removed paper from rear of tray 3	4/2/2018	4/2/2018	NEW YORK	10013	1
BLACK COPIES	Cleaned all optics and xerographics adjusted copy quality SW Rosanna	4/2/2018	4/2/2018	NEW YORK	10013	1

Copy quality	Clean machine optics and vacuumed all toner spill in toner hopper.	4/2/2018	4/2/2018	CENTRAL ISLIP	11722	10S
Error C5102	C-5102 ordered M1 motor Requested transfer forvR part from Juan Nieto	4/2/2018	4/5/2018	STATEN ISLAND	10301	13
Error C5102	C-5102 ordered M1 motor Requested transfer forvR part from Juan Nieto	4/2/2018	4/5/2018	STATEN ISLAND	10301	13
Error C5102	C-5102 ordered M1 motor Requested transfer forvR part from Juan Nieto	4/2/2018	4/5/2018	STATEN ISLAND	10301	13
loud grinding sound	Clean and vac mc clean all feed rollers luv machine	4/2/2018	4/3/2018	YONKERS	10701	9
civil dept tray 3 not working 11x17 size on glass,change paper automatically	Clean and vac machine, adjusted tray3 lifting wires. Adjusted document feeder to fix skew also fix wrong size to be displayed by timing add auto original stop adjustments, upgraded firmware to latest release	4/2/2018 4/2/2018	4/3/2018 4/2/2018	BRONX CENTRAL ISLIP	10451 11722	12 10S
Copy quality papers coming out crooked	Clean and vac mc clean all feed rollers Replaced all paper feed pulleys and clutch gears and adjusted pressure SW Carmen	4/2/2018 4/2/2018	4/4/2018 4/4/2018	BRONX NEW YORK	10451 10013	12 1
4th floor tray 1 will not close	Spring in tray 1 release had broken reformed loop to fix tray latch. Cleaned machine.drum,developer,transfer belt @0 % fuser has 58% life remaining but has scratches giving copy quality problem. Customer did not complain leaving it alone.	4/2/2018	4/2/2018	CENTRAL ISLIP	11722	10S
Unable to scan adf error	Replaced tray 1 pulleys and clutch gears and cleaned machine SW Dorothy	4/2/2018	4/4/2018	NEW YORK	10010	1
poor copy quality	Clean and vac mc clean all feed rollers replaced drum and developer units	4/3/2018	4/4/2018	BRONX	10451	12
mismatch paper size	Adjusted tray 1 guides to prevent mismatch paper and checked in full.	4/4/2018	4/4/2018	RIVERHEAD	11901	10S
jamming c-1132 3 hold punch jammin not turning on//SPOKE TO EVETTE SKED FOR THURS AT 11:30AM	Ordering a punch unit for error code PK520 SW Gerald now working.	4/4/2018 4/4/2018	4/6/2018 4/4/2018	NEW YORK BROOKLYN	10007 11201	1 2
Machine is moaning and crying help - loud and noisy.	Replaced second feed unit transport roller drove one way gear33t, sleeve and gear 26	4/4/2018	4/6/2018	YONKERS	10701	9
broken power button	Bypassed sub power sw, covered switch with velcro so it is not used, showed Roberta main switch in case they need to turn off/on. Clean machine.	4/4/2018	4/6/2018	NEW ROCHELLE	10801	9
broken fn4/ Guide issue	Jam in exit turnover unit, exit sensor actuator was missing found sensor and spring in bottom inside machine. Reinstalled actuator tested all good.	4/4/2018	4/5/2018	BROOKLYN	11201	2
C1183	resolved over phone.	4/4/2018	4/5/2018	BROOKLYN	11201	2
rm 11th fl 1101 jamming on legal size paper	Replaced tray 1/2 pulleys and clutch gears and adjusted pressure SW Cecilia	4/4/2018	4/4/2018	NEW YORK	10010	1
Urgent Jamming again Per user, this is an ongoing issue	Now working.	4/4/2018	4/4/2018	NEW YORK	10019	1
5 TH FL COPIER ROOM continuously misfeeding	Customer had loaded tray 2 with 14" paper leaving the front guide open causing jam. Removed tray and jamed pieces of paper. Tested all ok, showed Peter problem.	4/4/2018	4/4/2018	MINEOLA	11501	10N

Feeder ripping documents	Removed paper from rear of tray and cleaned pulleys SW Sarah	4/4/2018	4/4/2018	NEW YORK	10013	1
Machine is cutting off the margins	Replaced fuser, drum, dss. collars.lub second tray one way clutch	4/4/2018	4/5/2018	MINEOLA	11501	10N
advise user the guides have to touch the paper.						
needs developer and drum	Installed drum and developer. Will order lever	4/5/2018	4/11/2018	BROOKLYN	11201	2
verifi broken guide fn4 as per Victor	Moved tray 1 finisher brackets from bottom tray to top tray to fix finisher code.	4/5/2018	4/5/2018	BROOKLYN	11201	2
As per Evette, machine is not coming up	Power plug was on power strip moved to Carr surge protector. Clean and vacuumed machine tested all good.	4/5/2018	4/5/2018	BROOKLYN	11201	2
Bottom tray the paper keeps jamming.	Realigned lift cables for Tray #3 SW Michael	4/5/2018	4/6/2018	NEW YORK	10006	1
toner issues/ SKED FOR MONDAY APR 9	General clean and test	4/5/2018	4/9/2018	BROOKLYN	11201	2
Error C5102	Replaced transport motor SW Bob	4/5/2018	4/11/2018	STATEN ISLAND	10301	13
Error C5102	Replaced transport motor SW Bob	4/5/2018	4/11/2018	STATEN ISLAND	10301	13
Feed tray keeps jamming and it is indicating that the trays are empty but they are full.///SKEDULED WITH BRENDA FOR MONDAY APR 9	General clean and test	4/6/2018	4/9/2018	BROOKLYN	11201	2
Tray 2 keeping jamming////SKEDULED WITH BRENDA FOR MONDAY APR9	General clean and test replaced feeder rollers	4/6/2018	4/9/2018	BROOKLYN	11201	2
Power switch turns on and off every day, maybe needs to be replaced.	Bypass operation unit on off switch set timers to 240 min, showed Mike how machine will operate without on off switch being used.	4/6/2018	4/9/2018	MINEOLA	11501	10N
Error jam underneath the cover	General clean and test replaced feeder rollers	4/6/2018	4/9/2018	BROOKLYN	11201	2
Per per , there is no visible jam and she has restarted the machine						
basement streaks	Cleaned all optics and xerographics adjusted SW Carolyn	4/6/2018	4/6/2018	NEW YORK	10007	1
toner lite on	Clean and vac mc clean all feed rollers	4/6/2018	4/9/2018	BRONX	10451	12
jamming c-1132 3 hold punch jammin	Replaced punch unit SW Theresa	4/6/2018	4/19/2018	NEW YORK	10007	1
copy quality	Clean and vac mc clean all feed rollers	4/9/2018	4/10/2018	BRONX	10451	12
Hard Down	Removed label from bypass and instructed customer SW Michael	4/9/2018	4/10/2018	NEW YORK	10006	1
PaperJamming	General clean and test replaced feeder rollers	4/10/2018	4/11/2018	BROOKLYN	11201	2
KS18, the room number is 4.40 (courtroom) the copies are printing dirty.	Used a spare drum general clean and test	4/10/2018	4/12/2018	BROOKLYN	11201	2
Thank you.						
Lines and jamming in the feeder.	Cleaned all optics and xerographics SW Michael	4/10/2018	4/10/2018	NEW YORK	10006	1
keeps jamming *machine is in court room, need to come during lunch between 1 and 2*	Replaced tray 2 pu. feed roller, also adjusted exposure, machine is missing platen cover for Document feeder.	4/10/2018	4/10/2018	CENTRAL ISLIP	11722	10S
paper not recognize by trays	Reloaded firmware, Adjusted tray centering guide to get paper size to be correct size 8.5x11. Adjusted document feeder skew and centering.turn off scan address fax buttons.	4/10/2018	4/10/2018	CENTRAL ISLIP	11722	10S
Machine is down will not power	Cust wants yo replaced this machine wants us for help them	4/11/2018	4/11/2018	MOUNT VERNON	10550	9
Jamming	General clean and test replaced feeder rollers	4/11/2018	4/11/2018	BROOKLYN	11201	2
Machine is keep power off automatically.	General clean and test replaced feeder rollers	4/11/2018	4/12/2018	KEW GARDENS	11415	11
needs developer and drum	General clean and test replaced	4/11/2018	4/13/2018	BROOKLYN	11201	2
Copy qualtiy	Clean and vac mc clean all feed rollers	4/11/2018	4/12/2018	BRONX	10465	12

Courtesy call	Cleaned optics and machine vacuumed spilled toner in hopper also changed tray output to tray 1 in copy mode.	4/11/2018	4/11/2018	CENTRAL ISLIP	11722	10S
dirty copies	Cleaned and vacuumed machine. Also installed missing white mat cover.	4/11/2018	4/12/2018	CENTRAL ISLIP	11722	10S
Machine is down unable to copy	Reinstall white cover under ADF with two sided tape. SW Laura...KB	4/12/2018	4/12/2018	STATEN ISLAND	10301	13
Jamming	Cleaned the scanner roller dusted all the sensors. Tested the machine worked fine. SW Dawn AA	4/12/2018	4/16/2018	NEW YORK	10013	1
jam document feeder.	Cleaned document feeder paper dust from rollers and sensors, cleaned machine tested all is good. Drum is @ 0% due @135% good copy quality did not replace.	4/12/2018	4/12/2018	CENTRAL ISLIP	11722	10S
Misfeed - this has been going on since yesterday.	Found tray 2 paper guides not closed touching paper causing paper jams.	4/12/2018	4/12/2018	CENTRAL ISLIP	11722	10S
plastic broke off adf	Need feeder regulator plate	4/12/2018	4/12/2018	BROOKLYN	11201	2
When they use the top feeder the machine is making a terrible noise and the papers are jamming.	Trouble reset to init sensors in feeder. SW Alice	4/12/2018	4/17/2018	NEW YORK	10013	1
Jamming	Replaced clutch on tray 3, replaced developer, drum.	4/12/2018	4/13/2018	YONKERS	10701	9
not working at all	Clean and vacuum clean all feed rollers	4/12/2018	4/13/2018	BRONX	10451	12
Every time they print they get pages that come out with part of the print missing.	PM machine, couldn't duplicate issue, copies are clean.	4/12/2018	4/17/2018	NEW YORK	10007	1
plastic broke off adf	General clean and test replaced feeder rollers and guide	4/12/2018	4/18/2018	BROOKLYN	11201	2
TOP ROLLER GETS JAMMED	Clean and vacuum clean all feed rollers, mc need parts for adf.	4/12/2018	4/17/2018	STATEN ISLAND	10301	13
C3926 error code - MACHINE DOWN, EMERGENCY.	Fuser is completely destroyed, film from rollers is hanging out of the unit. Need to replace	4/13/2018	4/16/2018	NEW YORK	10006	1
dirty copies	Clean and vacuum clean all feed rollers	4/13/2018	4/16/2018	YONKERS	10701	9
Problem, tray 2 miss feeds.	Replaced tray 2 pickup roller to new threat type still Jam from tray 2 not pickup paper at all.	4/13/2018	4/13/2018	CENTRAL ISLIP	11772	10S
malfunction code C11a	Machine were stand next to the police adviser them to keep distance	4/13/2018	4/17/2018	BROOKLYN	11201	2
front door will not close now	other will knock off the finisher from the printer					
rm 461						
Problem, tray 2 miss feeds.	Found out tray 2 lift plate was bent causing paper causing missfeeds. Adjusted tray 2 level tested all good.	4/13/2018	4/16/2018	CENTRAL ISLIP	11772	10S
adf down	customer fed originals with paper clip jamming documents in document feeder, removed paper clip all is good	4/16/2018	4/17/2018	CENTRAL ISLIP	11722	10S
Poor copy quality and also very dirty	Cleaned and maintained the machine. Every print out had lines on it the cause of it was the drum. Need tech assistant to Complete the call. SW Robert AA	4/16/2018	4/17/2018	NEW YORK	10004	1
Door won't close, thinks that the toner was not put in correctly, not exactly MACHINE DOWN	Paper got stuck and the customer thought it was the toner because they recently changed it. Took the paper out of the transport. Cleaned the machine cleaned the rollers, dusted the sensors. SW Robert	4/16/2018	4/17/2018	NEW YORK	10004	1
C3926 error code - MACHINE DOWN, EMERGENCY.	Replaced fuser unit and cleaned DaDF sensors/Replaced tray 3 Sep pulley SW Michael	4/16/2018	4/25/2018	NEW YORK	10006	1
Machine is down unable to copy	Reseated guide in finisher. SW Elaine	4/16/2018	4/17/2018	NEW YORK	10004	1
no power	Clean and vacuum clean all feed rollers	4/16/2018	4/17/2018	BRONX	10451	12
problem dirty copies,	cleaned glass	4/17/2018	4/17/2018	LINDENHURST	11757	10S
black lines on page from feeder. CVT was cleaned	Line on glass. Cleaned and checked in full.	4/17/2018	4/18/2018	RIVERHEAD	11901	10S
PM 360 app check	Cleaned optics and adjusted tray registration, vacuumed toner spill, upgraded MSC firmware to G10-08-02	4/17/2018	4/17/2018	PATCHOGUE	11772	10S
TOP ROLLER GETS JAMMED	Replaced parts for ADF unit, but a sw is damage too.	4/17/2018	4/20/2018	STATEN ISLAND	10301	13
360 app check and pm needed	Cleaned machine, optics. adjusted tray registration, vacuumed paper dust.	4/17/2018	4/17/2018	HUNTINGTON STATION	11746	10S

blank line down copies	Found debree in charger unit. Need to continue with cleaning customer is leaving.	4/17/2018	4/17/2018	CENTRAL ISLIP	11722	10S
maintenance lite on	Clean and vac mc clean all feed rollers	4/17/2018	4/18/2018	BRONX	10465	12
MACHINE IS COMPLETELY DOWN	Replaced trays 1 and 2 paper feed pulleys and clutch gears SW Ryan	4/17/2018	4/18/2018	NEW YORK	10010	1
Poor copy quality and also very dirty	Replaced and installed drum and put new developer. With help from Eric. Did a few test print. SW Robert AA	4/17/2018	4/18/2018	NEW YORK	10004	1
machine down	Clean and vac mc clean all feed rollers replaced drum	4/17/2018	4/18/2018	BRONX	10465	12
blank line down copies	Cleaned vacumed machine, adjusted tray registration.	4/17/2018	4/18/2018	CENTRAL ISLIP	11722	10S
Code 0204	Clean and vac mc clean all feed rollers	4/18/2018	4/19/2018	BRONX	10451	12
Tray 1 is not working	Clean and vac mc clean all feed rollers reset code	4/18/2018	4/19/2018	BRONX	10451	12
The white mylar board on the top keeps falling off. Unable to copy.	Clean and vac mc clean all feed rollers	4/19/2018	4/23/2018	BRONX	10451	12
hours 830-430	Reprogram mc	4/19/2018	4/20/2018	BRONX	10456	12
paper tray has question marks and does nor see paper						
Unit has no power	Adjust power line to wall, clean and vac mc	4/19/2018	4/20/2018	BRONX	10465	12
Top feeder is constantly jamming, so unable to use the feeder.	Clean and vac mc clean all feed rollers	4/19/2018	4/23/2018	BRONX	10451	12
Machine located by window 10.						
The START / POWER button is broken. No copies can be made.	Removed switch cover	4/20/2018	4/20/2018	BROOKLYN	11201	2
TOP ROLLER GETS JAMMED	Replaced parts list below.	4/20/2018	4/26/2018	STATEN ISLAND	10301	13
copies have black smudges	Replaced d's collars developer, did not fix replaced developer housing, may need inverted spring.	4/20/2018	4/23/2018	CENTRAL ISLIP	11722	10S
C3451 Error message - Down machine	Reset fuser code with trouble reset, and replaced feed rollers tray 1. Did not need fuser.	4/20/2018	4/23/2018	HEMPSTEAD	11550	10N
Jaming in feeder	Cleaned nd vacumed document feed rollers, adjusted regustration. Tested all good.	4/20/2018	4/23/2018	CENTRAL ISLIP	11722	10S
Pattern of fuzzy lines (2) that run down the page. Happens every 4 inches.	Replaced magnetic roller d's collars. Worn colors giving copy quality banding problem.	4/20/2018	4/23/2018	MINEOLA	11501	10N
Feeder not recognizing correct size paper	Realigned and calibrated DF sensor assembly Sw Arielle	4/23/2018	4/23/2018	NEW YORK	10004	1
blank copies	Replaced tray 1 and 2 feed pulleys SW Daniel	4/23/2018	4/23/2018	NEW YORK	10004	1
Toner error	Issue is due to needing to replace toner cart , no nSC needed, closing out	4/23/2018	4/23/2018	RIVERHEAD	11901	10S
The white mylar board on the top keeps falling off. Unable to copy.	Replaced parts list below	4/23/2018	4/26/2018	BRONX	10451	12
message in machine	Clean and vac mc	4/23/2018	4/24/2018	BRONX	10451	12
machine is making an odd noise when printing.	Lubricated fuser drive gear, noise was from black idle pulley on door transport roller cutch. Isolated noise with load mode code 40 multimode 1. Cleaned machine.	4/23/2018	4/24/2018	RIVERHEAD	11901	10S
C1080 After customer printed a document this error appeared and the machine stopped printing. Advised user to reboot the copier.	Power off/On machine with main switch tested all worked ckeaned and vacumed machine.	4/24/2018	4/24/2018	RIVERHEAD	11901	10S
Tray 1 isn't recognized. Error code C- 0202 appears on the copier.	Removed paper from rear of tray and replaced tray 1 pulleys SW Jason	4/24/2018	4/26/2018	NEW YORK	10007	1
Machine is down unable to copy	Clean and vac mc clean all feed rollers reset code	4/24/2018	4/25/2018	BRONX	10451	12
copy quality	Adjusted setting clean all feed rollers reset code	4/24/2018	4/25/2018	BRONX	10456	12
Jamming and the jobs are not getting pulled in	Replaced DaDF pulleys and cleaned machine SW Karen	4/25/2018	4/26/2018	NEW YORK	10013	1
rm 325 court room						
line on pages	Cleaned all optics and xerographics adjusted copy quality SW Gail	4/26/2018	4/30/2018	NEW YORK	10013	1
Tray 3 81/2 x 11 not being recognized, Not showing up.	Realigned tray guides and cleaned optics SW Anne	4/27/2018	4/30/2018	NEW YORK	10007	1

Copies are coming out crooked from the automatic feeder. Customer checked paper guides, they are fine.	Found sticky note stuck in document feeder causing skew copies. Sw Jim.	4/27/2018	4/27/2018	HEMPSTEAD	11550	10N
Paper jamming from tray 3, unable to clear it.	Adjust lifting wires on trays	4/27/2018	4/30/2018	BRONX	10451	12
Stapler jams	No SC needed cust will replace staple cart, closing out	4/27/2018	4/27/2018	HEMPSTEAD	11550	10N
360 app check and PM	Pm cleaned machine and document feeder. Adjusted document feeder registration.	4/29/2018	4/30/2018	HEMPSTEAD	11550	10N
Unable to scan to e-mail, help desk unable to remote in to courts, needs onsite	No problem found on arrival. Scan to email tested ok	4/30/2018	5/8/2018	BRONX	10461	12
Paper jams	Clean and vac mc clean all feed rollers	4/30/2018	5/1/2018	BRONX	10451	12
C0214 Red light blinking	Machine was rebooted. Customer confirmed machine is working fine.	4/30/2018	5/1/2018	WARDS ISLAND	10035	1
customer restarted the machine	Cleaned out toner waste disposal assembly and adjusted density SW Wanda	4/30/2018	5/1/2018	NEW YORK	10013	1
copy quality	Realigned white platen cover	5/1/2018	5/2/2018	STATEN ISLAND	10301	13
Machine is down, roller issues	Cleaned machine. All is good.	5/1/2018	5/2/2018	CENTRAL ISLIP	11722	10S
360 app check and pm						
jams	Clean and vac mc clean all feed rollers	5/1/2018	5/2/2018	BRONX	10451	12
Jamming and now the machine is not even powering up.	Ordered control panel	5/1/2018	5/2/2018	STATEN ISLAND	10301	13
MACHINE DOWN	SW Kathy					
Waste toner box full message is displayed	SENT INSTRUCTIONS FOR WASTE TONER AND FORWARDED REQUEST TO SISTER COMPANY EASTERN	5/1/2018	5/2/2018	BRONX	10451	12
poor copy quality	cq replaced drum dev dev unit cleaned a f p f int	5/2/2018	5/2/2018	HUNTINGTON STATION	11746	10S
dark lines	Ordered drum for cq issue SW Peggy	5/2/2018	5/2/2018	NEW YORK	10013	1
Toner is leaking on copies	Noise is coming from broken developer unit. Needs developer housing, drum, transfer roller.	5/2/2018	5/2/2018	CENTRAL ISLIP	11722	10S
Toner is leaking on copies	Replaced broken developer + developer material also drum. Reset counters ran the and gradation adjustments.	5/2/2018	5/4/2018	CENTRAL ISLIP	11722	10S
dark lines	Replaced drum unit and cleaned machine SW Melissa	5/2/2018	5/7/2018	NEW YORK	10013	1
Jamming and now the machine is not even powering up.	Replaced control panel	5/2/2018	5/8/2018	STATEN ISLAND	10301	13
MACHINE DOWN	SW Maureen					
not rec paper in trays and output in landscape	Order power supply and control panel	5/3/2018	5/4/2018	BROOKLYN	11201	2
hours 9-430	Removed paper behind the tray	5/3/2018	5/4/2018	BROOKLYN	11201	2
paper jams						
crooked copys	Cleaned all rollers, adjusted paper guides in tray.	5/3/2018	5/7/2018	NEW YORK	10007	1
mylar backing keeps falling	General clean and test replaced feeder rollers paste platen cover	5/3/2018	5/4/2018	BROOKLYN	11201	2
Machine keeps jamming.	Replaced tray 3 pulleys and cleaned recycling assembly SW Elaine	5/4/2018	5/7/2018	NEW YORK	10004	1
not rec paper in trays and output in landscape	Work with Juan neito had open ticket with konica on juan account.After replaced mfp work show weired need further assist	5/4/2018	5/14/2018	BROOKLYN	11201	2
Maintenance lite on	Clean and vac mc clean all feed rollers reset code	5/4/2018	5/7/2018	BRONX	10451	12
adf issue	Removed jam from document feeder, cleaned and checked in full.	5/7/2018	5/7/2018	RIVERHEAD	11901	10S
lines on copies	Cleaned optics and checked in full.	5/7/2018	5/7/2018	RIVERHEAD	11901	10S
Not printing from the tray and the 81/2 x 11 paper size they are unable to find. MACHINE DOWN	General clean and test advised customer recheck trau	5/7/2018	5/7/2018	BROOKLYN	11201	2
piece broken off in machine	Needs fuser	5/7/2018	5/8/2018	BROOKLYN	11201	2
Jamming	Cleaned rollers and pinch rollers.	5/7/2018	5/8/2018	NEW YORK	10007	1
mylar backing keeps falling off		5/7/2018	5/8/2018	BROOKLYN	11201	2
paper jams	Clean and vac mc clean all feed rollers reset code	5/7/2018	5/8/2018	BRONX	10451	12
mal C2557		5/7/2018	5/9/2018	MINEOLA	11501	10N
Machine is down unable to copy	Top panel is damage	5/8/2018	5/8/2018	NEW ROCHELLE	10801	9

piece broken off in machine	General clean and test replaced feeder and fuset	5/8/2018	5/18/2018	BROOKLYN	11201	2
Machine is down unable to copy	Replaced operation panel.	5/8/2018	5/14/2018	NEW ROCHELLE	10801	9
jamming	cq lines cleaned af slit glass p f int	5/9/2018	5/9/2018	HAUPPAUGE	11788	10S
Malfunction detected c-0220	Guide customer to reset the machine	5/9/2018	5/9/2018	BROOKLYN	11201	2
stapler is not working	stapler n w installed new staple cartridge cleaned af p f int	5/9/2018	5/10/2018	CENTRAL ISLIP	11722	10S
customer re-installed the staples, it worked for a short time then stopped.						
3 rd FL SUPREME						
Black lines across the pages. (Voicemail)	General clean and test replaced feeder rollers and drum	5/9/2018	5/10/2018	BROOKLYN	11201	2
Maintenance lite on	Clean and vac machine , check all system unit is ok, reset maintenance lite.	5/9/2018	5/10/2018	BRONX	10451	12
ADF jamming	Removed jam from document feeder, cleaned and checked in full.	5/10/2018	5/10/2018	RIVERHEAD	11901	10S
Copy quality	Cleaned optics, cleaned and checked in full.	5/10/2018	5/10/2018	RIVERHEAD	11901	10S
Paper jam	jams removed paper from behind paper trays cleaned machine tested	5/10/2018	5/10/2018	CENTRAL ISLIP	11722	10S
Copies are coming out very light and faded with lines	General clean and test replaced feeder rollers	5/10/2018	5/11/2018	KEW GARDENS	11415	11
Jamming	jamming removed paper from behind paper trays cleaned machine tested	5/10/2018	5/11/2018	CENTRAL ISLIP	11722	10S
machine is down	Realigned jammed on/Off button on UI advised customer Janet	5/10/2018	5/11/2018	STATEN ISLAND	10301	13
Copy quality is poor, lines going through them and they are coming out dirty	Cleaned and adjusted copy quality SW Rosanna	5/11/2018	5/11/2018	NEW YORK	10004	1
Jamming in the feeder	Replaced DaDF pulleys and cleaned machine SW Robert	5/11/2018	5/11/2018	NEW YORK	10004	1
Maintenance Lite on	Replaced parts list below	5/11/2018	5/14/2018	BRONX	10451	12
toner error	General clean and test replaced feeder rollers	5/11/2018	5/14/2018	BROOKLYN	11201	2
Machine is constantly making this squeeking noise and it seems to be getting	Cleaned and lubed transport and feed assemblies SW Valerie	5/14/2018	5/16/2018	NEW YORK	10013	1
tray 3 config issue	Reset tray #3and cleaned all optics and xerographics SW Bruce	5/14/2018	5/15/2018	STATEN ISLAND	10301	13
Tray sensor error	General clean and test replaced feeder rollers	5/14/2018	5/15/2018	BROOKLYN	11201	2
Error C-3801. Machine down. Customer reooted the machine without results.	Reset error code, tested all worked spoke w john	5/14/2018	5/15/2018	MINEOLA	11501	10N
when running large jobs the machine makes loud squeaking sounds	Needs devekoper housing replaced also transfer roller and drum	5/14/2018	5/15/2018	MINEOLA	11501	10N
jammed feeder	feeder JAMS removed staples from feeder cleaned a f p f int	5/14/2018	5/14/2018	CENTRAL ISLIP	11722	10S
not rec paper in trays and output in landscape////////PERSON TO CONTACT AT THE COURT FOR THIS UNIT IS STACEY////MACHINE IS AT THE SHOP	Replaced scanner board and update firmware	5/14/2018	5/24/2018	BROOKLYN	11201	2
unable to staple part fell out	Realigned stapler assembly and cleaned machine SW Louie	5/15/2018	5/16/2018	NEW YORK	10007	1
no power	Check mc unit is ok reset all fuser on wall.	5/15/2018	5/16/2018	BRONX	10451	12
Top feeder - it is not grabbing the paper.	Add add eject spring on actuator	5/15/2018	5/16/2018	BRONX	10451	12
when running large jobs the machine makes loud squeaking sounds	Replaced developer, develooer housing, drum,and transfer roller. Fixed high pitch squeak when runing large jobs.	5/15/2018	5/21/2018	MINEOLA	11501	10N
Pages come out with black lines	Was at Huntinton library with Nick. Then came here. Replaced developer housing had brken gears and drum with new starter. Reset counters and ran f8 developer calibration	5/16/2018	5/16/2018	MINEOLA	11501	10N
The DADF is not working properly.	Remived staple frim inside dicument feeder causing jams.	5/16/2018	5/18/2018	MINEOLA	11501	10N
Jamming	Realigned finisher to main body cleaned and adjusted sw Michelle	5/16/2018	5/16/2018	NEW YORK CITY	10007	1
lines on copies	Removed whiteout from DaDF assembly and CVT GLASS SW Helen	5/16/2018	5/16/2018	NEW YORK	10007	1
legal size jams now machine green light blinking	Tray 2 is giving problem, need parts also bring drum and developer to do PM.	5/16/2018	5/17/2018	BRONX	10451	12

Lines are coming out when they are using the top feeder and the glass.	Cleaned CVT glass and tested SW Jim	5/16/2018	5/16/2018	NEW YORK	10007	1
Machine is located in the Library.						
Tray 3 error - unable to use it - locked out.		5/16/2018	5/16/2018	NEW YORK	10007	1
NEEDS 20 AMP ADAPTER	Delvery and install the power converter	5/16/2018	5/21/2018	BROOKLYN	11201	2
PAPER JAMS	Clean and vac mc clean all feed rollers reset code	5/16/2018	5/17/2018	BRONX	10451	12
Machine malfunction: C0202.	General clean and test reset machine	5/16/2018	5/17/2018	BROOKLYN	11201	2
This is the only machine in Operations.						
Thank you in advance.						
not copying and machine over heatings	Replaced pu roller fir tray 3 with roufh thread roller.	5/17/2018	5/18/2018	MINEOLA	11501	10N
Making a grinding noise and is jamming too.	Replaces main drive gear pack with R part.	5/17/2018	5/21/2018	CENTRAL ISLIP	11722	10S
legal size jams now machine green light blinking	Replaced parts list below.	5/17/2018	5/25/2018	BRONX	10451	12
One piece is broken (Click holder). Machine down	Picked up.parts.replaced broken document feeder front original guide.cleaned and lub guude rails. Drum @ 0% copy quality us good.	5/17/2018	5/21/2018	CENTRAL ISLIP	11722	10S
Tray 1 not working, machine is not recognizing that particular tray it bypasses it.	General clean and test replaced feeder rollers	5/17/2018	5/18/2018	JAMAICA	11432	11
Machine on 3rd floor - check in with clerk office in RM 561 First.						
Print and scan quality error message paper size cann't be detected in the current position in one tray.	Cleaned tge optics and Xerographics. SW Phyllis removed tray 2 to get jam out from rear of machine.	5/17/2018	5/22/2018	STATEN ISLAND	10301	13
jamming	General clean and test replaced feeder rollers	5/18/2018	5/18/2018	JAMAICA	11432	11
jamming	General clean and test replaced feeder rollers	5/18/2018	5/18/2018	JAMAICA	11432	11
jamming	General clean and test replaced feeder rollers	5/18/2018	5/18/2018	JAMAICA	11432	11
Jamming multiple place and staple issue.	Phone fix Customer was using wrong paper causing jamming sw Gail	5/18/2018	5/21/2018	NEW YORK	10013	1
Staple issue.	Clean and adjusted stapler assembly SW Betty	5/18/2018	5/21/2018	NEW YORK	10013	1
11 x 14 copies is when the machine is constantly jamming	Removed paper from rear of tray 2 and cleaned all feed assemblies SW Julia	5/18/2018	5/21/2018	NEW YORK	10013	1
Issue with glass	Customer had pulled diwn mat cover reinstalled cover wuth new velcro tape.	5/18/2018	5/21/2018	CENTRAL ISLIP	11722	10S
Jamming	Found paper in LCT tray 3 with curl up causing missfeed. Loaded staples paper with curl down.	5/21/2018	5/21/2018	MINEOLA	11501	10N
Machine is constantly jamming when they attempt to make multiple copies.	Teplaced tray 2 ou roller with rough threat roller. Ran 200 test pages no jam	5/21/2018	5/22/2018	CENTRAL ISLIP	11722	10S
Black streaks are running down the pages.	Replaced developer and, r-drum unit	5/22/2018	5/23/2018	MINEOLA	11501	10N
Feeder is jamming.	Cleaned document feeder and sensors. Showed customer how to clean slit glass.also fixed lct tray not feeding elevatror lift wires alignment.	5/22/2018	5/24/2018	BRONX	10456	12
Copy quality and machine is down	Cleaned excessive whiteout from glass and advised customer SW Valerie	5/22/2018	5/23/2018	NEW YORK	10013	1
Stapler is jamming	Dtapler issue was resolved by customer when srrived macjine ess stapling.	5/22/2018	5/23/2018	MINEOLA	11501	10N
Jamming several place.	General clean and test replaced feed clutch and image unit	5/22/2018	5/23/2018	BROOKLYN	11201	2
Jamming in Adf	Cleaned all document feed rollers and fixed finisher elevator level. Also changed rollers tray 1.	5/22/2018	5/24/2018	BRONX	10451	12
fuser error	Removed paper from heat roller and cleaned fuser assemblysw Karen	5/23/2018	5/23/2018	NEW YORK	10013	1
Tray 3 locked out	Reloaded and aligned tray 3 guides and went over loading of paper in tray SW Marcy	5/23/2018	5/23/2018	NEW YORK	10013	1
Film under adf fell off	Repositioned white olatten cover on document feeder. Remived old glue and installed new velcro taoe to hild mat cover securely	5/23/2018	5/24/2018	CENTRAL ISLIP	11722	10S

Jamming	Giund tray 1 loaded on both sides of tray and with side guides not touching oawr causing jams.	5/23/2018	5/24/2018	CENTRAL ISLIP	11722	10S
adf jam		5/23/2018	5/23/2018	NEW YORK	10004	1
rm 840 8th fl very light copies	Cleaned all optics and xerographics SW Robert	5/23/2018	5/23/2018	NEW YORK	10004	1
dirty copies		5/23/2018	5/23/2018	NEW YORK	10004	1
8th fl						
Not feeding from tray 3	Replaced DaDF pulleys and tray 1 pulleys SW Valerie	5/24/2018	5/24/2018	NEW YORK	10013	1
DIRTY copies	Cleaned all optics and xerographics adjusted copy quality SW Rosanna	5/24/2018	5/25/2018	NEW YORK	10013	1
DF not working	Replaced DaDF take up assembly and Sep pulley SW Michael	5/24/2018	5/24/2018	NEW YORK	10013	1
error message: C-0214.	machine was reboot. Mahcines is working fine. Customer will call back, if the machine show the same issue again.	5/24/2018	5/24/2018	BROOKLYN	11201	2
Jammed		5/24/2018	5/24/2018	CENTRAL ISLIP	11722	10S
not turning on	Reseated all LVPS connections and moved machine to different outlet swTroy	5/25/2018	5/25/2018	NEW YORK	10013	1
Copy quality	Replaced drum and adjusted copy quality SW Joe	5/25/2018	5/25/2018	NEW YORK	10004	1
Jamming in fuser	Cleaned fuser and adjusted tray guides SW Maria	5/25/2018	5/25/2018	NEW YORK	10004	1
Pm and 360 app check	Checked machine all is working fine.	5/29/2018	5/29/2018	MINEOLA	11501	10N
dark copies	Cleaned toner from transport assembly and xerographics SW Lynn	5/29/2018	5/29/2018	NEW YORK	10013	1
tray 2 legal jams	Replaced tray 2 pulleys and clutch gears sw Joan	5/29/2018	5/29/2018	NEW YORK	10013	1
Third drawer can't be used empty but it is completely full	Replaced DF feed pulleys and cleaned machine SW Steven	5/29/2018	5/30/2018	NEW YORK	10013	1
INSTALL SHOP REPAIR - NDS FINISHER DOCKED	Secure finisher with main body	5/29/2018	5/30/2018	BROOKLYN	11201	2
ADF is not working	Replaced feed rollers in document feeder but I ran out of time to complete the call.	5/30/2018	5/30/2018	RIVERHEAD	11901	10S
Jamming in ADF	Cleaned dadf pulleys and sensors	5/30/2018	5/30/2018	NEW YORK	10013	1
staple error	Tested SW Dawn					
	Repaired stapler, replaced drum and cl bl. Fix line and smudges down copies.	5/30/2018	5/30/2018	WESTBURY	11590	10N
incorrect paper size		5/30/2018	5/30/2018	NEW YORK	10013	1
Print quality	Reseat paddle position	5/30/2018	5/31/2018	BROOKLYN	11201	2
error code 0202	Clean and vac mc clean all feed rollers reset code	5/30/2018	6/1/2018	BRONX	10451	12
Voids on copies	Cleaned all optics and xerographics adjusted copy quality SW Joe	5/30/2018	5/30/2018	NEW YORK	10013	1
Not working	Clean and vac mc clean all feed rollers	5/30/2018	5/31/2018	BRONX	10451	12
ADF is not working	Replaced document feeder with green and checked in full.	5/30/2018	6/1/2018	RIVERHEAD	11901	10S
voids	Cleaned all optics and xerographics adjusted ATDC SW Sam	5/31/2018	5/31/2018	NEW YORK	10013	1
no power	Rebooted and reseated LVPS SW Mary	5/31/2018	5/31/2018	NEW YORK	10013	1
paper tray not reading paper	General clean and test	5/31/2018	5/31/2018	BROOKLYN	11201	2
light copys	Cleaned all optics and xerographics adjusted copy quality SW Rosanna	5/31/2018	5/31/2018	NEW YORK	10004	1
blurry copys	Adjusted mirror 1 on optics assembly SW Teresa	5/31/2018	5/31/2018	NEW YORK	10004	1
Paper size not available - also saying that there is a paper jam and there is none to be found.	Realigned fuser exit sensor and cleaned all pulleys SW Dawn	5/31/2018	6/4/2018	NEW YORK	10013	1
RM 949						
Jamming, customer Tara called back and they fixed the machine.	Jammed removed no SC needed at this time k closing out	6/1/2018	6/4/2018	STATEN ISLAND	10301	13
3003 error code , MACHINE IS COMPLETELY DOWN	Adj lower tray lifting gears clean mc	6/1/2018	6/1/2018	BRONX	10451	12

Jamming	Put machine back online and changed paper to correct paper Hammermill SW Gail	6/4/2018	6/4/2018	NEW YORK	10013	1
Toner filter needed to be replaced, ozone filter needs to be replaced, Paper dust remover needs to be replaced. Transfer rollers need to be replaced soon. MACHINE DOWN. Machine is in Room 202.	General clean and test replaced feeder rollers reset all the counter	6/4/2018	6/5/2018	BROOKLYN	11231	2
void streaks	Replaced drum unit and made all adjustments SW Tony	6/4/2018	6/5/2018	NEW YORK	10013	1
feeder jamming	Realigned paper detect actuator and cleaned DaDF assembly SW Marcy	6/4/2018	6/4/2018	NEW YORK	10013	1
tray 2 not feeding legal pages	Replaced tray 2 pulleys and clutch gears sw Angela	6/4/2018	6/4/2018	NEW YORK	10013	1
tray 2 down	General clean and test	6/5/2018	6/6/2018	BROOKLYN	11201	2
Error message	Clean and vac mc clean all feed rollers reset code	6/5/2018	6/5/2018	BRONX	10451	12
jams stuck in the finisher	Replaced PULLEYS SW Maria	6/5/2018	6/5/2018	NEW YORK	10013	1
hours 9-5	noise oiled fuser Dr gears cleaned af p f int	6/5/2018	6/5/2018	RONKONKOMA	11779	10S
lunch 1-2 closed						
smells like something burning - rubber - still can use it						
NOT working per tech	Clean and vac mc clean all feed rollers reset code	6/5/2018	6/5/2018	BRONX	10451	12
The paper is not grabbed	Replaced document feeder roller, cleaned and checked in full.	6/6/2018	6/7/2018	RIVERHEAD	11901	10S
Copies come out with lines. Customer cleaned the cvt without results.	General clean and test replaced feeder rollers	6/6/2018	6/8/2018	JAMAICA	11435	11
Copies come out with lines. Customer already cleaned the CVT without results.	Needs drum	6/6/2018	6/8/2018	JAMAICA	11435	11
constant jamming	Replaced sep roller in adf. Found little white guide was out of place causing the empty sensor to not change state. Cleaned up and tested.	6/7/2018	6/7/2018	HEMPSTEAD	11550	10N
Paper size error	Select the correct paper. Customer called to canceled the SC. Close it out.	6/7/2018	6/8/2018	NEW YORK	10007	1
tray 3 not in service	Realigned pin on connector on tray #3 tested and SW Ann	6/7/2018	6/11/2018	NEW YORK	10007	1
Paper jam when they try to print multiple jams and staple.	Readjusted Feed Pulleys and Sensors.	6/7/2018	6/8/2018	NEW YORK	10010	1
Machine is completely down, they tried to reboot and it still wouldn't come back on.	General clean and test reset code	6/7/2018	6/11/2018	LONG ISLAND CITY	11101	11
Copy quality	Adjust sensor.	6/7/2018	6/8/2018	HEMPSTEAD	11550	10N
Error message	Clean and vac mc clean all feed rollers	6/7/2018	6/8/2018	BRONX	10451	12
Copier Ink tube blew up.		6/7/2018	6/8/2018	NEW YORK	10010	1
Copy quality	Clean and vac mc clean all feed rollers	6/8/2018	6/8/2018	BRONX	10451	12
jamming error code :1102	General clean and test replaced feeder rollers	6/8/2018	6/11/2018	BROOKLYN	11201	2
Jamming constantly,	Rebuilt df parts. Fixed df missfeeds.	6/8/2018	6/11/2018	HEMPSTEAD	11550	10N
Feeder issues	d a d f JAMS removed staples from feeder cleaned machine tested	6/8/2018	6/8/2018	HAUPPAUGE	11787	10S
Making a loud noise when printing	Clean and lub mc.	6/8/2018	6/8/2018	BRONX	10451	12
keeps jamming and tray 1 in not working and not collating	Realigned tray size sensors and set up auto sort SW Valerie	6/8/2018	6/11/2018	NEW YORK	10013	1
Jamming on lower right side	Clean and vac mc clean all feed rollers	6/8/2018	6/11/2018	BRONX	10465	12
Copies come out with lines. Customer already cleaned the CVT without results.	General clean and test replaced drum and developer	6/8/2018	6/12/2018	JAMAICA	11435	11
False jams	Cleaned all paper feed pulleys and sensors sw Pam	6/11/2018	6/12/2018	NEW YORK	10007	1
Paper jam when they try to print multiple pages. Recurring issue	Ordered tray 2 feed assembly SW Irene	6/11/2018	6/13/2018	NEW YORK	10010	1
Maintenance lite on.	Clean and vac mc clean all feed rollers reset code.	6/11/2018	6/12/2018	BRONX	10456	12
Toner is not sticking to paper when they try to print out documents	Adj Preston on fuser unit, clean and vac mc	6/11/2018	6/12/2018	MOUNT VERNON	10550	9

CCD Issue, Black banding from scanner, internal prints are O.K.	Nifi, replaced df 620 and top glass old one was giving cut off copies thru df and on glass it was detecting 11x17 paper.	6/12/2018	6/12/2018	HEMPSTEAD	11550	10N
C-9402 Scan error req onsite	Reseated CCD and cleaned all optics and scanner rails SW Kathy	6/12/2018	6/13/2018	STATEN ISLAND	10301	13
Jamming in ADF	Cleaned document feeder sensors and rollers, removed paper jammed behind tray 2 causing c0204, removed dr and cleaned debree from cleaning u and drum also replaces broken dss collars.	6/12/2018	6/12/2018	MINEOLA	11501	10N
tray 1 is broken	Check and adj top tray, clean and vac unit.	6/12/2018	6/12/2018	BRONX	10451	12
Having issues with the feeder when doing double sided copies.	Removed staples from dadf advised customer SW Dawn	6/12/2018	6/15/2018	NEW YORK	10013	1
Waste cont error	The machine was not functioning due to error the waste cont needs replacing, cust will replace, closing out	6/13/2018	6/13/2018	NEW YORK	10007	1
hours 9-5	Reinstalled paper sensor actuator with spring imn document feeder.	6/13/2018	6/14/2018	CENTRAL ISLIP	11722	10S
has brojken part and makes loud noise when printing - squeeking and top feeder not working	Replaced fuser unit and transfer roller for squeak noise.					
hours 9-5	Replaced DF feed pulleys and cleaned machine SW Steven	6/13/2018	6/13/2018	STATEN ISLAND	10301	13
paper jams in top doc feeder						
hours 9-5	Removed paper from rear of tray 2 cleaned all pulleys and sensors sw Gerald	6/13/2018	6/13/2018	STATEN ISLAND	10301	13
erroc code c202						
hours 9-5	Removed paper from rear of tray 2 cleaned all pulleys and sensors sw Gerald	6/13/2018	6/13/2018	STATEN ISLAND	10301	13
erroc code c202						
hours 9-5	Removed paper from rear of tray 2 cleaned all pulleys and sensors sw Gerald	6/13/2018	6/13/2018	STATEN ISLAND	10301	13
erroc code c202						
hours 830-530	Cleaned all optics and xerographics adjusted copy quality SW Robert	6/13/2018	6/15/2018	NEW YORK	10004	1
dirty copies from feeder check glass as well						
adf down	C8107 error code for document feeder, found platen roller film cover peeling, glued platen roller film. Tested all ok 5164934045 new phone # replaced tray 1 feed roller release lever and fuser unit.	6/13/2018	6/13/2018	HEMPSTEAD	11550	10N
adf down	C8107 error code for document feeder, found platen roller film cover peeling, glued platen roller film. Tested all ok 5164934045 new phone # replaced tray 1 feed roller release lever and fuser unit.	6/13/2018	6/13/2018	HEMPSTEAD	11550	10N
adf down	C8107 error code for document feeder, found platen roller film cover peeling, glued platen roller film. Tested all ok 5164934045 new phone # replaced tray 1 feed roller release lever and fuser unit.	6/13/2018	6/15/2018	HEMPSTEAD	11550	10N
Paper jam when they try to print multiple pages. Recurring issue	REPLACED lower paper feed assy and vertical feed clutch SW Irene	6/13/2018	6/18/2018	NEW YORK	10010	1
Pages come out with vertical lines	Cleaned twice, CVT and main glass. Pages come out ok.	6/13/2018	6/13/2018	BROOKLYN	11201	2
Copy quality	Clean and vac mc clean all feed rollers	6/13/2018	6/14/2018	YONKERS	10701	9
Jamming Tray 1	Replaced feed rollers in all trays, cleaned and checked in full.	6/14/2018	6/14/2018	RIVERHEAD	11901	10S
Missfeed on right side	Rebuilt tray 1+2 feed units	6/14/2018	6/14/2018	CENTRAL ISLIP	11722	10S
Copy quality tray... sensor error		6/14/2018	6/15/2018	NEW YORK	10013	1
machine is squeeling	Could nit fux problem High pitch squeak, tried new fuser did not fix, duplex door is broken.	6/14/2018	6/15/2018	CENTRAL ISLIP	11722	10S
Machine does not respond. Machine was rebooted without results.	Barbara called in to cancel the service call.	6/14/2018	6/15/2018	JAMAICA	11435	11
Paper Jamming on the tray 1.	Replaced trays 1 and 2 pulleys and clutch gears SW Pura	6/14/2018	6/15/2018	NEW YORK	10004	1
Paper jams	Clean and vac mc clean all feed rollers	6/15/2018	6/15/2018	BRONX	10451	12
machine is squeeling	Replaced duplex/registration transport unit, image dev unit, Noise was fixed.	6/15/2018	6/18/2018	CENTRAL ISLIP	11722	10S
incorrect paper	Realigned paper tray guides and cleaned machine SW Louisa	6/15/2018	6/15/2018	NEW YORK	10007	1
360 app and PM	Checked out machine, cleaned document feed rollers. Optics.	6/18/2018	6/18/2018	MINEOLA	11501	10N
c3506 service code, MACHINE DOWN, EMERGENCY	Removed jam from fuser assembly and cleaned vertical transport assembly SW Sam	6/18/2018	6/18/2018	NEW YORK	10004	1

ADF is not grabbing the paper	Replaced exit actuator and spring SW Sharon	6/18/2018	6/19/2018	NEW YORK	10004	1
Dirty Copies	Cleaned all optics and xerographics adjusted ATDC SW Jerry	6/18/2018	6/18/2018	NEW YORK	10004	1
Dirty copies	Cleaned CVT glass and tested SW Francis	6/18/2018	6/18/2018	NEW YORK	10004	1
Copy quality	Replaced DaDF feed assembly and Sep pulley SW Anthony	6/18/2018	6/19/2018	NEW YORK	10013	1
Need a lock code - with a list of people authorized to use it.	Setup customer codes for secure access to the machines services Sw Tara	6/18/2018	6/20/2018	STATEN ISLAND	10301	13
360 app check and pm	Copy quality is good drum due 70k @0% cleaned document feeder 195k feeds maximizing machine.	6/18/2018	6/19/2018	MINEOLA	11501	10N
light copys	Cleaned whiteout from dadf and glass SW Robert	6/19/2018	6/19/2018	NEW YORK	10004	1
jam in fuser unable to clear	Removed paper from rear of exit assembly cleaned and tested sw Sara	6/19/2018	6/20/2018	NEW YORK	10004	1
Paper jam - everytime they clear it the machine just jams up again. customer called issue resolved.	Paper jam - everytime they clear it the machine just jams up again. customer called issue resolved.	6/19/2018	6/19/2018	NEW YORK	10004	1
Jamming cleared the jam and now it is telling them to call for service. MACHINE DOWN AND EMERGENCY	Adjusted ATDC TO 200 from 185 to lower atdc % to be from 4.5 to 6.5 so error code c2557 does not reoccur.replaced LCT tray feed rollers.	6/19/2018	6/19/2018	CENTRAL ISLIP	11722	10S
copy service down machine is stuck on start	Rebooted cleaned and tested sw Paul	6/19/2018	6/20/2018	NEW YORK	10013	1
Misfeeds from document feeder	Removed peeled mylar from document feeder causing paper jams. Cleaned machine.	6/19/2018	6/19/2018	CENTRAL ISLIP	11722	10S
lines down the copies	Cleaned machine optics, toner dusting from toner bottle dirtied machine cleaned vacuummed.	6/19/2018	6/19/2018	CENTRAL ISLIP	11722	10S
360 app and PM	Cleaned nachine, showed customer loading paper in tray 3, must be done carefully.set paper default settings	6/20/2018	6/20/2018	CENTRAL ISLIP	11722	10S
360 app and PM	Fixed stapler front guide with taoe, also replaced dss collars and r- developer housing.	6/20/2018	6/20/2018	CENTRAL ISLIP	11722	10S
hours 9-5	Realigned tray 2 to reflect proper paper sizes SW Lorraine	6/20/2018	6/20/2018	NEW YORK	10013	1
will not copy , paper feeds though						
Print quality	General cleaning and replace drum and develop	6/20/2018	6/20/2018	BROOKLYN	11201	2
Paper jam when using standard size paper, The top feed is not working properly	General cleaning and replace feeder roller	6/20/2018	6/20/2018	KEW GARDENS	11415	11
Not allowing to making copies, machine is jamming up every 2nd copy. error code 3003	Adjust and clean registration sendor.	6/20/2018	6/20/2018	BRONX	10451	12
Adf jammmg	Replaced all dadf pulleys and cleaned machine SW Bobby	6/20/2018	6/22/2018	NEW YORK	10010	1
jamming constantly	Vac adf unit clean all sensor on unit.	6/20/2018	6/20/2018	BRONX	10451	12
2nd fl rm 240.3						
Noise and jams on right side	Replaced LCT door and mylars.	6/20/2018	6/22/2018	CENTRAL ISLIP	11722	10S
Tray sensor error and print quality	Set tray for size	6/20/2018	6/20/2018	BROOKLYN	11201	2
Not printing	Clean and vac machine clean all feed rollers	6/20/2018	6/21/2018	BRONX	10451	12
copy quality	Replaced document feeder roller,cleaned and checked in full.	6/21/2018	6/21/2018	RIVERHEAD	11901	10S
the paper is coming out wrinkled in one of the tray	replaced paper transport registration assembly.	6/21/2018	6/21/2018	HEMPSTEAD	11550	10N
cq issue gray images	Cleaned xerographics and all optics SW Carole	6/21/2018	6/21/2018	NEW YORK	10012	1
ADF is not working. Unable to provide the error code.	Cleaned and adjusted dadf feed assembly sw Ronald	6/21/2018	6/22/2018	NEW YORK	10013	1
rm 225						
color quality	Cleaned all optics and	6/21/2018	6/21/2018	NEW YORK	10012	1
Copy quality	Clean and vac machine clean all feed rollers	6/21/2018	6/22/2018	BRONX	10451	12
Drum replacement	Clean and vac machine clean all feed rollers replaced drum,developer	6/22/2018	6/25/2018	MOUNT VERNON	10550	9
2nd Fl, Courtroom B						
Paper setting are wrong Customer says, machine doesn't allow them to change the setting (it's off).	Realigned paper tray guides and replaced tray 2 pulleys sw Debora	6/22/2018	6/25/2018	NEW YORK	10013	1
Jamming	Ordered lower paper feed assy and vertical clutch sw Ryan	6/22/2018	6/22/2018	NEW YORK	10010	1

Jamming	Replaced lower feed assembly and vertical clutch Sw Ryan	6/22/2018	6/27/2018	NEW YORK	10010	1
Jamming	Clean and lubricated main drive unit.	6/22/2018	6/25/2018	BRONX	10451	12
Copy quality	Clean and vac machine clean all feed rollers	6/22/2018	6/22/2018	BRONX	10451-50Z5	12
C-11a0 constant fault error	Replaced staples in stapler assy, replaced dss collars in developer housing for CQ blank banding front to rear. Tested copier feom all trays.	6/25/2018	6/25/2018	MINEOLA	11501	10N
feeding legal papers	Removed paper from rear of tray 2 replaced pulleys and clutch gears sw Thomas	6/25/2018	6/25/2018	NEW YORK	10004	1
Machine is down, error code - c-3425, customer retrieved some grey pieces inside the machine and they have the pieces.MACHINE DOWN	Ordered fusing assembly Will request transfer from Jack Sw Syd	6/25/2018	6/25/2018	NEW YORK	10007	1
jamming	Replaced pulleys cleaned and tested sw Melissa	6/25/2018	6/26/2018	NEW YORK	10013	1
poor cq	Ordered fuser assembly and cleaned SW Melissa	6/25/2018	6/26/2018	NEW YORK	10013	1
gray copies	Cleaned xerographics and all optics sw Carole	6/25/2018	6/25/2018	NEW YORK	10013	1
Machine is down, error code - c-3425, customer retrieved some grey pieces inside the machine and they have the pieces.MACHINE DOWN	Replaced fuser and paper feed pulleys and clutch gears sw Sydorna	6/25/2018	6/26/2018	NEW YORK	10007	1
follow up	Cleaned vacumed machine, drum, IBT @ 0% IBT copy quality is good did not replace.	6/25/2018	6/25/2018	MINEOLA	11501	10N
no power	Clean and vac machine clean all feed rollers	6/25/2018	6/26/2018	BRONX	10465	12
Malfunction error code - C0202. MACHINE DOWN	General cleaning and replace feeder roller	6/25/2018	6/27/2018	LONG ISLAND CITY	11101	11
Since machine was last repaired, they have not been able to clear jam in machine.	Broken release handle on PC 409 replace handle tested work fine	6/25/2018	6/26/2018	CENTRAL ISLIP	11722	10S
adf not feeding	Cleaned dadf and adjusted stapler sw Dionysus	6/26/2018	6/27/2018	NEW YORK	10010	1
poor cq	Replaced fuser unit and adjusted copy density sw Elaine	6/26/2018	6/27/2018	NEW YORK	10013	1
Copy quality - very very light	Cleaned xerographics and all optics sw Carole	6/26/2018	6/26/2018	NEW YORK	10013	1
Feeder has paper jam and customer is unable to find it. MACHINE DOWN	Realigned dadf guides and cleaned sw Michael	6/26/2018	6/27/2018	NEW YORK	10013	1
Copy quality	Clean and vac machine clean all feed rollers	6/26/2018	6/26/2018	BRONX	10451	12
Constantly jamming.	Replaced tray 2 feed rollers used new pu roller ASC1562200	6/26/2018	6/27/2018	MOUNT VERNON	10550	9
keeps shutting down	Replaced tray 3 pulleys and tested sw Patricia	6/27/2018	6/28/2018	NEW YORK	10013	1
constanly jamming anything more than one page	Found no problem reloaded paper by fanning tested all ok.	6/27/2018	6/27/2018	CENTRAL ISLIP	11722	10S
Top feeder is not grabbing the paper and they are coming out crooked. Roller issue	Replaced dadf sap pulley and cleaned all paper feed pulleys and optics sw Fran	6/27/2018	6/27/2018	NEW YORK	10004	1
Copy quality problem black dots.	Replaced developer, used same drum.	6/27/2018	6/28/2018	CENTRAL ISLIP	11722	10S
Paper is jamming. Error code 11-02	Removed paper from rear of tray cleaned and tested sw Jason	6/27/2018	6/28/2018	NEW YORK	10007	1
cleaning	Replaced feed rollers in trays 1 and 2. Replaced document feeder separation roller ,cleaned and checked in full.	6/28/2018	6/28/2018	RIVERHEAD	11901	10S
cleaning	Replaced feed rollers in trays 1 and 3. Replaced document feeder separation roller,cleaned and checked in full.	6/28/2018	6/28/2018	RIVERHEAD	11901	10S
jamming and ripping paper / dirty copies	Replaced paper feed pulleys for trays 1,and 2 replaced dadf sap pulley sw Anthony	6/28/2018	6/28/2018	NEW YORK	10013	1
Jamming	Paper size for tray 1 was ??? Removed size sensor board cleaned the 4 sensors fixed problem. Drum is @ 0% life cq is good did not replace. Upgraded firmware GD-m1	6/28/2018	6/28/2018	CENTRAL ISLIP	11722	10S
cutting off legal pages	Reset copier paper settings adjusted cassettes and checked in full.	6/28/2018	6/29/2018	RIVERHEAD	11901	10S
Getting a trouble error code C-3725. Internal error has occurred. MACHINE DOWN.	General cleaning replace fuser unit	6/29/2018	7/3/2018	BRONX	10451	12
2ND FLOOR ARRAIGNMENT OFFICE						
constant jamming	Very moisture in this basement level . Suggest to put the dehumidifier next to the machine	6/29/2018	7/3/2018	BRONX	10451	12
Follow Up	Drum @0% cleaned machine.	6/29/2018	6/29/2018	WESTBURY	11590	10N

PM	Cleaned machine toner spill, set paper setting to auto search. Show customers how to replace staples and supplies. Also how to load LCT tray.	6/29/2018	6/29/2018	WESTBURY	11590	10N
Error 3425	Had power transformer caught fire. Causing error code. Reset with trouble reset.	7/2/2018	7/2/2018	MINEOLA	11501	10N
C3425	Had power transformer caught fire. Causing error code. Reset with trouble reset.	7/2/2018	7/2/2018	MINEOLA	11501	10N
hours 9-4 says not working call for svc	Customer call backed and left a voicemail, Joan canceled the SC because after the machine was rebooted is working ok. Closing out.	7/2/2018	7/2/2018	MINEOLA	11501	10N
c3425 error code	Had power transformer caught fire. Causing error code. Reset with trouble reset.	7/2/2018	7/2/2018	MINEOLA	11501	10N
C-3425 error code	Had power transformer caught fire. Causing error code. Reset with trouble reset.	7/2/2018	7/2/2018	MINEOLA	11501	10N
hours 9-5 will not work at all error code c3451- had problem with electric on friday but has power again now Top feeder is jamming and it not responding.	Had power transformer caught fire. Causing error code. Reset with trouble reset.	7/2/2018	7/2/2018	MINEOLA	11501	10N
	Cleaned document feeder, customer uses air spray to dust feeder, cleaned feed rollers, also removed lower df Reinforcement bracket and screws left in book holder. Drum.@15%. CQ is good.	7/2/2018	7/2/2018	WESTBURY	11590	10N
360 app check and PM	PM machine. Replaced drum and cleaning blade.	7/3/2018	7/3/2018	WESTBURY	11590	10N
Light copy quality	Cleaned and vacumed cleaning unit was able to keed drum unit working with good cq. Installed new dv filter.	7/3/2018	7/3/2018	MINEOLA	11501	10N
black smuges	Drum was worn causing poor copy quality.vacumed df and paper transport. Replaced drum ran gradation, cleaned machine.	7/3/2018	7/3/2018	WESTBURY	11590	10N
can't clear jam and not getting full image when copying	Removed the form pieces fall inside optic release lock bracket	7/3/2018	7/6/2018	BROOKLYN	11201	2
C2022 error. (Voicemail)	Adj lifting motor	7/3/2018	7/6/2018	NEW ROCHELLE	10801	9
Piece came off of the machine on the left side of the sorting.	White stapler had fallen off rearer finisher output to tray 1 for copy mode.	7/5/2018	7/5/2018	MINEOLA	11501	10N
Color very light	Reformed ground plate on LH door and cleaned machine SW Gerald	7/5/2018	7/5/2018	NEW YORK	10007	1
Jamming Tray 2		7/5/2018	7/5/2018	NEW YORK	10013	1
Preparing user box error	Phone fix done Sw Gerri	7/5/2018	7/6/2018	NEW YORK	10013	1
Preparing user box error	Phone fix done sw Gerri	7/5/2018	7/6/2018	NEW YORK	10013	1
The feeder is continously jamming.	Dissambled document feeder to clean and lubricate one way clutches, fix df. Jams.	7/5/2018	7/5/2018	HEMPSTEAD	11550	10N
Courtesy	Replaced document feeder separation roller and checked in full.	7/5/2018	7/5/2018	RIVERHEAD	11901	10S
Light copies	Cleaned optics and machine. Adjusted user settings to manual and set for text also set darker density, print density to +1	7/5/2018	7/5/2018	MINEOLA	11501	10N
machine down	Put in access codes for customer Diane and instructed on usage	7/5/2018	7/5/2018	NEW YORK	10013	1
machine down	Input access codes and instructed customer on how to use sw Diane	7/5/2018	7/5/2018	NEW YORK	10013	1
Copy quality	Clean and vac machine clean all feed rollers	7/5/2018	7/9/2018	BRONX	10451	12
Jamming on the side, error message is coming up not sure what it is. MACHINE DOWN	Very moisture affect general cleaning and test	7/5/2018	7/6/2018	JAMAICA	11432	11
machine intermitting issue	Cleaned and adjusted sw Tony	7/5/2018	7/6/2018	NEW YORK	10013	1
machine intermitting issue	Customer change of paper type caused the issue sw Tony	7/5/2018	7/6/2018	NEW YORK	10013	1
making noise	machine is ok	7/6/2018	7/6/2018	NEW YORK	10013	1
Problem with 360 App - PM	Cleaned machine and document feeder. Checked counters drum has 13% used.	7/6/2018	7/6/2018	MINEOLA	11501	10N

Machine is constantly jamming	Replaced broken bypass assy. Added back order mylar for tray LCT guide door. Replaced tray 2 feed rollers.	7/6/2018	7/9/2018	CENTRAL ISLIP	11722	10S
code c2557 can't copy	Advice customers to put in toner on time recalibrated the machine	7/6/2018	7/6/2018	BROOKLYN	11201	2
81/2 x 11 option is gone, they have tried everything and is unable to get it back	General cleaning and test	7/9/2018	7/10/2018	BROOKLYN	11201	2
error message	Clean and vac machine clean all feed rollers reset code	7/9/2018	7/10/2018	BRONX	10451	12
constant jamming and message rollers need replaced and toner box	Needs transfer belt and TR, replaced developer unit customer supply, ran gradation.	7/10/2018	7/10/2018	CENTRAL ISLIP	11722	10S
unable to scan or fax out of office untill 2pm 7/10/18	Found power plug loose, replugged power plug, machine worked set up ip address so their IT will set up scanning settings.	7/10/2018	7/10/2018	MINEOLA	11501	10N
constant jamming and message rollers need replaced and toner box	replaced transfer belt also fuser unit and transfer roller, ran gradation cleaned machine.	7/10/2018	7/12/2018	CENTRAL ISLIP	11722	10S
white plate fell off from feeder and tray 1 jams.	Rebuilt tray 1 pf assy, replaced feed roller with new rough threads also find in pley and one way clutches.	7/10/2018	7/11/2018	CENTRAL ISLIP	11722	10S
Tray 1 is jamming when making double sided copies	Clean and vac machine clean all feed rollers replaced parts list below	7/10/2018	7/11/2018	BRONX	10451	12
Jamming	General cleaning and test	7/11/2018	7/12/2018	JAMAICA	11432	11
Please call any of these numbers: 718-298-0197 / 718-298-0198 / 718-298-0199						
Jamming paper constantly	Very moisture paper	7/11/2018	7/11/2018	BROOKLYN	11201	2
Unable to scan to folder from PC. Cannot reach the machine through the web browser.	Spoke with Frank. Helped him with settings at the panel for him to get into the web page. Testing okay. He will configure the scanning.	7/11/2018	7/11/2018	MINEOLA	11501	10N
toner filter replacment message	Reset maintenance counters general cleaning and replace feeder roller	7/11/2018	7/11/2018	BROOKLYN	11201	2
Making black lines on the left hand side and it is not feeding properly.	Cleaned document feeder sensors and rollers, recalibrated dicument feeder ayti stop timing, drym @ 0 % cq good left alone.	7/11/2018	7/12/2018	CENTRAL ISLIP	11722	10S
jams when making double sided copies	Nifi,Customer had selected mix original mode as default vausing no duplex copies.	7/11/2018	7/12/2018	HEMPSTEAD	11550	10N
Starter button has to be pressed several times to get it to work. Copies are coming out crinkled up.	Realigned and adjusted control panel assembly note:Fuser assembly failing will need replacement shortly sw Anthony	7/12/2018	7/17/2018	NEW YORK	10013	1
Machine is making loud grinding noise when using adf	Cleaned and lubricated bushings in document feeder.	7/12/2018	7/13/2018	CENTRAL ISLIP	11722	10S
Machine just turned off by itself and the customer tried everything to get it back up and running,. MACHINE DOWN AND EMERGENCY.	Reconnect machine to outlet troubleshoot power issues	7/12/2018	7/13/2018	NEW YORK	10004	1
grey / dirty image	Clean and vac machine clean all feed rollers	7/12/2018	7/12/2018	BRONX	10451	12
Tray not feeding	Clean and vac machine clean all feed rollers, install clutch for tray 2, needs parts	7/12/2018	7/12/2018	BRONX	10451	12
Tray not feeding	Replace parts list below	7/12/2018	7/16/2018	BRONX	10451	12
machine hard down not making copys	Reset, cleaned and checked in.	7/13/2018	7/13/2018	RIVERHEAD	11901	10S
lines / glass was cleaned	Needs image rebuilt	7/13/2018	7/17/2018	BROOKLYN	11201	2
PM - 360 App	Removed paper from behind tray 2, also cleaned nachine. Tested all ok.	7/16/2018	7/16/2018	MINEOLA	11501	10N
C-0202	General cleaning and test replaced feed pulley	7/16/2018	7/16/2018	KEW GARDENS	11415	11
Lines on Copies	Removed paper from rear of tray and cleaned sw Michele	7/16/2018	7/17/2018	NEW YORK	10013	1
Jamming from legal tray	Cleaned dadf pulleys and sensors sw Danielle	7/16/2018	7/17/2018	NEW YORK	10013	1
360 app and PM check	Mat cover from df had fallen, replaced velcro to hold mat in place. Also replaced one way clutches for tray 3 missfeeds.	7/16/2018	7/16/2018	MINEOLA	11501	10N
keeps shutting off		7/16/2018	7/17/2018	BROOKLYN	11201	2
says needs toner filter and adf keeps jamming	Clean and vac machine clean all feed rollers reset code, needs parts	7/16/2018	7/16/2018	BRONX	10465	12

hours 9-4 c-2201 trouble code shut off and turned on again 3 times same issue	Needs pcb swapping m3 motor around still code	7/16/2018	7/17/2018	JAMAICA	11435	11
lots of jamming	Repkaced trays 1-3 pulleys and clutch gears sw Anthony	7/16/2018	7/17/2018	NEW YORK	10013	1
Feeder is not working. Misfeder	Needs left cover	7/16/2018	7/18/2018	BROOKLYN	11201	2
Feeder is not working. Misfeder	General cleaning and test replaced feeder roller	7/16/2018	7/18/2018	BROOKLYN	11201	2
says needs toner filter and adf keeps jamming	Replace parts list below	7/16/2018	7/19/2018	BRONX	10465	12
Copies come out with a line in the middle. CVT and big glass were cleaned without results.	Clean and vac machine,	7/16/2018	7/18/2018	MOUNT VERNON	10550	9
error code 0302	General cleaning and replace feeder roller	7/17/2018	7/18/2018	JAMAICA	11435	11
Thank You						
hours 9-4 c-2201 trouble code shut off and turned on again 3 times same issue	They are closed	7/17/2018	7/19/2018	JAMAICA	11435	11
Smudges copies	Replaced drum developer and dv asy sw Marian	7/17/2018	7/18/2018	NEW YORK	10004	1
c3b03 error code saying that there is an internal error, MACHINE DOWN,	Trouble reset for IH fuser warm up error code. Tested copier printer. All is ok	7/17/2018	7/17/2018	HEMPSTEAD	11550	10N
lines / glass was cleaned		7/17/2018	7/20/2018	BROOKLYN	11201	2
making a grinding noise	Replaced transfer roller fuser assy, dss rolls to fix high pitch squeak. Also cleane out df with thik paper to clear scraping sound.	7/17/2018	7/18/2018	CENTRAL ISLIP	11722	10S
feeder not picking up paper	General cleaning and replace feeder roller	7/17/2018	7/18/2018	JAMAICA	11435	11
Printing very pale copies, Document over 20 pages they are curling up and getting disorganized. MACHINE IS ON THE 11TH FLOOR	Cleaned all optics and xerographics sw Donna	7/17/2018	7/18/2018	NEW YORK	10004	1
down / no details	Ordered 2nd paper feed assembly and vertical clutch sw Gina	7/17/2018	7/18/2018	STATEN ISLAND	10301	13
Misfeeding, customer tried to reboot without any success, still misfeeding.	Jam in finisher due to toner hopper fault c2403 causing hard shit down, cleaned toner hopper tested all good.	7/18/2018	7/19/2018	MINEOLA	11501	10N
hours 9-5 paper jams on top feeder down / no details		7/18/2018	7/20/2018	BROOKLYN	11201	2
	Replaced 2nd paper feed assembly and vertical clutch sw Laura	7/18/2018	7/23/2018	STATEN ISLAND	10301	13
ADF film came off	Paste back paten cover general cleaning and test	7/18/2018	7/23/2018	JAMAICA	11435	11
light copies	Ordered pm parts drum charger assy UFR PM KIT SW Donna	7/18/2018	7/18/2018	NEW YORK	10004	1
light copies		7/18/2018	7/26/2018	NEW YORK	10004	1
Same issue as last time. Paper is jamming in the machine.	Phone fix done sw Theresa	7/19/2018	7/19/2018	NEW YORK	10007	1
Problem toner blotches on copies.	Increase atc level to 165 rebuilt df rollers.	7/19/2018	7/19/2018	MINEOLA	11501	10N
Lines and making squeaking sounds	Cleaned /lubed all drive gear assemble sw Donna	7/19/2018	7/19/2018	NEW YORK	10013	1
cash box is full and needs to be replaced	Clean and vac machine clean all feed rollers reset code, clean waste tank.	7/19/2018	7/19/2018	BRONX	10456	12
Light patches on copies	Cleaned all optics and xerographics sw Taylor	7/19/2018	7/20/2018	NEW YORK	10013	1
Jamming when copying from the bypass	Replaced paper feed pulleys and clutch gears sw Tyler	7/19/2018	7/20/2018	NEW YORK	10007	1
Internal error has occurred, Customer rebooted the machine and still getting internal error. MACHINE DOWN	Need parts	7/19/2018	7/20/2018	MOUNT VERNON	10550	9
C11A0 error code, MACHINE DOWN, The red light is on.	Reseted error code checked finisher conections tested 109 copies all ok.	7/19/2018	7/20/2018	MINEOLA	11501	10N
Copy quality	Clean and vac machine clean all feed rollers	7/19/2018	7/20/2018	BRONX	10451	12
hours 9-4 c-2201 trouble code shut off and turned on again 3 times same issue	Tickets number is 280960. Needs printer control board. Replaced paper feed motor	7/19/2018	7/23/2018	JAMAICA	11435	11
error fault code 1105. Making a lot noise.	General cleaning and test replaced feed roller. Realign ejected paddle	7/20/2018	7/24/2018	BRONX	10451	12
The top feeder is still constantly jamming.	Replaced document feeder separation roller, cleaned and checked in full.	7/20/2018	7/20/2018	RIVERHEAD	11901	10S

Machine repeatedly jamming when attempting to make two sided copies. Unit is located in Foreclosure Department on the 10th floor. machine down error code c0202	General cleaning and replace feeder roller	7/20/2018	7/20/2018	BROOKLYN	11201	2
	Removed jams from fns guide FS5area sw Gail	7/20/2018	7/20/2018	NEW YORK	10013	1
	Removed paper from behind tray 1 and replaced pulleys sw Melissa	7/20/2018	7/20/2018	NEW YORK	10013	1
Copy quality	Replaced all pm parts sw Madeleine	7/20/2018	7/23/2018	NEW YORK	10004	1
Copy quality	Cleaned xerographics and all optics sw Carole	7/20/2018	7/23/2018	NEW YORK	10004	1
Internal error has occurred, Customer rebooted the machine and still getting internal error. MACHINE DOWN	What are new green drum unit and also needs inverter can't find part number told game to grab one	7/20/2018	7/26/2018	MOUNT VERNON	10550	9
Keeps jamming	In term worker made mistake and load the paper in landscape on tray 3. General cleaning and replace feeder roller	7/20/2018	7/24/2018	BRONX	10451	12
Call tech Coce C11A0	Found finisher elevator interface 2 connectors ajar. Reconnected all works ok.	7/23/2018	7/30/2018	MINEOLA	11501	10N
Not feeding legal paper	Replaced tray 2 pulleys and clutch gears sw Anthony	7/23/2018	7/23/2018	STATEN ISLAND	10301	13
Ready to copy error. Machine is not copying again and user has restarted the machine. User would like to receive a replacement machine.	Reset copier, cleaned and checked in full.	7/23/2018	7/23/2018	RIVERHEAD	11901	10S
Power switch is broken will not power on	not turning on repaired op panel cleaned a f p f f n s int	7/23/2018	7/24/2018	CENTRAL ISLIP	11722	10S
unable to close door on bottom right side stuck open	Bottom compartment latch were broken	7/23/2018	7/24/2018	KEW GARDENS	11415	11
hours 9-4	Swap the printer control board c2402 display . Update ticket number	7/23/2018	8/1/2018	JAMAICA	11435	11
c-2201 trouble code shut off and turned on again 3 times	280960. Reorder printer control board.					
same issue						
constant jamming	Replaced feed rollers on tray 2 four legal size jams.	7/23/2018	7/24/2018	MINEOLA	11501	10N
copies on one side are faint						
Machine is stuck in the power save mode, and the power is not working at all. MACHINE DOWN	Control panel missing power button. Ordered the control panel assy green.	7/24/2018	7/26/2018	BROOKLYN	11201	2
Machine is located in Rm 646H						
not reading paper size	tray one n w adj paper guides cleaned af p f int	7/24/2018	7/24/2018	CENTRAL ISLIP	11722	10S
feeder keeps jamming	Radf jamming. Repaired the doc feeder and tested.	7/24/2018	7/26/2018	BROOKLYN	11201	2
rm 404						
Unable to use scanner to make copies. The jobs do not come out.	Machine has abort code. Total clear reset code tested.	7/24/2018	7/26/2018	BROOKLYN	11201	2
10th fl hallway						
the tray spits the copies out all over the floor	Checked for stack limit switch/sensor. There is no sorter on this device so that feature is not able to be enabled.	7/24/2018	7/25/2018	HEMPSTEAD	11550	10N
1st fl						
unable to close door on bottom right side stuck open	Replaced feed roller and broken pieces general cleaning and test	7/24/2018	8/1/2018	KEW GARDENS	11415	11
RM 612 718 298-1313 OR 718 298-1349						
crumpling paper	Changef settngs for paper tp prevent curling sw Carole	7/24/2018	7/26/2018	STATEN ISLAND	10301	13
The feeder on the copier is jamming papers. Maybe the rollers need to be replaced. Thank you.	Jamming from dadf clean feed rollers running test	7/24/2018	7/26/2018	BRONX	10451	12
Fault code c2557.	Checked on device. Cleared code counter and ran f8 to attempt to bypass the c2557 code.	7/25/2018	7/27/2018	MINEOLA	11501	10N
Machine is constantly jamming	Replaced feed rollers in tray 3, cleaned and checked in full.	7/25/2018	7/27/2018	CENTRAL ISLIP	11722	10S
Replaced toner and the machine still saying to replace toner	C2557 code replaced developer unit and customer's developer rand	7/25/2018	7/30/2018	LONG BEACH	11561	10N
message not going away.	F8 fixed problem.					
black streak across the top of the page	Replaced feed roller .general cleaning	7/26/2018	8/2/2018	BROOKLYN	11201	2
6th fl rm 605						

Machine is stuck in the power save mode, and the power is not working at all. MACHINE DOWN Machine is located in Rm 646H	reset	7/26/2018	8/1/2018	BROOKLYN	11201	2
Internal error has occurred, Customer rebooted the machine and still getting internal error. MACHINE DOWN	Replace parts list below. When to long island to get it.	7/26/2018	7/31/2018	MOUNT VERNON	10550	9
Second drawer is having a serious jamming issue, and will not let the customer bypass to drawer 3.	General cleaning and replace worn part	7/27/2018	8/1/2018	KEW GARDENS	11415	11
FOLLOW UP	Replaced developer housing developer and drum.reset counters and ran F8.	7/27/2018	7/31/2018	MINEOLA	11501	10N
Machine is makes a humming sound like it is getting ready to copy but it does nothing.	Reset copier, added toner and checked in full.	7/27/2018	7/27/2018	RIVERHEAD	11901	10S
c-11a0	Phone fix with customer. He only had to reset the copier.	7/30/2018	7/30/2018	RIVERHEAD	11901	10S
Machine is making a loud noise - sounds like it is laboring noises	Noise is from write/laser unit.p# 4041075100 bizhub 222/ 282	7/30/2018	7/30/2018	MINEOLA	11501	10N
Machine is making a loud noise - sounds like it is laboring noises	Replaced printhead unit. Fixed jaming and noise problem	7/30/2018	8/2/2018	MINEOLA	11501	10N
ghost jamming error constantly	Replaced tray 1 feed rollers. Fixed platten cover to adf.	7/30/2018	7/30/2018	WESTBURY	11590	10N
2nd fl RM 206						
Page come out with dark lines adn spot. Supplies are ok.	Change the feeder roller. Refreshing the cleaning or toner recycling section. Spoken with Chelsea. The room are very misty	7/30/2018	8/2/2018	BROOKLYN	11201	2
Ghost Jamming.		7/30/2018	7/31/2018	NEW YORK	10013	1
Paper Jamming.	Cleaned document feeder rollers had white out on them. Also removed paper from left side of tray t1 only has to have paper on right side. Cleaned machine tested all K.	7/31/2018	7/31/2018	MINEOLA	11501	10N
Error Message	Clean and vac machine.	7/31/2018	7/31/2018	NEW YORK	10035	1
Machine said to contact your service provider. The code is c0202	Removed paper from rear of tray and cleaned machine sw Anthony	7/31/2018	8/2/2018	NEW YORK	10010	1
Constantly jamming	Replaced tray 2 feed unit assembly and dears and sleeve to fix jams from t2.	7/31/2018	8/1/2018	CENTRAL ISLIP	11722	10S
light copies		7/31/2018	7/31/2018	NEW YORK	10013	1
hours 9-4	Replaced printer control board closed konica ticket	8/1/2018	8/13/2018	JAMAICA	11435	11
c-2201 trouble code shut off and turned on again 3 times same issue ////OPEN TICKET WITH KONICA 280160 [121358680346908761 [Ground]]						
Machine powers itself down everytime they try to power it up, this has happened several times. MACHINE DOWN	Still have c2557 error code at power up, tried PWBA not solve the problem. Need PSU and toner hopper drive assembly. Toner is not feeding into developer u.	8/1/2018	8/1/2018	LONG BEACH	11561	10N
Jamming occasionally, machine seems to be getting very hot at times.	Replaced tray 1&2 feed rollers. Clutch in tray 2 was rusty cleaned and lub.tested all good.	8/1/2018	8/2/2018	MINEOLA	11501	10N
Please all green parts. Be there 1st thing am pu. - Machine powers itself down everytime they try to power it up, this has happened several times. MACHINE DOWN	Replaced toner hopper dr assy. Had to clear counters replaced developer unit from green and run F8 once more.	8/1/2018	8/2/2018	LONG BEACH	11561	10N
dirty copies.	Replaced all pm parts sw Robert	8/2/2018	8/3/2018	NEW YORK	10004	1
COPY QUALITY	Clean and vac machine clean all feed rollers.	8/2/2018	8/2/2018	BRONX	10451	12
Jamming	Replaced tray 2 feed rollers also cleaned machine.removed paper behind t3 causing wrongg paper size message. Drum and dv at 0% cq good did not replace.	8/2/2018	8/3/2018	CENTRAL ISLIP	11722	10S
F134 Room where the machine is located.						
Feeder keeps jamming	Clean and vac machine clean all feed rollers.	8/2/2018	8/3/2018	BRONX	10451	12
jamming	Removed paper from rear of tray #2 and cleaned machine sw Bobby	8/3/2018	8/6/2018	NEW YORK	10004	1

Machine is totally down, MACHINE DOWN	Not feeding from all trays and coding out with C0211 Note : Spaking with court administrator Gina about replacement Sw Joe	8/3/2018	8/6/2018	STATEN ISLAND	10301	13
Error message - Machine is in need of service. MACHINE DOWN	Realigned tray 2 paper position replaced dadf pulleys sw Pamela	8/3/2018	8/8/2018	NEW YORK	10013	1
jam	Clean and vac machine clean all feed rollers	8/3/2018	8/6/2018	YONKERS	10701	9
Rollers are not picking up the paper. Unable to scan	General cleaning and replace feeder roller advise customers to be gentle with document feeder cover	8/6/2018	8/7/2018	BROOKLYN	11201	2
lines on copies	Cleaned all optics and xerographics sw Donna	8/6/2018	8/6/2018	STATEN ISLAND	10301	13
C-3102 internal error message. MACHINE DOWN.	General cleaning and instruct how to clear the code	8/6/2018	8/7/2018	BROOKLYN	11201	2
Machine keeps Jamming If Mike Gromen	general cleaning and replaced feed roller .test	8/6/2018	8/7/2018	BROOKLYN	11201	2
is not available call: Mike Boudy: 347-404-9532						
Not working	Clean and vac machine clean all feed rollers	8/6/2018	8/7/2018	NEW YORK	10013	1
Jamming machine is down	jam cleared	8/7/2018	8/7/2018	NEW YORK	10004	1
tray 2 keeps jamming	Replaced tray 2 pulleys and clutch gears sw Luke	8/7/2018	8/8/2018	NEW YORK	10013	1
Machine is down will not power on ***Room 139***	Ordered control panel fir Please Wait message Sw Laura	8/7/2018	8/8/2018	STATEN ISLAND	10301	13
Ghost paper jamming on the ADF. Machine Down	f n s jammed f n s came in plugged plugged connectors back in cleaned a f p f int	8/7/2018	8/7/2018	CENTRAL ISLIP	11722	10S
faded output	Cleaned all optics and xerographics adjusted Atdc and changed developer sw Millie	8/7/2018	8/9/2018	NEW YORK	10004	1
malfunction detected	General cleaning and replace feeder roller check finisher work ok	8/7/2018	8/9/2018	BROOKLYN	11201	2
Copies are coming out with black lines on them.	Meter roll email to the customer for update . General cleaning and test	8/7/2018	8/8/2018	KEW GARDENS	11424	11
PM and 360 app check	Replaced feed rollers trays 1&2 testested cleaned machine.	8/8/2018	8/8/2018	MINEOLA	11501	10N
Copy quality	Clean and vac machine clean all feed rollers	8/8/2018	8/8/2018	YONKERS	10701	9
Machine is down will not copy	Realigned finisher and cleaned sw Sun rebooted through MFBS PWB	8/8/2018	8/8/2018	NEW YORK	10004	1
adf keeps jamming	Put back eject actuator on adf unit.	8/8/2018	8/8/2018	BRONX	10465	12
Jamming constantly.	Realigned exit actuator on the dadf cleaned and tested sw Karen	8/8/2018	8/8/2018	NEW YORK	10013	1
Machine is in room 325						
Machine is down will not power on ***Room 139***	Replaced control panel and checked overall operation sw Laura	8/8/2018	8/15/2018	STATEN ISLAND	10301	13
PM 360 ap.	Cleaned document feeder whiteout from slit glass. Ckeaned machine all is good.	8/8/2018	8/8/2018	MINEOLA	11501	10N
jamming every few copys	Tray 1 was loaded improperly by user; instructed on proper loading of trays and tested all trays sw Louis	8/8/2018	8/8/2018	NEW YORK	10013	1
PM 360 APP	PM machine, Found job stuck in memory due to paper mismatch. Cleaned df adjusted auto stop adj.	8/8/2018	8/8/2018	MINEOLA	11501	10N
PM 360 APP	Cleaned machine. Drum life 28% left. PM machine, Found job stuck in memory due to paper mismatch.	8/8/2018	8/8/2018	MINEOLA	11501	10N
PM 360 APP	Cleaned df adjusted auto stop adj. Cleaned machine. Drum life 28% left.	8/8/2018	8/8/2018	MINEOLA	11501	10N
code ca110	PM machine, Found job stuck in memory due to paper mismatch. Cleaned df adjusted auto stop adj.	8/8/2018	8/8/2018	MINEOLA	11501	10N
Machine down. Error C0202	Cleaned machine. Drum life 28% left. General cleaning and replace feeder roller check finisher work ok	8/8/2018	8/9/2018	BROOKLYN	11201	2
PM 360 app	Paper was jammed in the back on Tray 2 , machine is back up and running. SW Dan.... JJ	8/8/2018	8/10/2018	NEW YORK	10010	1
	Replaced tray 1 feed rollers. Cleaned machine. Tested all trays ok.	8/9/2018	8/9/2018	HEMPSTEAD	11550	10N

machie is dirty	Cleaned/ vacuummed machine dust and cleaned df rollers. Also reinstalled finisher staplung arm	8/9/2018	8/9/2018	HEMPSTEAD	11550	10N
Machine is constantly jamming and this is a reoccurring issue.	needs vertical transport rollers	8/9/2018	8/10/2018	CENTRAL ISLIP	11722	10S
ghost jam	Replaced dadf pulleys and cleaned machine SW Michelle	8/10/2018	8/10/2018	NEW YORK	10013	1
Df not responding/dead	Reseated all dadf connections and rebooted machine sw nancy	8/10/2018	8/10/2018	NEW YORK	10013	1
has jo power	Clean and vac machine clean all feed rollers	8/10/2018	8/10/2018	BRONX	10451	12
Machine is constantly jamming and this is a reoccurring issue.	Replaced registration roller bushings to fix hams j3205.	8/10/2018	8/14/2018	CENTRAL ISLIP	11722	10S
360 app check and PM	Cleaned machine cleaned df rollers and one way clutches.	8/13/2018	8/13/2018	RONKONKOMA	11779	10S
feeder jams	Replaced dadf pulleys and cleaned machine sw Anthony	8/13/2018	8/14/2018	NEW YORK	10004	1
dark copies	Cleaned all optics and xerographics sw Donna	8/13/2018	8/14/2018	NEW YORK	10004	1
Machine is making humming noise when copying	Clean and vac machine clean all feed rollers. Noise still but not to loud I spoke w Wanda about mc is to old she says that is ok.	8/13/2018	8/14/2018	BRONX	10451	12
They are having trouble with scanning items and copying items		8/13/2018	8/14/2018	NEW YORK	10010	1
Machine is giving a misfeed error.		8/13/2018	8/14/2018	BROOKLYN	11201	2
Machine is down, unable to print	Replace parts list below	8/14/2018	8/15/2018	YONKERS	10701	9
Jamming ***Room E21***	General cleaning and replace feeder roller	8/14/2018	8/15/2018	KEW GARDENS	11415	11
Not recognizing one of the paper trays.	Adjusted tray size in settings and tested sw Angie	8/14/2018	8/17/2018	NEW YORK	10013	1
dark copies	Cleaned spill toner and adjusted ATDC sw Sam	8/14/2018	8/15/2018	NEW YORK	10004	1
Paper jam - unable to open it to clear the jam, it is stuck.	Realigned mylars in exit assembly main body sw Donna	8/14/2018	8/15/2018	NEW YORK	10004	1
MACHINE DOWN						
power button is not working	I ordered a display.	8/14/2018	8/15/2018	RIVERHEAD	11901	10S
3rd fl chief clerk's office						
Mc still jams j3205 will tried replacing registration sw. -	Replaced exit assembly.vonveyance unit Still jams J3205.	8/14/2018	8/15/2018	CENTRAL ISLIP	11722	10S
Machine is constantly jamming and this is a reoccurring issue.	Cleaned and lubricated one way drive ckutch in finisher bridge unit. Still jams.					
C-2557 Machine is down unable to copy	C2557 . General cleaning and toner calibration	8/15/2018	8/17/2018	BROOKLYN	11201	2
Jamming on bottom tray	Problem was operator training.	8/15/2018	8/15/2018	MINEOLA	11501	10N
	Lct was being loaded overlapong the devider causing Reload paper message.					
Reset code fault	Reset fuser code cause by power surge. Spoke with John	8/15/2018	8/16/2018	MINEOLA	11501	10N
power button is not working	Replaced display with green and checked in full.	8/15/2018	8/15/2018	RIVERHEAD	11901	10S
3rd fl chief clerk's office						
loss of memory during duplex copying	Reseated hdf an DC reformatted and loaded firmware sw Dorothy	8/15/2018	8/16/2018	NEW YORK	10007	1
Jamming constantly in the same area.		8/15/2018	8/17/2018	NEW YORK	10013	1
Machine is on the 11th Floor.						
paper jam	Replaced dadf pulleys and paper feed pulleys SW Bishop	8/15/2018	8/17/2018	NEW YORK	10013	1
12 th fl rm 1201						
Display screen	General cleaning and test	8/15/2018	8/17/2018	BROOKLYN	11201	2
Machine is giving a misfeed error. Recurring issue	Customer was able to resolve.	8/15/2018	8/17/2018	BROOKLYN	11201	2
jamming in the feeder	Realigned guides in dadf feed takeup assembly cleaned and tested sw Carmen	8/15/2018	8/15/2018	NEW YORK	10004	1
Toner waste box needs to be replaced. I have one with part number A4NNWY3 on hand - if not the correct one, I will need to order first. Please advise. Also, the address above is incorrect - we are at 89-17 Sutphin Blvd. Thank You	Sent request for a waste toner container to our Supply Deptl.	8/16/2018	8/16/2018	JAMAICA	11435	11
mylar backing falling off top	velcro the platen cover. adjust feeder	8/16/2018	8/17/2018	BROOKLYN	11201	2

Copy quality	Cleaned machine optics debree in and qrite exposure causing CQ problem transport section	8/16/2018	8/17/2018	PATCHOGUE	11772	10S
lite copies	Cleaned all optics and xerographics sw Donna	8/16/2018	8/17/2018	NEW YORK	10004	1
lite copies	Cleaned all optics and xerographics sw Donna	8/16/2018	8/17/2018	NEW YORK	10004	1
lite copies	Cleaned all optics and xerographics sw Donna	8/16/2018	8/17/2018	NEW YORK	10004	1
error message	customer needs waste toner container connected to supplies	8/16/2018	8/16/2018	BROOKLYN	11201	2
needs driver	emailed jennifer link to drivers	8/16/2018	8/16/2018	BROOKLYN	11201	2
Keeps Jamming in the ADF	Clean and vac machine clean all feed rollers reset code.	8/16/2018	8/17/2018	NEW ROCHELLE	10801	9
Replace the Drum.	Replace drum unit and developer	8/16/2018	8/20/2018	NEW ROCHELLE	10801	9
Constantly jamming	Replaced feed rollers trays 1 and 2 cleared counters and mac.	8/17/2018	8/17/2018	MINEOLA	11501	10N
Rm 113						
Copy quality	Needs drum	8/17/2018	8/20/2018	BROOKLYN	11201	2
tray 1 failure c-0202	Removed paper from behind tray 1, cleaned and checked in full.	8/17/2018	8/17/2018	RIVERHEAD	11901	10S
Lines and jamming						
ADF is jamming ***4th floor***	Replaced charger wire and cleaned xerographics sw Taylor	8/17/2018	8/20/2018	NEW YORK	10004	1
Paper jams	Clean and vac machine clean all feed rollers	8/17/2018	8/17/2018	BRONX	10451	12
Not feeding legal	Replaced dadf pulleys and paper feed pulleys sw Anna	8/17/2018	8/20/2018	NEW YORK	10013	1
	Removed jams from legal tray feed assembly cleaned and tested sw Melissa	8/17/2018	8/20/2018	NEW YORK	10007	1
jamming in each area after clearing it	Removed paper jam from fns guodes cleaned adjusted df sep pulley height note problems are being caused by grade of paper being used	8/20/2018	8/21/2018	NEW YORK	10013	1
10th fl rm 1000	Sw Gail					
Machine is down and not powering on. Same issue as last service call per user rm 139	Rebooted and instructed customer sw Gina	8/20/2018	8/21/2018	STATEN ISLAND	10301	13
Machine is requesting a drum, and it has been saying this for a couple days.	Did not need drum copy quality is good, Clean machine.upgraded firmware and set softswithes 55 and 51 and consumable settings.	8/20/2018	8/20/2018	HEMPSTEAD	11550	10N
main power button is not responding machine is unresponsive	Power sw. Reset general clean and replaced feed roller test	8/20/2018	8/21/2018	JAMAICA	11435	11
rm 128						
Copy quality	follow up replaced k drum	8/20/2018	8/22/2018	BROOKLYN	11201	2
Dirty Copies	Cleanned CVT glass sw Carl	8/20/2018	8/21/2018	NEW YORK	10004	1
Cuts off parts of the copy, the bottom of the copies are blank. There is also lines coming out on the copy.	rebuilt image section and chase developer from there supply room	8/21/2018	8/22/2018	BROOKLYN	11201	2
ADF jamming ***DV1**	Replaced df rollers and separation pulley.	8/21/2018	8/21/2018	CENTRAL ISLIP	11722	10S
printing black lines	Cleaned machine, found adf guide was open wider than letter causing black line down page.	8/21/2018	8/22/2018	WESTBURY	11590	10N
On/Off switch is broken	Replaced touch panel also replaced drum and developer c1 nkack lines.	8/21/2018	8/22/2018	CENTRAL ISLIP	11722	10S
dirty copies	Cleaned all optics and transport sectipns replaced dadf pulleys and clutch gears sw Thomas	8/21/2018	8/21/2018	NEW YORK	10013	1
Machine is power off adn on for itself. Customer says one button in the control panel is broken.	Removed jamed pieces of cardboard pushing on off sw. Removed broken on off button.	8/21/2018	8/22/2018	MINEOLA	11501	10N
Machine is making loud noise when making copies	Noise from developer unit dss collars front was flat. Replaced dss collars new type. Fixed squeak noise.	8/21/2018	8/22/2018	MINEOLA	11501	10N
loud weird sounds and pages are getting cut off	noise replaced drum dev cleaned af p f int	8/21/2018	8/22/2018	LINDENHURST	11757	10S
Paper jams	Clean and vac machine clean all feed rollers reset code	8/21/2018	8/22/2018	BRONX	10456	12
Machine is down and not powering on. Same issue as last service call	Reaeated all boards and connectors sw Mario	8/21/2018	8/22/2018	STATEN ISLAND	10301	13

INSTALL FINISHER - IT WILL BE DELIVERED ON WEDNESDAY BETWEEN 1 AND 2 PM	Installed fs536 tested showed stapling feature.	8/22/2018	8/22/2018	HEMPSTEAD	11550	10N
Toner waste container over flowed	Cust will replace part no SC needed at this time, closing out	8/22/2018	8/23/2018	STATEN ISLAND	10301	13
INTERNAL ERROR CODE - C-1139	Realigned finisher guides and cleaned fns swzola	8/22/2018	8/23/2018	NEW YORK	10004	1
jamming in the adf	General cleaning and replace feeder roller	8/22/2018	8/24/2018	JAMAICA	11435	11
rm 100						
Machine is misfeeding,	replaced feed rollers df, still jams need parts.	8/22/2018	8/23/2018	CENTRAL ISLIP	11722	10S
UNABLE TO LOCATE THE JAM	Realigned fns exit assembly a d cleaned all feed assemblies sw Jerry	8/22/2018	8/22/2018	NEW YORK	10007	1
lite copies jamming	Cleaned all optics and xerographics sw Carole	8/22/2018	8/23/2018	NEW YORK	10007	1
Paper jams	Cust get here at 9 am, clean and vac machine clean all feed rollers.	8/22/2018	8/23/2018	BRONX	10451	12
8.5 by 14 tray is not going back in the machine all the way.	Removed jam behind the back	8/23/2018	8/27/2018	BROOKLYN	11201	2
Customer does not want to force it in.						
RM 367 A						
hours 9-5	Replaced developer and developer unit and drum.	8/23/2018	8/24/2018	CENTRAL ISLIP	11722	10S
lines on copies - tried to clean glass same issue						
Machine is misfeeding,	Cleaned and lubricated one way clutches in df drive assemblies, fix df jams.	8/23/2018	8/24/2018	CENTRAL ISLIP	11722	10S
replace drum	Replaced drum dev and dev unit non inventory parts sw Calvin	8/23/2018	8/23/2018	NEW YORK	10004	1
prints are going to the edge of the bottom of the page	Realigned paper tray guides cleaned and tested sw Sherlon	8/23/2018	8/24/2018	NEW YORK	10010	1
	Ordered registration clutch					
Jamming in the legal tray and adf	Cleaned and adjusted 2nd paper feed assembly sw Ronald	8/23/2018	8/24/2018	NEW YORK	10013	1
8 th fl rm 8CA						
NO POWER	Mc is ok no voltage on wall . Clean and vac machine clean all feed rollers.	8/23/2018	8/24/2018	BRONX	10451	12
The staple function is not working and may be broken	Customer threw out stae cartridges holder Ordered replacement Sw Amy	8/24/2018	8/24/2018	NEW YORK	10010	1
Machine is down unable to copy due to waste cont error	Replaced waste toner container and cleaned toner spill	8/24/2018	8/27/2018	STATEN ISLAND	10301	13
****Kathy 718-675-8558****	Sw Eden					
Power switch is broken. Machine down	won't turn on repaired op panel cleaned and tested	8/24/2018	8/27/2018	LINDENHURST	11757	10S
Business hours; 9-1 and 2-5						
waste container	Instructions were sent to the customer by e-mail (VIDEO and pdf file).	8/24/2018	8/24/2018	BRONX	10451	12
prints are going to the edge of the bottom of the page	Replaced registration clutch and feed pulleys sw Ryan	8/24/2018	9/4/2018	NEW YORK	10010	1
COPY QUALITY						
located on the LM floor	Clean and vac machine clean all feed rollers replaced drum unit.	8/27/2018	9/4/2018	BRONX	10451	12
Dirty copies	Cleaned all optics and xerographics adjusted Atdc sw Betty	8/27/2018	8/27/2018	STATEN ISLAND	10301	13
When sending printing jobs from the pc the machine jams.	CHRISTINE ON LOCATION WILL INSTALL THE RIGHT DRIVER TO FIX THE	8/27/2018	8/27/2018	BROOKLYN	11201	2
When making copies from the copier it prints out fine.	ISSUE					
15th fl						
Our phone number is 347 4019546						

When sending printing jobs from the pc the machine jams. When making copies from the copier it prints out fine. 15th fl	CHRISTINE ON LOCATION WILL INSTALL THE RIGHT DRIVER TO FIX THE ISSUE	8/27/2018	8/27/2018	BROOKLYN	11201	2
Our phone number is 347 4019546						
When sending printing jobs from the pc the machine jams. When making copies from the copier it prints out fine. 15th fl	CHRISTINE ON LOCATION WILL INSTALL THE RIGHT DRIVER TO FIX THE ISSUE	8/27/2018	8/27/2018	BROOKLYN	11201	2
Our phone number is 347 4019546						
error code 3401	The machine was unable to print due to a fuser error. After clearing the code, the problem was resolved.	8/27/2018	8/28/2018	MINEOLA	11501	10N
	Audit by Eric Florenco					
	METER READING: 794,852					
CODE 3001	Reformed ground contacts on the door sw Ray	8/28/2018	8/29/2018	NEW YORK	10013	1
NOT TURNING ON	Reset LVPS and cleaned all contacts and tested sw Rick	8/28/2018	8/29/2018	NEW YORK	10013	1
ADF jams	Paper stuck below customer reach causing jams , Pm performed	8/28/2018	8/29/2018	NEW YORK	10013	1
Paper come out wrinled and jamming	Replaced tray 3 lct feed rollers.	8/28/2018	8/30/2018	MINEOLA	11501	10N
constant jamming	Tested machine 300 pages worked ok.	8/28/2018	8/30/2018	MINEOLA	11501	10N
paper size error						
Line going through image - can't read print. Can't print	Clean and vac machine clean all feed rollers reset code.	8/29/2018	8/31/2018	MOUNT VERNON	10550	9
double sided						
C0202 / down	Removed paper from rear of tray and cleaned machine sw Alan	8/29/2018	8/31/2018	NEW YORK	10013	1
faded area of copies	Replace developer unit.	8/29/2018	8/31/2018	NEW ROCHELLE	10801	9
ec 25 closed monday,	cleared jam and reboot	8/30/2018	8/30/2018	BRONX	10451	12
c11a0 error code, MACHINE DOWN AND EMERGENCY	Replaced finisher exit paddle home position sensor PC11 bad sensor was causing error code c-11A0.	8/31/2018	8/31/2018	MINEOLA	11501	10N
feeder jams	Cleaned all paper feed pulleys and transport sections sw Charles	8/31/2018	8/31/2018	NEW YORK	10013	1
DIRTY COPIES	Cleaned all optics and xerographics adjusted Atdc sw Fred	8/31/2018	8/31/2018	NEW YORK	10013	1
The waste toner box is full. The machine is inoperable in the	RR empty waster toner bottle so user can keep using machine order	8/31/2018	9/4/2018	NEW YORK	10035	1
meantime and. We do not have a spare on site. Please	2 waste toner bottles for customer					
respond asap as we are a busy court house. Please send one						
for now as well as a spare to prevent this interruption in the						
future.						
Dirty copies	Cleaned xerographics and all optics sw Fran	9/4/2018	9/5/2018	NEW YORK	10004	1
Lines are coming across the page. Maintenance needs to be	Machine needed a deep cleaning and readjusted sensors. SW Lisa	9/4/2018	9/14/2018	STATEN ISLAND	10301	13
done as well.						
surge protector has gone out	Replaced surge suppressor with a green one. Checked in full.	9/4/2018	9/4/2018	RIVERHEAD	11901	10S
machine making loud rattling noise	Unjamed scanner cause of error book copying on glass. Instructed not to press too hard on df to cause scanner to get bound up with slit glass holder.	9/4/2018	9/4/2018	CENTRAL ISLIP	11722	10S
81/2 x 14 is cutting off on the side of the copies.	Customer error, legal paper was not loaded with paper guides touching paper. Screw down guides to legal size/tray 3.	9/4/2018	9/5/2018	CENTRAL ISLIP	11722	10S
lines on left side of paper adf and flat bed	Needs fuser	9/4/2018	9/6/2018	KEW GARDENS	11415	11
power button stuck in machine hard down	Fix OP unit replace drum and dv.	9/4/2018	9/5/2018	YONKERS	10701	9
Customer says the network card it not working properly and	Machine intermittently falls off the network and needs to be	9/4/2018	9/5/2018	NEW YORK	10004	1
machine needs to preventive maintenaince	rebooted by customer due to failing main control board Note: machine is obsolete and parts are difficult to attain as well as long time delays on delivery Strongly recommend replacement/upgrade					

Fault code C0204	Removed pj in back of tray ,reset code.	9/4/2018	9/5/2018	YONKERS	10701	9
Jamming through ADF	Replaced feed rollers in tray 1, document feeder separation roller, cleaned and checked in full.	9/4/2018	9/5/2018	RIVERHEAD	11901	10S
Machine is down unable to copy	Added toner changed tcr value from 149 to 165 to allow c2557 to reset.	9/5/2018	9/5/2018	MINEOLA	11501	10N
part fell out side of machine on squ part number a161a501t0638440	Check mc, try to fix unit damage but need to replace.	9/5/2018	9/5/2018	BRONX	10451	12
Not feeding properly - paper only goes half way through and then will get stuck	Replaced document feeder separation roller, drum,developer, developer unit, cleaned and checked in full.	9/5/2018	9/7/2018	RIVERHEAD	11901	10S
part fell out side of machine on squ part number a161a501t0638440	Clean and vac machine clean all feed rollers replaced parts list below	9/5/2018	9/11/2018	BRONX	10451	12
Jamming in ADF	general cleaning replaced feed roller and test	9/5/2018	9/6/2018	JAMAICA	11432	11
Jamming in ADF	General cleaning and replace feeder roller	9/5/2018	9/7/2018	JAMAICA	11432	11
Lines on copies	Cleaned all optics and xerographics adjusted density sw Harriette	9/6/2018	9/6/2018	NEW YORK	10013	1
jamming on legal tray	Replaced tray #2 pulleys	9/6/2018	9/6/2018	NEW YORK	10013	1
Copies are coming out very dark and the top feeder is constantly getting jammed	Replaced drum without running f8 no developer due to not reach life. lubricated clutches in df drive to fix DF jams	9/6/2018	9/6/2018	MINEOLA	11501	10N
Constantly jamming	Customers for removed a pj schacht drum and damage duplex actuator.	9/6/2018	9/6/2018	MOUNT VERNON	10550	9
C-9402 jamming	Cleaned scanner rails and home sensor reseated ccd connections sw Kathy	9/6/2018	9/7/2018	STATEN ISLAND	10301	13
Copy quality	Realigned guides for legal tray and cleaned machine SW michelle	9/6/2018	9/6/2018	NEW YORK	10013	1
malfunction c0211	Cleaned one way clutch tray 2 feed unit.	9/6/2018	9/6/2018	MINEOLA	11501	10N
Constantly jamming	Replace parts list below.	9/6/2018	9/11/2018	MOUNT VERNON	10550	9
Malfunction detected	Reset copier, removed jam, tried to duplicate problem and checked	9/6/2018	9/7/2018	RIVERHEAD	11901	10S
the user does not have the error code and is calling on behalf of her co worker						
rm 2002						
lines on left side of paper adf and flat bed	Follow up install the fuser	9/6/2018	9/12/2018	KEW GARDENS	11415	11
Malfunction detected C-0202 and jamming	0202 error code removed paper from behind trays cleaned af pf int	9/7/2018	9/7/2018	CENTRAL ISLIP	11722	10S
Customer cannot provide an error code and is calling on behalf of the staff						
1st fl						
machine keeps rebooting itself open next week	Replaced fuser ckeaning web assy, reset counters.	9/7/2018	9/10/2018	MINEOLA	11501	10N
feeder jams	Removed broken pieces of staples from feeder sw Bruce	9/7/2018	9/7/2018	STATEN ISLAND	10301	13
Machine a very loud grinding noise when printing	Cleaned and lubed fuser drive assembly sw Becky	9/7/2018	9/10/2018	NEW YORK	10013	1
Rm 362 is machine location.						
code	Adjusted finisher exit sensor and checked in full.	9/10/2018	9/10/2018	RIVERHEAD	11901	10S
Toner spill	toner spill vac toner spill cleaned af pf int	9/10/2018	9/10/2018	HAUPPAUGE	11788	10S
Ghost jamming	Adjusted finisher top cover and cleaned tested machine sw Dawn	9/10/2018	9/10/2018	NEW YORK	10013	1
continually jamming in the feeder	Realigned feeder plastic guides and replaced pulleys sw Danielle	9/10/2018	9/10/2018	NEW YORK	10013	1
machine is down	Clean and vac machine clean all feed rollers reset code	9/10/2018	9/11/2018	BRONX	10456	12
Broken green lever	Replaced fixing lever and adjusted exit assembly sw Doreen	9/10/2018	9/12/2018	NEW YORK	10004	1
code	Replaced finisher exit motor,actuator, sensor and checked in full.	9/10/2018	9/21/2018	RIVERHEAD	11901	10S

C-9402	Reseated all CCD and MFCB PWB and tested with Kathy	9/10/2018	9/13/2018	STATEN ISLAND	10301	13
Document jam	Note if reoccurrence replace CCD and MFP PWB Replaced document feeder separation roller, cleaned and checked in full.	9/10/2018	9/10/2018	RIVERHEAD	11901	10S
Jamming	Machine was replaced with bizhub 658.	9/11/2018	9/12/2018	HEMPSTEAD	11550	10N
slanted copying and making randomly shooting out blank pages when no one is using it	General cleaning and replace feeder roller	9/12/2018	9/13/2018	JAMAICA	11435	11
tray # 2 is disabled	Modified tray length guide and cleaned sensors sw Daniels	9/12/2018	9/13/2018	NEW YORK	10013	1
Dirty copies	Cleaned out recycle assembly and removed jam from unit cleaned and adjusted copy quality sw Ray	9/12/2018	9/12/2018	NEW YORK	10004	1
Copies are dark	Replaced developer and drum reset counters and tcr adjustment and rand gradation mode.	9/12/2018	9/12/2018	HEMPSTEAD	11550	10N
printing very lightly customer replaced the toner	Correct developer unit intall.	9/12/2018	9/12/2018	BRONX	10451	12
health center 1 st fl keeps jamming lines	Replaced dadf pulleys and tray 2 pulleys sw Dawn	9/12/2018	9/13/2018	NEW YORK	10013	1
	Cleaned out toner recycling assembly and adjusted copy quality sw Ray	9/12/2018	9/12/2018	NEW YORK	10004	1
	Replaced developer and drum and cleaning blade, ts corona unit.	9/12/2018	9/12/2018	HEMPSTEAD	11550	10N
Jams in heater unit.						
system memory error message constant	Update firmware	9/12/2018	9/17/2018	BROOKLYN	11201	2
rm 203 jamming		9/12/2018	9/17/2018	BROOKLYN	11201	2
rm 203 Misfeed error	General cleaning and replace feeder roller	9/12/2018	9/17/2018	BROOKLYN	11201	2
rm 203 Copies come out dirty and with black lines	Ordered drum sw Mary	9/13/2018	9/13/2018	STATEN ISLAND	10301	13
Machine is not recognizing the paper in the trays it always wanting to go to the bypass tray	Paper was trapped behind the tray causing the machine to disable the trays. Removed the paper, reconfigured settings for future prevention and readjusted sensors and feed pulleys.	9/13/2018	9/14/2018	STATEN ISLAND	10301	13
Document feeder not working properly.	General cleaning and replace feeder roller	9/13/2018	9/14/2018	BROOKLYN	11201	2
Malfunction Detected, Call a Rep, with an error code of C2557.	Adjusted tcr setting to 168 ran add toner in user management.	9/13/2018	9/14/2018	CENTRAL ISLIP	11722	10S
C-3201 Jamming	Moisture paper is leaving a lot of horrible jam removed and refresh paper	9/13/2018	9/14/2018	BROOKLYN	11201	2
Jamming	Clean and vac machine clean all feed rollers	9/13/2018	9/13/2018	BRONX	10465	12
Copies come out dirty and with black lines	Replaced black drum and dadf pulleys sw Julia	9/13/2018	9/17/2018	STATEN ISLAND	10301	13
Tray sensor error	Repaired tray 2 and checked in full.	9/13/2018	9/14/2018	RIVERHEAD	11901	10S
paper is not feeding, tray 2 issue	Replaced all tray 2 pulleys and clutch gears sw Sara	9/13/2018	9/13/2018	NEW YORK CITY	10013	1
Error code 02557. Machine down	Adjusted tcr to 168 to allow c2557 to reset ran toner add in user management.pc life 14%	9/14/2018	9/17/2018	MINEOLA	11501	10N
Preventive maintenance and replace Wast toner.	Clean and vac machine clean all feed rollers reset code	9/14/2018	9/17/2018	BRONX	10451	12
Jams unable to find. Machine is down	Found jam customer error, changed display with R part because it was not responding. On off side sw is disabled.	9/17/2018	9/17/2018	CENTRAL ISLIP	11722	10S
feeder jams		9/17/2018	9/17/2018	STATEN ISLAND	10301	13
dirty copies	Cleaned all optics and xerographics adjusted density sw Harriette	9/17/2018	9/17/2018	STATEN ISLAND	10301	13
Fault	No SC needed, closing out	9/17/2018	9/17/2018	JAMAICA	11432	11

setup for scan to email add contacts RM A1-115	Spoke with Anna Diaz and she is having their IT dept look into the scan to email issue.	9/17/2018	9/17/2018	BRONX	10461	12
Copy quality	Lines where from worn developer mag roller, causing short and black lines on prints or copies. Gave 2557 error raised tcr to 200. Ran 200 sheets no problem.	9/17/2018	9/17/2018	CENTRAL ISLIP	11722	10S
Jamming where the paper comes out and it is also misaligned.	Customer damage the finisher complete I show Mrs Major and the manager , they put some bottles of water under and damage all the trays, clean and removed finisher from mc.	9/18/2018	9/18/2018	BRONX	10451	12
c 1144 jams	Ordered finisher eject motor and board sw Bob	9/18/2018	9/18/2018	NEW YORK	10007	1
	Adjusted tray settings from plain to recycled replaced dadf pulleys and tray 3 pulleys sw Gail	9/18/2018	9/18/2018	NEW YORK	10013	1
jamming and waste toner box	Changed settings for recycled paper to prevent jamming 7211 codes Replaced tray3 pulleys sw Melissa	9/18/2018	9/18/2018	NEW YORK	10013	1
Malfunction - down Already rebooted	Full pm done ie; drum developet ,dv unit,transfer roller SW Audrey	9/18/2018	9/19/2018	NEW YORK	10004	1
keeps jamming machine is not reading 8.5 by 11 paper and also the customer has to manual feed copies	Creasing is due to bad paper. Replaced paper no more creasing. General cleaning and replace feeder roller	9/18/2018 9/18/2018	9/18/2018 9/21/2018	CENTRAL ISLIP KEW GARDENS	11722 11415	10S 11
mezzanine same error code 2257	C25557, new developet and drum toner depleted from dv causing code.	9/18/2018	9/18/2018	CENTRAL ISLIP	11722	10S
paper size cannot be detected customer states she cleared the jam and restarted the machine 8th fl rm 858 Memory full message same error code 2257	General cleaning and replace feeder roller key operator training Reset MFBS pwb sw Melissa Replaced developer unit and developer and toner hoper drive unit.	9/18/2018 9/18/2018	9/24/2018 9/21/2018	BROOKLYN NEW YORK CENTRAL ISLIP	11201 10013 11722	2 1 10S
c 1144 no power no power Legal paper is not feeding paper guides are off	Teplaced exit guide motor and dadf sep pulley sw Bob reboot resolved reboot resolved Paper jam behind tray causing 14' paper not to be recognized. Showed xustomer how to remove trays to get to paper jamed. Also changed drum and developer and dss collars.	9/18/2018 9/19/2018 9/19/2018 9/19/2018	9/27/2018 9/19/2018 9/19/2018 9/19/2018	NEW YORK BRONX BRONX CENTRAL ISLIP	10007 10451 10451 11722	1 12 12 10S
machine is still making noise	Changed toming setting for on/off cycle of the heater lamps sw Becky	9/19/2018	9/20/2018	NEW YORK	10013	1
black lines Top feeder is not working properly , jamming Double-sided copies being made are being crunched up.	Ordered drum and developer unit. Paper stuck in document feeder causing paper not to feed . Duplex copies were coming out blank due to the guides in the Tray 1-3 not being properly inserted	9/19/2018 9/19/2018 9/19/2018	9/19/2018 9/19/2018 9/20/2018	RIVERHEAD NEW YORK NEW YORK	11901 10013 10013	10S 1 1
Will not recognize the paper size in tray 2. constantly jamming	Clean and vac machine clean all feed rollers, also clean clutchs.	9/19/2018 9/19/2018	9/19/2018 9/19/2018	NEW YORK BRONX	10013 10451-50Z5	1 12
black lines	Cleaned paper path dusting, smudges from drum, replaced drum performed adjustments gradation result ok.upgraded firmware to G00-M0.	9/19/2018	9/19/2018	CENTRAL ISLIP	11722	10S
black lines	Replaced drum, developer unit, developer, cleaned and checked in full.	9/19/2018	9/20/2018	RIVERHEAD	11901	10S
The left hand feed adjuster on the top of the copier broke off. Thank you. Error code 3b03	Adf has a broken part. Reset error code error code C-3B03 fuser IH market setting. Set market setting for fax wifi to us.	9/19/2018 9/20/2018	9/20/2018 9/20/2018	BRONX CENTRAL ISLIP	10451 11722	12 10S

360 app and PM	Cleaned out machine, tested all trays ran 199 copies all ok.	9/20/2018	9/20/2018	WESTBURY	11590	10N
Copy quality	Clean and vac machine clean all feed rollers reset code.	9/20/2018	9/20/2018	BRONX	10465	12
Lite copies and feeder jams	Removed jam paper from fuser and cleaned tested machine gerald	9/20/2018	9/20/2018	NEW YORK	10013	1
Code C202	Cleaned all optics xerographics and all transport sensors sw Cindy	9/20/2018	9/20/2018	NEW YORK	10013	1
The left hand feed adjuster on the top of the copier broke off. Thank you.	Replace parts list below.	9/20/2018	9/25/2018	BRONX	10451	12
A line is appearing across the upper portion of the page, slightly below where the address lines would end	Cleaned CVT glass sw Valerie	9/20/2018	9/24/2018	NEW YORK	10004	1
waste toner needed	Replaced waste toner assembly and cleaned machine sw Gerald	9/20/2018	9/24/2018	NEW YORK	10007	1
Jamming cosntantly	Clean and vac machine clean all feed rollers.	9/20/2018	9/20/2018	BRONX	10465	12
Jamming constantly	Customer fix problem I call to reset call or CV hange status but no answer.	9/20/2018	9/20/2018	BRONX	10451	12
light copys toner all over place	Cleaned all xerographics and optics adjusted bias contacts on the door sw Charlene	9/20/2018	9/21/2018	NEW YORK	10010	1
Error code - internal error has occurred, error code; c392A, MACHINE DOWN	General cleaning and replace feeder roller	9/21/2018	9/24/2018	BROOKLYN	11201	2
C-6102 Machine is down unable to copy or print to	Replaced scan motor and scan home sensor tested with Kathy	9/21/2018	10/1/2018	STATEN ISLAND	10301	13
Machine is down will not start up////As per Victor tghe LCD is not coming to a READY STATE	They begin left for day . Will come back tomorrow for further diagnostic	9/21/2018	9/25/2018	BROOKLYN	11201	2
malfunction C-2557	Replaced drum, developer unit, developer and checked in full.	9/21/2018	9/24/2018	RIVERHEAD	11901	10S
RM-4076						
jam uable to clear	James in fns removed paper cleaned af pf f n s int	9/24/2018	9/24/2018	CENTRAL ISLIP	11722	10S
Unable to use tray 1.	Spoken with mike Gorman and resolved it	9/24/2018	9/25/2018	BROOKLYN	11201	2
Print and copy quality	Repaired transfer unit and checked in full.	9/24/2018	9/25/2018	RIVERHEAD	11901	10S
Voids on copies	Cleaned all optics and xerographics adjusted Atdc and adjusted registration sw Carla	9/24/2018	9/24/2018	NEW YORK	10004	1
Error message- c4101, MACHINE DOWN	Code reset customer. Needa toner. PM ok.	9/25/2018	9/27/2018	JAMAICA	11435	11
top feeder is not working - unable to scan or copy.	Spoken with Tina jones resolve it over the phone	9/25/2018	9/27/2018	BROOKLYN	11201	2
lines on the copies	Cleaned smudges off of the glass, tested with cistomer.	9/25/2018	9/27/2018	HEMPSTEAD	11550	10N
criminal south dept						
user is calling on behalf of Carolyn						
adf issue		9/25/2018	9/27/2018	MINEOLA	11501	10N
Copy quality	Mc is ok.	9/25/2018	9/26/2018	BRONX	10465	12
Machine is down will not start up////As per Victor tghe LCD is not coming to a READY STATE	Konica don't support this machine is too old	9/25/2018	9/26/2018	BROOKLYN	11201	2
red lite on						
Machine is giving off burning smell machine is down unable to use fault C3725	Clean and vac machine clean all feed rollers reset code	9/25/2018	9/26/2018	BRONX	10451	12
Jamming	Try to fix unit but it burn the unit.	9/26/2018	9/27/2018	BRONX	10456	12
Tray 3 is jammed will not open	spoken with victor and resolve the issue over the phone	9/26/2018	9/28/2018	BROOKLYN	11201	2
Jamming		9/26/2018	9/28/2018	NEW YORK	10010	1
malf c2451		9/26/2018	9/28/2018	NEW YORK	10013	1
C-2557 Mschine is down unable to copy	Reset, cleaned and checked in full.	9/27/2018	9/28/2018	RIVERHEAD	11901	10S
	Had customer order DV512 for copt aualiry issues sw Susan	9/27/2018	9/27/2018	NEW YORK	10013	1
	Will place call when supply arrives					
jamming in the adf	No problem found, tested all phases document feeder, no problems.	9/27/2018	10/1/2018	MINEOLA	11501	10N
per user there is nothing visible						
3rd fl						
jamming in the adf	No problem found, tested all phases document feeder, no problems.	9/27/2018	10/1/2018	MINEOLA	11501	10N
per user there is nothing visible						
3rd fl						
Malfunction detected - C3451 error code, MACHINE DOWN	I had customer reset copier and it's fine.	9/27/2018	9/28/2018	RIVERHEAD	11901	10S

Copy quality.	Clean and vac machine clean all feed rollers reset code.	9/27/2018	9/28/2018	BRONX	10451	12
machine not working	Customer was able to resolve	9/28/2018	9/28/2018	NEW YORK	10013	1
c3451 Fusing Warm-Up Failure (Main)	Reset fuser, cleaned and checked in full.	9/28/2018	9/28/2018	RIVERHEAD	11901	10S
GL		10/15/2015	10/16/2015	ALBANY	12207	3
GL		10/15/2015	10/16/2015	POUGHKEEPSIE	12601	9
GL		10/16/2015	10/16/2015	UTICA	13501	5
GL		10/16/2015	10/18/2015	CASTLETON ON HUDSON	12033	3
GL		10/16/2015	10/18/2015	SCHOHARIE	12157	3
GL		10/16/2015	10/18/2015	NEWBURGH	12550	9
GL- has part		10/18/2015	10/23/2015	POUGHKEEPSIE	12601	9
Replacing thermistors	Replaced thermistors in fuser	10/18/2015	10/19/2015	ALBANY	12207	3
MISFEED	False jams. Clean t-1 one ways, shafts, and rollers.	10/18/2015	10/19/2015	UTICA	13501	5
ERROR CODE		10/18/2015	10/19/2015	KINGSTON	12401	3
BOTTOM TRAY BUTTON IS DEPRESSED & CAN'T OPEN		10/19/2015	10/19/2015	TROY	12180	3
BOTTOM TRAY WONT OPEN, BUTTONS BROKE	Ordering let cover label and charge wires.	10/19/2015	10/19/2015	TROY	12180	3
BLACK LINES ON THE TOP OF COPIES	NPOA- cleaned scan glass & transfer roller general cleanup test ok	10/19/2015	10/20/2015	SYRACUSE	13202	5
LIGHT PRINTS EVEN AFTER REPLACING TONER am	Light copies. Cleaned mirrors under glass. Replaced feed roller/one way in tray 1	10/19/2015	10/19/2015	ALBANY	12207	3
TRAY 3 ISN'T WORKING CODE 0214	C-0214	10/19/2015	10/19/2015	ONEONTA	13820	6
	Realligned paper tray 3					
	Gcu,test					
1-a0rc165005 (4457)	Replaced cover and label for lct.	10/19/2015	10/22/2015	TROY	12180	3
SH 10/22						
BOTTOM TRAY WONT OPEN, BUTTONS BROKE	Replaced tray 3 cover. Replaced charge wires attached to drum. Cleaned/tested	10/19/2015	10/21/2015	TROY	12180	3
FEEDER IS BROKEN, WILL ONLY ACCEPT PAPERS WHEN THEY'RE ON THE GLASS	Need more time court closing	10/20/2015	10/20/2015	GOSHEN	10924	9
STAPLER ISSUES/VM	Changed tray 1 feed. Customer is ordering new staple cartridge	10/20/2015	10/21/2015	JOHNSTOWN	12095	4
CROOKED COPIES	Adjust adf right hinge, needed loop on adf as well, gcu machine	10/20/2015	10/21/2015	ITHACA	14850	6
FEEDER IS BROKEN, WILL ONLY ACCEPT PAPERS WHEN THEY'RE ON THE GLASS	Lines on copies. Replaced UFR and web cleaned and tested all ok.	10/20/2015	10/22/2015	GOSHEN	10924	9
DOOR ON THE FRONT WILL NOT CLOSE	Customer bent finisher front door fixed as good as can cleaned and tested good	10/21/2015	10/21/2015	CLAVERRACK	12513	3
ATTORNEY ROOM	r/s for parts	10/21/2015	10/22/2015	SYRACUSE	13202	5
MAKING HIGH PITCHED SQUEELING NOISE	Part#4041075100					
KEEPS GETTING ERROR CODE C-2557, UNIT DOWN NOT FUNCTIONING	Ordering drum and DV. Can't clear 2557 code	10/22/2015	10/23/2015	TROY	12180	3
BOTTOM DRAWER FOR BOTTOM DRAWER WAS PUSHED AND NOW CANT GET IT OPEN	Customer saying tray 3 will not open and close and lines on copies. Tray 3 plastic is missing off button but still working. Cleaned slit glass and copier tested all ok.	10/22/2015	10/23/2015	WHITE PLAINS	10601	9
HAS LINES BLAK AND WHITE ON THE COPIES, ALSO SAYS TO SCH ,AINT INSPEC	Blank area on copies. Replaced drum and cleaning blade. Cleaned and tested all ok.	10/22/2015	10/23/2015	WHITE PLAINS	10601	9
MAKING HIGH PITCHED SQUEELING NOISE	Returned on r/s-replaced PH unit-clean and test.	10/22/2015	10/27/2015	SYRACUSE	13202	5
KEEPS GETTING ERROR CODE C-2557, "9" UNIT DOWN NOT FUNCTIONING	Replaced drum and DV	10/23/2015	10/26/2015	TROY	12180	3
ABORT MSG 0000999	cleared que and popo and test	10/23/2015	10/23/2015	OSWEGO	13126	5
JAMMED	Lever broke replaced	10/23/2015	10/23/2015	POUGHKEEPSIE	12601	9
MSG THAT THERE IS A JAM BUT CAN'T FIND IT	False jams. Repl t-1 clutches, clean shafts. Gcu test.	10/23/2015	10/23/2015	UTICA	13501	5

PAPER JAMMING WITH EVERY COPY NO MATTER HOW MANY TIMES THEY UNJAM IT, ONLY UNIT, UNIT DOWN, NEED SERVICE ASAP DUE TO NATURE OF BUSINESS, PLEASE CONTACT WHEN ER C-0202 ERROR FL 1	Replaced feed rollers and one ways tray2 cleaned and tested good	10/26/2015	10/27/2015	CARMEL	10512	9
WTB A4NNWY3 JAMMING STILL	Put too much paper in top tray fell behind tray removed and cleaned and tested good	10/26/2015	10/26/2015	GOSHEN	10924	9
	Replaced feed rollers and one ways tray 2 cleaned and tested good	10/26/2015	10/26/2015	ELMIRA	14901	6
		10/26/2015	10/28/2015	GOSHEN	10924	9
BLACK LINES ON THE TOP		10/26/2015	10/27/2015	SYRACUSE	13202	5
BLACK LINES & VOID LINES EVEN AFTER CHANGING TONER	Changed Ufr and dr cleaned tested good	10/26/2015	10/27/2015	NEW CITY	10956	9
C3851 - MALFUNCTION DETECTED PLEASE CALL TECH, UNIT IS NOT RUNNING	Cannot get fuser code to reset. Ordering. Fuser	10/26/2015	10/27/2015	LAKE GEORGE	12845	4
MACHINE NOT COLLATING/ASK FOR MALANA	Spring in paper feed station fell out of place	10/27/2015	10/28/2015	POUGHKEEPSIE	12601	9
auto feeder keeps jamming	ADF not feeding, getting stuck and crunching paper. Found staple lodged in ADF and several staples in top tray. Adv customer to remove staples away from the machine to prevent further issues. Test okay.	10/27/2015	10/27/2015	SYRACUSE	13202	5
1 WTB A4NNWY3		10/27/2015	10/30/2015	ELMIRA	14901	6
"9"C3851 - MALFUNCTION DETECTED PLEASE CALL TECH, UNIT IS NOT RUNNING	Replaced drum developer and developing unit. Still getting light prints	10/27/2015	10/29/2015	LAKE GEORGE	12845	4
*DOC FEEDER JAMMING, VM	Remove staple at adf exit guides. Instruct op. Clean adf. Vac wtb. Gcu test.	10/27/2015	10/28/2015	WAMPSVILLE	13163	6
WHEN THEY PRINT THE PAPER IS COMING OUT WITH LINES AL		10/28/2015	10/29/2015	SYRACUSE	13202	5
LOVER IT						
LEGAL PPR DRAWER NOT WORKING	Setup to print legal from tray 2, test with customer	10/28/2015	10/29/2015	ONEONTA	13820	6
GETTING ERROR CODE 2557, ALSO DOES NOT WANT TO TAKE PAPER FROM THE TOP FEED	2557 code caused by sub hopper gears being bound. Cleared old toner from augurs and gears. Tested well	10/28/2015	10/29/2015	TROY	12180	3
"9"C3851 - MALFUNCTION DETECTED PLEASE CALL TECH, UNIT IS NOT RUNNING	Replaced drum and cleaned transfer roller	10/29/2015	11/2/2015	LAKE GEORGE	12845	4
C0204 - ERROR CODE, CONTACT TECHNICIAN, THIS IS THE 3RD TIME THIS HAS HAPPENED, NEED SERVICE ASAP		10/29/2015	10/30/2015	GOSHEN	10924	9
C0204 - ERROR CODE, CONTACT TECHNICIAN, THIS IS THE 3RD TIME THIS HAS HAPPENED, NEED SERVICE ASAP		10/29/2015	10/30/2015	GOSHEN	10924	9
C0204 - ERROR CODE, CONTACT TECHNICIAN, THIS IS THE 3RD TIME THIS HAS HAPPENED, NEED SERVICE ASAP		10/29/2015	10/30/2015	GOSHEN	10924	9
DOCUMENT FDR ON TOP ISN'T WORKING/PPR WRINKLED	Adjusted adf height tested good	10/29/2015	10/30/2015	CARMEL	10512	9
THE MORE COPIES IT PRINTS, THE BOTTOM OF EVERY PAGE	Replaced drum/developer/ufr. Cleaned and tested	10/29/2015	10/30/2015	SARATOGA SPRINGS	12866-0000	4
THERE IS A BLACK STREAK AND IT KEEPS GETTING DARKER						
WAS MAKING COPIES AND IT STOPPED , PAERS STUCK, AND UNIT WILL NOT COME BACK ON, CLOSED 11/3/2015, SO REALLY NEED TODAY	C11a0 jamming. Cleaned exit one ways in finisher and replaced tray 1 feed.	11/2/2015	11/2/2015	TROY	12180	3
ELECTION DAY COURT CLOSED 11/3- MAKING FUNNY NOISES	R/s for parts.	11/3/2015	11/5/2015	SYRACUSE	13202	5
ELECTION DAY COURT LCOSD 11/3 SCANNER IS NOT WORKING		11/3/2015	11/4/2015	SYRACUSE	13202	5
NOT FEEDING FROM 2ND TRAY	Ran 280 copies through tray 2 no problems found	11/4/2015	11/4/2015	CARMEL	10512	9
(COURTS CLOSED 11/3/2015 FOR VOTING)						

GRINDING NOISE, ROOM 109	Re adjusted tray on finisher. White guide in tray was out of place.	11/4/2015	11/4/2015	ALBANY	12207	3
MALFUCNTION DETECTED/ C3451	Power surge reset code tested hood	11/4/2015	11/4/2015	CATSKILL	12414	3
MAKING A CLICKING NOISE/NOT PRINTING	Removed Jam from finisher	11/4/2015	11/4/2015	ALBANY	12207	3
LINES & CUTTING OFF IMAGE	Replaced Ufr and. Wen cleaned and tested good	11/4/2015	11/5/2015	WHITE PLAINS	10601	9
HAVING AN ISSUE WITH PRINTING LAGAL SIZE, AND TRYING TO PRINT FROM COMPUTERS, ISSUE WITH ROLLERS AS WELL	Jamming with legal paper. Could not get it to jam. Ran over 300 copies with staples. I cleaned tray 2 rollers smd checked all actuators that the papery travels through	11/4/2015	11/5/2015	ALBANY	12207	3
HAVING AN ISSUE WITH PRINTING LAGAL SIZE, AND TRYING TO PRINT FROM COMPUTERS, ISSUE WITH ROLLERS AS WELL	Jamming with legal paper. Could not get it to jam. Ran over 300 copies with staples. I cleaned tray 2 rollers smd checked all actuators that the papery travels through	11/4/2015	11/5/2015	ALBANY	12207	3
HAVING AN ISSUE WITH PRINTING LAGAL SIZE, AND TRYING TO PRINT FROM COMPUTERS, ISSUE WITH ROLLERS AS WELL	Jamming with legal paper. Could not get it to jam. Ran over 300 copies with staples. I cleaned tray 2 rollers smd checked all actuators that the papery travels through	11/4/2015	11/5/2015	ALBANY	12207	3
(9) ELECTION DAY COURT CLOSED 11/3- MAKING FUNNY NOISES	Returned on reschedule replaced fuser unit.	11/5/2015	11/10/2015	SYRACUSE	13202	5
JAMMING, LINES AND BOTTOM DRAWER DOESN'T SHUT/ETA	Lines on ufr and drum. Replaced drum DV ufr and tray 3 rollers and clutches.	11/6/2015	11/9/2015	SCHENECTADY	12305	4
JUST HAD REPAIRE D3 SEPERATE DAYS, AND NOW THIS IS NEW PROBLE, THE ISSUE IS THATWHEN YOU PUT COPIES IN THE TOP FEEDER THEY ARE COMING OUT CROOKED, PLEASE HAVE TRAVIS 44TE44 THERE BY REQUEST	Found paper flipped under in tray instruct to print and see if still crooked once flipped paper removed all tested well for client and myself	11/6/2015	11/9/2015	LAKE GEORGE	12845	4
not tray swtiching when tray empties, (NOH 11/11)	Not switching trays. Tray 3 set for thick paper was cause. Educated cust. Lubed transfer roller for occasional noise.	11/12/2015	11/12/2015	OWEGO	13827	6
THUR PART FELL OFF /THURS SVC	Platen fell off. Put platen on cleaned copier and tested all ok.	11/12/2015	11/12/2015	NEW CITY	10956	9
MISFEEDS	Rebuilt paper feed unit, paper behind tray and paper damaged	11/12/2015	11/12/2015	FONDA	12068	4
BOTTOM TRAY BUTTON IS BROKEN	Tray 3 will not open. Removed broken Mylar. Cleaned copier and tested all ok.	11/13/2015	11/16/2015	WHITE PLAINS	10601	9
PCQ	Cleaned charge and discharge wires. Cleaned copier and tested all ok.	11/13/2015	11/16/2015	WHITE PLAINS	10601	9
BLACK COPIES AFTER REPLACING TONER	Changed drum kit cleaned and tested good	11/13/2015	11/16/2015	PORT JERVIS	12771	9
JAMMING	Repl Dfpr adf clean test	11/16/2015	11/16/2015	SYRACUSE	13202	5
MENU BUTTON DOESN'T WORK	Menu button not working. NPF. Cleaned/calibrated screen and tested.	11/16/2015	11/17/2015	BINGHAMTON	13901	6
WRINKLED COPIES/ETA	Cleaned and tested good no problem found ran all aspects good	11/17/2015	11/18/2015	WHITE PLAINS	10603	9
MACHINE TOTALLY DOWN/ ETA	Customer took drum out ruining it put new one in cleaned tested good	11/17/2015	11/17/2015	PEEKSKILL	10566	9
UNKNOWN ISSUE	Cleaned and tested good replaced feed rollers and one ways tray 1	11/17/2015	11/17/2015	PEEKSKILL	10566	9
THURS 1ST AM*JAMMING WITH LEGAL SIZE PPR / PER ZACH	Jamming with legal size paper in registration section. Ordering bearings	11/19/2015	11/19/2015	ALBANY	12207	3
PPR JAMS FROM 3RD DRAWER / BLACK STREAKS/ETAcalled client	Found drum causing line changed blade and customer DV also tray 3 feed tires and one ways scuffed shaft and tested well image doing well and fuser looked great web still over half there	11/19/2015	11/20/2015	FORT EDWARD	12828	4
C1104 ERROR/ETA /called	C 1104. Actuator was stuck in finisher. Cleaned one ways in finisher drive section	11/19/2015	11/23/2015	SCHENECTADY	12305	4
9 (R/S) JAMMING WITH LEGAL SIZE PPR / PER ZACH	Replaced 4 bushings in transport section. Replaced DV unit as well as clutch in tray 2 feed station. Cleaned and tested	11/19/2015	11/23/2015	ALBANY	12207	3
INTERNAL ERROR MSG/ C-0206 ERROR/ETA	Replaced blade, reset tray 3.	11/19/2015	11/23/2015	SCHENECTADY	12305	4
MAKING A LOUD NOISE	Siren noise. Clean and lube write unit polygon shaft. Gcu test.	11/20/2015	11/20/2015	UTICA	13501-0000	5

1 WTB A4NNWY1		11/23/2015	11/24/2015	ELMIRA	14901	6
*NEXT JAMMING	Need to order clutches.	11/23/2015	11/24/2015	GOSHEN	10924	9
needs 1-9322150012 for 44te51 in addition to other part ordered sh 11/25	Jamming tray 2. Replaced clutches cleaned and tested all ok.	11/24/2015	12/4/2015	GOSHEN	10924	9
POPO/ERROR MSG	Tray3 roller has flat spot replaced	11/25/2015	11/25/2015	MONTICELLO	12701	3
	Forgot to arrive got here 1130					
NOT IDENTIFYING PPR IN DRAWER TWO	Tray 2 not identifying paper size..	11/25/2015	11/25/2015	DELHI	13753	6
	Removed pies of paper stuck behind tray 3 blocking tray 2 sensor, Gcu, test					
WHITE SQUARE FELL OFF	Platen cover fell off. Velocrowed back up. Cleaned/tested	11/25/2015	11/25/2015	SCHENECTADY	12305	4
JAMMING/VM	T-3 jams. Clean t-3 rollers, and sensors. Clean dc, and adf. Gcu test.	11/30/2015	11/30/2015	UTICA	13502	5
WARMING UP MSG WON'T CLEAR/VM	Ran nearly 1000 copies no problem found	11/30/2015	11/30/2015	POUGHKEEPSIE	12601	9
C1104	Gear fell off elevate drive motoring finisher. Changed motor tested well.	11/30/2015	12/1/2015	SCHENECTADY	12305	4
E		11/30/2015	11/30/2015	POUGHKEEPSIE	12601	9
FUNCTIONAL PROBLEM, C3102		12/1/2015	12/1/2015	POUGHKEEPSIE	12601	9
2403 ERROR MSG & RETURN WITH PART?...called left message for adell	Replaced charge wires and tray 3 rollers and clutches.	12/2/2015	12/2/2015	SCHENECTADY	12305	4
FDR NOT WORKING	ADF not working. Removed jammed paper from ADF cleaned sensors and rollers. Cleaned copier and tested all ok.	12/2/2015	12/3/2015	WHITE PLAINS	10601	9
NETWORK CUTTING OUT	Could not make copies. Tray 1 was set for A4 and the actuator in tray 3 was blocked. Instructed customer and set trays to auto switch. Cleaned tested well	12/3/2015	12/3/2015	TROY	12180	3
JAMMING IN THE FDR	Adf jams. Repl adf dfpr. Vac wtb, gcu test.	12/3/2015	12/3/2015	WAMPSVILLE	13163	6
LINES & NOISE	Replaced drum. Cleaned/tested	12/3/2015	12/3/2015	ALBANY	12207	3
DARK AND STREAKS	Charge lines, drum worn out. Repl drum unit. Gcu test.	12/3/2015	12/4/2015	ROME	13440	5
CONSTANTLY JAMMING & NOT RECOGNIZING PAPER & NOISE	Jamming in tray 2. Replaced one way clutches and feed rollers. Cleaned and tested all ok.	12/3/2015	12/4/2015	WHITE PLAINS	10601	9
ERROR C0214	Replaced tray 1 feed rollers/one ways. Configured bypass to print envelopes. Emptied WTB Cleaned/tested	12/4/2015	12/4/2015	BALLSTON SPA	12020	4
STAPLE ISSUE	Stapling issues, found bent piece in finisher preventing stapler from advancing to the front for corner and 2 sided stapling. Fix piece and test corner and 2 staple functions. GCU test okay.	12/7/2015	12/8/2015	SYRACUSE	13202	5
MALFUNCTION DETECTED C-0204	C-0204 code. Removed jammed paper replaced tray 1 feed rollers and 1 way clutches. Cleaned and tested all ok.	12/7/2015	12/8/2015	WHITE PLAINS	10601	9
WHITE PAD FELL OFF	Platen fell off. Put platen back on cleaned copier and tested all ok.	12/7/2015	12/8/2015	WHITE PLAINS	10601	9
NOT RECOGNIZING PAPER SIZE & ERROR 0214	44te49 had cusotmer popo & rest machine	12/7/2015	12/7/2015	COOPERSTOWN	13326	6
PPR TRAY 1 ISN'T ALWAYS RECOGNIZED/ PPR TRAY 3 HAVING PROBLEMS	C0214. Reseat t3 paper and instruct Rachel. Set t-2 for letter, and t-1 for legal. Vac wtb. Gcu test. [Call#: SC26552 c/b override from SC26354. CBPrevCall = 92516 target = Model 10858.000000]	12/7/2015	12/8/2015	COOPERSTOWN	13326	6
SHE STILL WOULD LIKE A TECH.						
BLACK BLOTCHES ON THE COPIES/PIECE CAME OFF MACH/ETA	Jams, marks. Repl blade, and t-3 rollers and clutches. Gcu test.	12/8/2015	12/8/2015	ROME	13440-0000	5
JAMMING	Sticky liquid in machine has to replace bearings and clutch in reg also need to replace feed clutch in tray 1 drive	12/8/2015	12/8/2015	POUGHKEEPSIE	12601	9
PLATEN FELL OFF	Platen fell off. Put platen back on. Cleaned copier and tested all ok.	12/8/2015	12/8/2015	WHITE PLAINS	10601	9
(9) 1-4030305701, 1-4030306701, 1-9322150012 for 44te70 SH		12/8/2015	1/4/2016	POUGHKEEPSIE	12601	9
12/30						
PPR JAM	Mylar was out of place in duplex section. Cleaned/tested	12/8/2015	12/8/2015	ALBANY	12223	3
JAMMING & FIX WHITE PAD ON MACHINES	Spring came off in adf replaced and velcrowed top cleaned tested good	12/8/2015	12/9/2015	POUGHKEEPSIE	12601	9

JAMMING/VM	Jamming in ADF removed tape from feed roller. Cleaned copier and tested all ok.	12/8/2015	12/9/2015	WHITE PLAINS	10601	9
VERTICLE LINE/VM	Replaced drum/DV.	12/9/2015	12/9/2015	ALBANY	12207	3
LINES ON THE COPIES	Replaced drum and DV. Cleaned and tested well	12/9/2015	12/10/2015	ALBANY	12207	3
DARK LINES & NOISE	Replaced drum/devolved. Cleaned and tested!	12/9/2015	12/10/2015	BALLSTON SPA	12020	4
PPR JAM/CAN'T CLEAR/NEEDS CLEANING- ETA	Spots on page, jamming	12/10/2015	12/10/2015	UTICA	13501	5
	Changed feed tires and one ways tray 1&2, rebuilt drum, Gcu, test					
JAMMING AT THE OUTPUT	Jamming..replaced tray 3 feed rollers/one ways. Ran a lot of copies. No jams. Cleaned and tested	12/10/2015	12/11/2015	SARATOGA SPRINGS	12866-0000	4
JAMMING & LINES	Replaced drum and dv. Changed tray 2 feed rollers and one ways. Cleaned and tested well!	12/11/2015	12/11/2015	ALBANY	12207	3
C2403	C2403- cleaned toner sensor and tested good	12/11/2015	12/11/2015	GOSHEN	10924	9
THE GLASS IS CRACKED ON ONE SIDE	Need yo order glass PN 4551300200	12/14/2015	12/14/2015	WHITE PLAINS	10601	9
(9) GLASS IS CRACKED ON ONE SIDE 4551300200 QTY 1 (4451)	Broken glass. Replaced glass. Cleaned and tested all ok.	12/14/2015	12/22/2015	WHITE PLAINS	10601	9
SH12/16 can't print (tried helpdesk)	Not set up to print	12/14/2015	12/15/2015	ROME	13440-0000	5
set up to print	Machine doesn't have print chip advised of sales, gcu machine does not have print chip, not capable of printing, had tech try with laptop	12/15/2015	12/15/2015	ROME	13440-0000	5
LINES	Thick black line replaced dev unit drum and developer	12/15/2015	12/15/2015	KINGSTON	12401	3
TRAY 3 CAN'T BE USED FALSE MSG	T-3 non operational	12/15/2015	12/16/2015	UTICA	13501	5
JAMMING & WILL NOT FEED PAPER	Polo, replaced t1 and t3 feed tires, Gcu, test T1 and adf jams	12/15/2015	12/16/2015	UTICA	13501	5
TONER CARTRIDGE JAMMED	Changed feed tires and one ways tray 1, cleaned adf sensors, Gcu,test Toner was jammed in machine backwards. there was a hole in the toner bottle from being jammed in there causing the toner bottle to spill everywhere and not spin. They did not have a spare so they are ordering a new one.	12/16/2015	12/16/2015	ALBANY	12207	3
MSG TO CALL SERVICE C-2557	C-2557 Replaced drum and developer. Cleaned and tested all ok.	12/16/2015	12/17/2015	PEEKSKILL	10566	9
c5302 ERROR	Clean test	12/17/2015	12/17/2015	SYRACUSE	13202	5
FUZZY LINES ACROSS THE COPIES	Repl DV unit clea. Test	12/17/2015	12/17/2015	SYRACUSE	13202	5
printing ?	Inst how to print cfg page from the machine	12/17/2015	12/17/2015	SYRACUSE	13202	5
ERROR C-2403. PPR JAMMING/ETA	Need more time	12/17/2015	12/17/2015	GOSHEN	10924	9
MARKS ON THE COPIES	Repl drum DV and DV unit clean test	12/17/2015	12/18/2015	SYRACUSE	13202	5
Need more time - ERROR C-2403. PPR JAMMING/ETA	C-2403 Reseated connection on photo interceptor. Cleaned and tested all ok.	12/17/2015	12/18/2015	GOSHEN	10924	9
JAMMING TRAY 3 & WONT OPEN-EMAIL	With4462 upon arrival paper was overfilled causing jams showed customer and cleaned and tested good	12/21/2015	12/21/2015	CLAVERRACK	12513	3
ELECTRONIC DISPLAY KEEPS FREEZING UP called	Freezing due to FA14 communication issues. Upgrade to k6 FW. Cleaned tested all functions CC	12/21/2015	12/22/2015	FONDA	12068	4
ERROR C2557	C2557, repl drum, and dv. DV customer supply. Adj F8, gcu test.	12/21/2015	12/21/2015	UTICA	13501-0000	5
PRINT IS CUT OF ON THE LEFT SIDE OF THE PPR called	Replaced reg clutch cleaned rollers and bushings all tested with proper registration after replace of clutch all else doing well	12/21/2015	12/22/2015	LAKE GEORGE	12845	4

TONER JAMMED	Toner getting stuck in machine. Instructed on how to put toner in machine twice now! Vacuumed toner sensor and cleaned.	12/28/2015	12/28/2015	ALBANY	12207	3
FRONT PANEL FREEZES CONSTANTLY called	Formatted HDD. Tested well	12/28/2015	12/29/2015	FONDA	12068	4
HORIZONTAL LINES ON THE COPIES THROUGH THE FDR	Lines on copies. Cleaned copier and tested all ok.	12/29/2015	12/29/2015	GOSHEN	10924	9
C3451	3451 code. Trouble reset. Cleaned/tested	1/4/2016	1/4/2016	ALBANY	12207	3
C3451(VM)	44TE40 PCLEARED- HAD CUSTOMER DO A TROUBLE RESET & TOOK CARE OF ERROR CODE THAT WAS FROM POWER OUTAGE	1/4/2016	1/4/2016	ALBANY	12207	3
ERROR (VM)	44TE40 PCLEARED- HAD CUSTOMER DO A TROUBLE RESET & TOOK CARE OF ERROR CODE THAT WAS FROM POWER OUTAGE	1/4/2016	1/4/2016	ALBANY	12207	3
ERROR (VM)	44TE40 PCLEARED- HAD CUSTOMER DO A TROUBLE RESET & TOOK CARE OF ERROR CODE THAT WAS FROM POWER OUTAGE	1/4/2016	1/4/2016	ALBANY	12207	3
JAMMED	Clean test	1/4/2016	1/4/2016	OSWEGO	13126	5
401 union st. hudson, ny 12534		1/4/2016	1/4/2016	CLAVERACK	12513	3
LINES						
SCREEN IS FREEZING-4440	FA-14 code. Ordering memory modules	1/4/2016	1/5/2016	FONDA	12068	4
SMUDGES & NOT STAPLING PROPERLY	Clean test	1/4/2016	1/5/2016	OSWEGO	13126	5
SUITE 701	Platen fell off. Put platen back on cleaned copier and tested all ok.	1/4/2016	1/5/2016	WHITE PLAINS	10601	9
WHITE PLATTEN BOARD FELL OFF						
FAULT c 0206 DOWN NEEDS ASAP	0206 code Removed jammed paper cleaned and tested all ok .	1/4/2016	1/5/2016	GOSHEN	10924	9
Need charge unit rebuilt - 401 union st. hudson, ny 12534		1/4/2016	1/13/2016	CLAVERACK	12513	3
LINES						
FLAPPING NOISE & PAPER SIZE ISN'T CORRECT.	Rollers on output tray were spinning opposite direction at first. Restarted and all was good. Not sure how or why that happens. It does not cause jamming just a little flapping noise. Ran a ton of copies before leaving	1/5/2016	1/5/2016	ALBANY	12207	3
NEEDS A FUSER & CLEANING	Streaks changed drum and blade cleared message for fuser cleaned tested good	1/5/2016	1/6/2016	CARMEL	10512	9
(9) SCREEN IS FREEZING-4440	Ordering new hdd	1/5/2016	1/12/2016	FONDA	12068	4
NEEDS SVC (CALL 1ST)	Lines on copies. Cleaned slit glass. Cleaned and tested well	1/5/2016	1/5/2016	ALBANY	12207	3
NEED SVC (VM)	False jam. Cleaned tray 1 rollers and ADF rollers. Cleaned/tested a lot	1/5/2016	1/5/2016	ALBANY	12207	3
KEY PAD ISN'T RESPONDING	Menu buttons not responding. POPO'd now working.	1/5/2016	1/6/2016	BINGHAMTON	13901	6
LINES	Lines on page. Replaced drum and developer	1/5/2016	1/6/2016	FORT EDWARD	12828	4
JAMMING	Jamming doc feeder. Clean sensors test good. GCU.	1/5/2016	1/6/2016	SYRACUSE	13202	5
NEEDS FUSING UNIT	Needs web. Repl fuser web, and repl dv customer supply. Clean dc, c wires adf. And reg unit. Gcu test.	1/6/2016	1/7/2016	HERKIMER	13350	5
C-3425 (VM)	44te40 pcleared- had customer trouble reset machine. verified all okay	1/6/2016	1/6/2016	ALBANY	12207	3
LINES	Lines on copies replaced drum kit 35938 cleaned and tested good	1/6/2016	1/7/2016	TROY	12180	3
JAMMING	Jamming. Feed station was not pulling paper. Replaced tray 1 feed rollers/clutches. Cleaned/tested	1/6/2016	1/7/2016	ALBANY	12207	3
WHITE PLATTEN BOARD FELL OFF	White pad replaced and drum scarred repl drum dv test ok GCU	1/7/2016	1/7/2016	SYRACUSE	13202	5
* JAMMING @ INTIAL FEED SITE	Doc feeder jams, could not replicate. Tested 200+ copies through feeder no jams. Repl tires, clean sensors check for cracks no problem found. GCU test okay.	1/7/2016	1/7/2016	SYRACUSE	13202	5
NOISE & CANT DUPLEX	Removed thumb tack from adf cleaned tested all functions	1/7/2016	1/7/2016	SCHENECTADY	12305	4
JAMMING	Jamming in reg section and tray 3 not lifting. Ordering lift motor and reg conveyance drive clutch.	1/7/2016	1/7/2016	FORT EDWARD	12828	4
INSTALL PRINT CHIP-MIKE	Installed ic201 print chip	1/7/2016	1/8/2016	ROME	13440-0000	5
	Gcu, test					
(9) JAMMING	Replaced reg clutch cleaned tested.	1/7/2016	1/11/2016	FORT EDWARD	12828	4
STREAKS (VM)	Replaced dev unit developer and drum cleaned tested good	1/8/2016	1/8/2016	YONKERS	10701	9

TONER MARKS	Lines on prints. Changed drum. Customer did not have developer. Told them to order it	1/8/2016	1/8/2016	ALBANY	12207	3
*NEXT*INTERNAL ERROR & INTERNAL CONTROL PROBLEM.	2403 code. Vacuumed toner hopper sensor cleaned tested all functions	1/8/2016	1/12/2016	TROY	12180	3
NOT RECOGNIZNG PAPER SIZE	Asking for different paper size during print jobs. Could not reproduce. Will call it in if it starts happening again	1/8/2016	1/11/2016	ALBANY	12207	3
*LOUD NOISE via vm	Tried cleaning laser, needs replacement	1/11/2016	1/11/2016	ITHACA	14853	6
JAM IN O AREA	Jam. There was an actuator out of place. Repositioned and tested	1/11/2016	1/12/2016	ALBANY	12207	3
* (9) LOUD NOISE via vm	Replace print head, test	1/11/2016	1/19/2016	ITHACA	14853	6
LINES	Cleaned charge wire and discharge	1/12/2016	1/13/2016	NEWBURGH	12550	9
*NEXT*DOWN, NO POWER	Rebooted machine. Machine came up with paper jam errors. Removed paper jams and machine was all set. Cleaned/tested	1/12/2016	1/13/2016	ALBANY	12207	3
(9) SCREEN IS FREEZING-4440	Need to order an ssd board	1/12/2016	1/13/2016	FONDA	12068	4
SCREEN IS BLANK WONT COPY called	On arrival client had rebooted and panel is now on tested have seen this before client just wasn't aware of secondary power once reset all tested well image looks good as well	1/12/2016	1/12/2016	BALLSTON SPA	12020	4
JAMMING CLEARED OUT STILL JAMMING	ADF not working. Put white plastic clips back on. Cleaned and tested all ok.	1/12/2016	1/13/2016	WHITE PLAINS	10601	9
	Paper empty tray 2	1/13/2016	1/14/2016	UTICA	13501-0000	5
ERROR CALL TECH	Changed photosensor, 1 ways, feed tires tray 2, Gcu, test 0204 code. Removed jammed paper tray 2 was set to 11 x 11 paper not up against guide paper all staggered. Cleaned and tested all ok.	1/13/2016	1/13/2016	GOSHEN	10924	9
NOISE	Noise. Cleaned and lubed shaft in laser. Cleaned copier and tested all ok.	1/13/2016	1/14/2016	MIDDLETOWN	10940	9
(9) SCREEN IS FREEZING-4440	Replaced ssd board.	1/13/2016	1/15/2016	FONDA	12068	4
1ST THUR-LINES ON COPIES	Black lines in copies only-ADF glass dirty-clean glass and GCU test.	1/14/2016	1/14/2016	OSWEGO	13126	5
OPENS AT 830AM						
LINES(VM)	Lines. Repl drum kit. Adj grid, and image density. Recal touch screen. Gcu test.	1/14/2016	1/14/2016	HERKIMER	13350	5
NOT SEEING PAPER - MACHINE DOWN via vm	Not seeing paper. Customer had paper set to A4 paper. Adjusted tray cleaned and tested all ok.	1/14/2016	1/14/2016	MONTICELLO	12701	3
CALL REP MESSAGE NOT FUNTIONING	0204 code. Removed jammed paper and replaced tray 1 one way clutches and feed rollers. Cleaned and tested all ok.	1/14/2016	1/14/2016	NEW CITY	10956	9
SQUEAKING NOISES	Noise lubed gears in turnover section	1/14/2016	1/14/2016	MONTICELLO	12701	3
CL MONDAY- SHADOWS	Replaced developing unit. Cleaned/tested	1/19/2016	1/19/2016	ALBANY	12207	3
C4101 CLOSED MONDAY	i lubricated shaft and rebooted code and noise were gone if code returns write unit needs to be changed already put one on order	1/19/2016	1/19/2016	LAKE GEORGE	12845	4
CL MONDAY-INTERNAL ERROR	Cleaned toner density sensor in drum carriage.	1/19/2016	1/19/2016	TROY	12180	3
DOESN'T FEED PAPER & JAMMING	Customer saying not making any copies on glass or ADF. Reset power cleaned and tested all ok.	1/19/2016	1/19/2016	WHITE PLAINS	10601	9
NOT RECOGNIZING RIGHT PAPER SIZE	Customer saying keeps calling for A4 paper. Could not duplicate problem.adjusted fingers behind tray 1. Cleaned and tested all ok.	1/19/2016	1/20/2016	MONTICELLO	12701	3
JAMMING HAS TO POPO TO WORK	Actuator in switchback unit was out of place. Re positioned. Cleaned/tested	1/19/2016	1/19/2016	ALBANY	12207	3
help reading meters	help jeanna to find meter read/ all set	1/19/2016	1/19/2016	STATEN ISLAND	10301	13

JAMMING	Adf loaded with paper stuck in the path. Cleared path cleaned rollers and sensors. Tested all functions.	1/19/2016	1/19/2016	TROY	12180	3
JAMMING	Replaced feed and one ways tray 1&2	1/19/2016	1/20/2016	POUGHKEEPSIE	12601	9
C2252	C2557 replaced drum and dev cleaned tested good	1/19/2016	1/20/2016	POUGHKEEPSIE	12601	9
INTERAL ERROR MSG BUT NO CODE	44TE51 PCLEARED- HAD MAURA DO A TROUBLE RESET.	1/20/2016	1/21/2016	WHITE PLAINS	10601	9
*NEXT*JAMMING called	Cleaned up machine up grid voltage to 2 for background all cleared up will need drum at least for next image issue also adjusted adf for misalign image and replaced one ways and feed tires tray 1 all doing well	1/20/2016	1/21/2016	FORT EDWARD	12828	4
CODE PC DRUM	Drum message, set sw 418 cleaned and tested	1/20/2016	1/21/2016	ALBANY	12207	3
NOT GRABBING PAPER	Paper empty tray 2	1/20/2016	1/21/2016	UTICA	13501-0000	5
CONSTANT JAMMING	Reseated all connectors on pwb-a, Gcu, test NEEDS REG BUSHINGS & DRIVE CLUTCHES. R/S FOR PARTS	1/20/2016	1/21/2016	ALBANY	12207	3
SAYING CLOSE DOOR BUT IT IS CLOSED /trying to phone clear	Piece was stuck in finisher. Cleared and tested well	1/21/2016	1/22/2016	ALBANY	12207	3
WILL NOT FEED	Adf jams cleaned feed rollers and sensors also replaced Ufr tested good	1/21/2016	1/21/2016	MONTICELLO	12701	3
(1) CONSTANT JAMMING sh 1/25	Replaced reg clutches, tray three rollers and one ways.	1/21/2016	1/26/2016	ALBANY	12207	3
NOT GRABBING PAPER	R/s	1/21/2016	1/27/2016	UTICA	13501-0000	5
JAMMING FROM TRAY 2	Replaced arm for glass light sensor, Gcu, test Intermittent t2 jams. Repl tires and clutches and PF clutch no change. Repl reg unit and PF unit ran 150 no jams GCU test ok	1/21/2016	1/22/2016	SYRACUSE	13202	5
DIRTY COPIES /called. First call.	Replaced charge wires and drum. Cleaned/tested	1/21/2016	1/22/2016	CASTLETON ON HUDSON	12033	3
*NEXT**(vm) internal error	Replaced drum DV and blade. Ran tcr adjustment. Cleaned and tested well	1/22/2016	1/27/2016	TROY	12180	3
JAMMING, CANT CLEAR, FALSE		1/25/2016	1/25/2016	ALBANY	12207	3
NEXT- 2ND FLOOR	Adf false jams reset adf connectors cleaned tested good	1/25/2016	1/25/2016	HUDSON	12534	3
WHITE PLATTEN BOARD FELL OFF & FALSE JAM MSG IN TOP FEEDER						
JAMMING COSNTANTLY & MALFUNCTION ERROR /called	44te40 pcleared- had cusotmer put actuator back in place. Called & verified. spoke with judge who stated machine is running fine but if secretary has other issues they will call back	1/25/2016	1/26/2016	ALBANY	12207	3
(vm) jamming		1/26/2016	1/26/2016	POUGHKEEPSIE	12601	9
NEEDS FUSER		1/26/2016	1/26/2016	POUGHKEEPSIE	12601	9
FEEDER DOWN	Adf variable resister needs replacing per Konica ticket 148481	1/27/2016	1/27/2016	POUGHKEEPSIE	12601	9
2nd floor 235	Jam/misfeed tray 1	1/27/2016	1/28/2016	UTICA	13501	5
MISFEED SIDE COPIES FALSE ERRORS						
(9) sh 2/1 FEEDER DOWN	Changed feed tires and one ways tray 1, gcu, test 100+ Replaced VR sensor and adf bd tested good	1/27/2016	2/3/2016	POUGHKEEPSIE	12601	9
TONER SPILL WANTS ASAP	Cleaned waste toner spill. Tested all functions	1/28/2016	1/28/2016	TROY	12180	3
BLACK LINE	Cleaned copier and tested all ok.	1/29/2016	2/1/2016	NEW CITY	10956	9
LINES	Replaced drum and blade tested good	1/29/2016	1/29/2016	GOSHEN	10924	9
*NEXT CALL*RECURRING DISPLAY PANNEL FREEZING UP.	Ordering a touch panel	1/29/2016	2/2/2016	FONDA	12068	4
ERROR 1183	Removed flaps from finisher that were causing the paper to fold back into machine.	1/29/2016	2/1/2016	ALBANY	12207	3
RETURN WITH PARTS? CAN'T USE LEGAL & JAMMING	Replaced tray 2 feed station and rollers and one ways	1/29/2016	2/1/2016	ALBANY	12207	3
TONER MARKS STILL IN MACHINE,	Copies all were clean when I arrived. Took apart and vacuumed finisher tested well	1/29/2016	1/29/2016	TROY	12180	3
1 WTB A4NNWY1		1/29/2016	1/29/2016	ELMIRA	14901	6
JAMMING	Jamming t2 repl t2 tires and clutches test 120 no jams GCU	1/29/2016	1/29/2016	SYRACUSE	13202	5
WHITE PART ON LID FELL OFF	Velcrowed white cover back up	1/29/2016	2/1/2016	ALBANY	12223	3
NOISE	Needs drive assy for machine	2/1/2016	2/1/2016	CARMEL	10512	9

JAMMING	Tray 3 jamming paper loaded 81/2x11r in lct also other trays loaded wrong loaded paper correctly cleaned tested good Instructed customer how to load paper in trays	2/1/2016	2/2/2016	CASTLETON ON HUDSON	12033	3
JAMMING / first call 2/2	Could not get to jam. Saw one doc feed jam in the history. The more I ran it lines started to appear so I changed drum and dv. CC	2/1/2016	2/2/2016	ALBANY	12207	3
(9) Drive assy - NOISE	Noise replaced drive assy tested good	2/1/2016	2/3/2016	CARMEL	10512	9
PLATTEN COVER FELL OFF	Velcrowed cover back up. Saw a line on the page (line on drum) replaced drum and developer. Line went away. Cleaned and tested machine. CC!	2/2/2016	2/2/2016	ALBANY	12207	3
LINES & MARKS	Poor cq. Repl drum unit. Repl t-1 rollers and clutches. Clean dv unit and adf. Gcu test.	2/2/2016	2/2/2016	UTICA	13501	5
(1 SH 2/3) RECURRING DISPLAY PANNEL FREEZING UP. DARK & STREAKY	Replaced touch panel. CC	2/2/2016	2/5/2016	FONDA	12068	4
	Replaced drum & developer reset charge voltages general cleanup test ok	2/2/2016	2/5/2016	OSWEGO	13126	5
(9) sh 2/1 FEEDER DOWN	Stapler stuck removed staples cleaned tested good	2/3/2016	2/3/2016	POUGHKEEPSIE	12601	9
JAMMING	Replaced ufr Web, tray 2 rollers and 1 ways	2/3/2016	2/4/2016	TROY	12180	3
PART BROKE OFF	Piece fell off. Remove adu paper guide. (Not needed. Clean dc, has lines. No effect. Repl drum unit. Adj grid +2. Repair platen cover. Gcu test.	2/3/2016	2/3/2016	HERKIMER	13350	5
* FIRST THUR jamming (email tech)	11A0 code. Cleaned shaft in finisher. Cleaned and tested well! CC	2/3/2016	2/4/2016	ALBANY	12207	3
CROOKED	Adf crooked copies adjusted adf tested good	2/3/2016	2/4/2016	POUGHKEEPSIE	12601	9
AUTO FEED NOT WORKING, INTERNAL ERROR SHUTTING DOWN	Adf jams and light black lines---- replace adf dfpr, K drum, T3 rollers, empty wtb	2/4/2016	2/5/2016	CORTLAND	13045	6
PAPER GETTING CAUGHT, GRINDING	Will return with fuser from shop	2/4/2016	2/4/2016	BATAVIA	14020	8
JAMMING	Clean adf trst	2/4/2016	2/5/2016	SYRACUSE	13202	5
PAPER GETTING CAUGHT, GRINDING	Changed fuser, dev and drum units. Ordered main drive motor.	2/4/2016	2/5/2016	BATAVIA	14020	8
PAPER GETTING CAUGHT, GRINDING	Changed fuser, dev and drum units. Ordered main drive motor.	2/4/2016	2/5/2016	BATAVIA	14020	8
PAPER GETTING CAUGHT, GRINDING	Changed fuser, dev and drum units. Ordered main drive motor.	2/4/2016	2/5/2016	BATAVIA	14020	8
* BEEPING C-0210 NOT WORKING	C0210. Removed paper from behind tray3, trouble reset, and tested.	2/4/2016	2/5/2016	BINGHAMTON	13901	6
ERROR CODE C-2801 BLACK COPIES/ TONER EXPLOSION	Vacuumed drum carriage, changed blade and tray 3 rollers And clutches.	2/5/2016	2/5/2016	SCHENECTADY	12305	4
jamming tray 3	J1601---- replace T3 clutches	2/5/2016	2/5/2016	CORTLAND	13045	6
toner explosion closed 1230-115	Toner spilling everywhere. Replaced drum/DV. Jams out of tray 2...replaced tray 2 rollers/one ways. CC	2/5/2016	2/8/2016	SCHENECTADY	12305	4
(9 SHOP 2/9) PAPER GETTING CAUGHT, GRINDING	Changed main drive motor and tray 1 rollers.	2/5/2016	2/10/2016	BATAVIA	14020	8
JAMMING	Adf not feeding	2/5/2016	2/8/2016	UTICA	13501	5
	Adf working good when arrived, cleaned adf feed tires and sensors, replaced feed tires and one ways tray 1, glued on white board, Gcu, test 100+					
JAMMING BOTTOM TRAY & CAN'T OPEN & STAPLE ISSUE		2/8/2016	2/8/2016	POUGHKEEPSIE	12601	9
MALF ERROR, MACHINE CA1118	Ordering gears for shaft in finisher	2/8/2016	2/8/2016	ALBANY	12207	3
front door open message / cannot clear tried popo/ door closes fine	Inside guide in finisher not closed fixed showed customer it was out of place cleaned tested good	2/8/2016	2/9/2016	CASTLETON ON HUDSON	12033	3
(9) 1-4349163301, 1-4349161101 for 44te40	11A0 code. Replaced one ways in finisher	2/8/2016	2/22/2016	ALBANY	12207	3
PART ON LID FELL OFF	Platen fell off. Put platen back on cleaned and tested all ok. [Call#: SC57355 c/b override from SC42103. CBPrevCALL = 9089 target = Model 8639.000000]	2/9/2016	2/9/2016	NEWBURGH	12550	9
TOP FEEDER IS JAMMING	Clean test	2/9/2016	2/9/2016	SYRACUSE	13202	5
POWERS OFF & INTERNAL ERROR	Clean test	2/9/2016	2/9/2016	SYRACUSE	13202	5
JAMMING	Customer saying jamming in ADF. Cleaned sensors and feed rollers in ADF. Cleaned copier and tested all ok.	2/9/2016	2/10/2016	WHITE PLAINS	10601	9

REPLACE FUSING UNIT SOON	Saying replace Fuser soon. Reset counters cleaned and tested all ok.	2/9/2016	2/10/2016	WHITE PLAINS	10601	9
1ST WED-VAC WTB	Emptied wtb. Shipping spare one. Replaced tray 1 and 3 rollers/one	2/9/2016	2/10/2016	ALBANY	12205	3
HRS 8-5	ways. CC					
LINES	Black lines/streaks- drum and blade worn- replaced drum and cleaning blade-clean and test.	2/10/2016	2/11/2016	OSWEGO	13126	5
LINES EVEN AFTER REPLACING TONER	Lines replaced drum tested good	2/10/2016	2/10/2016	POUGHKEEPSIE	12601	9
streaks printing and scanning called she said she would be there at 8 am Incase it gets moved so it's known	Cleaned path and doc changed drum and customer DV and all tested well instructed to keep an eye on how cold machine gets at night can cause stiff cleaner blades and not clean properly	2/10/2016	2/11/2016	SARATOGA SPRINGS	12866-0000	4
tues- LINES- POOR QUALITY	Full pm. Drum area. Fuser. Adu mylars and lct rollets	2/16/2016	2/16/2016	ALBANY	12224	3
CL FRI & MON						
* TUES 2/16* DOUBLE SIDE NOT WORKING, JAMMED	Found Mylar flipped in adu. Corrected and tested.	2/16/2016	2/17/2016	BATAVIA	14020	8
CLOSED 2/15, C-2801	Replaced dv unit, cleaned tested	2/16/2016	2/16/2016	SCHENECTADY	12305	4
JAMMING	Tray 2 not lifting all the way adjusted tested good	2/16/2016	2/16/2016	CARMEL	10512	9
LOUD NOISE COME TO 7TH FLOOR	Noise. Lubed up fuser as much as I could. White guide on shaft was out of place in finisher. Repositioned. Cleaned ADF. CC	2/16/2016	2/16/2016	ALBANY	12223	3
BLACK LINES	Cq streaks, sending drum unit A2XNORD	2/16/2016	2/17/2016	ELMIRA	14901	6
CLEANING, BLACK LINES	Lines on recycled paper	2/16/2016	2/16/2016	HUDSON	12534	3
1 K DRUM A2XNORD		2/17/2016	2/17/2016	ELMIRA	14901	6
dadh will not pull originals in/ customer wants the copier cleaned and check image quality (helpdesk tried)	ADF not pulling in clean out sensors test 50+ trough ADF no more jams/misdeeds. GCU.	2/17/2016	2/18/2016	SYRACUSE	13202	5
HRS 9-430 FINSHER NOT RECON STAPLES	New staple cartridge they got is not working. Need to ship them out another one. Talking to supplies.	2/17/2016	2/19/2016	POUGHKEEPSIE	12601	9
1st thurs-DOC FEEDER ERROR	Removed staple from adf duplex feed. Changed tray 3 tires/1 ways.	2/18/2016	2/18/2016	SCHENECTADY	12305	4
ERROR C-11A0	Cleaned 1wats and shaft in finisher exit. Tested well	2/18/2016	2/18/2016	SCHENECTADY	12305	4
LIGHT ON 1/2 PAGE	Light image. Changed drum dv and blade	2/18/2016	2/18/2016	SCHENECTADY	12305	4
MALF C-0202 MACHINE DOWN	Pulled jam behind Tray 1 general cleanup test ok	2/18/2016	2/18/2016	SYRACUSE	13202	5
DRAWERS NOT PULLING, JAMMING, DUPLEX NOT WORKING	Won't duplex calling for A4 paper. Put duplex flag back on and adjusted tray one paper setting. Cleaned and tested all ok.	2/18/2016	2/19/2016	MONTICELLO	12701	3
* WAITING FOR DRUM CARR* C-2801	Replaced drum carriage cleaned and tested	2/22/2016	2/22/2016	SCHENECTADY	12305	4
*FIRST TUESDAY 2/23 STREAKING	Lines on copies. Cleaned slit glass and cleaned copier tested all ok.	2/23/2016	2/23/2016	WHITE PLAINS	10601	9
ERROR CODE C-2801...waiting on dv, Robin has one on order		2/23/2016	2/23/2016	SCHENECTADY	12305	4
REPLACED TONER CART. NEEDS FILTER.	Toner filter message. Rest counter. Changed tray 3 rollers/one ways	2/23/2016	2/23/2016	ALBANY	12223	3
ERROR C4502 MACHINE DOWN	C-3502 code. Replaced thermistors cleaned and tested all ok. 50GA-5440	2/23/2016	2/24/2016	WHITE PLAINS	10601	9
CROOKED COPIES/PRINTS	Skewing from tray 3 only. Removed creased paper from tray, replaced tray 3 DFPV roller, cleaned transport roller, and tested.	2/24/2016	2/24/2016	BINGHAMTON	13901	6
MISFEEDING		2/24/2016	2/25/2016	CATSKILL	12414	3
LINES, CODES MACHINE DOWN	C-2557 code and lines on copies. Replaced drum and developer customer had. Cleaned and tested all ok.	2/24/2016	2/25/2016	NEWBURGH	12550	9
FALSE MISFEED ERROR	T1 jams and c2557 upon arrival. Drum new but dv was not, repl dv with courthouse stock. Repl t1 tires test good. GCU.	2/25/2016	2/26/2016	SYRACUSE	13202	5
*NEXT-BLANK SPACE & DIRTY COPIES	Blank line on copy. Removed foam from charge wires. Cleaned copier and tested all ok.	2/25/2016	2/26/2016	GOSHEN	10924	9

RED LIGHT & CAN'T GET ERROR TO CLEAR	C3451 CODE, HAD POWER OUTAGE, RESET CODE TESTED AND ALL IS GOOD.	2/25/2016	2/26/2016	CASTLETON ON HUDSON	12033	3
*STILL CROOKED PRINTS	Tray 3 skewing again. Fixed pulley cables, replaced tray feed roller and both one-ways.	2/25/2016	2/29/2016	BINGHAMTON	13901	6
C-11A0	Paper from bottom storage tray caught on tray three and got stuck in tray 3 lift motor causing 0206. Removed clean/test	2/25/2016	2/26/2016	SCHENECTADY	12305	4
PAGES ARE BENDING. ONGOING ISSUE WITH STAPLER. NEVER RE'VD HOUSING FOR STAPLER, STILL WAITING.mk		2/26/2016	2/26/2016	POUGHKEEPSIE	12601	9
PAPER JAM 2 DRAWER IS NOT CLOSING ALL THE WAY.	Removed jammed paper from behind tray 2 cleaned and tested all ok.	2/26/2016	2/29/2016	GOSHEN	10924	9
CONSTANT JAMMING, FALSE JAM ERROR	ADF jam- paper stuck in paper path. Removed clean and test.	2/29/2016	2/29/2016	SYRACUSE	13202	5
NOT COPYING & SCREEN NOT LIGHTING UP	No display, won't power up. Unplug, plug in and popo. Instruct op. Clean adf, charge unit, and reg unit. Gcu test.	2/29/2016	2/29/2016	UTICA	13501	5
TCALL	copier still has 2801 code, ordering power supply and LCT motor for jamming issue	2/29/2016	2/29/2016	SCHENECTADY	12305	4
FALSE JAMMING MSG	Issue with tray 3. Ordering board. Tried swapping motors. [Call#: SC67262 c/b override from SC48786. CBPrevCALL = 12768 target = Model 8752.000000]	2/29/2016	3/1/2016	ALBANY	12207	3
PLASTIC PIECE ON LID FELL OFF	Replaced Velcro on white cover under adf Wouldn't move home put in hallway to go through entirely had court in session couldn't go through and check rest of machine	2/29/2016	3/1/2016	NEWBURGH	12550	9
TCALL	Installed power supply for 2801 code	2/29/2016	3/2/2016	SCHENECTADY	12305	4
ERROR CODE C2557 JUDGE CLARKS OFFICE 2ND FLOOR.	C2557, repl drum and customer dv. Repl t-1 rollers and clutches. Gcu test.	3/1/2016	3/1/2016	UTICA	13501	5
C-3501 called having her attempt reset she will be calling me back either way	3501 code customer had cleared on arrival. Adf jams, cleaned adf rollers sensors and path. Tested well	3/1/2016	3/2/2016	JOHNSTOWN	12095	4
LOUD NOISE.	Loud noise. Cleaned polygon shaft. CC	3/1/2016	3/1/2016	ALBANY	12207	3
questions	questions on bizhubs regarding setting up the machines to scan and print to other machines.	3/1/2016	3/1/2016	ROCHESTER	14604	7
question on scanning (done)	provide information to answer customer scanning procedure and specifications	3/1/2016	3/1/2016	SYRACUSE	13202	5
question	questions on bizhubs regarding setting up the machines to scan and print to other machines.	3/1/2016	3/1/2016	ROCHESTER	14604	7
(9)(ordered,eta?) FALSE JAMMING MSG	Replaced feed station. Seems to be working.	3/1/2016	3/10/2016	ALBANY	12207	3
JAMMING WHEN DOING DOUBLE SIDED.	Jam duplex	3/2/2016	3/2/2016	HERKIMER	13350	5
	Cleaned sensors, replaced feed tires and one ways tray 3,Gcu, test 100+					
LINES ON COPIES, STAPLER ISN'T CENTERED.	Lines, staples off. Bypass tray set for A4 size. Instruct Karen to set it for 81/2x11 when printing calendars from bypass tray. Vac wtb. Gcu test.	3/2/2016	3/3/2016	COOPERSTOWN	13326	6
ERROR CODE C0202	C0202	3/2/2016	3/3/2016	UTICA	13501	5
	Removed piece of paper behind tray 1 blocking sensor, Gcu, test 50+					
285 main st.	Replaced velcro on adf cover cleaned tested good	3/2/2016	3/3/2016	GOSHEN	10924	9
PLATTEN COVER IS FALLING OFF						
ERROR C206	C206 removed def paper cleaned tested	3/3/2016	3/4/2016	SYRACUSE	13202	5
Hr 8:30-5 PAPER JAM CODE 23	Jam stuck in adf. Actuator was out of place. Re adjusted. Replaced tray 1 and 3 rollers/one ways	3/3/2016	3/3/2016	ALBANY	12223	3
LINES & LIGHT COPIES	Replaced drum/blade. Cleaned transfer wires well. Tested well	3/3/2016	3/7/2016	TROY	12180	3
NOT MAKING COPIES. MAHCINE DOWN	Lines on copies. Replaced drum and developer customer had cleaned and tested all ok.	3/3/2016	3/4/2016	NEW CITY	10956	9
SECOND 3/4 CONSTANT JAM, PAPERS GETTING BENT		3/3/2016	3/4/2016	POUGHKEEPSIE	12601	9

STAPLER IS NOT WORKING.	Staple jam	3/3/2016	3/4/2016	HERKIMER	13350	5
	Removed jam, changed drum and cleaning blade, Gcu, test 100+					
LINES ON COPIES, AND INK IS GRITTY.	Replaced dv that customer did not have last time. Replaced ufr	3/3/2016	3/4/2016	ALBANY	12207	3
NOT STAPLING/ CROOKED	Reload paper ckeAn test	3/4/2016	3/7/2016	SYRACUSE	13202	5
LOUD SQUEAKING NOISE	Changed ufr and web and reset web count also cleaned gear pack at reg drive per mark suggest worked like a charm thanks mark	3/4/2016	3/7/2016	LAKE GEORGE	12845	4
LINES, THICK LINE TOP PAGE ALSO	Lines. Replaced developing unit.	3/7/2016	3/8/2016	ALBANY	12207	3
SQUEAKING NOISE.	Replaced txfer roller and Ufr cleaned tested good	3/7/2016	3/9/2016	KINGSTON	12401	3
tcall had to put a part in.	Cleaned shaft on laser mirror. Cleaned copier and tested all ok.	3/7/2016	3/8/2016	MIDDLETOWN	10940	9
BLACK LINES	Black lines. Repl K drum. Vac wtb, clean adf. Gcu test.	3/8/2016	3/9/2016	WAMPSVILLE	13163	6
(VM)JAMMING		3/8/2016	3/9/2016	CLAVERRACK	12513	3
(9) (VM)JAMMING	Replacing machine put in storage until it comes	3/9/2016	3/11/2016	CLAVERRACK	12513	3
LOUD NOISE, LIKE AN AIR RAID DRILL.	Cleaned polygon motor	3/9/2016	3/9/2016	SCHENECTADY	12305	4
MISFEEDING.	Forgot to arrive got to the customer at 240pm	3/9/2016	3/9/2016	GOSHEN	10924	9
TONER DOOR WON'T SHUT PROPERLY SO NOT READING THAT THE TONER IS IN THERE.	Poor print quality. Need more time	3/10/2016	3/10/2016	WHITE PLAINS	10601	9
5th floor	6104: 2nd CIS cleaning code, cleaned ADf, tested cleaning brush	3/10/2016	3/10/2016	BINGHAMTON	13901	6
MSG REQUESTING SERVICE C-6105, C6104	home, tested ADf, empty waste toner,					
copy/prints are grey	I replaced customer DV and drum kit ran f8 and cleaned machine test	3/10/2016	3/11/2016	FONDA	12068	4
NOT COPYING, FANS PAPER	Ordering fuser drive motor	3/10/2016	3/11/2016	SCHOHARIE	12157	3
TONER DOOR WON'T SHUT PROPERLY SO NOT READING THAT THE TONER IS IN THERE.	Poor copy quality. Did auto toner supply. Cleaned and tested all ok.	3/10/2016	3/11/2016	WHITE PLAINS	10601	9
SHUT DOWN 00206	0206 code. Removed jammed paper cleaned and tested all ok.	3/11/2016	3/11/2016	WHITE PLAINS	10601	9
DARK STREAKS ONLY WHEN COPYING.	Skewing and line at edge of copy using ADF. Adj ADF hinge and tested.	3/11/2016	3/14/2016	BINGHAMTON	13901	6
NEEDS DRUM REPLACED.		3/11/2016	3/14/2016	POUGHKEEPSIE	12601	9
toner filter	Replace toner filter message	3/11/2016	3/14/2016	DELHI	13753	6
	Cleared life counters, replaced drum unit, replaced all trays tires, gcu, test 100+					
(9 SH 3/11) NOT COPYING, FANS PAPER	Replaced motor that drives drum. Replaced drum/dv/ufr.	3/11/2016	3/14/2016	SCHOHARIE	12157	3
DARK STREAKS	Lines on copies. Cleaned charge wires. Cleaned copier and tested all ok.	3/14/2016	3/14/2016	WHITE PLAINS	10601	9
PAPERS ARE COMING OUT BENT AND TORN AND SHIFTING TO THE LEFT. FALSE EMPTY STAPLER LIGHT.	Paper tray 3 loaded wrong only happened. After loaded paper showed customer how to load paper	3/15/2016	3/15/2016	POUGHKEEPSIE	12601	9
LINE ON TOP OF COPIES.	Lines, noise. Clean adf, and write unit. Adj adf hinge height. Set t-2 for 81/2x11R so cust can sort. Gcu test.	3/15/2016	3/15/2016	UTICA	13501	5
FALSE LOAD PAPER MSG. & TOP WON'T CLOSE ALL THE WAY SO CAUSING IT TO JAM.	Tray 2 will say load paper in the middle of a copy job when tray is full of paper. Ordering mechanical board	3/17/2016	3/17/2016	ALBANY	12207	3
malf detected machine down	C2557	3/17/2016	3/18/2016	WHITE PLAINS	10601	9
STAPLES WERE SHOVED IN BY CUST. AND NOW STAPLES ARE JAMMED, AND THE PEICE IS OUT.	Cleared code added toner tested good	3/17/2016	3/18/2016	WHITE PLAINS	10601	9
(9) FALSE LOAD PAPER MSG. & TOP WON'T CLOSE ALL THE WAY SO CAUSING IT TO JAM.	They broke stapler cartridge customer will order new one cleaned tested good	3/17/2016	3/18/2016	WHITE PLAINS	10601	9
JAMMING TRAY 2- EMAIL	Replaced tray 2 feed station. Drum/dv.	3/17/2016	3/22/2016	ALBANY	12207	3
DISPLAY IS FADED	Replaced tray 2 feed and one ways	3/18/2016	3/18/2016	WHITE PLAINS	10601	9
	40TE49 PCLEARED- HAD CUSTOMER ADJUST BRIGHTNESS OF DISPLAY.	3/18/2016	3/18/2016	UTICA	13501-0000	5
* 3/18 AFTERNOON* BACK LID OFF AS OF 3/18 MACHINE NOW DOWN	Replaced platen cover and replaced c clip that holds tray one feed in	3/18/2016	3/18/2016	MIDDLETOWN	10940	9

FLASHING LIGHT (START BUTTON) THAT IS ON AND NOT COPYING 2 SIDED.	Noise in finisher	3/18/2016	3/18/2016	UTICA	13501-0000	5
LINES ON COPIES.	Rs for broken actuator and cover test jamming in fuplex. reseated actuator. gcu & test. Lines on copies. Replaced drum and developer customer had. Cleaned and tested all ok.	3/21/2016	3/21/2016	GOSHEN	10924	9
ABORT MESSAGE cw working EOD Mon	Usually the error is a bad print driver or bad print job. Inst to POPO machine to get rid of message, send print job from each computer to see If it was a bad job or driver if driver, have IT delete and re-load the driver on the computer Close EOD Mond	3/21/2016	3/21/2016	OSWEGO	13126	5
SLOW PRINTING, WONT PRINT ENVOLEP	Issues on network. Tested well work laptop. Envelope settings on computers were all reset. Set envelope settings and it printed fine cleaned tested	3/21/2016	3/22/2016	SCHENECTADY	12305	4
C-02-06 MACHINE DOWN	0206 code, broken button on panel. Ordering tray lift motor and panel for tray 3	3/21/2016	3/22/2016	SCHENECTADY	12305	4
SUPPORT UNIT C-3804	C-3804 code. Cleaned thermistors cleaned copier and tested all ok.	3/22/2016	3/22/2016	WHITE PLAINS	10601	9
BLACK LINEcalled	Changed out drum with better one I had used and cleaned DV and tested also set voltage and density to proper level for scans all tested well	3/22/2016	3/22/2016	FORT EDWARD	12828	4
JAMMING.called machine acting odd per customer description scanning in not printing and jamming all over	Found reg clutch to be cause swapped with bypass clutch and all stopped crinkling tested well over 100 copies not one crinkle double sided as well	3/22/2016	3/22/2016	LAKE GEORGE	12845	4
(9) C-02-06 MACHINE DOWN MAKING WEIRD NOISES	0206 code. Ordering board	3/22/2016	3/25/2016	SCHENECTADY	12305	4
	Noise-PH ass'y motor screeching- replaced motor with nip part, clean and test.	3/22/2016	3/23/2016	SYRACUSE	13202	5
JAMMING WHEN DOING DOBLE SIDED. C110	r/s for parts.	3/22/2016	3/23/2016	SYRACUSE	13202	5
	C11a0 code. Cleaned finisher exit 1 ways. Changed tray 1 rollers/1 ways	3/22/2016	3/22/2016	SCHENECTADY	12305	4
JAMMING WHE THEY DUPLEX	Jam lct	3/22/2016	3/23/2016	HERKIMER	13350	5
YELLOW LIGHT IS FLASHING, STILL HAVING STAPLER ISSUES. FALSE NEEDS STAPLES MSG. WHEN CUST. PULLS CART. OUT LIGHT GOES OUT, THEN COMES BACK ON.	Jamming due to improper paper placement in lct educated customer on proper way to put paper in lct, test 100+ Couldn't duplicate problem but ordering stapler unit and cartridge to replace	3/23/2016	3/23/2016	POUGHKEEPSIE	12601	9
(9)YELLOW LIGHT IS FLASHING, STILL HAVING STAPLER ISSUES. FALSE NEEDS STAPLES MSG. WHEN CUST. PULLS CART. OUT LIGHT GOES OUT, THEN COMES BACK ON.	Replaced stapler unit	3/23/2016	3/25/2016	POUGHKEEPSIE	12601	9
(1 SHOP 3/25) JAMMING WHEN DOING DOBLE SIDED.	Returned on r/s-replaced turnover unit to fix duplex jamming- clean and test.	3/23/2016	3/28/2016	SYRACUSE	13202	5
KCALL PER BRAIN CASTLE NOT RECOGNIZING TONER REPLACEMENT & TONER SPILL INTERNAL ERROR TROUBLE CODE C-2403	Toner spill. Vscuumed and tested	3/24/2016	3/25/2016	POUGHKEEPSIE	12601	9
	40te49 pcleared- had lucy adjust paper in tray because the paper was touching the guides.. left msg for lucy when verifying	3/24/2016	3/24/2016	ALBANY	12207	3
		3/24/2016	3/24/2016	UTICA	13502	5
CLOSES AT 5 TONER WILL NOT GO IN, CANT CLOSE (9)C-02-06 MACHINE DOWN TRIED POPO, BUT NO POWER.	Toner filter message. Reset counters and cleaned	3/25/2016	3/25/2016	ALBANY	12207	3
	Replaced ribbon cable	3/25/2016	3/31/2016	SCHENECTADY	12305	4
	No power. Reseated AC plugs cleaned and tested all ok.	3/25/2016	3/25/2016	WHITE PLAINS	10601	9
toner bottle jammed	Toner bottle was jammed in machine. Replaced fusing web.	3/25/2016	3/25/2016	ALBANY	12207	3
CLEANING, BLACK LINES ON COPIES, BOTTOM DRAWER JAMMING OCCASIONALLY, PULLING OF ENVELOPES IS NOT PULLING ONE AT A TIME.	Replaced drum and ufr. Customer did not have developer. Advised them to order	3/28/2016	3/28/2016	AMSTERDAM	12010	4

ERROR CODE C2403 INTERNAL ERROR, KEEPS COMING UP. CUST. DID MOVE PAPER AWAY FROM ORANGE THINGS.	C2403	3/28/2016	3/28/2016	UTICA	13502	5
	Repositioned paper t3, replaced feed tires and one ways tray 3, Gcu, test 100+					
BLACK LINES ON CENTER OF PAPER. Called	Changed drum and dev unit with customer DV also cleaned dust brush and lubed reg busing and transfer roller ends all tested well	3/28/2016	3/29/2016	SARATOGA SPRINGS	12866-0000	4
SELF FEEDER NOT PULLING	Repaired white guide with Teflon tape and all ran well also cleaned tires in adf and machine cleaned as well	3/28/2016	3/29/2016	SCHENECTADY	12305	4
DOC FEEDER IS LEAVING LINES ON PAGES.	Lines from Df cleaned internal mirrors Df and paper path tested	3/28/2016	3/29/2016	SYRACUSE	13202	5
WHITE VERTICAL LINES, PAPER FEELS GRITTY.	Replaced dev drum and Ufr	3/28/2016	3/29/2016	GOSHEN	10924	9
internal error c-2403	C2403	3/29/2016	3/29/2016	UTICA	13502	5
	Cleaned toner sensor, replaced feed tire t3, Gcu test 200+					
LINES	Replace drum. General clean up	3/30/2016	4/1/2016	SYRACUSE	13202	5
C-0214	C0214, reseal lct paper. Instruct op to install paper on lift side only. Vac wtb, clean adf. Gcu test.	3/30/2016	3/31/2016	UTICA	13501	5
ROLLERS NOT PULLING	Loading 160 pages in adf causing jjams	3/30/2016	3/30/2016	WHITE PLAINS	10601	9
ERROR C-3802/LINES ON COPIES/PRINTS POPO NOT CLEARING	Lines on Copies. Replaced drum and cleaning blade and developer customer had. Cleaned and tested all ok.	3/30/2016	3/31/2016	WHITE PLAINS	10601	9
DEFAULTING TO BYPASS TRAY	Failed Help Desk. Prints pulling from bypass. Tray 3 (only tray with letter size) set for letterhead. Educated cust on changing the type and now working.	3/30/2016	3/31/2016	BINGHAMTON	13901	6
NEEDS DRUM IMAGE TRANSFET BELT & TONER FILTER	Drum message, set life ext settings	3/31/2016	3/31/2016	ELMIRA	14901	6
JAMMED BEHIND TRAY 1	Paper stuck behind tray- removed paper and test.	3/31/2016	4/1/2016	SYRACUSE	13202	5
8.5 X14 TRAY NOT WORKING C-0202	C0202	3/31/2016	4/1/2016	HERKIMER	13350	5
	Removed piece of paper behind tray 2 blocking sensor, Gcu, test					
LINES	Cleaned machine and changed drum and customer DV image doing well now asked client to order DV for back up on hand	4/1/2016	4/1/2016	FORT EDWARD	12828	4
NOT CHOOSING RIGHT PAPER, CUTTING OFF TOP & SIDE OF PAPER	Cleaned machine found issue to be tray guides not lined up with sides causing both cut off and size failure showed customer and test well	4/1/2016	4/1/2016	FORT EDWARD	12828	4
2ND FLOOR	Tray 2 feed rollers chewed up replaced	4/1/2016	4/4/2016	POUGHKEEPSIE	12601	9
CONSTANT JAMMING	C3501	4/4/2016	4/4/2016	ROME	13440-0000	5
C-3501						
lines from top feeder	Cleaned thermistors, Gcu, test 200+ Line on copies only	4/4/2016	4/5/2016	HERKIMER	13350	5
	Cleaned scan glass, replaced drum and dv, replaced feed tires and one ways tray 1, gcu, test					
lines from top feeder	Line on copies only	4/4/2016	4/5/2016	HERKIMER	13350	5
	Cleaned scan glass, replaced drum and dv, replaced feed tires and one ways tray 1, gcu, test					
lines from top feeder	Line on copies only	4/4/2016	4/5/2016	HERKIMER	13350	5
	Cleaned scan glass, replaced drum and dv, replaced feed tires and one ways tray 1, gcu, test					
STAPLE PART IS NOT WORKING.	Staples loaded wrong fixed	4/5/2016	4/5/2016	CATSKILL	12414	3
NOISE	Set sw 418 hex 50 to shut off drum message. Insulated cover around fan to eliminate noise.	4/5/2016	4/6/2016	SCHENECTADY	12305	4
BLK LINES ON COPIES.	Lines replaced drum kit cleaned and tested good	4/5/2016	4/5/2016	CATSKILL	12414	3

JAMMING.bn	Tray 2 saying to load paper constantly. Replace tray 1and 2 separation roller Assy. Cleaned and tested all ok.	4/5/2016	4/6/2016	GOSHEN	10924	9
FALSE MSG. THAT THE ORIGINAL COPY IS STILL ON GLASS. PEICE FROM PAPER EJECT IS BROKE OFF. ERROR C2403 SHIFTING COPIES, UNEVEN, DIRTY COPIES	Piece fell off from finisher and velcroed cover for adf C-2403 code. Cleaned toner sensor. Cleaned and tested all ok. Lines on copies. Replaced drum and cleaning blade. Cleaned and tested all ok.	4/6/2016	4/6/2016	KINGSTON	12401	3
		4/6/2016	4/6/2016	NEW ROCHELLE	10801	9
		4/6/2016	4/6/2016	WHITE PLAINS	10601	9
STILL JAMMING		4/6/2016	4/6/2016	GOSHEN	10924	9
STOPS AND SHUTS DOWN SHOWS PIC WHERE JAMS ARE BUT THERE IS NO JAM.	Jamming tray 3. Replaced tray 3 feed rollers and one way clutches. Cleaned and tested all ok.	4/6/2016	4/7/2016	GOSHEN	10924	9
(9) STILL JAMMING	: PART :4030300202 LEVER QUALITY (1) Rebuilt tray 2 tested good	4/6/2016	4/13/2016	GOSHEN	10924	9
FOLDING PAGE & POOR QUALITY WHEN PAPER GETS FED THROUGH IT GETS STUCK.	REMOVED PAPER CLIP FROM AVS, TESTED GOOD Adf jams. Remove paper jam at adf exit guide. Instruct op. Gcu test c	4/7/2016	4/7/2016	KINGSTON	12401	3
		4/7/2016	4/7/2016	ROME	13440-0000	5
TONER ON THE COPIES/ MESSY. FEEDER IS JAMMING		4/7/2016	4/7/2016	KINGSTON	12401	3
	Jamming in ADF when doing 2 sided. Removed push pin from ADF. Cleaned and tested all ok.	4/7/2016	4/7/2016	WHITE PLAINS	10601	9
WTB VAC (VM) 1 WTB A4NNWY1 VELCRO ON TOP LID NEEDS TO BE REPLACED. JAMMING /called BLACK LINES	Cleaned WTB, replaced all tray feed tires, Gcu test 100+ Replaced drum/dv/ufr Adf jamming. Cleaned rollers well. With 4451 Replaced drum teste good	4/7/2016	4/7/2016	NORWICH	13815	6
		4/7/2016	4/8/2016	NORWICH	13815	6
		4/7/2016	4/8/2016	FONDA	12068	4
		4/11/2016	4/12/2016	SCHENECTADY	12305	4
		4/11/2016	4/11/2016	KINGSTON	12401	3
ROLLAR IS JAMMING, MAKING A GRINDING NOISE.	Noise, Main drive is skipping. Came back to shop, Pulled main drive and motors out of a machine. Have to reschedule for time. Parts are in my locker.	4/11/2016	4/12/2016	BATAVIA	14020	8
LEAVING AT 3:30 ON 4/11. JAMMING IN 3 PLACES, VERY HOT.	Replaced tray 3 feed and one ways cleaned and tested good	4/12/2016	4/12/2016	GOSHEN	10924	9
LINES *LINE ON PAPER HEAVY LINES ON COPIES.	Lines, cleaned slit glass Replace tray 1 rollers and 1 ways. Cleaned slit glass Lines on copies. Replaced drum and developer customer had. Cleaned and tested all ok.	4/12/2016	4/12/2016	SCHENECTADY	12305	4
		4/12/2016	4/13/2016	SCHENECTADY	12305	4
		4/12/2016	4/13/2016	NEW CITY	10956	9
* ROLLAR IS JAMMING, MAKING A GRINDING NOISE. NUMEROUS JAMS, INTERNAL CODE, WAN'TS TO KEEP RESTARTING install	Repl main drive assy and transport motor, test Cleaned one ways in finisher. Replaced tray 3 rollers/one ways walked bill in courts IT through seting ip address static and seting up 1 smb folder.he doesnt have a maintence account yet so is using his credentials p2p he was instructed that when he changes his password it will break the scans	4/12/2016	4/13/2016	BATAVIA	14020	8
		4/12/2016	4/13/2016	CASTLETON ON HUDSON	12033	3
		4/13/2016	4/13/2016	WHITE PLAINS	10601	9
STILL GETTING PAPER JAMS (VM) DOC FEEDER JAMMING AGAIN. NEEDS CLEANING, LINES ALL THROUGH THE COPIES. TRIED CLEANING THE GLASS. C0206	Cleaned feeder needs torque limiter and pick up tires Repl drum and blade ckeAn test Paper loaded poorly causing 0206 code. Changed tray 1 feed, cleaned tested	4/13/2016	4/18/2016	CASTLETON ON HUDSON	12033	3
		4/14/2016	4/15/2016	SCHENECTADY	12305	4
		4/14/2016	4/15/2016	SYRACUSE	13202	5
POOR QUALTY & GRAY LINES JAMMED	Repl drum clean test Jam Removed piece of paper behind tray, replaced feed tires and one ways tray 1, gcu, test 50+	4/14/2016	4/14/2016	OSWEGO	13126	5
		4/14/2016	4/15/2016	SYRACUSE	13202	5

WAITING FOR CUSTOMER MACHINE DOWN called stapler keep banging instructed to roll out pull sleeve out and reset in stapler and test if still bangs we will have to check clincher for staples stuck in head she will be calling me back	Glued broken stapler back together got them running left them the part number for a new cartridge and instructed them to order one because I don't trust the glue together cartridge but working until other arrives all tested well [Call#: SC89292 c/b overri	4/15/2016	4/18/2016	LAKE GEORGE	12845	4
LINES BLACK	Line from dirty slit glass. Also change lines moving up and down page. Cleaned drum unit and cleaned	4/15/2016	4/15/2016	TROY	12180	3
SQUEAKING NOISE.	Could not replicate squeak. Cleaned out fusing unit, greased transfer roller.	4/15/2016	4/18/2016	ALBANY	12205	3
STILL HAVING DIRTY COPIES	Repl fur and web	4/15/2016	4/18/2016	SYRACUSE	13202	5
(VM) DOC FEEDER JAMMING AGAIN.	Replaced DF step roller, torque limiter and spring	4/15/2016	4/18/2016	SCHENECTADY	12305	4
CUST. REQ MON. 4/18 ERROR C3801	C3801 code- fuser code- did trouble reset, clean an test.	4/18/2016	4/18/2016	SYRACUSE	13202	5
PAPER IS SHIFTING (VM)	Clean test	4/18/2016	4/18/2016	SYRACUSE	13202	5
TINY PEICE OF PAPER IS JAMMED, SQUEAKING, AND WHEN SORTING IT'S STICKING.	Load paper error	4/18/2016	4/19/2016	UTICA	13501	5
RESET TONER FILTER MSG OVER THE PHONE	Replaced feed tires and one ways tray 2, Rs for parts provide information to clear message	4/18/2016	4/18/2016	BROOKLYN	11201	2
WON'T COPY FROM FEEDER, BUT WILL FROM GLASS.	Cleaned df and paper path fanned paper tested all trays	4/19/2016	4/19/2016	SYRACUSE	13202	5
STAPLER NOT WORKING.		4/19/2016	4/19/2016	SYRACUSE	13202	5
TINY PEICE OF PAPER IS JAMMED, SQUEAKING, AND WHEN SORTING IT'S STICKING.	Changed Wiring harness, swapped drawers, swapped lift motors, replaced sensors, still throwing code Rs for parts	4/19/2016	4/25/2016	UTICA	13501	5
PAPER FEEDER IS JAMMING UP ON THE BOTTOM	Replaced lct tray tires and 1 ways. Cleaned tested	4/19/2016	4/20/2016	TROY	12180	3
INTERNAL ERROR	Internal error fuser cleaned system reset code tested	4/20/2016	4/20/2016	SYRACUSE	13202	5
LARGE BLK STREAKS ON COPIES. /called	Cleaned machine up	4/20/2016	4/20/2016	ALBANY	12207	3
JAMMING IN FEEDER	Remove large paper clip from feeder	4/21/2016	4/21/2016	SYRACUSE	13202	5
stapler unit not working , jamming	PER JOHN & ROGER- CAROL AND HELEN ORDERED THE PART.	4/21/2016	4/21/2016	CATSKILL	12414	3
TONER WILL NOT STAY IN & A PIECE IS BROKE	Can not get toner in. White line not lined up with arrow. Cleaned and tested all ok.	4/21/2016	4/21/2016	WHITE PLAINS	10601	9
FN4 IS BROKEN AND HANGING DOWN MACHINE DOWN.	Laser whistles cleaned shaft tested good	4/21/2016	4/22/2016	MONTICELLO	12701	3
	Plastic guide was causing m4 to stay out of place. Fixed guides removed ripped Mylar in lct	4/21/2016	4/22/2016	TROY	12180	3
JAMMING, NOW SAYS TECHNICAL DIFFICULTY C11A0	Cleaned one ways in finisher. Replaced tray 1 one ways	4/22/2016	4/22/2016	ALBANY	12207	3
noise	Noise cleaned shaft and gears finisher tested good	4/22/2016	4/22/2016	MONTICELLO	12701	3
tcall	Courtesy cleaned tested	4/22/2016	4/22/2016	TROY	12180	3
BROKEN PIECE OF TOP OF COPIER	Scan board fell off	4/25/2016	4/25/2016	UTICA	13501-0000	5
PAPER JAM & ISSUE WITH APPER FEED	Put on new velcro to scan board, Gcu,test 50+	4/25/2016	4/25/2016	SYRACUSE	13202	5
NEEDS DRUM REPLACED.	Clean tray 1 pfu clean test	4/25/2016	4/25/2016	JOHNSTOWN	12095	4
	Replace drum message. Set software switch 418/50. Cleaned up	4/25/2016	4/25/2016			
JAMMING	Replaced bushings in reg adjusted plate for tray 3 feed	4/25/2016	4/25/2016	TROY	12180	3
(eta 5/23, but trying to get from 44te40) TINY PEICE OF PAPER	Tried adjusting tray 2 latch, changed levers and Springs t2 feed unit,	4/25/2016	5/2/2016	UTICA	13501	5
IS JAMMED, SQUEAKING, AND WHEN SORTING IT'S STICKING.	Re seated pwb-a connections, Rs for feed unit					
ROOM 110	Cleaned scan glass general cleanup test ok	4/25/2016	4/25/2016	SYRACUSE	13202	5
BLACK LINES						
FREEZING, NOT RECOGNIZING COMMANDS, MAKING THEM SELECT PAPER SIZE EACH TIME, ETC... MANY ISSUES.	3901 and jams replaced fuser sensors removed paper behind tray 1 cleaned tested	4/25/2016	4/26/2016	SYRACUSE	13202	5
BOTTOM DRAWER BROKEN AND PAPER JAMMED	Tray 3 jammed. Rebooted machine and changed tray 3 Sep roller	4/26/2016	4/26/2016	ALBANY	12207	3
PAPER ERROR, BI PASS ERRORS	Print driver defaulted to envelopes, clean/test	4/26/2016	4/26/2016	OWEGO	13827	6
(vm) offset copies, black lines	On / off button stuck light copies through ADF. Repaired on/off button. Adjusted ADF to dark. Cleaned and tested all ok.	4/27/2016	4/28/2016	WHITE PLAINS	10601	9
ERROR FUSER	Repl web clean test	4/27/2016	4/27/2016	OSWEGO	13126	5

squeaking	Rep tray 1 and 2 feed tires, empty wtb, lube transfer roller for noise and test	4/28/2016	4/28/2016	OWEGO	13827	6
MALFUNCTION DETECTED C0211	Clear lift up fault. Clean bypass unit	4/29/2016	4/29/2016	SYRACUSE	13202	5
	Dusted off machine and test all doing well write unit still sounds correct	4/29/2016	4/29/2016	LAKE GEORGE	12845	4
FALSE OUT OF PAPER MSG.	Tray 2 saying load paper. Adjusted tray 2 paper lift motor and tray 2 door latch. Cleaned and tested all ok.	4/29/2016	5/2/2016	GOSHEN	10924	9
E301 CODE.	C3803 code- fuser code-replaced temp sensors and test.	5/2/2016	5/3/2016	SYRACUSE	13202	5
JAMMED.	Cleaned adf and removed paper causing jams	5/2/2016	5/2/2016	ALBANY	12203	3
ERROR C-3201	Michelle told her to do a trouble reset and copier is working fine now.	5/2/2016	5/2/2016	CARMEL	10512	9
GREY LINES ON COPIES.	Replaced drum, dv, cleaning blade, Gcu, test	5/2/2016	5/2/2016	HERKIMER	13350	5
STRONGLY REQUESTING THAT A TECH GO AND PUT IN THE WTB. HAS ALREADY ORDERD AND RECEIVED THE NEW ONE, JUST IS REFUSING TO PUT IN, DOESN'T WANT TO MESS IT UP.		5/2/2016	5/2/2016	ALBANY	12223	3
(eta 5/23, but trying to get from 44te40) TINY PEICE OF PAPER IS JAMMED, SQUEAKING, AND WHEN SORTING IT'S STICKING.	Changed pwb-a didn't work clipped off all zip ties from feed head Wiring harness to pwb-a, test 600+	5/2/2016	5/4/2016	UTICA	13501	5
SQUEAKING	Loud noise in fuser	5/3/2016	5/3/2016	UTICA	13501-0000	5
*JAMMING AND VERY SLOW.	Replaced fusing unit, Gcu test					
offline but connected already dealt with helpdesk cant scan or print	J66-13: clean adf, clean sensors test, empty waste toner update firmware, repl adf and tray3 rollers, test	5/3/2016	5/4/2016	BINGHAMTON	13901	6
		5/3/2016	5/4/2016	ROCHESTER	14604	7
WHEN PUTTING PAPER IN 3RD DRAWER IT JAMS	Changed lct and ufr and web all tested well	5/3/2016	5/4/2016	FORT EDWARD	12828	4
WHEN PUTTING PAPER IN 3RD DRAWER IT JAMS	Changed lct and ufr and web all tested well	5/3/2016	5/4/2016	FORT EDWARD	12828	4
WHEN PUTTING PAPER IN 3RD DRAWER IT JAMS	Changed lct and ufr and web all tested well	5/3/2016	5/4/2016	FORT EDWARD	12828	4
*5/5 PAPER JAM called keep call with 4444	Changed tray 3 tires and test all else doing well also showed client to be careful the small door in between is easy to miss	5/5/2016	5/5/2016	FORT EDWARD	12828	4
INTERNAL ERROR C2303	2403 code. Vscuumed out toner battle section	5/5/2016	5/5/2016	ALBANY	12223	3
STAPLE HOLDER UNIT PEICE BROKE OFF, NOW GIVING FALSE STAPLE NOT FULL MSG. PART THAT FELL OFF # IS: 628-L0052	Staple cartridge broken. Ordered cartridge from supplies for customer. Cleaned and tested all ok.	5/5/2016	5/5/2016	GOSHEN	10924	9
LINES	Cleaned slit glass	5/5/2016	5/5/2016	ALBANY	12224	3
ERROR C-0210	Reset code tested [Call#: SC98352 c/b override from SC80221. CBPrevCALL = 11036 target = Model 8752.000000]	5/5/2016	5/6/2016	SARATOGA SPRINGS	12866-0000	4
FUSING UNIT NEEDS TO BE REPLACED.	Message saying replace Fuser soon. Reset message cleaned and tested all ok.	5/6/2016	5/6/2016	NEWBURGH	12550	9
when printing screen from special paper, machine holds for 8K paper, wants help 5.9.16@ 9:40 lm vm	Inst the program is telling the machine to use 8K paper it converts to 10.5 x 15.3 inch paper Inst possibly put 11x17 in bypass tray and when the job gets to the print, select the job and then tell it to use the 11x17 in the bypass tray	5/6/2016	5/9/2016	TROY	12180	3
CONSTENTLY JAMS & WONT FEED	Jam adf,and t3	5/6/2016	5/6/2016	UTICA	13502	5
	Replaced t2 feed tires and one ways cleaned adf sensors, replaced dv, Gcu test 100+					
tray 3 always jams...called left message for Robin.	Replace tray 3 feed rollers and 1 ways.	5/6/2016	5/9/2016	SCHENECTADY	12305	4
MALFUNCTION C-11A0	11A0 code. Cleaned shaft And one ways in finisher	5/6/2016	5/9/2016	ALBANY	12207	3
noise	Adjust cover on fan, clean test	5/9/2016	5/9/2016	FORT EDWARD	12828	4
error internal error	R/s for parts	5/9/2016	5/9/2016	SYRACUSE	13202	5
top cover panel loose	Cleaned one ways and shaft in finisher exit. Replace velcro for platen cover	5/9/2016	5/9/2016	SCHENECTADY	12305	4
(9 SHOP 5/10) error internal error	Returned on r/s, rpl fuser unit (nip)	5/9/2016	5/13/2016	SYRACUSE	13202	5

MSG. INTERNAL ERROR C3502	hAD CUSTOMER RESET MACHINE, WORKING NOW	5/10/2016	5/10/2016	GOSHEN	10924	9
LOUD SQUEAKING NOISE.	Lubed gear pack in reg section	5/10/2016	5/10/2016	LAKE GEORGE	12845	4
ISSUES WITH TOP FEEDER	Clean test	5/10/2016	5/10/2016	FULTON	13069	5
Going to bypass when printing	left message with instructions to set tray settings properly	5/11/2016	5/11/2016	OSWEGO	13126	5
CODE 11A0	Messed around with solenoid in finisher	5/11/2016	5/11/2016	ALBANY	12207	3
LINES	Lines replaced drum cleaned tested good	5/11/2016	5/12/2016	BEACON	12508	9
KEEPS JAMMING- AGAIN	Jam t3 bent corners	5/11/2016	5/12/2016	HERKIMER	13350	5
	Cleaned clutches and 1ways t2 feed unit removed alot if staples in paper path, Gcu, test 400+					
*feeder issues, pages grey	Replaced adf paper feed roller dr dv dvu txroller general cleanup test ok	5/12/2016	5/13/2016	FULTON	13069	5
JAMMING, & MSG. SAYING TO REPLACE FUSER UNIT.	Showed them again how to load paper tray 3 had three jams due to paper loaded incorrect	5/12/2016	5/12/2016	POUGHKEEPSIE	12601	9
MAING NOISE & SLOW & KEYPAD SEEMS LOSE * NOT IN THE OFFICE FORM 12:30 TO 1:30	Need op panel there's a short in this one Part R-A0R5M71000	5/12/2016	5/13/2016	CARMEL	10512	9
ERROR C3502 STILL COMING ON RESETING ALL THE TIME	C-3501 code. Need to order parts	5/12/2016	5/13/2016	GOSHEN	10924	9
New op panel - MAING NOISE & SLOW & KEYPAD SEEMS LOSE * NOT IN THE OFFICE FORM 12:30 TO 1:30	Replaced OP panel cleaned and tested all ok.	5/13/2016	5/17/2016	CARMEL	10512	9
* ERROR C3502 STILL COMING ON RESETING ALL THE TIME	Relaxed Fuser cleaned and tested all ok.	5/13/2016	5/18/2016	GOSHEN	10924	9
MAKING LOUD NOISE, NOW NOT COPYING.	Grinding noise need more time	5/16/2016	5/16/2016	POUGHKEEPSIE	12601	9
JAMMING IN FEEDER.	ADF jams. Removed ripped mylar, cleaned, replaced dfpv roller, and tested.	5/16/2016	5/17/2016	BINGHAMTON	13901	6
Need more time - MAKING LOUD NOISE, NOW NOT COPYING.	Need to order motor and gears.	5/16/2016	5/17/2016	POUGHKEEPSIE	12601	9
Need more time - MAKING LOUD NOISE, NOW NOT COPYING.		5/17/2016	5/18/2016	POUGHKEEPSIE	12601	9
PATCHES OF WHITE AREAS ON COPIES, WHEN FED THROUGH TOP OR ON GLASS.	Blank spots on copies. Replaced drum cleaned and tested all ok.	5/17/2016	5/18/2016	WHITE PLAINS	10601	9
BOTTOM DRAWER NOT OPENING, CANT RELOAD PAPER, CONSTANT JAMMING	Tray 3 will not open. Manually opened tray 3 reset copier cleaned and tested all ok.	5/18/2016	5/19/2016	POUGHKEEPSIE	12601	9
FIRST COPIES ARE COMING OUT ALL CRINKLED.		5/18/2016	5/18/2016	SYRACUSE	13202	5
	Courtesy call	5/19/2016	5/19/2016	HERKIMER	13350	5
	Cleaned unit,test					
CRUMPLING PAPERS	Adf Jams- paper clip stuck- removed and test.	5/19/2016	5/19/2016	SYRACUSE	13202	5
JAMMING		5/19/2016	5/20/2016	SCHENECTADY	12305	4
LINES, LOUD NOISES		5/20/2016	5/20/2016	SCHENECTADY	12305	4
JAMMING CONSTANTLY (COLLEEN)	Spring on tray 3 out of position. Reseat spring and rep tray 3 step roller.	5/20/2016	5/20/2016	SARATOGA SPRINGS	12866-0000	4
JAMMING CONSTANTLY (COLLEEN)	Spring on tray 3 out of position. Reseat spring and rep tray 3 step roller.	5/20/2016	5/20/2016	SARATOGA SPRINGS	12866-0000	4
JAMMING CONSTANTLY (COLLEEN)	Spring on tray 3 out of position. Reseat spring and rep tray 3 step roller.	5/20/2016	5/20/2016	SARATOGA SPRINGS	12866-0000	4
PRINTS OUT CROOKED	Crooked copies- adjust adf and cleaned rollers and test.	5/24/2016	5/24/2016	SYRACUSE	13202	5
ERROR CODE C-3501	TALKED TO LISA AND HAD HER RESET THE MACHINE.	5/24/2016	5/24/2016	JOHNSTOWN	12095	4
AUTOMATIC FEEDER IS NOT WORKING	Locate & remove foreign object from ADF paper path, adj mylar guides, GCU & test.	5/24/2016	5/24/2016	ONEONTA	13820	6
DRUM ERROR		5/25/2016	5/25/2016	NEWBURGH	12550	9
kcall	CLEANED TEMP SENSORS	5/25/2016	5/26/2016	JOHNSTOWN	12095	4
STILL NOT FEEDING 2 SERVICE CALLS AFTER A COUPLE WKS	Clean lube adf spring clutches sensors & springs general cleanup test ok	5/26/2016	5/26/2016	FULTON	13069	5
error: REPLACE PC DRUM	Replaced drum message came on-drum still good-reset drum switch settings, clean and test.	5/26/2016	5/26/2016	SYRACUSE	13202	5

STREAKS ON COPIES	Thick black line. Clip came off charge wire cleaner and got stuck in the middle of charge grid. Cleaned and tested all ok.	5/26/2016	5/27/2016	WHITE PLAINS	10601	9
JAMMING AND WONT COPY	Jammed. Remove jam at fns. Reseat fns guide and roller clips to correct position. Clean fns. Repl drum blade. Clean c wires and adf. Gcu test.	5/31/2016	5/31/2016	UTICA	13502	5
285 MAIN ST. JAMMING & ERROR C2557 & NOT SORTING PROPERLY	C-2557 code. Replaced drum and developer. Replaced tray 1 feed rollers and one way clutches. Cleaned and tested all ok.	5/31/2016	5/31/2016	GOSHEN	10924	9
MACHINE IS DOWN. BUTTONS NOT RESPONDING NEEDS CLEANING/ HAS LINES ON PAGES	Lines replaced drum cleaned tested good Couldn't close no service in building	5/31/2016 5/31/2016	6/1/2016 6/1/2016	CATSKILL CATSKILL	12414 12414	3 3
TONER FILTER MSG (AUDRA)	Toner filter message, clr'd, ewtb, checked oper	5/31/2016	6/1/2016	ELMIRA	14901	6
THE SHEET OF THE COPIER LID FELL OFF	Platen fell off. Put platen back on cleaned and tested all ok.	6/1/2016	6/1/2016	KINGSTON	12401	3
LINES ACROSS COPIES	Charge lines. Replaced K drum.	6/1/2016	6/2/2016	OWEGO	13827	6
SMUDGE & LINES	Lines and smudges. Replaced drum and developer. Cleaned and tested all ok.	6/2/2016	6/2/2016	MONTICELLO	12701	3
TOP FEED ISNT FEEDING		6/2/2016	6/3/2016	ITHACA	14850	6
CUTTING OFF HEADINGS ON DOCUMENTS	Centered trays 1,2 general cleanup test ok	6/2/2016	6/3/2016	OSWEGO	13126	5
ERROR: NEEDS PAPER	Tray 2 saying load paper. Cleaned registration Assy. Cleaned copier and tested all ok.	6/2/2016	6/2/2016	GOSHEN	10924	9
CONTROL PANNEL NOT WORKING AGAIN NOT SORTING	Need to get reader and T1 wrong paper size not sorting	6/2/2016 6/3/2016	6/3/2016 6/3/2016	CATSKILL UTICA	12414 13501	3 5
"SOUNDS LIKE A SQUIRREL IN MACHINE" (VM)	Adjusted t1 paper guides, Gcu, test Noise, poor cq. Repl drum, blade and charge wires. Repl DV customer supply. Adj tcr and drum specs. Clean and lube reg unit, adu and inversion unit. Gcu test.	6/3/2016	6/3/2016	ROME	13440-0000	5
LINES & FEEDER STILL JAMMING	Cleaned scan glass adf transport 1 way gear & spring clutch general cleanup test ok	6/3/2016	6/3/2016	FULTON	13069	5
NOT COPY OR SCAN. A SPRING AND PIECE FELL OFF THE MACHINE		6/3/2016	6/6/2016	SYRACUSE	13202	5
FALSE JAMMING ERROR MACHINE IS DOWN	Misfeeding. Replaced tray 1 feed rollers and one way clutches. Cleaned and tested all ok.	6/3/2016	6/6/2016	WHITE PLAINS	10601	9
UNKNOWN ISSUE (YOU HAVE TO GO TO ROOM 209 TO GET THE MACHINE)	Black streaks- replaced drum and test.	6/6/2016	6/6/2016	SYRACUSE	13202	5
MAKING A SOUND	Finisher wedged against wall caused tray to go crooked fixed cleaned tested good	6/6/2016	6/7/2016	POUGHKEEPSIE	12601	9
LINES ON TOP OF COPIES AGAIN	Dv lines, changed drum and dv.	6/6/2016	6/7/2016	SCHENECTADY	12305	4
VERY HOT AND DOUBLE SIDED COPIES NOT WORKING	Jamming doing 2 sided. Need to order solenoid 9321220032.	6/6/2016	6/6/2016	GOSHEN	10924	9
STILL JAMMING	Jamming tray 2. Replaced tray 2 feed Assy. Replaced one way clutches. Cleaned and tested all ok.	6/6/2016	6/7/2016	GOSHEN	10924	9
background grey lines	Lines on copies. Replaced drum and developer cleaned and tested all ok.	6/6/2016	6/7/2016	GOSHEN	10924	9
PAPER JAMMING	9702 code. Changed lower Adu clutch and cleaned upper Adu clutch.	6/6/2016	6/7/2016	SCHENECTADY	12305	4
Need to order solenoid. - VERY HOT AND DOUBLE SIDED COPIES NOT WORKING	replaced parts. cleaned & tested all okay	6/6/2016	6/7/2016	GOSHEN	10924	9
* SECOND CALLS* 6/7 CALL* GETTING PART* card reader & firmware	Updated firmware cleaned tested machine i.e. Printed to it and copied all good	6/7/2016	6/7/2016	CATSKILL	12414	3
STILL CUTTING OFF THE HEADING WHEN MAKING COPIES		6/7/2016	6/7/2016	OSWEGO	13126	5
not feeding		6/7/2016	6/8/2016	SYRACUSE	13202	5
PART BROKE OFF THE TOP OF THE MACHINE USED TO MAKE COPIES. CANT USE COPIER	Repair ADF platen cover. Replace Velcro tabs. Clean& test	6/7/2016	6/8/2016	SYRACUSE	13202	5

NOT FEEDING AGAIN, IF DOOR IS LOCKED CALL FOR ACCESS	Remove debris at paper passage sensor in ADF. Clean and test	6/8/2016	6/8/2016	SYRACUSE	13202	5
SQUEEING DURING PRINT JOBS	Noise wouldn't replicate for me or client I lubed bushings on reg and ts roller and duplex area ran over 100 double sided and stapled no noise shown or heard	6/8/2016	6/8/2016	BALLSTON SPA	12020	4
lines	Replaced drum/dv/ufr	6/8/2016	6/9/2016	ALBANY	12223	3
JAMMING WHNE TRYING TO MAKE COPIES AND MAKES A LOUD SOUND		6/9/2016	6/9/2016	KINGSTON	12401	3
ERROR INTERNAL ERROR		6/9/2016	6/9/2016	NEWBURGH	12550	9
specific print from specialized program issue	this is issue with the specialized software, need to contact IT. All other prints working correctly so tray settings are not the issue and there is nothing wrong with computer.	6/9/2016	6/9/2016	MONTICELLO	12701	3
DIRTY COPIES	Changed drum and dv	6/9/2016	6/10/2016	MECHANICVILLE	12118	4
COPIES ARE BLURRY	Blurred/double image - unable to duplicate. GCU & test.	6/9/2016	6/10/2016	COOPERSTOWN	13326	6
MACHINE DOWN, STAPLER FELL INSIDE	Staple cartridge fell behind stapler. Fished out and reinstall. Replaced worn tray 3 feed and DFPV rollers.	6/13/2016	6/13/2016	BINGHAMTON	13901	6
MALFUNCTION DETECTIED CALL FOR MAINTENANCE	C11A0. Cleaned exit one ways	6/13/2016	6/14/2016	ALBANY	12207	3
MAKING NOISE. DIRTY COPIES AND NOT STAPLING	Lines on copies. Replaced drum and cleaning blade. Cleaned and tested all ok.	6/13/2016	6/14/2016	YONKERS	10701	9
UNKNOWN ISSUES-VM		6/14/2016	6/14/2016	OSWEGO	13126	5
FEEDER NOT WORKING AGAIN		6/14/2016	6/15/2016	SYRACUSE	13202	5
STAPLE CART #1 NEEDS TO BE CHANGED & NEEDS CLEANING	I cleaned machine changed on supplies required reset web count after replace and changed tires where needed tested well copy's looking good	6/14/2016	6/15/2016	TROY	12180	3
NOT PRINTING	Coping and scanning not available. Did trouble reset cleaned and tested all ok.	6/14/2016	6/14/2016	YONKERS	10701	9
LARGE WHITE PIECE FALLING OFF THE MACHINE	Replaced velcro on platen cover, replace drum and dv	6/14/2016	6/15/2016	BALLSTON SPA	12020	4
LEAVING BLANKS ON PAGE & LINES	Replaced drum and dv	6/15/2016	6/16/2016	SCHENECTADY	12305	4
WHITE PAD KEEPS FALLING OFF	Re-glued platen cover on. Tested working.	6/15/2016	6/16/2016	BATAVIA	14020	8
JMMAING IN TOP PART	Replaced aotomatic document feeder paper feed rollers cleaned	6/16/2016	6/17/2016	SYRACUSE	13202	5
CRIMINAL COURTS BUILDING	1ways & shafts general cleanup test ok					
SIREN NOISE	Triflow on polygon motor shaft	6/16/2016	6/16/2016	ALBANY	12207	3
JAMMING BUT CAN'T FIND	Misdeed they couldn't find. Duplex sensor fell out, put back in cleaned and tested all ok.	6/16/2016	6/16/2016	NEW CITY	10956	9
cleaning	Cleaning call. Cleaned and tested all ok.	6/16/2016	6/16/2016	NEW CITY	10956	9
3RD FLR- BROKEN PART FOR DOC TRAY		6/17/2016	6/17/2016	NEW ROCHELLE	10801	9
MAKING NOISE	Cleaned lubed fuser & inversion units general cleanup test ok	6/17/2016	6/17/2016	SYRACUSE	13202	5
AUTO STAPLER ISN'T WORKING	Staple issues, costumer ordering new cartridge. Light, replaced drum and dv	6/17/2016	6/21/2016	JOHNSTOWN	12095	4
PLATEN SHEET FALLING OFF/KATHY 671-2787	Replaced aotomatic document feeder Velcro general cleanup test ok	6/20/2016	6/20/2016	SYRACUSE	13202	5
BLACK LINES / CLEANED GLASS==TRISHA ROBARGE 518-746-2521	Replaced drum and dv	6/20/2016	6/21/2016	FORT EDWARD	12828	4
CUTTING OFF TOPS/LOAD PAPER MESSAGES TRAYS FULL/JUDY 315-2077566		6/21/2016	6/22/2016	OSWEGO	13126	5
LINE & DIRTY COPIES/SPIES/9-5	Replaced drum and dv	6/21/2016	6/22/2016	SCHOHARIE	12157	3
JAMMED & CANT USE 8 1/2 BY 14 IT WILL JAM	Adj adf min max. Clean t-3 one ways and spring clutch. Gcu test tray	6/22/2016	6/22/2016	UTICA	13502	5
COPIES ARE TO LIGHT	Light copies. Replaced developer unit and developer. Cleaned copier and tested all ok.	6/22/2016	6/22/2016	KINGSTON	12401	3
have to POPO to print last 2 days. now not printing at all.	3 machine doing the same thing. Have to POPO machine to get it to print, for the last 2 days. Now POPO will not work for printing. Inst to contact their IT since it is 3 macines in the same building all having the problem and started at the same time. I	6/24/2016	6/24/2016	HERKIMER	13350	5

JAMMING CONSTANTLY	Vertical and adf jams---- remove paper from bypass rollers, clean bypass 1 ways, clean adf rollers, sensors, 1ways, moved adf dfpr sprig from ctr hook.	6/24/2016	6/27/2016	SYRACUSE	13202	5
JAMMING MALFUNCTION DETECTED	Replaced trays 1 & 3 rollers/1 ways	6/24/2016	6/24/2016	BALLSTON SPA	12020	4
JAMS & ERROR C11AO	Replaced tray 1 rollers/ 1 ways cleaned finisher exit	6/24/2016	6/27/2016	SCHENECTADY	12305	4
CAN'T GET DOOR TO SHUT AFTER REPLACING TONER	Properly installed toner. Cleaned toner hopper, changed web.	6/24/2016	6/27/2016	CASTLETON ON HUDSON	12033	3
once you sacn it wont go back to copy mode	Op panel won't reset to home screen. Popo. Up fw to K5. Vac wtb. Repl adf dfpr. Gcu test.	6/24/2016	6/24/2016	UTICA	13501	5
THE FILM ON THE LID (WHERE IT MAKES COPIES) BECAME UNGLUED	Platen fell off. Put back on cleaned and tested all ok.	6/27/2016	6/27/2016	MONTICELLO	12701	3
KEEPS JAMMING		6/27/2016	6/28/2016	POUGHKEEPSIE	12601	9
PAPER KEEPS FOLDING AT THE ENDS AND JAMMING. THIS IS A REOCCURING ISSUE	Dog eared, dirty copies	6/27/2016	6/27/2016	HERKIMER	13350	5
ROM 130	Replaced ufr, Rs for parts					
ERROR C2703	C2703---- replace sep wire	6/27/2016	6/28/2016	SYRACUSE	13202	5
GRIDNING NOISE WHEN COPYING	Loud noise	6/27/2016	6/28/2016	SYRACUSE	13202	5
	Cleaned fuser drive gear, added high temp grease, Gcu, test 200+					
c11a0 (4666 done)	popo unplug and test	6/27/2016	6/27/2016	FORT EDWARD	12828	4
wed-JAMMING IN TOP FEEDER		6/27/2016	6/29/2016	WHITE PLAINS	10601	9
wed-NEEDS DRUM		6/27/2016	6/29/2016	WHITE PLAINS	10601	9
(1 sh 6/30) PAPER KEEPS FOLDING AT THE ENDS AND JAMMING. THIS IS A REOCCURING ISSUE	Rs	6/27/2016	7/7/2016	HERKIMER	13350	5
JAMMING	Replaced registration and t2 clutches, cleaning blade, and drum, Gcu, test 200+					
NO FUNCTION DETECTED MESG	Cleaned rollers in Adf	6/28/2016	6/28/2016	BALLSTON SPA	12020	4
NOISES, SQUEAKING	Cleaned shaft in finisher	6/28/2016	6/28/2016	ALBANY	12207	3
MSG- ERROR CODE C-3502	Found shaft that was causing squeak	6/28/2016	6/28/2016	ALBANY	12205	3
	Error code	6/28/2016	6/28/2016	HERKIMER	13350	5
THE TOP FELL OFF IT	Popo, trouble reset, Gcu, test 100+	6/28/2016	6/29/2016	SYRACUSE	13202	5
jammimg constant 3 spots everyday	Top fell off glued cleaned and tested	6/29/2016	6/30/2016	SCHOHARIE	12157	3
STAPLER NOT WORKING CORRECTLY	Replaced reg clutch. Replaced tray 2/3 rollers/one ways. Replaced drum/ufr					
	Not stapling right. Set fns exit paddles to correct position. Repl t-3 rollers. Vac wtb. Gcu test	7/5/2016	7/5/2016	WAMPSVILLE	13163	6
BLEEDING RED(VM)	popo, cln rollers, test	7/5/2016	7/5/2016	BATAVIA	14020	8
LINES.	Line. R/s for fuser	7/5/2016	7/6/2016	WATERTOWN	13601	5
SHEET FEEDER IS GRINDING AND JAMMING	ADF grinding/false jamming duplex only. Cleaned, replaced DFPV roller, and adj drive belt tension.	7/5/2016	7/5/2016	BINGHAMTON	13901	6
will not power up/ lost internet over weekend/ tried popo/ unplug no power to copier/ wall outlet ok	Replaced surge protector	7/5/2016	7/5/2016	TROY	12180	3
MESSAGE- ERROR C-D203	Need to order PRCB 50GA9020E and OACB A0R5H01006	7/5/2016	7/5/2016	POUGHKEEPSIE	12601	9
MESSAGE- ERROR C-D203	Need to order PRCB 50GA9020E and OACB A0R5H01006	7/5/2016	7/5/2016	POUGHKEEPSIE	12601	9
MESSAGE- ERROR C-D203	Need to order PRCB 50GA9020E and OACB A0R5H01006	7/5/2016	7/5/2016	POUGHKEEPSIE	12601	9
MESSAGE- ERROR C-D203	Need to order PRCB 50GA9020E and OACB A0R5H01006	7/5/2016	7/5/2016	POUGHKEEPSIE	12601	9
MESSAGE- ERROR C-D203	Need to order PRCB 50GA9020E and OACB A0R5H01006	7/5/2016	7/5/2016	POUGHKEEPSIE	12601	9
(9))MESSAGE- ERROR C-D203	Need to order PRCB 50GA9020E and OACB A0R5H01006	7/5/2016	7/5/2016	POUGHKEEPSIE	12601	9
(9))MESSAGE- ERROR C-D203	D203 code need to order 50GA-9050	7/5/2016	7/11/2016	POUGHKEEPSIE	12601	9
	D203 code need to order 50GA-9050	7/5/2016	7/11/2016	POUGHKEEPSIE	12601	9

(9))MESSAGE- ERROR C-D203	D203 code need to order 50GA-9050	7/5/2016	7/11/2016	POUGHKEEPSIE	12601	9
(9))MESSAGE- ERROR C-D203	D203 code need to order 50GA-9050	7/5/2016	7/11/2016	POUGHKEEPSIE	12601	9
(9))MESSAGE- ERROR C-D203	D203 code need to order 50GA-9050	7/5/2016	7/11/2016	POUGHKEEPSIE	12601	9
(9))MESSAGE- ERROR C-D203	D203 code need to order 50GA-9050	7/5/2016	7/11/2016	POUGHKEEPSIE	12601	9
(9))MESSAGE- ERROR C-D203	D203 code need to order 50GA-9050	7/5/2016	7/11/2016	POUGHKEEPSIE	12601	9
(NOH 7/5 10:33AM WONT BE IN TILL 7/6) NOT BOOTING. DOWN	Not powering up reseated fuser and power connections cleaned tested	7/6/2016	7/6/2016	SYRACUSE	13202	5
JAMMING IN AREA 10	Wrong count in system closing count 29290					
POPO IF THEY WANT TO USE IT. tonya 315 619 3417	Cleaned one ways in finisher	7/6/2016	7/6/2016	JOHNSTOWN	12095	4
	popo fixes lockups. if fw fixes other machine, may be needed on this as well.	7/6/2016	7/6/2016	HERKIMER	13350	5
FHD NOT WAKING FROM POWER SAVE PROPERLY, HAVE TO REBOOT (may need FW update) tonya 315 619 3417	Slow responding copiers. When network cable is unplugged, copier responds normally, when plugged in they don't respond properly. Instruct op to have IT check their network for viruses and stuck print jobs.	7/6/2016	7/7/2016	HERKIMER	13350	5
POPO IF THEY WANT TO USE IT.	popo fixes lockups. if fw fixes other machine, may be needed on this as well.	7/6/2016	7/6/2016	HERKIMER	13350	5
NOH 7/8 (9) LINES.	Replaced fuser	7/6/2016	7/11/2016	WATERTOWN	13601	5
MACHINE IS DOWN	Not copying. Did trouble reset. Cleaned and tested all ok.	7/6/2016	7/6/2016	NEWBURGH	12550	9
DOC FEEDER JAMMING	Cleaned adf path	7/6/2016	7/7/2016	SCHENECTADY	12305	4
MACHINE DOWN	Won't boot stuck on please wait screen	7/7/2016	7/7/2016	SYRACUSE	13202	5
	Reseated connections on MFBS2 board, Rs for MFBS2 board					
MACHINE DOWN	Rs	7/7/2016	7/8/2016	SYRACUSE	13202	5
	Replaced MFBS2, feed tires and one ways tray 1 and 2, Gcu, test					
FEEDER NOT WORKING	CLEANED ROLLERS & DOC FEEDER. CLEANING BUSHINGS & REG UNIT.	7/8/2016	7/8/2016	CATSKILL	12414	3
TOP FELL OFF THE MACHINE	Top fell off re- installed platen cover cleaned and tested removed spare paper on left side of tray 1 trained	7/8/2016	7/8/2016	SYRACUSE	13202	5
next call MULTIPLE PAPER JAMS	Cleaned finisher path.	7/8/2016	7/11/2016	CASTLETON ON HUDSON	12033	3
MAKING SQUEAKING NOISE	Noise. Clean and lube adu and fuser drives. Gcu test.	7/11/2016	7/11/2016	ROME	13440-0000	5
STILL LEAVING LINES	Lines dusty cleaned system trained in cleaning glass tested	7/11/2016	7/12/2016	SYRACUSE	13202	5
(9)Scanner Board - (9))MESSAGE- ERROR C-D203	D203 code. Replaced printer control board. Loaded firmware. Cleaned and tested all ok.	7/11/2016	7/13/2016	POUGHKEEPSIE	12601	9
(9)Scanner Board - (9))MESSAGE- ERROR C-D203	D203 code. Replaced printer control board. Loaded firmware. Cleaned and tested all ok.	7/11/2016	7/13/2016	POUGHKEEPSIE	12601	9
(9)Scanner Board - (9))MESSAGE- ERROR C-D203	D203 code. Replaced printer control board. Loaded firmware. Cleaned and tested all ok.	7/11/2016	7/13/2016	POUGHKEEPSIE	12601	9
HAVING ISSUES WITH IP ADDRESS, THEY NEED TO CHANGE IT(4666done)	admin password on new board is 00000000, instruct to IT	7/12/2016	7/12/2016	SYRACUSE	13202	5
TEARING AND WRINKLING PAPER IN THE TOP FEEDER	Cleaned machine up	7/12/2016	7/12/2016	BALLSTON SPA	12020	4
JAMS A LTO AND ERROR CODE C-2403	Removed debris from adf paper path. Velcro platen cover	7/12/2016	7/13/2016	SCHENECTADY	12305-0000	4
BUTTON DO NOT WORK AND NOW IT IS FLASHING OFF AND ON	velcro platen cover up. Vacuumed out toner sensor.	7/12/2016	7/13/2016	SCHENECTADY	12305	4
CONTROL BOARD IS DELAYED AND SLOW	Powering on/off reset connections cleaned tested	7/13/2016	7/14/2016	SYRACUSE	13202	5
	40te49 pcleared- had customer popo & all working fine. spoke with robin	7/13/2016	7/13/2016	HERKIMER	13350	5
JAMMING THROUGH MANUAL FEED	Issues with bypass. Set properly and demoed to customer	7/13/2016	7/13/2016	ALBANY	12223	3
LINES & SHADING	Replaced. Drum DV and DV unit	7/13/2016	7/13/2016	WATERTOWN	13601	5
jamming	Replaced tray pc 407. Replaced tray 4 and 1 rollers/one ways replaced drum and dv	7/13/2016	7/14/2016	ALBANY	12207	3
not pulling paper, jamming	Adf jams. Remove jam at adf. Repl K drum. Gcu test	7/13/2016	7/14/2016	UTICA	13501	5
top cover fell off	Platen fell off put back on cleaned and tested all ok.	7/13/2016	7/14/2016	WHITE PLAINS	10601	9

JAMMED		7/14/2016	7/14/2016	POUGHKEEPSIE	12602	9
TOP PART OF MACHINE FELL OFF	Replaced Velcro on Platen cover	7/14/2016	7/14/2016	SCHENECTADY	12305	4
WTB VAC	Empty waste toner	7/14/2016	7/14/2016	BINGHAMTON	13901	6
DIRTY COPIES	Replaced blade web automatic document feeder paper feed rollers general cleanup test ok	7/14/2016	7/15/2016	SYRACUSE	13202	5
1 -A4NNWY1 - wtb		7/14/2016	7/14/2016	BINGHAMTON	13901	6
1 A4NNWY1 - wtb		7/14/2016	7/14/2016	BINGHAMTON	13901	6
printer in office 1 is pulling paper in, but then jamming and shredding it (EMAIL)	Said paper was shredding. Nobody knew what was going on. Machine was working well. Cleaned and tested all functions	7/15/2016	7/15/2016	BALLSTON SPA	12020	4
WHEN DOING DUOBLE SIDED IT WILLIAM	Customer saying jamming doing 2 sided. Checked sensor ran 300 2 sided. No jams. Cleaned and tested all ok.	7/15/2016	7/15/2016	NEW CITY	10956	9
* next call*	Replaced dv unit/dv	7/15/2016	7/18/2016	FORT EDWARD	12828	4
LEAVING BLACK LINES AGAIN (CUSTOMER WANTS TO SPEAK WITH MANAGER ABOUT THIS BECAUSE THIS KEEPS HAPPENING)						
machine down	Rebooted machine and cleaned one ways in finisher	7/18/2016	7/18/2016	SCHENECTADY	12305	4
SAME ISSUES- CANT PRINT, IT WONT START UP WONT COPY	Upgrade firmware to G10-08 general cleanup test ok	7/18/2016	7/18/2016	SYRACUSE	13202	5
DARK STREAKS	Replaced drum and dv	7/18/2016	7/18/2016	TROY	12180	3
401 MONTGOMERY ST	Replaced tray 1 paper feed rollers general cleanup test ok	7/18/2016	7/18/2016	SYRACUSE	13202	5
MSG-MISSFEED						
ERROR: IMAGINNG UNIT		7/18/2016	7/19/2016	WHITE PLAINS	10601	9
4018-SAME ISSUES AS YESTERDAY- DISPLAY SAYS PLEASE WAIT	REPLACED NVM UPGRADE SOFTWARE G10-08	7/19/2016	7/21/2016	SYRACUSE	13202	5
NOT PRINTING COPIES JUST PRINTING LINES		7/19/2016	7/19/2016	KINGSTON	12401	3
can't detect paper size in current position against guide in universal tray msg	Replaced drum and dv	7/19/2016	7/19/2016	ALBANY	12207	3
MAKING LINES ON DOUBLE SIDED		7/19/2016	7/20/2016	NEW CITY	10956	9
1-4551203801 for 40te18	Rs for time to reset board settings general cleanup test ok	7/19/2016	7/22/2016	SYRACUSE	13202	5
19TH FLOOR	Replace Velcro in adf cleaned tested good	7/19/2016	7/20/2016	WHITE PLAINS	10601	9
WHITE PIECE UNDER COVER FELL OFF. & MAKING LIGHT COPIES						
waiting to clear code	Tech spoke to Lee and walked him through clearing machine.	7/20/2016	7/21/2016	TROY	12180	3
INTERNAL CODE 3502	Machine up and running.					
C2557 ERROR CODE		7/20/2016	7/21/2016	POUGHKEEPSIE	12601	9
GAVE INTERNAL ERROR CODE THEN WENT BLACK, MACHINE IS DOWN	D203 error code	7/20/2016	7/20/2016	UTICA	13502	5
	Popo, Gcu, test 100+					
401 UNION ST 2ND FLOOR IN LIBRARY	Stapler broken having one plus staples sent to customer cleaned and tested good	7/20/2016	7/21/2016	HUDSON	12534	3
STAPLE CARTRIDGE ISSUE						
REPLACED MOTHER BORAD BUT DID NTO REPROGRAM IT. Im 1pm (7/21/16)/ jammed	provide information to set up correct scan settings/ verify operation of scanning/ all set	7/21/2016	7/25/2016	SYRACUSE	13202	5
	Found exit was failing to kick out I removed one ways cleaned shaft and exit rolls all doing well dusted machine and all passed through well	7/21/2016	7/21/2016	SCHENECTADY	12305	4
NOT FEEDING PAPER AND JAMMING	Replaced tray 1 rollers and 1 ways	7/21/2016	7/22/2016	BALLSTON SPA	12020	4
KEEPS JAMMING IN TOP FEED (OPEN 8:30 TO 4:30)	Went through machine completely. Rep both rollers in SPF & resist in T3. Ewtb.	7/21/2016	7/22/2016	ITHACA	14850	6
1-4551203801 for 40te18	replace MVM, REPAIR FIRWIRE & CLEAN AND TESTED.	7/22/2016	7/25/2016	SYRACUSE	13202	5
7/25 WHEN TRYING TO MAKE A COPY- IT MAKES ANOISE THEN SAYS JAM BUT THERE IS NO JAM		7/22/2016	7/25/2016	GOSHEN	10924	9
noh 7/21 @359 CONSTANT JAMS WHEN USING TRAY 3	LCT 3 shift actuator fell off. Reattached, replaced both worn feed rollers, and tested.	7/25/2016	7/25/2016	BINGHAMTON	13901	6
STAPLES WILL NOT OPEN IT IS JAMMED	Stapler loaded wrong took out reloaded and tested good	7/25/2016	7/25/2016	NEWBURGH	12550	9

ERROR CODE FUSING UNIT REPLACED SOON	Replaced t3 rollers & 1 ways and Web	7/25/2016	7/25/2016	ALBANY	12223	3
WHEN LIFTING UPT THE TOP THERE IS A WHITE SHEET THAT	Velcrow cover back up	7/25/2016	7/26/2016	ALBANY	12207	3
FELL OFF THE TOP PART OF MACHINE						
hours 8-5		7/25/2016	7/25/2016	HUDSON	12534	3
constant jamming, machine down						
internal error	Cleaned temp sensors ordering new	7/27/2016	7/27/2016	TROY	12180	3
(9)internal error	Replaced temp sensors reset thermostat	7/27/2016	7/28/2016	TROY	12180	3
ERROR:C-0214	Adjust paper in T3. Trouble reset. GCU & test.	7/27/2016	7/27/2016	COOPERSTOWN	13326	6
7/28 call, 7/27 court in session		7/27/2016	7/28/2016	POUGHKEEPSIE	12601	9
cannot set tray defaults/ contact anne/ can only service						
between 1230 and 2pm / tried reset/ no luck will not hold						
settings						
NEEDS HELP WITH TRAY SETTINGS						
MSG- DOOR IS OPEN BUT IT IS NOT. UNPLUGED POPO DID	Gate in finisher was not closed all the way. Showed customer	7/27/2016	7/28/2016	CASTLETON ON HUDSON	12033	3
WORK & STAPLER IS NOT WORKING & DO NOT HAVE THE						
RIGHT DIRECTIONS FOR IT						
C-3451	C3451 fuser code reset code	7/28/2016	7/28/2016	WHITE PLAINS	10601	9
MACHINE IS DEAD	Dead machine working when. Jon and I arrived per tech support	7/28/2016	7/28/2016	SYRACUSE	13202	5
	177893					
	Order BCRS 4551203401 [Call#: SC131212 c/b override from					
	SC127474. CBPrevCALL = 184450 target = Model 8205.000000]					
toner door wont shut	Toner door won't shut adj toner hopper cleaned tested	7/28/2016	7/28/2016	SYRACUSE	13202	5
constant jamming	Jam Bent corners	7/28/2016	7/28/2016	UTICA	13502	5
	Replaced tray 2 clutch, Rs for parts	7/28/2016	7/28/2016	CATSKILL	12414	3
THE SCAN COVER CAME OFF.		7/28/2016	7/29/2016	UTICA	13501-0000	5
PAD OFF TOP COVER	Platen cover off. Epoxy glue cover to adf. Clean adf. Gcu test.	7/28/2016	7/29/2016	UTICA	13501-0000	5
(9) MACHINE IS DEAD	RS R BCRS received broken installed new and tested. 534987	7/28/2016	8/2/2016	SYRACUSE	13202	5
(1 shop 8/2) constant jamming	Rs	7/28/2016	8/4/2016	UTICA	13502	5
	Replaced clutches in reg unit, t2 and replaced gear t3, gcu, test 300+					
CLOSES AT 4	Removed staple from adf.	7/29/2016	7/29/2016	SCHENECTADY	12305	4
PAPER JAMMING IN DOC FEEDER						
TCALL		7/29/2016	7/29/2016	HUDSON	12534	3
DISPLAY IS FROZEN	Op panel off. Recalibrate op panel. Gcu test.	7/29/2016	7/29/2016	UTICA	13501-0000	5
4TH FLOOR						
top cover fell off		7/29/2016	7/29/2016	HUDSON	12534	3
KEEPS JAMMING	Found main issue to be paper loaded roughly I instructed and	8/1/2016	8/1/2016	FORT EDWARD	12828	4
	cleaned shaft one ways and changed tires tested well					
top part of lid fell off		8/1/2016	8/2/2016	OSWEGO	13126	5
TOUCH PAD NOT RESPONDING PROPRERLY	Touch screen inop. Repl touch screen and tray 1 rollers and clutches.	8/1/2016	8/1/2016	UTICA	13501-0000	5
	Gcu test.					
needs service		8/2/2016	8/2/2016	CARMEL	10512	9
2 sided jamming	Customer saying jamming doing 2 sided copies. Ran over 500 2 sided	8/2/2016	8/4/2016	NEW CITY	10956	9
	copies not 1 jam. Could not duplicate problem. Problem paper very					
	damp!!! Cleaned and tested all ok.					
C2557 ERROR CODE MACHINE IS DOWN	Found machine needed DV drum and tired I tested well and glued	8/2/2016	8/3/2016	GLOVERSVILLE	12078	4
	white cover as well					
part fell off-vm	Platen fell off. Put platen back on cleaned and tested all ok.	8/2/2016	8/3/2016	WHITE PLAINS	10603	9
GUIDE BROKEN OFF	Part fell off repairs platen cover cleaned tested	8/2/2016	8/3/2016	SYRACUSE	13202	5

JAMMING	Replaced tray 1 & tray 2 paper feed rollers cleaned reg rollers & sensors general cleanup test ok	8/3/2016	8/4/2016	SYRACUSE	13202	5
priting light, toner was already changedf	Replace developer.(customer supply) Clean & test	8/3/2016	8/5/2016	OSWEGO	13126	5
POOR QUALITY		8/3/2016	8/3/2016	WHITE PLAINS	10603	9
top cover feel off	Platten cover fell off	8/4/2016	8/5/2016	UTICA	13501	5
ERROR CODE C0202	Reattached Platten cover, gcu, test C0202 removed paper from behind tray paper extremely damp put new paper in cleaned tested good	8/5/2016	8/5/2016	CATSKILL	12414	3
KEEPS SAYING MISSFEED BUT CANT FIND ONE	Misfeeding	8/5/2016	8/5/2016	HERKIMER	13350	5
CODE C-403 TURN OFF MAIN SWTICH ERROR. MACHINE IS DOWN. NEEDS INSPECTION	Replaced feed tires and 1ways tray 1,gcu, test 200+ Replaced drum/blade	8/5/2016	8/5/2016	ALBANY	12207	3
top lid falling off	Velcrowed cover back up. Cleaned machine up and tested	8/5/2016	8/8/2016	TROY	12180	3
cleaning per customer		8/5/2016	8/5/2016	HUDSON	12534	3
drum		8/5/2016	8/5/2016	CLAVERRACK	12513	3
tcall	Replaced black drum	8/5/2016	8/5/2016	ALBANY	12207	3
KEEPS JAMMING	Finisher unhooked causing jams reset tested good	8/5/2016	8/8/2016	HUDSON	12534	3
paper feeder not working	Df jams. Replaced df step roller cleaned system tested	8/8/2016	8/8/2016	POUGHKEEPSIE	12601	9
JAMMING	Found paper in path ran folder through path and instructed how to do so and cleaned scan glass and CIS glass and emptied wtb all tested well single and double sided	8/9/2016	8/10/2016	SYRACUSE	13202	5
KEEPS SAYING NO PAPER WONT PRINT.		8/9/2016	8/9/2016	ALBANY	12223	3
FEEDER ON TOP IS JAMMING	Clean ADF sensors and paper path. GCU & test.	8/9/2016	8/10/2016	OSWEGO	13126	5
UNSURE IF IT NEEDS SERVICE	Not printing from pc's. Reseated cat5 cables. GCU & test.	8/10/2016	8/10/2016	BINGHAMTON	13901	6
JAMMING	Replaced nip tray 1 paper feed unit general cleanup test ok	8/10/2016	8/10/2016	BINGHAMTON	13901	6
Error: fuser unit	REPLACED WEB	8/10/2016	8/11/2016	SYRACUSE	13202	5
LINES	Df line cleaned glass and trained Barb tested	8/10/2016	8/10/2016	ALBANY	12207	3
WHITE PLANT ON TOP DOOR FELL OFF	Velcrowed cover back up	8/11/2016	8/12/2016	SYRACUSE	13202	5
JAMMING	Jams df cleaned system and scanner mirrors, lens and glass tested all trays	8/11/2016	8/11/2016	SCHENECTADY	12305	4
WHEN LIFTING UP THE LID A PEICE FELL OFF	Apply new Velcro to platen cover general cleanup test ok	8/11/2016	8/12/2016	SYRACUSE	13202	5
FAMILY COURT	Found tray 2 to be issue tray l changed tires and one ways and cleaned and scuffed the shaft and tested well also cleaned exit and rolls and test with over 100 sets with no issue after tire change also let know not to fill all trays unless using paper wit	8/11/2016	8/15/2016	OSWEGO	13126	5
EVERY TIME YOU MAKE COPIES IT JAMS	Cleaned inversion unit rollers bushings general cleanup test ok	8/11/2016	8/12/2016	FORT EDWARD	12828	4
noise	Platen cover fell off and originals bent corners replaced platen cover cleaned df and paper path tested	8/11/2016	8/11/2016	SYRACUSE	13202	5
lid cover fell off	Replaced tray 3 rollers and 1 ways	8/12/2016	8/12/2016	SYRACUSE	13202	5
KEEPS JAMMING		8/12/2016	8/12/2016	ALBANY	12223	3
OFF CENTER, & JAMMING WITH LEGAL SIZE PAPER	Removed staple from adf	8/12/2016	8/15/2016	GOSHEN	10924	9
doc feeder not working, wrinkling	Intermittent dark screen locking up ordered and replaced BCRS cca	8/15/2016	8/15/2016	TROY	12180	3
tuesday- (1 shop 8/15)		8/16/2016	8/16/2016	SYRACUSE	13202	5
1-4551203401						
FOR 40te20						
not pulling from 2 tray errors		8/16/2016	8/17/2016	OSWEGO	13126	5
NOH 8/17	Replaced drum/DV	8/17/2016	8/17/2016	ALBANY	12207	3
BLACK LINES ON COPIES AND LIGHT COPIES						

COVER FELL OFF	Velcrowed platen cover up	8/17/2016	8/17/2016	SCHENECTADY	12305	4
ERROR CODE C321		8/17/2016	8/18/2016	POUGHKEEPSIE	12601	9
machine is down and needs service	Cleaned one ways in finisher for 11A0 code	8/18/2016	8/18/2016	BALLSTON SPA	12020	4
OPEN AT 1PM JAMMED, BROKEN PIECE	Removed jam. Fixed broken actuator	8/19/2016	8/19/2016	SARATOGA SPRINGS	12866-0000	4
machine down	Adf jams. Remove paper at adf and reseal adf Mylar. I left 2 black screws out of the bottom black guide so customer can remove paper easier. Vac wtb. Gcu test. I put screws in back pocket.	8/19/2016	8/19/2016	UTICA	13501	5
A WHITE PIECE FELL OFF	Velcrowed cover back up	8/19/2016	8/19/2016	ALBANY	12223	3
WHEN PRINTING ON ENVP. IT SMEARS	Envelopes smearing	8/19/2016	8/22/2016	UTICA	13501-0000	5
	Instructed on needing laser printer envelopes and envelopes were damp, Gcu, test					
ERROR CODE C-3423	Ordering fuser. Could not trouble reset	8/19/2016	8/22/2016	SCHOHARIE	12157	3
funky noise	Noise in adf	8/19/2016	8/22/2016	WAMPSVILLE	13163	6
	No problem found, cleaned unit, replaced feed tires tray 2,gc, test 200+					
ERROR CODE 2403		8/19/2016	8/22/2016	GOSHEN	10924	9
MACHINE KEEPS POPO BY ITSELF	Could not reproduce issue. Maybe network related. Showed customer how to print envelopes	8/19/2016	8/22/2016	FONDA	12068	4
Botton drawer wont open		8/22/2016	8/22/2016	UTICA	13502	5
broken (EMAIL)	No problem found. Cleaned and tested all ok.	8/22/2016	8/22/2016	GOSHEN	10924	9
jamming	Cleaned inv unit replaced stacker assist roller general cleanup test ok so	8/22/2016	8/23/2016	SYRACUSE	13202	5
(9) ERROR CODE C-3423	Replaced fuser	8/22/2016	8/23/2016	SCHOHARIE	12157	3
INTAKE ROLLER IS JAMMING & WONT TAKE THROUGH TOP FEEDER	Pulled paper clip from aotomatic document feeder instruct operators general cleanup test ok	8/22/2016	8/23/2016	SYRACUSE	13202	5
C0202 MALFUNTION DETECTED	C0202	8/22/2016	8/23/2016	NEWBURGH	12550	9
NOT ALLIGNING RIGHT, LEGAL JAMMING	Replaced feed rollers and one ways tray1 tested good Jamming doing legal paper. Replaced registration bushings and clutch. Cleaned and tested all ok.	8/22/2016	8/23/2016	GOSHEN	10924	9
LINES	Replaced developer unit developer & drum for voids general cleanup test ok	8/22/2016	8/23/2016	SYRACUSE	13202	5
MSG- CHANGE PC DRUM	Saying to replace drum. Reset soft switch setting. Cleaned and tested all ok.	8/23/2016	8/24/2016	WHITE PLAINS	10601	9
ROOM 121	SECUTY COVER TO DOC FEEDER	8/23/2016	8/23/2016	SYRACUSE	13202	5
WHITE SHIELD FELKL OFF UNABLE TO MAKE COPIES						
keeps jamming	Replaced reg clutch. Cleaned all bushings. Tested well	8/23/2016	8/25/2016	FORT EDWARD	12828	4
MESG- ABORT & MAKING COPIES WHEN THEY DONT MAKE COTES & SCANNER IS NOT ASSTACHED & MEMORY CLEAR		8/23/2016	8/24/2016	MONTICELLO	12701	3
ON TOP THERE IS NOT PLASTIC PEICE IT FELL OFF	Put platen cover back up. Cleaned machine up	8/24/2016	8/25/2016	MECHANICVILLE	12118	4
2ND FLOOR						
PLATTEN BOARD FELL OFF	White board fell off	8/24/2016	8/25/2016	UTICA	13501-0000	5
	Reattached Platten cover, test					
top plastic piece fell off	Belfries adf cover cleaned and tested good	8/24/2016	8/24/2016	CATSKILL	12414	3

FUSER UNIT NEDS TO BE REPLACED	Saying replace Fuser. Reset Fuser settings. Cleaned and tested all ok.	8/24/2016	8/26/2016	WHITE PLAINS	10601	9
NEEDS SERVICE	Jamming and saying no paper when there is. Replaced registration clutch. Cleaned and tested all ok.	8/24/2016	8/26/2016	WHITE PLAINS	10601	9
ONE DRAWER IS SAYING THERE IS NO PAPER		8/25/2016	8/26/2016	OSWEGO	13126	5
TOP OF COPIER FELL OFF	Platten cover fell off, load paper error tray 2, Jam tray 2	8/25/2016	8/26/2016	UTICA	13501	5
	Cut zip ties tray 2 harness, Reattached Platten cover, replaced feed tires and one ways tray 2, cleaned reg unit bushings, ran out of time Rs for time					
JAMMING **REPORT TO ROOM 209, THE MACHINE IS IN A LOCKED ROOM AND THEY HAVE TO WALK YOU DOWN TO THE ROOM **	Jams duplexing removed def paper cleaned paper path tested	8/25/2016	8/26/2016	SYRACUSE	13202	5
PAPER GETTING STUCK & GETTING TURNED OVER AND A PART CAM OFF THE RIGHT SIDE	Replaced developing unit for solid black line on copies. Put actuator back into duplex section	8/25/2016	8/26/2016	SCHENECTADY	12305	4
top cover fell off	White board fell off	8/25/2016	8/26/2016	UTICA	13501-0000	5
	Reattached Platten cover, replaced drum kit, dv, Gcu, test					
JAMMIN	Cleaned one ways and shaft in finisher exit	8/25/2016	8/26/2016	FORT EDWARD	12828	4
ONE DRAWER IS SAYING THERE IS NO PAPER		8/26/2016	8/30/2016	OSWEGO	13126	5
JAMMED	Removed jams from transport , cleaned reg area	8/26/2016	8/29/2016	FONDA	12068	4
ERROR PC DRUM CART NEEDS TO BE REPLACED	Saying to replace drum. Reset soft switch settings. Cleaned and tested all ok.	8/26/2016	8/29/2016	WHITE PLAINS	10601	9
TOP OF COPIER FELL OFF	Jam t2	8/26/2016	8/29/2016	UTICA	13501	5
	Cleaned clutches and 1way gears t2, Gcu, test 200+					
GOT RALLY HOT & BURNT THE PAPER AND IS ALL WRINKLED	Replaced upper fuser roller & web general cleanup test ok	8/29/2016	8/29/2016	SYRACUSE	13202-3099	5
jamming	Changed drum, dv, tasty 1 rollers & 1 ways	8/30/2016	8/30/2016	ALBANY	12207	3
VALCROW IS NOT STICKING ON TOP LID	Replaced Velcro for platen cover	8/30/2016	8/30/2016	ALBANY	12224	3
line on top	Lines through ADF. Cleaned slit glass. Cleaned copier and tested all ok.	8/30/2016	8/30/2016	GOSHEN	10924	9
JAMMING & WONT LOAD NEW STAPLERS	Needs help with stapler	8/30/2016	8/31/2016	ROME	13440-0000	5
	Instructed on replacing staples, Gcu, test 100+					
CONSTANT JAMMING	Replaced tray 3 clutches	8/30/2016	8/31/2016	SCHENECTADY	12305	4
CONSTANT JAMMING	Replaced tray 3 clutches	8/30/2016	8/31/2016	SCHENECTADY	12305	4
CONSTANT JAMMING	Replaced tray 3 clutches	8/30/2016	8/31/2016	SCHENECTADY	12305	4
***error: call service	Cleaned finisher transport rollers & sensors for c-1001 error general cleanup test ok	8/31/2016	9/1/2016	SYRACUSE	13202-3099	5
JAMMING	Replaced tray 1 feed roller and 1 way	8/31/2016	9/1/2016	SARATOGA SPRINGS	12866-0000	4
WHEN MAKING COPY- MESG SAYS WRONG SIDE. POPO DID NOT WORK.	Tray guides not touching paper	8/31/2016	9/1/2016	MECHANICVILLE	12118	4
ERROR CODE CO211	CO211 repaired bypass solenoid cleaned tested	9/1/2016	9/1/2016	SYRACUSE	13202	5
JAMMING IN FEEDER	Jamming in ADF. Removed jammed paper from ADF cleaned and tested all ok.	9/1/2016	9/1/2016	POUGHKEEPSIE	12601	9
questions on surge protector	instruct on surge protector and that machine is recomened to be plugged directly into wall outlet.	9/1/2016	9/1/2016	OWEGO	13827	6

INSIDE COVER FELL OFF	Platten cover fell off	9/1/2016	9/2/2016	UTICA	13501	5
false jam	Reattached Platten cover, Gcu, test Jamming. Replaced tray 1 and 2 feed rollers and one way clutches. Cleaned and tested all ok.	9/1/2016	9/2/2016	BEACON	12508	9
THERE IS A WHITE BOARD THAT CAME OFF THE TOP OF MACHINE jamming		9/1/2016	9/6/2016	ALBANY	12207	3
TOP PEICE HAS FELL OFF	Replaced LCT feed tires. Cleaned paper dust from sensors. Cleaned paper path. GCU & test 200+ spoke to Wendy just the platen fell off. I told her to put it behind the copier and the next time that I'm there I'll put it back on. She said that's fine	9/6/2016	9/6/2016	DELHI	13753	6
Lid cover not holding	Platen cover off. Epoxy cover to adf. Cram optics and adf. Adj image density to +3. Gcu test.	9/6/2016	9/6/2016	MONTICELLO	12701	3
STREAKING & MAKING LOUD NOISE machine down, touch screen not working, start botton red/blue	Replaced drum and developer. Need more time.	9/7/2016	9/7/2016	UTICA	13501	5
Our copies are coming out with black streaks across the bottom of each page. We have tried cleaning the glass and we are still having the issue. (EMAIL)	Reseated ribbon cables in op panel, replaced Velcro for platen cover	9/7/2016	9/7/2016	GOSHEN	10924	9
(9) PART: 4349163301 4349161101 TOM Z 4457	Replaced drum and DV	9/7/2016	9/7/2016	SCHOHARIE	12157	3
malfunction detected STREAKING & MAKING LOUD NOISE DOC FEEDER KEEPS JAMMING STREAKING & MAKING LOUD NOISE	Replaced 1 way gears in finishing exit section. Ran multiple staple jobs to test	9/7/2016	9/9/2016	ALBANY	12203	3
		9/7/2016	9/9/2016	FORT EDWARD	12828	4
	Needs developing unit.	9/7/2016	9/8/2016		10924	9
	Df jams replaced df feed rollers cleaned shafts tested	9/8/2016	9/9/2016	GOSHEN	13202	5
	Dumping developer. Replaced developer unit, developer and tray 2 feed rollers and 1 way clutches. Cleaned and tested all ok.	9/8/2016	9/9/2016	SYRACUSE	10924	9
machine down	No power. Reseat plug into main body. Instruct op. Clean adf. Gcu test.	9/9/2016	9/9/2016	GOSHEN	13350	5
jammed	Cleaned fuser out and had customer test	9/9/2016	9/9/2016	HERKIMER	12223	3
NEEDS SENSOR IN TRAY	Bypass had letter size in tray but set for K6 size on confirmation sceen so copier kept prompting for correct size. Set bypass for auto detect size then worked. Tested auto tray switching. Replaced bald ADF DFPV roller and bald tray 3 DFPV roller.	9/9/2016	9/12/2016	ALBANY	13827	6
top cover off	Velcrowed white cover back up	9/12/2016	9/13/2016	OWEGO		
THE WHITE BOARD HAS COME OFF ROOM 271	Velcrowed cover back up	9/12/2016	9/13/2016	ALBANY	12207	3
WHEN OPENING TOP WHERE YOU COPY THE WHITE PEICE ON THE BOTTOM FELL OFF	Velcrowed cover back up	9/12/2016	9/13/2016	ALBANY	12207	3
frozen machine, top cover off	Velcrowed cover up. Could not duplicate freezing	9/12/2016	9/13/2016	ALBANY	12207	3
STREAKS ON COPIES	Lines replaced drum and developer. Cleaned and tested all ok.	9/13/2016	9/14/2016	ALBANY	12601	9
doc feeder jamming		9/13/2016	9/13/2016	POUGHKEEPSIE	13202	5
NEEDS SERVICE	Black prints. Replaced drum and developer. Cleaned and tested all ok.	9/13/2016	9/14/2016	SYRACUSE	10956	9
NOT FEEDING PAPER	1183 code. Cleaned one ways in finisher	9/13/2016	9/14/2016	NEW CITY	12207	3

LINES ON COPIES. THE FILM COVER COPIES IS OFF.	Cleaned scan glass instructed to client onto order DV for future image doing great with internal prints dusted machine and repaired white cover to stay up holding on well now showed client how to locate and clean gunk from scan glass test well check tray	9/14/2016	9/14/2016	TROY	12180	3
stuck in sleep mode	Locked up with cable plugged in	9/14/2016	9/14/2016	HERKIMER	13350	5
JAMMING JUDGE CARUSO CHAMBERS	Adjusted network settings Found old white one ways changed them also put nip tires in that we're better and reinstalled flag for duplex was put in wrong all doing well now tested well	9/14/2016	9/14/2016	SCHENECTADY	12305	4
not feeding	Ongoing df jams replaced df assy cleaned Sue tested scans and copies	9/15/2016	9/15/2016	SYRACUSE	13202	5
black line	Changed drum and DV and cleaned machine all tested well cleaned exit rolls and test staple sets and feeding well out of tray instruct not to leave scrap paper in left side of tray and recommended not to re run paper if can help it all doing well	9/15/2016	9/16/2016	BALLSTON SPA	12020	4
MESG- REPALCE FUSING UNIT ERROR CODE 2403, POPO DID NOT WORK & ENVELOPE TRAY NOT FIXED	Cleaned path and entire 2403 toner code issue area along with sensor and replaced with new bottle for good measure machine ran well over 100 copies double side and single all ran fine letting know to Tom what I saw with envelopes Monday and Mark is aware	9/15/2016 9/15/2016	9/16/2016 9/16/2016	OSWEGO SCHENECTADY	13126 12305	5 4
JAMMING	Found void stripes replaced DV and DV unit along with drum kit and cleaned tires in tray 3 and oneways and shaft all tested well except envelopes they are preprinted and not coming through machine very well let mark know going to talk to Tom z on Monday w	9/15/2016	9/16/2016	SCHENECTADY	12305	4
JAMMING	Found void stripes replaced DV and DV unit along with drum kit and cleaned tires in tray 3 and oneways and shaft all tested well except envelopes they are preprinted and not coming through machine very well let mark know going to talk to Tom z on Monday w	9/15/2016	9/16/2016	SCHENECTADY	12305	4
JAMMING	Found void stripes replaced DV and DV unit along with drum kit and cleaned tires in tray 3 and oneways and shaft all tested well except envelopes they are preprinted and not coming through machine very well let mark know going to talk to Tom z on Monday w	9/15/2016	9/16/2016	SCHENECTADY	12305	4
WHITE PANEL FELL OFF	Platen cover fell off. Epoxy cement platen cover to adf. Clean t/2 pf unit. And adf. Gcu test.	9/15/2016	9/15/2016	UTICA	13501	5
lid fell off making black copies	Platen fell off. Put platen back on. Cleaned and tested all ok.	9/15/2016	9/16/2016	POUGHKEEPSIE	12601	9
MAKING BAD NOISE	Siren noise. Cleaned laser shaft. Cleaned and tested all ok.	9/15/2016	9/16/2016	MONTICELLO	12701	3
** PLEASE CALL OFFICE WHEN YOU GET THERE SO THEY CAN LET YOU IN ** KEEPS GETTING CAUGHT	Restacked paper in tray 3	9/16/2016	9/16/2016	ALBANY	12207	3
welcro warn off lid	Platten cover fell off	9/16/2016	9/19/2016	UTICA	13501-0000	5
WTB FULL (audra)	Reattached Platten cover, Gcu, test WTB full. Emptied WTB. Cleaned and tested all ok.	9/16/2016	9/19/2016	MONTICELLO	12701	3
door wont stay closed	Need to order claw for lower right door	9/19/2016	9/20/2016	FONDA	12068	4
(9) door wont stay closed	Changed tray 1 rollers/one ways and claw for bottom ride hand door	9/20/2016	9/21/2016	FONDA	12068	4

* CALL BEFORE GOING* top lid fell off	44te40 pcleared- had maureen stick platten cover back up. verified with marueen	9/20/2016	9/21/2016	ALBANY	12207	3
NOISES	Jamming and noise. Removed damp paper. Cleaned and tested all ok.	9/20/2016	9/20/2016	POUGHKEEPSIE	12601	9
CONSTANT JAMMING	T-3 jams. Repl t-3 clutches and rollers. Gcu test.	9/20/2016	9/21/2016	ROME	13440-0000	5
WHEN LIFING LIDE THE WHITE BACKGROUND CAME OFF	Velcrowed cover back up	9/21/2016	9/22/2016	ALBANY	12207	3
INSIDE LID FELL OFF	Platen fell off. Put platen back on. Cleaned and tested all ok.	9/21/2016	9/21/2016	KINGSTON	12401	3
JAMMING CONSTANT	Replaced tray 3 rollers and one ways	9/21/2016	9/21/2016	SCHENECTADY	12305	4
error c3501	44TE40 JASON- PCLEARED TROUBLE RESET	9/22/2016	9/22/2016	ALBANY	12207	3
to lid fell off	Top fell off replaced Velcro. Leaned tested	9/22/2016	9/22/2016	SYRACUSE	13202	5
JAMMING & NOW WHEN COMING OUT FROM FEED TRAY IT IS NOT LINNED UP AND MAKING NOISE		9/23/2016	9/26/2016	OSWEGO	13126	5
BOTTOM OF COPIES HAVE TONER & GRITTY FEELING AND DARK	Developer on copies. Replaced developer, developer unit and drum. Cleaned and tested all ok.	9/23/2016	9/26/2016	NEW CITY	10956	9
black lines (vm)	Replaced K drum. GCU & test.	9/23/2016	9/26/2016	NORWICH	13815	6
menu botton not workign						
TONER PUT IN WRONG WAY & NOW IS STUCK IN MACHINE	Removed bottle and installed correctly. Vacuumed toner sensor. Tested	9/26/2016	9/26/2016	CASTLETON ON HUDSON	12033	3
BLACK LINES DOWN COPIES	Replaced drum and dv	9/26/2016	9/26/2016	BALLSTON SPA	12020	4
TOP LID COVER OFF	Lid fell off repaired cleaned tested	9/27/2016	9/27/2016	SYRACUSE	13202	5
JUDGE MAKENZIE PART TO CRINKLING PAPER	Replaced drum developer, developer unit and transfer unit bushings. Need to order Fuser 4040R72500 and transfer roller 4040R72500	9/27/2016	9/28/2016	POUGHKEEPSIE	12601	9
T6OUCH SCREEN DOWN	Replaced touch panel	9/27/2016	9/28/2016	CATSKILL	12414	3
TROUBLE CODE C3801	HAS ANDREA RESET MACHINE- ERROR CODE IS GONE	9/27/2016	9/27/2016	OSWEGO	13126	5
REGLUE PANEL	Platen fell off. Put back on cleaned and tested all ok.	9/28/2016	9/28/2016	POUGHKEEPSIE	12601	9
((9) Need to order Fuser 4040R71000 and transfer roller 4040R72500 - JUDGE MAKENZIE PART TO CRINKLING PAPER	Crinkling paper. Replaced Fuser. Cleaned and tested all ok.	9/28/2016	10/4/2016	POUGHKEEPSIE	12601	9
FEEDER BROKE OFF	Top broke repaired platen cover cleaned tested	9/29/2016	9/29/2016	SYRACUSE	13202	5
error fusing unit	Reset Web count. Web was change change at 696k	9/29/2016	9/30/2016	TROY	12180	3
LIGHT COPIES	Light copies	9/29/2016	9/30/2016	UTICA	13501-0000	5
TECH:MACHINE ON 4TH FLOOR						
	Raised density, Gcu, test					
3RD FLOOR	Jamming tray 3. Replaced tray 3 feed rollers and and 1 way clutches.	9/29/2016	9/30/2016	GOSHEN	10924	9
JAMMED	Cleaned and tested all ok.					
NOT PICKING UP PAPER & IS JAMMING	Cleaned lct path	9/30/2016	9/30/2016	TROY	12180	3
NO CHARGE JAMMING ON RIGHT SIDE, FIRST DRAWER.	Cleaned gears in fuser	9/30/2016	10/3/2016	ALBANY	12207	3
INTERNAL ERROR CODE: C3501	Replaced drum and blade.	9/30/2016	9/30/2016	SCHENECTADY	12305	4
*after 2pm*op lid fell off	Platen cover fell off. Velceowed back up	10/3/2016	10/3/2016	ALBANY	12223	3
top lid fell off	Velcrowed cover back up	10/3/2016	10/3/2016	ALBANY	12224	3
LARGE TRAY IS STICKING	Leveled lct.clean test	10/3/2016	10/4/2016	ALBANY	12223	3
error: malf det	C-0204 code. Removed jammed paper from behind tray 2. Cleaned and tested all ok.	10/4/2016	10/5/2016	WHITE PLAINS	10603	9
WHITE LINING ON TE TOP COVER OF THE MACHINE HAS CAME OFF (eMAIL)	Velcrowed platen cover up	10/4/2016	10/5/2016	ALBANY	12203	3
top lid has come off	Top fell off repaired platen cover cleaned and tested	10/4/2016	10/6/2016	SYRACUSE	13202	5
MISSFEEDING	Clean adf sensors, rep tires test empty wtb	10/5/2016	10/6/2016	ELMIRA	14901	6
JAMMING	Replaced tray 3 rollers for jamming. Replaced drum and developer for dirty copies. Rebuilt fuser for lines. Replaced adf rollers.	10/5/2016	10/6/2016	BATAVIA	14020	8

PART HAS FALLEN OFF & NEEDS CLEANING	Glued loose platen cover. Cleaned and tested.	10/5/2016	10/6/2016	BATAVIA	14020	8
401 MONTGOMERY STREET	Noise lubed fuser assy cleaned and tested	10/5/2016	10/6/2016	SYRACUSE	13202	5
SQUEEKING WHEN PRINTING						
ROOM 205						
WHITE PANEL CAME OFF AND CANT COPY NOW	Platten cover fell off	10/5/2016	10/6/2016	UTICA	13501-0000	5
	Reattached Platten cover, Gcu, test 100+					
lid cover off	Velcrowed cover back up	10/5/2016	10/5/2016	ALBANY	12207	3
NOT REGISTERING PAPER	Not seeing paper afternoon it runs out. Reset copier checked tray settings. Cleaned and tested all ok.	10/6/2016	10/7/2016	WHITE PLAINS	10601	9
LEGAL PAPE RNOT REGISTERING	Jamming n tray 2. Replaced tray 2 feed rollers and 1 way clutches. Cleaned and tested all ok.	10/6/2016	10/7/2016	WHITE PLAINS	10601	9
PART FELL OFF MACHINE	Platen fell off. Put platen back on cleaned and tested all ok.	10/6/2016	10/7/2016	NEW CITY	10956	9
GETTING STUCK	Duplex actuator was out of place causing paper to catch on it. Adjusted/tested	10/6/2016	10/7/2016	SCHENECTADY	12305	4
jammed	Replaced tray 3 rollers and 1 ways	10/7/2016	10/7/2016	SCHENECTADY	12305	4
10/11 LIGHT COPIES	Light copies. Replaced drum, developer and developer unit. Cleaned and tested all ok.	10/10/2016	10/12/2016	CARMEL	10512	9
10/11	RESET FUSER PANEL, CLEANED AND TESTED	10/10/2016	10/12/2016	WHITE PLAINS	10601	9
REPLACE FUSING UNITE AND ALIGNMENT OFF& BLACK SMUDGE ON PAGES **CLOSED MONDAY **						
LOUD SQUEAL ERROR C4101	Replaced write unit for polygon motor fault.	10/11/2016	10/11/2016	BATAVIA	14020	8
black lines		10/11/2016	10/12/2016	OSWEGO	13126	5
ERROR: INTERNAL ERROR C3801		10/11/2016	10/12/2016	OSWEGO	13126	5
NO INTERNET CONNECT & KEEPS POPO. MACHINE IS DOWN AND THEY WANT A TECH	Need memory	10/11/2016	10/12/2016	FONDA	12068	4
ERROR FALSE JAM CROOKED	Jams crooked removed small paper from reg assy and removed defective paper from tray 3 cleaned tested	10/11/2016	10/12/2016	SYRACUSE	13202	5
install	basic network settings and change in password 10.4.103.183	10/12/2016	10/12/2016	SCHENECTADY	12305	4
ERROR C-3501	Cleaned temp sensors and thermostat	10/12/2016	10/13/2016	SCHENECTADY	12305	4
constant jamming, delayed	Delays. Copier out of toner. Add cust toner. Gcu test.	10/12/2016	10/13/2016	HERKIMER	13350	5
NOT PULLING, SCREACHING	Ordering reg bushings and rollers	10/12/2016	10/12/2016	ALBANY	12223	3
ERROR CODE- C3451	C-3451 code. Did trouble reset. Cleaned and tested all ok.	10/12/2016	10/12/2016	POUGHKEEPSIE	12601	9
(9)	Replaced memory module	10/12/2016	10/13/2016	FONDA	12068	4
NO INTERNET CONNECT & KEEPS POPO. MACHINE IS DOWN AND THEY WANT A TECH						
email issues	net new email scan setup	10/12/2016	10/12/2016	WATKINS GLEN	14891	6
	determined admin email address not set					
	gave julie in IT information and setup procedure from 2014 install notes					
constant jamming	Replace horizontal conveyance clutches. Changed job program to pull from lct instead of tray 1	10/12/2016	10/14/2016	ALBANY	12224	3
NOT PULLING, SCREACHING	Replaced reg rollers and bushings	10/12/2016	10/19/2016	ALBANY	12223	3
au7to feeder not working/;jamming	Remove label out of feeder and sprayed out sensors couldn't duplicate jam after.	10/13/2016	10/14/2016	ALBION	14411	5
CANT USE SCANNER ONT SCANE TO EMAIL	remote in configue email/ ip address 10.4.55.160 smtp 207.29.128.77 port 25/ settings were all gone/ tested fine/ help set time out to maximize awake time of copier/ all set	10/13/2016	10/14/2016	FONDA	12068	4
will not scan/	remote in set smtp to 207.29. 128. 77 port 25/ correct from address/ tested fine	10/14/2016	10/14/2016	FONDA	12068	4
WHEN PRINTING THE OTHER SIDE OF PAPER IS BLACK	Called in on wrong copier. Cleaned and tested all ok.	10/14/2016	10/17/2016	WHITE PLAINS	10601	9
WHEN YOU PRESS THE BUTTON AND IT WONT WORK	Did total clear. Well see what happens	10/14/2016	10/14/2016	SCHOHARIE	12157	3

CODE C0204 **LEAVING AT 2:30 ** white plate from top of copier is falling off / needs fixed 607 277 3198 room 133- STAPLES ARE JAMMED	zac had sue popo machine. Top fell off repaired platen cover cleaned tested C1103 error- stapler motor error-staple cartridge put in wrong-adjust cartridge and test Lines on copies. Replaced developer, developer unit and drum. Cleaned and tested all ok.	10/14/2016 10/14/2016 CASTLETON ON HUDSON 10/14/2016 10/17/2016 ITHACA 10/17/2016 10/18/2016 SYRACUSE 10/17/2016 10/17/2016 WHITE PLAINS	12033 14853 13202 10603	3 6 5 9
jamming	Replaced tray 2 rollers/one ways. Duplex actuator was out of place.	10/17/2016 10/17/2016 CASTLETON ON HUDSON	12033	3
START BUTTOM JUST KEEPS FALSHING AND ERROR SAYING ABORT ROOM 429 STAPLER UNIT- KEEPS SAYING NO STYAPLES BUT IT IS HALF FULL MAKING NOISE	popo worked and cleared the code- paul g walked pat through how to do it Removed bottom row of staples and cleaned. Noise. R/S for time to find noise, and complete service on copier.	10/17/2016 10/17/2016 UTICA 10/17/2016 10/17/2016 ALBANY 10/17/2016 10/17/2016 ONEIDA	13501-0000 12207 13421	5 3 5
cutting off left hand margin, false errors trays	Replaced clutch and cleaned path and instructed how to check the a4 paper size on driver	10/17/2016 10/18/2016 LAKE GEORGE	12845	4
R/S for time to find noise and complete service on copier - MAKING NOISE feeder making grinding not pulling	Noise. Clean and lube fuser and vertical rollers. Repl t-3 rollers. Clean adf. Vac wtb. Gcu test. Need to order PN 4040077700 drive Assy and motor PN9314240031	10/17/2016 10/18/2016 ONEIDA 10/18/2016 10/18/2016 POUGHKEEPSIE	13421 12601	5 9
lines, sensors off	Lines/load paper error tray 2 Cut zip ties tray 2 harness, replaced drum kit, pwb-a, Gcu, test 300+	10/18/2016 10/19/2016 UTICA	13501-0000	5
(9) Need to order PN 4040077700 drive Assy and PN 9314240031 motor - feeder making grinding not pulling jamming errors top feeder jamming streaking	Grinding. Replaced drive Assy. Cleaned and tested all ok. Replaced tray 1 rollers /1 ways Clean, adjust and reseal ADF sensors. GCU & test. Lines on copies. Replaced drum and cleaning blade. Cleaned and tested all ok.	10/18/2016 10/24/2016 POUGHKEEPSIE 10/18/2016 10/19/2016 HUDSON 10/19/2016 10/20/2016 BINGHAMTON 10/19/2016 10/20/2016 POUGHKEEPSIE	12601 12534 13901 12601	9 3 6 9
c2557	C-2557 code. Replaced drum and developer. Cleaned and tested all ok.	10/19/2016 10/20/2016 GOSHEN	10924	9
littel white plastice fell off	Platten cover fell off	10/19/2016 10/20/2016 UTICA	13501	5
all copies are black	Reattached Platten cover, Gcu, test Black copies. Replaced drum and developer. Cleaned and tested all ok.	10/20/2016 10/21/2016 NEW CITY	10956	9
top lid cover fell off	Reinstalled platen white cover back into place, used glue and tape, test	10/21/2016 10/24/2016 BATAVIA	14020	8
smudges	Smudges cleaned system drum def replaced and tested located in room 202	10/21/2016 10/24/2016 SYRACUSE	13202	5
401 MONTGOMERY ROOM 205top off came off erro c0124 ROOM 121 A PEICE BROKE OFF THE MACHINE top cover fell off BLACK STREAKS ALL OVER C-0214 & CAN'T USE TRAY 3 TOUCH SCREEN NOT WORKING TOUCH SCREEN NOT WORKING	Top fell off repaired platen cover cleaned tested C0214. Reseat LCT paper. Repl lct rollers. Part fell off repaired df assy cleaned and tested Repair platen cover. Clean first PF unit Change DV drum and blade and test Fixed paper in tray 3 cleaned tested Ordering touch panel Ordering Oacb.	10/21/2016 10/24/2016 SYRACUSE 10/21/2016 10/24/2016 UTICA 10/24/2016 10/24/2016 SYRACUSE 10/24/2016 10/24/2016 SYRACUSE 10/24/2016 10/24/2016 SYRACUSE 10/24/2016 10/24/2016 LAKE GEORGE 10/24/2016 10/25/2016 SCHOHARIE 10/25/2016 10/25/2016 SCHOHARIE 10/25/2016 10/26/2016 SCHOHARIE	13202 13501 13202 13202 13202 12845 12157 12157 12157	5 5 5 5 5 4 3 3 3

machine down	Customer saying copier asking for 8x14 paper when using 8 1/2 x 11. Could not duplicate problem. No problem found cleaned and tested all ok.	10/25/2016	10/25/2016	GOSHEN	10924	9
tcall	Cleaned machine up	10/25/2016	10/25/2016	ALBANY	12223	3
smudges on back side	customer has to order developer going to call when it comes in	10/25/2016	10/26/2016	LYONS	14489	7
(9)TOUCH SCREEN NOT WORKING	Replaced memory module	10/26/2016	10/27/2016	SCHOHARIE	12157	3
JAMMING & MISFEED MSG & BLACK LINES	Lines and jams replaced drum for lines installed nip rollers still jamming tray 2 RS for time	10/26/2016	10/27/2016	SYRACUSE	13202	5
COPIES ARE BLACK	Replaced drum and charge wires	10/27/2016	10/27/2016	ALBANY	12207	3
1ST FLOOR BACK OFFICE						
ROOM 3139B	Jamming tray 2. Paper guides not adjusted properly. Cleaned and tested all ok.	10/27/2016	10/28/2016	WHITE PLAINS	10601	9
JAMMING						
RS for time and resresearch - JAMMING & MISFEED MSG & BLACK LINES	RS replaced tray 2 clutch and installed nip rollers cleaned tested	10/27/2016	10/28/2016	SYRACUSE	13202	5
PLATTEN COVER FELL OFF	Platen fell off put back on. Adjusted ADF cleaned and tested all ok.	10/28/2016	10/28/2016	WHITE PLAINS	10601	9
not sorting, not doing anything automatic	Not sorting and not detecting paper size through ADF. Adjusted ADF sensor. Cleaned and tested all ok.	10/28/2016	10/31/2016	POUGHKEEPSIE	12601	9
MESG- CHANGE DRUM	Saying to replace drum. Reset soft switch settings. Cleaned and tested all ok.	10/28/2016	10/28/2016	WHITE PLAINS	10601	9
chirping	Noise---- r/s for fuser	10/28/2016	10/28/2016	CORTLAND	13045	6
room 104	Lines removed small paper from drum assy cleaned and tested	10/28/2016	11/1/2016	SYRACUSE	13202	5
CROOKED, HALF PAGE COPYING, WRINKLING						
CUSTOMER HAS DEVELOPER & NEEDS YOU TO REPLACE IT	repl drum, dev and adf rollers, test	10/28/2016	10/31/2016	LYONS	14489	7
(1 sh 10/28) chirping	R/s complete for noise---- replace fuser	10/28/2016	11/1/2016	CORTLAND	13045	6
REFILLED STAPLES AND NOW THEY ARE JAMMING	Staple cartridge needs to be replaced. Customer ordering new C4101	10/31/2016	11/1/2016	TROY	12180	3
WONT DO DOUBLE SIDED COPIES		10/31/2016	11/1/2016	UTICA	13501-0000	5
	Reschedule for write unit					
WONT DO DOUBLE SIDED COPIES	Rs	11/1/2016	11/2/2016	UTICA	13501-0000	5
	Replaced write unit, Rs for pwba					
top cover fell off	Cover fell off repaired cleaned tested	11/1/2016	11/1/2016	SYRACUSE	13202	5
constant jamming	Jamming tray 2. Replaced feed rollers and 1 ways. Cleaned and tested all ok.	11/2/2016	11/2/2016	GOSHEN	10924	9
part inside machine fell out	Replaced paper dust guide	11/2/2016	11/2/2016	SCHENECTADY	12305	4
crooked	Could not replicate, clean/test	11/2/2016	11/3/2016	ALBANY	12207	3
SAYS JAM BUT THERE IS NO JAM	Jamming tray 2. Replaced tray 2 feed rollers and 1 ways. Cleaned and tested all ok.	11/2/2016	11/3/2016	GOSHEN	10924	9
(1 sh 11/1) WONT DO DOUBLE SIDED COPIES	C4101	11/2/2016	11/3/2016	UTICA	13501-0000	5
	Replaced pwb-a, reschedule for time					
WHEN TURNING MACHINE ON IT WILL SOUND LIEK IT IS MAKING COPIES BUT ITS NOT	Not copying. Reset power cleaned and tested all ok.	11/2/2016	11/3/2016	WHITE PLAINS	10601	9
top cover fell off	Cover fell off repaired cleaned and tested	11/2/2016	11/2/2016	SYRACUSE	13202	5
false jam	Replaced tray 1 rollers and one ways	11/2/2016	11/3/2016	KINGSTON	12401	3
tcall	Clean and test	11/3/2016	11/3/2016	ALBANY	12224	3
3RD FLOOR	White line on copies. Removed foam from drum Assy. Cleaned and tested all ok.	11/3/2016	11/4/2016	GOSHEN	10924	9
LEAVING 2 LINES ON COPIES						

KEEPS JAMMING	Jams cleaned fuser guides paper path adj tray 1 2 guides tested	11/3/2016	11/4/2016	SYRACUSE	13202	5
tcall	Cleaned machine up	11/3/2016	11/3/2016	ALBANY	12207	3
(1 sh 11/1) WONT DO DOUBLE SIDED COPIES	C4101	11/3/2016	11/4/2016	UTICA	13501-0000	5
not feeding, jamming	Replaced write unit, Gcu, test Jamming in ADF. Removed jammed staple from ADF. Cleaned and tested all ok.	11/3/2016	11/4/2016	KINGSTON	12401	3
not pulling from drawer 1	Not feeding tray1 tray guides set to A4 adj and trained T call.	11/4/2016	11/4/2016	SYRACUSE	13202	5
		11/4/2016	11/7/2016	OWEGO	13827	6
11/7		11/7/2016	11/7/2016	ELIZABETHTOWN	12932	4
WAITNG ON DEVELOPER						
NEEDS DRUM ASAP-MACHINE DOWN						
11/7		11/7/2016	11/7/2016	ELIZABETHTOWN	12932	4
WAITNG ON DEVELOPER						
NEEDS DRUM ASAP-MACHINE DOWN						
11/7		11/7/2016	11/7/2016	ELIZABETHTOWN	12932	4
WAITNG ON DEVELOPER						
NEEDS DRUM ASAP-MACHINE DOWN						
NOH 11/8	Need to order clutches PN's 57AA82030 & 50GA82020	11/9/2016	11/9/2016	CARMEL	10512	9
TOP FEED IS JAMMING MANILY ON 8 1/2 X 14 PAPER						
11/9 jamming after making 5- 10 copies	Cleaned paper path, changed paper	11/9/2016	11/9/2016	SCHENECTADY	12305	4
office is closed tomorrow 11/8						
JAMMING ALL OVER	J1302	11/9/2016	11/10/2016	UTICA	13502	5
(9)	Cleaned sensors and rollers, Gcu, test 100+					
TOP FEED IS JAMMING MANILY ON 8 1/2 X 14 PAPER	Jamming replaced tray 1,2&3 feed rollers and 1 ways. Replaced registration clutches. Cleaned and tested all ok.	11/9/2016	11/15/2016	CARMEL	10512	9
(9)	Jamming replaced tray 1,2&3 feed rollers and 1 ways. Replaced registration clutches. Cleaned and tested all ok.	11/9/2016	11/15/2016	CARMEL	10512	9
TOP FEED IS JAMMING MANILY ON 8 1/2 X 14 PAPER	Jamming replaced tray 1,2&3 feed rollers and 1 ways. Replaced registration clutches. Cleaned and tested all ok.	11/9/2016	11/15/2016	CARMEL	10512	9
(9)	Jamming replaced tray 1,2&3 feed rollers and 1 ways. Replaced registration clutches. Cleaned and tested all ok.	11/9/2016	11/15/2016	CARMEL	10512	9
TOP FEED IS JAMMING MANILY ON 8 1/2 X 14 PAPER	Removed finisher and retrieved lost staple cartridge. Replaced drum for lines. Replaced tray 3 rollers. Cleaned machine.	11/9/2016	11/10/2016	ELMIRA	14901	6
stapler tray dropped inside copier	Replace tray 2 rollers. Clean adf, adu and carriage. Test well	11/10/2016	11/10/2016	ALBANY	12224	3
constant jamming	Cleaned adf path	11/10/2016	11/10/2016	TROY	12180	3
doc feeder jamming, & cusomter wants a cleaning	Platen fell off. Put platen back on cleaned and tested all ok.	11/14/2016	11/14/2016	PORT JERVIS	12771	9
closed 11/11 top cover fell off	Reinstalled the actuator and cleaned path and rollers image doing well still and I adjusted adf pressure and smashed text went away	11/14/2016	11/14/2016	LAKE GEORGE	12845	4
constant jamming						
LINES error code	Replaced ufr and cleaning blade	11/14/2016	11/14/2016	ALBANY	12223	3
JILL 518-432-3441						
tcall	Checked machine over and all is doing very well cleaned adf and dust brush and centered trays and tested well	11/14/2016	11/14/2016	LAKE GEORGE	12845	4
tcall	Cleaned machine up	11/14/2016	11/15/2016	ALBANY	12224	3
NOT RECONZ NEW TONER	Saying to replace toner with new toner in. Cleaned toner hopper cleaned copier and tested all ok.	11/15/2016	11/16/2016	KINGSTON	12401	3
ALL LIGHTS ARE ON BUT IT WONT DO ANYTHING POPO DID NOT WORK	Could not reproduce issue. Did total clear. Memory and board were already changed.	11/15/2016	11/16/2016	SCHOHARIE	12157	3
JUDGE AUFFREDOU	Found once set to envelope all feed fine but there driver setting is locked out they will have to have there IT set that as an option and all should be good	11/16/2016	11/16/2016	LAKE GEORGE	12845	4
ENVELOPS KEEPS JAMMING & PRINTING 2 ENVELOPS TOGETHER						

jammed, toner leaking	Dumping developer. Replaced developer unit, developer, web, UFR, drum, cleaning blade, tray 2 feed rollers and 1 ways. Tested ok.	11/16/2016	11/17/2016	WHITE PLAINS	10601	9
MACHINE DOWN	Eileen had her do a trouble reset and the copier is ok now. Thanks	11/16/2016	11/16/2016	WHITE PLAINS	10601	9
BLACK LINES	Shipping black drum	11/16/2016	11/18/2016	BALLSTON SPA	12020	4
BLACK LINES	Shipping black drum	11/16/2016	11/18/2016	BALLSTON SPA	12020	4
BLACK LINES	Shipping black drum	11/16/2016	11/18/2016	BALLSTON SPA	12020	4
machine down	Will not turn on. Turned on main power switch. Cleaned and tested all ok.	11/17/2016	11/18/2016	MONTICELLO	12701	3
vm- unknown issues	Need to order PN 50GAR70400	11/17/2016	11/17/2016	WHITE PLAINS	10601	9
vm- unknown issues	Need to order PN 50GAR70400	11/17/2016	11/17/2016	WHITE PLAINS	10601	9
vm- unknown issues	Need to order PN 50GAR70400	11/17/2016	11/17/2016	WHITE PLAINS	10601	9
vm- unknown issues	Need to order PN 50GAR70400	11/17/2016	11/17/2016	WHITE PLAINS	10601	9
vm- unknown issues	Need to order PN 50GAR70400	11/17/2016	11/17/2016	WHITE PLAINS	10601	9
MALFUNCTION DETECTED C2557	Error c2557 installed customer dev replaced drum cleaned and tested	11/17/2016	11/18/2016	SYRACUSE	13202	5
jamming	Jams. Clean t-2 clutches and one ways. Clean glue off t-3 guides. Gcu test.	11/17/2016	11/18/2016	ROME	13440-0000	5
(9) part broken on cover	Broken hinge on cover. Repaired hinge on cover cleaned and tested all ok.	11/17/2016	12/1/2016	WHITE PLAINS	10601	9
(9) vm- unknown issues	C-3901 code. Replaced Fuser cleaned and tested all ok.	11/18/2016	11/23/2016	WHITE PLAINS	10601	9
ADF NOT WORKING - WONT FEED PAPER	One J3000 in jam list. Clean grease off adu clutches. Gcu test.	11/18/2016	11/18/2016	ROME	13440-0000	5
TONER ISSUE	Found bottle in wrong vac and show how to properly load and where bottle has to be positioned all all tested well	11/21/2016	11/21/2016	FORT EDWARD	12828	4
LINES	Lines on copies. Replaced drum and developer. Cleaned and tested all ok.	11/21/2016	11/22/2016	NEW CITY	10956	9
constant jamming	Will order reg clutch and get feed station	11/21/2016	11/22/2016	POUGHKEEPSIE	12601	9
NOT GRABBING OR PRINTING	Replaced tray 3 rollers & 1 ways. Ordering door for lct.	11/21/2016	11/22/2016	ALBANY	12207	3
double sided copies not working		11/22/2016	11/22/2016	OSWEGO	13126	5
(9) Reg clutch: 9322100081 - constant jamming	Jams at reg roller replaced reg clutch, did not work.	11/22/2016	11/28/2016	POUGHKEEPSIE	12601	9
LINE	Cleaned slit glass	11/22/2016	11/22/2016	ALBANY	12207	3
(1 SHOP 11/28) NOT GRABBING OR PRINTING	Replaced side door in lct.	11/22/2016	11/29/2016	ALBANY	12207	3
MESG- FUSER UNIT REPLACED	Replaced fusing Web	11/23/2016	11/23/2016	SCHENECTADY	12305	4
CONSTANT JAMMING	Replaced charge wires	11/23/2016	11/23/2016	CASTLETON ON HUDSON	12033	3
marks, dirty	Lines on copies. Replaced drum and cleaning blade. Cleaned and tested all ok.	11/23/2016	11/23/2016	WHITE PLAINS	10601	9
jammed	Replaced tray 3 rollers and one ways. Fixed pressure on white rollers on lower right hand door	11/28/2016	11/28/2016	FONDA	12068	4
LINES & WHITE PIECE HAS DETACHED	Replaced drum DV and dv unit	11/28/2016	11/28/2016	SCHENECTADY	12305	4
	Need paper pick ip assy.	11/28/2016	12/1/2016	POUGHKEEPSIE	12601	9
(9) Reg clutch: 9322100081 - constant jamming						
tcall	Clean and test	11/29/2016	11/29/2016	ALBANY	12207	3
auto feeder not grabbing	Df jams removed staple under sep pad cleaned system tested trays	11/30/2016	11/30/2016	SYRACUSE	13202	5
top lid fell off	Replaced Velcro on platen cover	11/30/2016	12/1/2016	CATSKILL	12414	3
	Replaced #2 tray pick up assy	12/1/2016	12/7/2016	POUGHKEEPSIE	12601	9
(9) Reg clutch: 9322100081 - constant jamming						
error c0214	Reset paper in tray 3. Clean test	12/1/2016	12/2/2016	TROY	12180	3
c2801	Need to order charge unit 50GAR71400 and Qty 2 charge wires. [Call#: SC185568 c/b override from SC182455. CBPrevCALL = 801150 target = Model 8639.000000]	12/2/2016	12/5/2016	WHITE PLAINS	10601	9

PLATTEN COVER FELL OFF	Platten cover fell off	12/2/2016	12/2/2016	ROME	13440	5
COPIES ARE NOT STRIGHT	Reattached Platten cover, Gcu, test					
tcall	Cleaned pick up rollers tested ok	12/2/2016	12/2/2016	NEWBURGH	12550	9
BLACK LINE ACROSS TOP OF PAPER	Cleaned machine up	12/2/2016	12/2/2016	ALBANY	12223	3
	Customer saying lines on copies. Could not duplicate problem no problem found. Cleaned and tested all ok.	12/2/2016	12/5/2016	NEW CITY	10956	9
skewing	Adjusted add to get rid of skew	12/2/2016	12/5/2016	ALBANY	12223	3
wtb vac	Wtb full--- empty, also adjust adf for skew	12/5/2016	12/5/2016	CORTLAND	13045	6
error c11a1	Cleaned 1 ways in finisher exit	12/5/2016	12/5/2016	SCHENECTADY	12305	4
i8nternal error	C3501. Clean, repair and reseal temp sensor unit. Gcu test.	12/5/2016	12/5/2016	ROME	13440-0000	5
constant jamming	1 jam in ADF. Could not get to jam. Guides in trays were all open.	12/5/2016	12/5/2016	CASTLETON ON HUDSON	12033	3
(9)c2801	Need to order 50GA30 drive Assy, R-50GA3201 hopper Assy and 50GA3001	12/5/2016	12/8/2016	WHITE PLAINS	10601	9
WHEN COPYING IT'S VERY LIGHT	Light copies. Replace original drum. Clean DV unit. Developer ok. Adj gradations. Gcu test.	12/5/2016	12/5/2016	ROME	13440	5
frozen	Locked up. Popo. Rebuild nip fuser unit with old fuser. Repl web, and adu clutch. Instruct Jennifer on adding and deleting emails. Gcu test.	12/5/2016	12/6/2016	ROME	13440-0000	5
noises, dirty	Replace drum and dv for quality issue. Replaced reg clutch for grinding issue.	12/5/2016	12/6/2016	CATSKILL	12414	3
KEEPS JAMMING	Replaced tray 3 rollers and 1 ways. Clean test [Call#: SC186894 c/b override from SC186220. CBPrevCall = 15798 target = Model 8639.000000]	12/6/2016	12/6/2016	CASTLETON ON HUDSON	12033	3
doc feed jams	Cleaned adf path	12/6/2016	12/6/2016	CASTLETON ON HUDSON	12033	3
message to replace drum/developer on machine		12/6/2016	12/8/2016	WATERTOWN	13601	5
HRS 8:30 - 16:30						
PCLEAR-copying half page, when scanning half doc coming in green	Line. Scans half green. Repl ufr. Clean optics. Test scan ok. All black. Instruct Lisa to select black scan if problem reoccurs.	12/6/2016	12/7/2016	ROME	13440	5
lines		12/6/2016	12/7/2016	OSWEGO	13126	5
machine down call after 130	Nics in platen cover causing to read 11x17 on glass. Covered nics with whiteout and tested well	12/7/2016	12/8/2016	ALBANY	12223	3
lines	Cleaned slit glass and rest of machine	12/7/2016	12/8/2016	NEWBURGH	12550	9
panel off, squeezing letters together	Will get feeder and replace	12/7/2016	12/8/2016	NEWBURGH	12550	9
KEEPS JAMMING	Jammed. Removed jammed paper cleaned feed rollers. Cleaned copier and tested all ok.	12/8/2016	12/9/2016	NEW CITY	10956	9
(9)c2801	Grinding noise from toner Assy. Replaced toner supply unit and deleveloper unit. Cleaned and and tested all ok.	12/8/2016	12/15/2016	WHITE PLAINS	10601	9
top cover off	Replaced drum, and Velcro on platen cover	12/8/2016	12/8/2016	SCHENECTADY	12305	4
(9)(r/s) panel off, squeezing letters together	Replaced feeder assembly	12/8/2016	12/12/2016	NEWBURGH	12550	9
error c-0204	Removed jammed paper cleaned and tested all ok.	12/8/2016	12/9/2016	NEW CITY	10956	9
JAMMING CONSTANTLY	J1302	12/9/2016	12/9/2016	UTICA	13502	5
	Replaced feed tires and one ways tray 3,ufr,web assy, Gcu, test 100+					
OPEN AT 8:30 STILL JAMMING	Paper problems. Changed paper	12/9/2016	12/12/2016	CASTLETON ON HUDSON	12033	3
TOP FEEDER JAMMING	ADF jamming. Replaced DFPV roller, cleaned.	12/9/2016	12/9/2016	BINGHAMTON	13901	6
unable to feed paper & jamming	J6301, 6302	12/9/2016	12/12/2016	ROME	13440-0000	5
	Cleaned whiteout off of adf feed tires, Gcu, test 100+					
12/12 KEEPS JAMMING WHEN FEEDING 8 1/2 BY 14	Replaced drum dv, and tray rollers and 1ways	12/12/2016	12/12/2016	SCHENECTADY	12305	4
30-03 machine down	Jamming in right side. Removed jammed paper cleaned and tested all ok.	12/12/2016	12/12/2016	KINGSTON	12401	3
needs toner filter	Replaced black drum. Replaced tray 3 rollers one ways	12/12/2016	12/12/2016	ALBANY	12207	3

not feeding, not scanning, jammed, states something on glass	Adf jams----- Paul's out of place, reseal, clean optics replace adf dfpr	12/13/2016	12/13/2016	CORTLAND	13045	6
but there isnt, popo not working, had to unplug to get machine on						
JAMMED		12/13/2016	12/13/2016	OSWEGO	13126	5
JAMMING (EMAIL)	(Jamming) adf feed rollers dirty. Scrub adf feed rollers. General Clean & test	12/13/2016	12/13/2016	SYRACUSE	13202	5
DROPPED STAPLES IN MACHINE & NOW THERE IS A NOISE & CAN'T GET STAPLE OUT	Dropped staples in machine removed staples repaired guide cleaned tested	12/14/2016	12/14/2016	SYRACUSE	13202	5
black lines	Replaced dv	12/14/2016	12/15/2016	BALLSTON SPA	12020	4
error original left on glass	HAD CUSTOMER REBOOT WITH MAIN POWER SWITCH. EXPLAINED TO OPEN ADF TO 45 DEGREES BEFORE LOWERING IT.	12/14/2016	12/15/2016	OGDENSBURG	13669	4
*JAMMED	Removed paper stuck in finisher. Cleaned sensor on ADF tray to fix no matching paper size	12/15/2016	12/16/2016	ALBANY	12207	3
down/ c11a0 code/ call for service message 914 824 5806 / ann marie	Spoke to Ann Marie told to shut off the copier with main power switch and remove jammed paper. Copier is OK now.	12/16/2016	12/16/2016	WHITE PLAINS	10603	9
scanner jammed, black lines	Changed drum and dv	12/16/2016	12/16/2016	TROY	12180	3
BROKEN PART ON MACHINE	Platen fell off. Put platen back on. Cleaned and tested all ok.	12/16/2016	12/19/2016	WHITE PLAINS	10601	9
error needs paper	T/2 says replenish paper but has paper. Clip t-2 cable ties. Clean t-2 paper feed unit sensors and vertical roller clutch. Clean dc, adf and filters. Gcu test.	12/16/2016	12/16/2016	UTICA	13501	5
LOOKS LIKE A PEICE BROKE OFF WHERE THE PAPER COMES OUT	Piece in finisher fell off. Re attached. And tested. No jams were in the history	12/16/2016	12/19/2016	HUDSON	12534	3
WHITE PLASTICE PEICE FELL OFF	Velcrowed cover back up. Replaced tray 1 rollers and one ways	12/16/2016	12/19/2016	ALBANY	12207	3
jamming dirty copies	Poor cq, clean DC c wires and repair t/s c unit. R/s drum. None on hand.	12/16/2016	12/19/2016	UTICA	13502	5
(1 sh 12/19) R/s drum. - jamming dirty copies	Poor cq. Repl drum and blade. Service tray 3 and tray 2 pf units. Test good.	12/19/2016	12/20/2016	UTICA	13502	5
JAMMING CONSTANTLY		12/20/2016	12/22/2016	OSWEGO	13126	5
TOP COVER FELL OFF JAMMING	Jamming tray 3, platen fell off void lines. Replaced tray 3 feed rollers and one ways, put platen back on and cleaned discharge wires. Cleaned and tested all ok.	12/20/2016	12/22/2016	WHITE PLAINS	10601	9
noises	Lubed up fuser as much as possible. Some gears wear rattling. Told customer the machine is running fine.	12/20/2016	12/21/2016	ALBANY	12207	3
top lid off	Velcrowed platen cover back up.	12/21/2016	12/21/2016	ALBANY	12207	3
top cover falling off		12/21/2016	12/21/2016	SYRACUSE	13202	5
top lid fell off		12/22/2016	12/22/2016	SYRACUSE	13202	5
JAMMING AGIAN		12/23/2016	12/27/2016	OSWEGO	13126	5
TONER IS STUCK		12/23/2016	12/27/2016	SYRACUSE	13202	5
env stuck jammed	Env stuck. Remove envelope from adf tray. Clean wtb. Gcu test.	12/23/2016	12/23/2016	ROME	13440	5
jammed	44te49 pcleared- had customer remove jam.	12/23/2016	12/23/2016	ROME	13440-0000	5
dark lines	Ordered drum and developer unit	12/28/2016	12/30/2016	NEW CITY	10956	9
	Courtesy cleaned. Rep reg clutch for couple 3101 jams. Test	12/29/2016	12/29/2016	ALBANY	12224	3
	Clean and test	12/29/2016	12/29/2016	ALBANY	12207	3
LEAVING OFF TOP PORTION	Velcrowed cover back up	12/30/2016	1/3/2017	ALBANY	12223	3
(9)(r/s) dark lines	Replaced drum developer unit and developer	12/30/2016	1/5/2017	NEW CITY	10956	9
lines	Replaced drum and DV	1/3/2017	1/3/2017	ALBANY	12223	3
*(vm) 4802 error- suite 3201	C4802 error, system backup errors. Performed engine data reflect mode in the enhance security mode. Update firmware.	1/3/2017	1/3/2017	CORTLAND	13045	6
C1183	C1183 code. Repaired broken piece on finisher. Cleaned and tested all ok.	1/3/2017	1/4/2017	KINGSTON	12401	3
constant jamming	Jams 2 sided. Repl 2nd adu clutch. Repl t-1 rollers and one ways. Gcu test.	1/3/2017	1/3/2017	ROME	13440-0000	5
jamming & not recongizing paper in tray	Tray 2 saying to add paper and jamming. Replaced registration clutch, tray 2 feed rollers and cleaned 1 way clutches. Cleaned and tested all ok.	1/3/2017	1/5/2017	WHITE PLAINS	10601	9
(vm) staples not staying	Customer ordering new staple cartridge.	1/4/2017	1/4/2017	SCHENECTADY	12305	4

c3801 down	C-3801 code jamming tray 3. Replaced thermistors and tray 3 feed rollers and cleaned 1 ways. Cleaned and tested all ok.	1/4/2017	1/5/2017	WHITE PLAINS	10601	9
still waiting on a part?	Need to order hinge A11U262700.	1/5/2017	1/5/2017	WHITE PLAINS	10601	9
* FIRST CALL*	Broken hinge. Replaced hinge cleaned and tested all ok.	1/5/2017	1/12/2017	WHITE PLAINS	10601	9
(9) waiting on a part?						
C0214 ERROR	C0214. Customer already fixed paper. Trouble reset and tested.	1/6/2017	1/6/2017	BINGHAMTON	13901	6
lines	Replaced dv	1/6/2017	1/9/2017	SCHENECTADY	12305	4
streaks	Streaks no problems found cleaned and tested	1/6/2017	1/9/2017	SYRACUSE	13202	5
only talking paper from 1 tray	Inst to check what the LCD shows for tray 3, it shows letter with a yellow triangle and load paper found paper not loaded correctly - reload paper now taking from tray 3	1/6/2017	1/6/2017	OWEGO	13827	6
3rd floor- rm 301/302-dark poor copies	Ordered drum and dev assy	1/6/2017	1/10/2017	CARMEL	10512	9
NOISE AND PART OF INSIDE TOP COVER FELL OFF	Loud squeak, Platten cover fell off, line	1/9/2017	1/9/2017	UTICA	13502	5
	Replaced drum kit, Reattached Platten cover, Gcu, test Lubed gears					
lines	Lines. Remove torn Mylar at DV unit. Clean DV and drum units. Instruct op to order new developer. Gcu test.	1/9/2017	1/10/2017	UTICA	13501-0000	5
LINES	Lines and jams/ bending corners df replaced drum cleaned system ADF df tested	1/10/2017	1/11/2017	SYRACUSE	13202	5
dark lines	Lines, poor cq. DV unit worn out. Repl DV unit, drum unit and DV customer supply. Adj F8. Gcu test.	1/10/2017	1/11/2017	BALLSTON SPA	12020	4
error c-9404	C-9404. Up fw to K6 then K8. Gcu test.	1/10/2017	1/10/2017	WAMPSVILLE	13163	6
FHD	Input correct IP settings. Clean test	1/10/2017	1/11/2017	WHITE PLAINS	10603	9
NOT PRITNING						
(9)3rd floor- rm 301/302-dark poor copies	Replaced drum and developer assy	1/10/2017	1/23/2017	CARMEL	10512	9
errors down		1/11/2017	1/12/2017	TROY	12180	3
jamming	Cleaned adf path?	1/11/2017	1/12/2017	TROY	12180	3
dark lines	Ordered drum unit	1/11/2017	1/13/2017	POUGHKEEPSIE	12601	9
JAMMING IN FEEDER	Jamming in ADF. Cleaned all sensors and rollers. Cleaned copier and tested all ok.	1/11/2017	1/12/2017	GOSHEN	10924	9
LIGHT COPIES	Light copies. Adjusted ADF user settings to dark. Cleaned and tested all ok.	1/11/2017	1/12/2017	GOSHEN	10924	9
error sub power switch c9403	C9403. Repl adf cable. Nip. Repl tray 1 pf rollers. gcu test.	1/12/2017	1/12/2017	WAMPSVILLE	13163	6
ROOM 813-BLACK LINES	Replaced drum	1/13/2017	1/13/2017	ALBANY	12223	3
(9)dark lines	Replaced drum unit	1/13/2017	1/23/2017	POUGHKEEPSIE	12601	9
	T call. Clean adf. Gcu test.	1/13/2017	1/13/2017	ROME	13440	5
* 1/17*	Customer pulled drum carriage out causing 2557. Reset drum and DV counters and ran F8. Replaced tray 1 rollers and clutches	1/17/2017	1/17/2017	FONDA	12068	4
(VM) JAMMED LABEL STUCK						
1/17	Jamming tray 2. Cleaned clutches, sensors, and rollers. Cleaned and tested all ok.	1/17/2017	1/17/2017	WHITE PLAINS	10601	9
DRAWERS NOT PULLING	Lines on copies. Replaced drum and developer. Cleaned and tested all ok.	1/17/2017	1/17/2017	WHITE PLAINS	10601	9
* 1/17*						
BANDING	Jamming tray 2. Replaced feed rollers and 1 ways tray 2 cleaned tray 2 clutches. Cleaned and tested all ok.	1/17/2017	1/18/2017	POUGHKEEPSIE	12601	9
JAMMING CONSTANTLY	Jamming tray 2. Replaced feed rollers and 1 ways tray 2 cleaned tray 2 clutches. Cleaned and tested all ok.	1/17/2017	1/18/2017	POUGHKEEPSIE	12601	9
JAMMING CONSTANTLY	Jamming tray 2. Replaced feed rollers and 1 ways tray 2 cleaned tray 2 clutches. Cleaned and tested all ok.	1/17/2017	1/18/2017	POUGHKEEPSIE	12601	9
POWER OUTTAGE AND MACHINE WILL NOT DO ANYTHING C1183	1183 code. Repaired top output tray	1/18/2017	1/18/2017	ALBANY	12207	3
machine down	C-3451 code. Did trouble reset cleaned and tested all ok.	1/18/2017	1/19/2017	PORT JERVIS	12771	9
*next-dark line		1/18/2017	1/18/2017	SYRACUSE	13204	5

tray 3 down courtroom copier call first grabbing too much paper	Replaced reg bushings and clutch	1/18/2017	1/19/2017	SCHENECTADY	12305	4
	Jamming in ADF. Removed jammed paper from ADF cleaned sensors and rollers. Cleaned copier and tested all ok.	1/18/2017	1/18/2017	POUGHKEEPSIE	12601	9
SMEARING	Lines on copies. Replaced drum and cleaning blade. Cleaned and tested all ok.	1/18/2017	1/23/2017	NEW ROCHELLE	10801	9
jammed	C-3451 code. Did trouble reset cleaned and tested all ok. Put platen back on.	1/19/2017	1/19/2017	PORT JERVIS	12771	9
lines	Lines cleaned system tested wrong count entered on 2/18/16 238418. Actual count 203853 ON 2/18	1/19/2017	1/19/2017	SYRACUSE	13202	5
LINES	Could not reproduce line. Customer said she wiped down glass and all was good.	1/19/2017	1/19/2017	ALBANY	12207	3
STAPLES WILL NOT LOAD	Reloaded staples(reassembled cartridge) clean and test unit	1/19/2017	1/20/2017	NEWBURGH	12550	9
top cover off, false jam	Re Velcro platen cover to adf. Repl t-1 pf rollers. Gcu test.	1/20/2017	1/23/2017	SYRACUSE	13202	5
issue with stapler	Replaced staple unit	1/20/2017	1/23/2017	SCHENECTADY	12305	4
DRUM	Saying to replace pc drum. Reset soft switch settings. Cleaned and tested all ok.	1/20/2017	1/24/2017	WHITE PLAINS	10601	9
MACHINE DOWN		1/20/2017	1/24/2017	WHITE PLAINS	10601	9
* 1/23* jammed and sensor not working	Jamming tray 2 ". Cleaned tray 2 photo sensors, clutches and one ways. Ran 200 test. Ok	1/23/2017	1/23/2017	POUGHKEEPSIE	12601	9
	Cleaned machine up	1/23/2017	1/23/2017	ALBANY	12207	3
platten board fell off	Top fell off repaired platen cover cleaned system tested	1/23/2017	1/24/2017	SYRACUSE	13202	5
(1 shipped 1-24)MACHINE DOWN	Replaced tray 2 clutches and registration clutches. Cleaned and tested all ok.	1/24/2017	1/30/2017	WHITE PLAINS	10601	9
drum	Lines on copies. Replaced drum and developer. Cleaned and tested all ok.	1/24/2017	1/24/2017	WHITE PLAINS	10601	9
	Cleaned machine up	1/24/2017	1/24/2017	ALBANY	12207	3
JAMMIN G	Replaced tray 2 rollers and one ways	1/25/2017	1/26/2017	FONDA	12068	4
JAMMING SHEET FEEDER	Jam in adf	1/25/2017	1/26/2017	HERKIMER	13350	5
	Cleaned adf if staples and paper, educated on op having to do with staples, Gcu, test 100+					
help with ecan to email	IT on site, getting getting E5A code - to or from address problem	1/25/2017	1/27/2017	WHITE PLAINS	10603	9
close EOD Thurs	Remote into look at settings					
cw working	settings look correct.					
	Inst to compare to working machine, will have to find IP address of a working machine					
	Will call back if more help is needed					
	close EO					
double lines bottom of copies	Cleaned slit glass	1/25/2017	1/26/2017	SCHENECTADY	12305	4
streaks		1/26/2017	1/27/2017	OSWEGO	13126	5
ERROR PLEASE CHANGE PC DRUM	New drum NIP. And developer	1/26/2017	1/30/2017	MALONE	12953	4
LINES	Lines cleaned system tested	1/26/2017	1/27/2017	SYRACUSE	13202	5
FINISHER ERRORS	Called in for finisher errors. This copier does not have a finisher. Cleaned and tested all ok.	1/27/2017	1/27/2017	GOSHEN	10924	9
lines	Replace dv unit	1/27/2017	1/30/2017	SCHENECTADY	12305	4
error code c3423	Replaced fuser for warmup fault. Cleaned machine.	1/27/2017	1/31/2017	BELMONT	14813	8
constant jamming power shutting down	T-2 jams. Repl t2 rolls and clutches. Clean adf. Seat plug into main body. Gcu test.	1/27/2017	1/27/2017	UTICA	13501-0000	5
jamming 8x14	Replaced tray 2 feed head.	1/27/2017	1/31/2017	SCHENECTADY	12305	4
error c2403	C2403. Dirty copies. Clean out toner hopper and sensor. Repl clng blade. Clean c wires and adf. Gcu test.	1/27/2017	1/30/2017	UTICA	13502	5
dirty lines	Dirty lines. Cleaned system tested	1/27/2017	1/27/2017	SYRACUSE	13202	5
jamming constantly	Jamming and lines. Replaced tray 2 feed rollers and one way clutches. Replaced drum and developer. Cleaned and tested all ok.	1/30/2017	1/30/2017	YONKERS	10701	9

jamming	Noise. Cleaned discharge wires cleaned copier and tested.	1/30/2017	1/31/2017	YONKERS	10701	9
wtb vac	Empty wtb	1/30/2017	1/30/2017	NORWICH	13815	6
lines across paper	Emptied WTB,replaced feed tires tray 3, Gcu, test					
unknown issue called in	Lines cleaned pcu dev transfer and paper path tested all trays	1/31/2017	1/31/2017	SYRACUSE	13202	5
wont copy feeder not working	Clean and test	1/31/2017	1/31/2017	TROY	12180	3
	No trouble found. Cleaned Adf sensors and rollers. Cleaned machine and tested	1/31/2017	2/2/2017	KINGSTON	12401	3
CONSTANT JAMMING/ CALL W/ETA	Found duplex sensor out of place. Corrected and tested 1500 pages.	1/31/2017	2/2/2017	BATAVIA	14020	8
shadow lines	Lines on copies. Replaced drum and cleaning blade. Cleaned and tested all ok.	2/1/2017	2/2/2017	WHITE PLAINS	10601	9
NOT CENTERING PRINTS DIRTY	Ordering reg clutch	2/1/2017	2/2/2017	JOHNSTOWN	12095	4
fuser replace message machine in room 101	Replaced fuser web.	2/1/2017	2/1/2017	SYRACUSE	13202	5
	Reset counter and message.					
MACHINE DOWN	Won't print or scan. Junction box at customer workstation is bad. Cust IT will replace. Repl tray 1 rollers. Clean clutches. Gcu test.	2/1/2017	2/1/2017	ROME	13440	5
lines on copies	Lines on copies. Replaced drum and developer. Cleaned and tested all ok.	2/1/2017	2/1/2017	GOSHEN	10924	9
jamming	Could not get machine to jam. Cleaned very well	2/2/2017	2/3/2017	SCHENECTADY	12305-0000	4
lorencia 518-285-8500						
jamming	Jams removed tape from paper path and paper behind tray 2 cleaned tested	2/2/2017	2/2/2017	SYRACUSE	13202	5
(9) NOT CENTERING PRINTS DIRTY	Replaced reg clutch	2/2/2017	2/3/2017	JOHNSTOWN	12095	4
TOP FEEDER CROOKED	Paper was loaded incorrectly. Showed customer	2/2/2017	2/2/2017	ALBANY	12207	3
misfeeding paper	Need to get trsy 2 feed Assy. 50GAR71200	2/2/2017	2/2/2017	WHITE PLAINS	10601	9
black lines	Lines on copies. Cleaned slit glass cleaned copier and tested all ok.	2/2/2017	2/3/2017	NEW CITY	10956	9
misfeeding paper	Jamming tray 2. Replaced tray 2 feed Assy. Cleaned and tested all ok.	2/2/2017	2/8/2017	WHITE PLAINS	10601	9
wont scan	Replaced drum and dv	2/3/2017	2/6/2017	TROY	12180	3
jamming	Replaced reg clutch. Having issues with bypass. Rescheduling for time	2/6/2017	2/7/2017	SCHENECTADY	12305-0000	4
wont complete scan jobs	Tested scan function, removed cleaning bushings on fuser	2/6/2017	2/7/2017	FONDA	12068	4
error abort	Aborts trained on deleting corrupt jobs cleaned and tested	2/7/2017	2/8/2017	SYRACUSE	13202	5
wtb vac top tray not feeding	Tray 1 cannot be used msg. Removed paper from behind tray, replaced worn dfpv roller and tested. Adj ADF for skew.	2/7/2017	2/8/2017	BINGHAMTON	13901	6
R/S jamming	Replaced bypass	2/7/2017	2/10/2017	SCHENECTADY	12305-0000	4
KEEPS SHUTTING OFF	Keeps turning off. AC plug not in all reseated plug cleaned and tested all ok.	2/8/2017	2/8/2017	WHITE PLAINS	10601	9
TOP LID OFF	Repaired feeder, cleaned machine	2/8/2017	2/9/2017	BALLSTON SPA	12020	4
opens at 1pm-grey copies closed 8am-1p tomorrow	Lines. Gray copies. Install drum kit. Clean charge unit. Adj grid +2. Gcu test.	2/9/2017	2/9/2017	SHERRILL	13461	5
wants software update - he says he can do it/need trained tech to update software	Updated firmware	2/10/2017	2/14/2017	ALBANY	12223	3
scan to smb	walk Jay through smb settings (he is remote, not tested may need firmware to support)	2/10/2017	2/10/2017	ALBANY	12224	3
feeder not working	Replaced tray 3 sep roller. Ordering motor and board	2/10/2017	2/13/2017	ALBANY	12207	3
* noh 2/13*streaks	Line on copies. Scratch on drum. Replaced drum cleaned and tested all ok.	2/10/2017	2/14/2017	GOSHEN	10924	9
cleaning dirty		2/10/2017	2/14/2017	ITHACA	14850	6

*noh 2/13*fading copies	Faded copies. Cleaned charge and discharge wires. Cleaned and tested all ok.	2/10/2017	2/14/2017	WHITE PLAINS	10601	9
* noh 2/13* jamming	Paper was stuck in adf	2/10/2017	2/14/2017	ALBANY	12203	3
* noh 2/13* malfunction message via cm	Customer saying malfunction code. Copier was working when I got here. Cleaned and tested all ok.	2/13/2017	2/14/2017	WHITE PLAINS	10603	9
2/21 (9) feeder not working error c2557	Found piece of paper stuck where the tray plugs into the board	2/13/2017	2/21/2017	ALBANY	12207	3
	C 3557 code. Replaced drum and developer. Cleaned and tested all ok.	2/14/2017	2/14/2017	WHITE PLAINS	10601	9
cover fell off	Velcrowed cover back up	2/14/2017	2/14/2017	ALBANY	12224	3
toner stuck on there	Toner bottle would not come out. Had to take hopper off to force bottle out.	2/14/2017	2/14/2017	BINGHAMTON	13901	6
false jam	Saying to remove jam. Spring fell off duplex sensor. Cleaned and tested all ok.	2/14/2017	2/16/2017	WHITE PLAINS	10601	9
missed feed	Tightened lock holder for tray 1	2/15/2017	2/17/2017	BALLSTON SPA	12020	4
not taking paper from all trays toner error issues twisted not seated	C2403. Repl toner bottle rotation sensor. Nip. Gcu test.	2/15/2017	2/15/2017	UTICA	13502	5
LINES	Lines on copies. Replaced UFR. Cleaned and tested all ok.	2/15/2017	2/16/2017	WHITE PLAINS	10601	9
toner filter needs to be replaced	Replace toner filter msg. Replaced filter, reset count. Needs Fuser for noise if/when customer calls for noise. Replaced tray 3 dfpv and feed roller, tray 1 dfpv roller.	2/15/2017	2/15/2017	OWEGO	13827	6
waiting on part lines	Need to order transfer roller unit PN 4040076000	2/15/2017	2/17/2017	GOSHEN	10924	9
9-power button problem/led pad	Op panel switch broken installed R oppanel cleaned tested	2/15/2017	2/16/2017	SYRACUSE	13202	5
9-power button problem/led pad	Op panel switch broken installed R oppanel cleaned tested	2/15/2017	2/16/2017	SYRACUSE	13202	5
9-power button problem/led pad	Op panel switch broken installed R oppanel cleaned tested	2/15/2017	2/16/2017	SYRACUSE	13202	5
jamming	Replaced tray 1 rollers and 1 ways. And drum and dv	2/15/2017	2/16/2017	BALLSTON SPA	12020	4
staple problem	C1109. Stapler crumplet broke. R/s new stapler. Repl adf roller.	2/16/2017	2/17/2017	WAMPSVILLE	13163	6
(9) stapler unit - staple problem	Replace stapler unit. Gcu test.	2/17/2017	2/24/2017	WAMPSVILLE	13163	6
(9) lines	Scratch on drum lines on copies. Toner build up on transfer roller plate causing drum pressing finger to scratch drum. Replaced transfer roller Assy and drum. Cleaned and tested all ok.	2/17/2017	2/22/2017	GOSHEN	10924	9
cl monday=jamming	Replaced duplex actuator	2/21/2017	2/21/2017	BALLSTON SPA	12020	4
*2/21 call*per roger needs drum* streaks	Platen fell off and streaks on copies. Put platen back on replaced drum and developer. Cleaned and tested all ok.	2/21/2017	2/21/2017	CARMEL	10512	9
* 2/21* dark lines/jamming	Lines and jamming. Replaced drum and cleaning blade. Replace tray 3 feed rollers and 1 ways. Cleaned and tested all ok.	2/21/2017	2/21/2017	POUGHKEEPSIE	12601	9
UNABLE TO PULL FROM 2ND DRAWER	Customer saying not pulling from tray 2. Can not duplicate problem no problem found. This call should have canceled. Tested all ok. [Call#: SC216999 c/b override from SC212058. CBPrevCALL = 600138 target = Model 8639.000000]	2/21/2017	2/22/2017	WHITE PLAINS	10601	9
c-2557 error	spoke to Kyuhee at 845-208-7890 told her shut the main power switch off and open the side door there was a piece of paper stuck by the drum. Told her to remove it turn the power back on and the copier is working fine now.	2/22/2017	2/22/2017	CARMEL	10512	9
lines on pages	Lines. Dv unit torn Mylar took out drum. Repl dv unit drum and customer supply dv. Adj and Gcu.	2/23/2017	2/24/2017	UTICA	13501-0000	5
jamming	Cleaned one ways in finisher	2/24/2017	2/24/2017	BALLSTON SPA	12020	4
noises 8-4	Cleaned polygon shaft	2/24/2017	2/24/2017	AMSTERDAM	12010	4
grey shadow	Cleaned Dv unit up. Shook developer	2/24/2017	2/24/2017	ALBANY	12223	3

errors machine down	C5352. Clean rt side door cooling fan. And rear fans. Repl t-1 rollers and clutches. Gcu test.	2/24/2017	2/27/2017	UTICA	13502	5
drawer problem	Tray 3 will not open. Repaired switch cleaned and tested all ok.	2/24/2017	2/27/2017	GOSHEN	10924	9
internal error d010	CD010, reformatted HDD, loaded movie data	2/27/2017	2/27/2017	ELMIRA	14901	6
copies are black	Black copies. Replaced drum, developer and developer unit. Need to Order HVPS.	2/27/2017	2/27/2017	GOSHEN	10924	9
toner problem	Toner bottle wouldn't go in. Adjusted slots and pushed in	2/27/2017	2/28/2017	SCHOHARIE	12157	3
(1 shipped 2-28)copies are black	Need more time.	2/27/2017	3/2/2017	GOSHEN	10924	9
*next-jamming-someone will let you in the building	Need to order Fuser PN 42GAR70200	2/28/2017	2/28/2017	GOSHEN	10924	9
VERY LIGHT PRINT	Replaced drum and Dv	2/28/2017	2/28/2017	COHOES	12047	3
room 121	Lines cleaned no help replaced drum and tested	2/28/2017	3/1/2017	SYRACUSE	13202	5
black lines						
mal error c5352	C5352. Re clean M5 cooling fan. Instruct op on reboot procedure. R/s M5	2/28/2017	2/28/2017	UTICA	13502	5
(1 shipped 3-2)mal error c5352	C5352. Repl cooling fan motor. Gcu test.	2/28/2017	3/6/2017	UTICA	13502	5
(9)-jamming-someone will let you in the building	Jamming C-2402. Replaced UFR, web, turnover unit, drum and cleaning blade. Cleaned and tested all ok.	2/28/2017	3/1/2017	GOSHEN	10924	9
jamming	Paper stuck in exit unit. Removed. Cleaned. Test	3/1/2017	3/1/2017	ALBANY	12224	3
lines darker in the back	Increased ch voltages	3/1/2017	3/2/2017	SYRACUSE	13202	5
lines darker in the back	Increased ch voltages	3/1/2017	3/2/2017	SYRACUSE	13202	5
lines darker in the back	Increased ch voltages	3/1/2017	3/2/2017	SYRACUSE	13202	5
cpw working	Talked with JSH, they are looking to use hostname for SMTP server, found in all solutions how to enable host name	3/1/2017	3/3/2017	HUDSON	12534	3
*** leave in my box ***						
In comminsher of Juror office	3.2.17 - Im vm with IT 2 times					
IT: Bob Barker: 518-285-8332	3.3.17 - Called IT, all set					
	Had to turn on DNS and enter DNS server info.					
	Now able to enter host name for					
*first call 3/2	Set sw 418 hex50 clean test	3/2/2017	3/2/2017	JOHNSTOWN	12095	4
needs pc drum						
(1 shipped 2-28)copies are black	Black copies. Replaced HVPS. Cleaned and tested all ok.	3/2/2017	3/3/2017	GOSHEN	10924	9
false jamming	Cleaned finisher exit one ways	3/2/2017	3/3/2017	CATSKILL	12414	3
lines	call I spoke to Jerry had her clean to slit glass for the ADF and everything is fine now.	3/3/2017	3/3/2017	WHITE PLAINS	10601	9
VM-CROOKED COPIES	Skew. Remove bent paper in tray 3 and instruct ops. Clean adf, c wires and vertical sensors. Gcu test.	3/3/2017	3/3/2017	HERKIMER	13350	5
code c0214	C0214. Reseat lct paper and instruct op. Repl t-3 rolls. Vac wtb. Gcu test. Instruct Matt on add/delete email addresses.	3/3/2017	3/6/2017	ROME	13440-0000	5
mal code	C-0202 code. Removed jammed paper replaced tray 1 feed rollers and 1 ways. Cleaned and tested all ok.	3/6/2017	3/7/2017	GOSHEN	10924	9
not stapling correctly jamming	Cleaned one ways in finisher and repaired guide. Changed tray 2 rollers and one ways and tray 3 sep roller	3/6/2017	3/7/2017	ALBANY	12207	3
roller problem	Won't 2-2 duplex. Removed paper wedge from adf gate. Cleaned and tested	3/7/2017	3/8/2017	POUGHKEEPSIE	12601	9
streaking black corners	Lines on copies. Replaced drum and developer. Cleaned and tested all ok.	3/7/2017	3/8/2017	WHITE PLAINS	10601	9
bottom drawer not working	Reset tray 3 error. Cleaned tray 3 sensors and cleaned machine. Tested	3/8/2017	3/8/2017	POUGHKEEPSIE	12601	9
* next call*	Saying cannot find correct size paper. Removed paper from behind tray 2. Cleaned and tested all ok.	3/8/2017	3/9/2017	BEACON	12508	9
paper problem						
c2403	Vacuumed toner sensor. Watched bottle spin	3/8/2017	3/9/2017	ALBANY	12223	3
jamming	Replaced tray 2 rollers and 1 ways	3/9/2017	3/9/2017	FORT EDWARD	12828	4
not feeding errors something on glass	Removed plastic covering on platen cover	3/9/2017	3/9/2017	ALBANY	12207	3
feeder not working correctly		3/9/2017	3/9/2017	OSWEGO	13126	5
scan jamming	Clean adf path	3/10/2017	3/10/2017	BALLSTON SPA	12020	4

code c1183	Output tray out of alignment and paper wadded in exit. Removed paper wadded at exit and realigned output trays. GCU & test.	3/10/2017	3/13/2017	BINGHAMTON	13901	6
jammed	Cleaned adf	3/13/2017	3/13/2017	ALBANY	12223	3
NOH 3/14	when scanning to a SMB folder it is giving them an error. Had customer call IT. they resolved the issue.	3/15/2017	3/15/2017	BALLSTON SPA	12020	4
jamming when scanning	Need to order PN 4344508801 ADF lever.	3/15/2017	3/16/2017	PEEKSKILL	10566	9
1 copy thern machine fails	C-2557 code. Replaced drum and developer cleaned and tested all ok.	3/15/2017	3/16/2017	PEEKSKILL	10566	9
error call rep	Clean test	3/15/2017	3/15/2017	TROY	12180	3
	Clean test	3/15/2017	3/15/2017	TROY	12180	3
	Cleaned machine up	3/15/2017	3/16/2017	ALBANY	12207	3
cl tues/wed- code cd010	Tried all solutions, remove HDD, reformat HDD, receipt all connections, NG, R/S HDD & poss. MFP.	3/16/2017	3/16/2017	ELMIRA	14901	6
cl tues/wed- feeder problem	Df jams cleaned Df assy installed nip sep roller adj tray 3 tested	3/16/2017	3/16/2017	SYRACUSE	13202	5
squeaking	Squeaking from H transport. Lubed bushings.	3/16/2017	3/16/2017	BINGHAMTON	13901	6
(1 shop 3-21)1 copy thern machine fails	Replace af sensor arm	3/16/2017	4/4/2017	PEEKSKILL	10566	9
	T call. Re Velcro platen cover. Clean optics. Adj toner density. Test	3/16/2017	3/16/2017	SHERRILL	13461	5
black blobs on paper	Dot on copy. Replaced drum and cleaning blade. Cleaned and tested all ok.	3/16/2017	3/17/2017	GOSHEN	10924	9
(1 SHIPPED 3-17)cl tues/wed- code cd010	Reseat HDD, preform logical format & full system firmware reload, lube Fuser	3/16/2017	3/23/2017	ELMIRA	14901	6
tray 1 error jammed	Replaced tray 1 rollers and 1 ways	3/17/2017	3/17/2017	TUPPER LAKE	12986	4
toner residue on page, gritty	Line	3/17/2017	3/17/2017	ONEONTA	13820	6
judges chambers- white platten cover fell off	Replaced drum, Gcu, test Jamming doing two sided and platen fell off. Put duplex sensor back on and put platen back on. Cleaned and tested all ok.	3/17/2017	3/17/2017	NEW CITY	10956	9
code c-3502	could not locate machine, not here.	3/17/2017	3/21/2017	PLATTSBURGH	12901	4
black lines	Replaced	3/17/2017	3/20/2017	TROY	12180	3
jaming	Replaced tray 1-3 paper feed rollers general cleanup test ok	3/17/2017	3/17/2017	SYRACUSE	13202	5
HEAVY LINES	Lines on copies. Replaced drum cleaned and tested all ok.	3/20/2017	3/20/2017	NEW CITY	10956	9
toner problem/lines	Lines. Replaced drum. Adj ADF DFPV roller tension spring.	3/21/2017	3/22/2017	BINGHAMTON	13901	6
jamming	Repaired binding registration unit. Cleaned and tested.	3/21/2017	3/22/2017	BATAVIA	14020	8
noises bending corners	ADF dog earing. Cleaned and adj. R/S for fuser for noise.	3/21/2017	3/21/2017	OWEGO	13827	6
Need to update firmware on machine. has CF card to update machine and will not take update	Customer was unable to flash firmware. I successfully Flashed firmware. Still unable to scan. Customer is going to contact help desk.	3/21/2017	3/21/2017	ALBANY	12224	3
HRS: 9-5						
(1 shipped 3-21)noises bending corners	R/S. Replaced Fuser. Different rubbing noise coming from exit assy. R/S for that and guide that holds trays in as that is now broken and tray 2 will not close.	3/21/2017	3/24/2017	OWEGO	13827	6
FHD	Was able to cross over and scan to my laptop. IT is going to work on it	3/21/2017	3/23/2017	ALBANY	12224	3
Scan to folder setup not working		3/22/2017	3/23/2017	CORTLAND	13045	6
tray 3 problem	Lockep up, POPO, trouble reset boot, delleted bad job, keyop cust	3/23/2017	3/24/2017	BELMONT	14813	8
machine down						
poor quality	Replaced drum/ Dv/ Dv unit	3/24/2017	3/24/2017	ALBANY	12207	3
C3801	C-3801 code. Did trouble reset cleaned and tested all ok.	3/24/2017	3/24/2017	NEWBURGH	12550	9
top feeder jammed	Jamming in ADF. Removed jammed rubber band from ADF. Cleaned and tested all ok.	3/24/2017	3/24/2017	WHITE PLAINS	10601	9
dirty	Lines. Repl drum unit. Dv not needed. Gcu test.	3/24/2017	3/28/2017	UTICA	13501	5
dirty	Replaced dv	3/24/2017	3/27/2017	JOHNSTOWN	12095	4
	Lines on copies. Replaced drum and developer. Cleaned and tested all ok.	3/24/2017	3/24/2017	WHITE PLAINS	10601	9

need DL assist=9- shipped 3-21)noises bending corners	R/S. Replaced block that holds trays in and exit assy.	3/24/2017	4/4/2017	OWEGO	13827	6
3/27	Replaced drum developer and tray 1 rollers and clutches	3/27/2017	3/27/2017	CASTLETON ON HUDSON	12033	3
first floor						
dark lines not copying all						
platten cover fell off	spoke Claudia and told her how to put the platen back on	3/27/2017	3/28/2017	KINGSTON	12401	3
PLATTEN BOARD FELL OFF, SUITE 290		3/27/2017	3/27/2017	SYRACUSE	13202	5
machine down	Replaced tray 1 rollers and clutches. Replaced drum and Dv	3/28/2017	3/29/2017	FONDA	12068	4
platten board fell off	Platen cover was missing.. made one with paper for the time being	3/28/2017	3/29/2017	CASTLETON ON HUDSON	12033	3
	3201 Will order fuser assy	3/29/2017	3/30/2017	POUGHKEEPSIE	12601	9
dirty copies faded	Not fusing. Pressure roller lever was up put in correct place cleaned and tested all ok.	3/29/2017	3/30/2017	GOSHEN	10924	9
still jaming	Replaced tray 1 and 2 rollers and clutches.	3/30/2017	3/30/2017	SCHENECTADY	12305-0000	4
(9) 3201	Will order fuser motor M11	3/30/2017	4/6/2017	POUGHKEEPSIE	12601	9
(9) 3201	Will order fuser motor M11	3/30/2017	4/6/2017	POUGHKEEPSIE	12601	9
(9) 3201	Will order fuser motor M11	3/30/2017	4/6/2017	POUGHKEEPSIE	12601	9
can't copy off glass, ADF jamming and detecting 11x17 for size		3/30/2017	3/31/2017	OSWEGO	13126	5
has POPO						
noises	Noise. Replaced drum, developer, and developer unit. Cleaned and tested all ok.	4/3/2017	4/3/2017	MONTICELLO	12701	3
needs drum	Saying to replace drum. Reset soft switch settings. Cleaned and tested all ok.	4/3/2017	4/4/2017	MONTICELLO	12701	3
toner spilling all over inside machine	Cleaned slit glass. Cleaned out toner section and transfer section	4/4/2017	4/4/2017	ALBANY	12207	3
machine down	Down jams envelopesand duplxing fax Cindy had. Imputed replaced It looking into issues cleaned tested	4/5/2017	4/5/2017	SYRACUSE	13202	5
keeps popo	POPO corrupt job trained on deleting job cleaned tested	4/5/2017	4/5/2017	SYRACUSE	13202	5
jammed lose part fallen off	Put duplex actuator back in and replaced tray 3 rollers	4/6/2017	4/6/2017	SCHENECTADY	12305	4
* first call*	Replaced tray 1 rollers and clutches. Cleaned one ways in finisher for 11A0 code	4/6/2017	4/7/2017	BALLSTON SPA	12020	4
jammed	Adf jam: paper clip, clean, GCU, empty waste toner	4/6/2017	4/7/2017	BINGHAMTON	13901	6
jamming, crinkling from top feeder	Ordered fuser motor m11	4/6/2017	4/6/2017	POUGHKEEPSIE	12601	9
(9) 3201	Ordered fuser motor m11	4/6/2017	4/6/2017	POUGHKEEPSIE	12601	9
(9) 3201	Ordered fuser motor m11	4/6/2017	4/6/2017	POUGHKEEPSIE	12601	9
error c1102	C-1102. R/s fns cb and M11	4/6/2017	4/7/2017	ROME	13440-0000	5
(9) 3201	Needs printer bd	4/6/2017	4/11/2017	POUGHKEEPSIE	12601	9
error misfeed	Customer accidentally adjusted adf guides to A4 while feeding letter. Instructed customer, cleaned and tested	4/7/2017	4/10/2017	HUDSON	12534	3
R/s fns cb and motor - error c1102	C1102. Replace fns cb and tray lift motor per KM. Gcu test.	4/7/2017	4/17/2017	ROME	13440-0000	5
ADF jamming	Adf jam: clean Adf, flipped Mylar, empty waste toner, clean/check feed, out of rollers, needs rollers next call, empty waste toner	4/7/2017	4/7/2017	BINGHAMTON	13901	6
cover fell off	Platen fell off. Put back on cleaned and tested all ok.	4/10/2017	4/10/2017	GOSHEN	10924	9
lines feeder jammed not centered	R/s for parts	4/11/2017	4/12/2017	CORTLAND	13045	6
(9) 3201	Replaced printer control board(used). Replaced fuser, drum and cleaning blade.	4/11/2017	4/13/2017	POUGHKEEPSIE	12601	9
c-11a0	Cleaned finisher exit 1 ways	4/11/2017	4/12/2017	SCHENECTADY	12305	4
lines	Line	4/11/2017	4/11/2017	UTICA	13501	5
	Cleaned scan glass, Gcu, test					
bottom tray jammed	Tray 3 not working. Opened manually reset copier from main power switch loaded paper and tested all ok.	4/12/2017	4/12/2017	WHITE PLAINS	10601	9

error paper size	Error paper size. Cleaned by pass sensors. Cleaned copier and tested all ok.	4/12/2017	4/12/2017	WHITE PLAINS	10601	9
lines feeder jammed not centered		4/12/2017	4/14/2017	CORTLAND	13045	6
toner all over prints	Replaced drum and dv	4/12/2017	4/12/2017	TROY	12180	3
lines top cover off		4/12/2017	4/12/2017	SYRACUSE	13202	5
vm-judge maney- msg request service- no further info	Removed paper from behind tray 2	4/12/2017	4/13/2017	ALBANY	12207	3
jammed tray 2	Need tray 2 feed Assy. Keeps saying to load paper.	4/12/2017	4/13/2017	YONKERS	10701	9
SHOP 4/13 4018 only-lines	Replaced upper fuser roller web general cleanup test ok	4/13/2017	4/17/2017	SYRACUSE	13202	5
9-r/s	Replaced tray 2 feed Assy. Cleaned and tested all ok.	4/13/2017	4/18/2017	YONKERS	10701	9
jammed tray 2						
error call for service	Fixed sub power button on touch panel	4/13/2017	4/13/2017	ALBANY	12207	3
lines		4/17/2017	4/18/2017	CORTLAND	13045	6
white lines cutting off	Blank line on copies. Removed foam from in front of drum. Replaced drum and developer. Cleaned and tested all ok.	4/17/2017	4/18/2017	GOSHEN	10924	9
ERRORS TONER JAMMED INSIDE LINES	Adjusted toner hopper. Vacuumed cleaned and tested all ok.	4/17/2017	4/17/2017	WHITE PLAINS	10601	9
	Replaced drum developer and Dv unit	4/17/2017	4/17/2017	CASTLETON ON HUDSON	12033	3
jammed and delayed	Jam occurred twice. Only main body jams since November. Couldn't replicate. Customer says machine was delayed. While coping notice it went to warmup state often. One fuser lamp was blown. Replaced with nip.	4/18/2017	4/18/2017	ALBANY	12224	3
opens at 9-false jamming	Replaced tray 1 rollers and 1 ways	4/18/2017	4/19/2017	CATSKILL	12414	3
error c-0214	Tray 3 non op	4/18/2017	4/19/2017	NORWICH	13815	6
lines	Popo, trouble reset, replaced feed tires tray 3, Gcu, test Crooked copies. Performed Adf calibration and test.	4/18/2017	4/19/2017	CORTLAND	13045	6
* 20 WEST ONEIDA STREET SECOND FLOOR	Replaced developer unit general cleanup test ok	4/19/2017	4/21/2017	OSWEGO	13126	5
LINES & SMUDGES						
top feeder jamed roller broken	Cleaned adf path	4/19/2017	4/20/2017	TROY	12180	3
cannot copy/ down needs tech asap/ tried popo/ unplug / message on copier says stop print/ check consumable life	Set to no stop, clean and test	4/19/2017	4/20/2017	TROY	12180	3
msg to replace toner filter	Reset filter message, GCU, rep tray 3 Rollers, empty waste toner, clean Adf, test	4/20/2017	4/20/2017	BINGHAMTON	13901	6
customer needs developer=will call when they rcv it- lines	Replaced drum and Dv	4/21/2017	4/21/2017	ALBANY	12207	3
internal error ongoing	C3502. Clean fix temp sensors. Gcu test. Reset code.	4/21/2017	4/24/2017	HERKIMER	13350	5
40te18-025507, wont recognizing toner, need drum & dev	Replaced drum developer upper fuser roller general cleanup test ok	4/21/2017	4/24/2017	SYRACUSE	13202	5
marks	Quality replaced dev dev assy and drum cleaned tested	4/21/2017	4/24/2017	SYRACUSE	13202	5
cover off		4/24/2017	4/24/2017	OSWEGO	13126	5
jammed	Jams removed paper behind tray 1 replaced rollers cleaned tested	4/24/2017	4/24/2017	SYRACUSE	13202	5
		4/24/2017	4/25/2017	ROCHESTER	14604	7
PULLED TRAY OUT & NOW IT WON'T CLOSE/CINDY 315-671-1050	Tray won't close repaired tray 1 cleaned tested	4/24/2017	4/25/2017	SYRACUSE	13202	5
MACHINE DOWN		4/25/2017	4/26/2017	KINGSTON	12401	3
not duplexing correct	Need to order touch screen PN A61FM70103	4/26/2017	4/26/2017	GOSHEN	10924	9
opens at 9am	Reformed finisher metal stacking guide. Tested	4/26/2017	4/27/2017	POUGHKEEPSIE	12601	9
CONSTANTLY JAMMING -- LISA 845-431-1824		4/26/2017	5/1/2017	KINGSTON	12401	3
(9 shop 4-27)MACHINE DOWN	Replaced touchscreen cleaned and tested all ok.	4/26/2017	5/1/2017	KINGSTON	12401	3
(9 shop 4-27)MACHINE DOWN	Replaced touchscreen cleaned and tested all ok.	4/26/2017	5/1/2017	KINGSTON	12401	3
(9 shop 4-27)MACHINE DOWN	Replaced touchscreen cleaned and tested all ok.	4/26/2017	5/1/2017	KINGSTON	12401	3
9-5: DENISE 845-476-3612 CAN'T REMOVE DRAWER 1- 8.5X11 TO REMOVE PAPER FROM BEHIND TRAY.	Jamming. Replaced tray 1 and 2 feed rollers and one ways. Cleaned and tested all ok. Replaced drum and developer.	4/26/2017	4/27/2017	GOSHEN	10924	9

not recognizing toner		4/27/2017	4/27/2017	SYRACUSE	13202	5
rm110- noises	Noise and C3557 replaced dev assy and drum customer dev RS for time and parts	4/27/2017	4/27/2017	SYRACUSE	13202	5
rm121-power save button is pushed all the way in and broken	Button broken installed nip op panel cleaned tested	4/27/2017	4/27/2017	SYRACUSE	13202	5
lines	Lines DF only cleaned system tested	4/27/2017	4/28/2017	SYRACUSE	13202	5
(r/s) rm110- noises	RS cleaned fuser and reg assy shop for part installed nip reg assy tested	4/27/2017	4/28/2017	SYRACUSE	13202	5
NEXT abort msg	Aborts. Lines. Deleted print jobs. Repl drum. Clean foam out of laser and drum unit areas. Gcu test.	4/27/2017	5/1/2017	UTICA	13501	5
room 133-starts to copy, paper curls up and jams	Jams removed def paper cleaned system tested	4/28/2017	4/28/2017	SYRACUSE	13202	5
WHITE SHEET UNDER COVER CAME OFF. SANDY 518-451-8897	Velcrowed cover back up and went through machine	4/28/2017	4/28/2017	BALLSTON SPA	12020	4
PAPER JAM-ADF/LAURA 518-453-5520	Cleaned all sensors very well.	4/28/2017	4/28/2017	ALBANY	12207	3
CAN'T MAKE COPIES AND/OR SCAN THRU ADF-DOESN'T PRINT/NALA	Cleaned adf well	4/28/2017	5/1/2017	ALBANY	12207	3
wong turn on	Rebooted machine. Cleaned up	5/1/2017	5/1/2017	ALBANY	12207	3
room 133	T call.	5/1/2017	5/1/2017	BINGHAMTON	13901	6
jammed	Jammed unable to duplicate replaced def. tray 3 rollers cleaned tested	5/2/2017	5/2/2017	SYRACUSE	13202	5
will not collate unless they staple	Clean paper path. Flipped paper and lowered fusing temp.	5/2/2017	5/2/2017	SCHOHARIE	12157	3
PLEASE CALL PRIOR	Cleared paper path and sanded down bur in plastic guide above tray	5/2/2017	5/2/2017	ALBANY	12207	3
jammed	3. Ran lots of copies					
jammed	Jamming tray 1. Replaced tray 1 clutches and one ways. Cleaned and tested all ok.	5/2/2017	5/2/2017	NEW CITY	10956	9
JAMMED CONSTANTLY	Cleaned up adf rollers and sensors very well. Cleared paper path in tray 3	5/2/2017	5/2/2017	ALBANY	12207	3
DOUBLE SIDED NOT WORKING	Cleaned registration sensor. Removed obstruction from inverter and tested 200	5/2/2017	5/3/2017	GOSHEN	10924	9
room 133	Replaced finisher motor & clutches cleaned paper path bushings & sensors general cleanup test ok	5/4/2017	5/5/2017	SYRACUSE	13202	5
jammed constant	No trouble found. Did general cleaning	5/4/2017	5/4/2017	KINGSTON	12401	3
top cover off	Reinstall platen cover	5/4/2017	5/4/2017	OSWEGO	13126	5
feeder issues	NPOA., could not duplicate	5/4/2017	5/5/2017	ELMIRA	14901	6
jammed tray 3 crooked	Replaced tray 3 rollers, cleaned machine	5/4/2017	5/4/2017	KINGSTON	12401	3
error replaced staples wont clear popo	Replaced stapler error cart broken unable to repair shop for part installed nip cart cleaned tested	5/4/2017	5/5/2017	SYRACUSE	13202	5
JAMMING	Cleaned adf path.	5/5/2017	5/8/2017	FONDA	12068	4
ERROR MSG C-3502	Cleaned thermistors, reset code. Incomplete for heat roller, exit idler rollers, and web roller	5/5/2017	5/8/2017	POUGHKEEPSIE	12601	9
install	worked with Bryan last week when his folks were in albany to setup scanning to email mailout.court.net.org port 25	5/8/2017	5/8/2017	NEW YORK	10017	1
(9)ERROR MSG C-3502	Replaced heat roller, web roller and foam fuser exit rollers. Tested	5/8/2017	5/10/2017	POUGHKEEPSIE	12601	9
install	worked with Bryan last week when his folks were in albany to setup scanning to email mailout.court.net.org port 25	5/8/2017	5/8/2017	WHITE PLAINS	10601	9
install	worked with Bryan last week when his folks were in albany to setup scanning to email mailout.court.net.org port 25	5/8/2017	5/8/2017	BUFFALO	14202	8
install	worked with Bryan last week when his folks were in albany to setup scanning to email mailout.court.net.org port 25	5/8/2017	5/8/2017	NEW YORK	10004	1
install	10.51.64.115 install email addressbook p2p	5/8/2017	5/8/2017	NEW YORK	10017	1
feeder isn't working	Jamming in ADF. Removed piece of jammed plastic from ADF. Cleaned and tested all ok.	5/8/2017	5/9/2017	GOSHEN	10924	9
c3801	C-3801 code. Cleaned thermistors a did trouble reset. Cleaned and tested all ok.	5/9/2017	5/9/2017	WHITE PLAINS	10601	9
jammed	Jams after fuser. Diagnosed faulty exit unit clutch CL8.	5/9/2017	5/9/2017	KINGSTON	12401	3

lost power during a job- outlet is good	Will not power on. Reseated AC power cord cleaned and tested all ok.	5/9/2017	5/9/2017	GOSHEN	10924	9
c2557	C2557 error. Shook toner good, cleared toner track. Manual add toner. Tested	5/9/2017	5/10/2017	KINGSTON	12401	3
wont read paper correct	Paper tray size error. Adj tray 1 and 2 centering and tighten screws. Gcu test	5/9/2017	5/10/2017	HERKIMER	13350	5
will not power on	Will not turn on. Power switch pushed in and stuck. Repaired power switch cleaned and tested all ok.	5/9/2017	5/10/2017	WHITE PLAINS	10601	9
extra tray on outside is bent because something heavy fell on it	Customer dropped box of papers on by pass. Repaired bypass cleaned and tested all ok.	5/9/2017	5/10/2017	WHITE PLAINS	10601	9
(9)jammed	Replaced exit unit clutch(CL8). Tested	5/9/2017	5/15/2017	KINGSTON	12401	3
DOUBLE SIDED JAMMING CONSTANT	Duplex jams within 3 copies. Cleaned all duplex clutches and rollers and tested 300+ duplex copies	5/10/2017	5/11/2017	GOSHEN	10924	9
jammed, noises	Replaced broken bushing in reg section. Ran lots of copies with no jams	5/10/2017	5/11/2017	SCHOHARIE	12157	3
jammed tearing	Jamming doing 2 sided. Need to order duplex actuator and spring. Missing	5/10/2017	5/11/2017	NEW ROCHELLE	10801	9
jamming and tearing		5/10/2017	5/11/2017	NEW ROCHELLE	10801	9
(9shop 5-12)jammed tearing	Jamming 2 sided. Installed missing duplex actuator and spring. Replaced tray 2 feed rollers and one ways. Cleaned and tested all ok.	5/11/2017	5/17/2017	NEW ROCHELLE	10801	9
(9shop 5-12)jammed tearing	Jamming 2 sided. Installed missing duplex actuator and spring. Replaced tray 2 feed rollers and one ways. Cleaned and tested all ok.	5/11/2017	5/17/2017	NEW ROCHELLE	10801	9
(9shop 5-12)jammed tearing	Jamming 2 sided. Installed missing duplex actuator and spring. Replaced tray 2 feed rollers and one ways. Cleaned and tested all ok.	5/11/2017	5/17/2017	NEW ROCHELLE	10801	9
(9shop 5-12)jammed tearing	Jamming 2 sided. Installed missing duplex actuator and spring. Replaced tray 2 feed rollers and one ways. Cleaned and tested all ok.	5/11/2017	5/17/2017	NEW ROCHELLE	10801	9
(9shop 5-12)jammed tearing	Jamming 2 sided. Installed missing duplex actuator and spring. Replaced tray 2 feed rollers and one ways. Cleaned and tested all ok.	5/11/2017	5/17/2017	NEW ROCHELLE	10801	9
(9shop 5-12)jammed tearing	Jamming 2 sided. Installed missing duplex actuator and spring. Replaced tray 2 feed rollers and one ways. Cleaned and tested all ok.	5/11/2017	5/17/2017	NEW ROCHELLE	10801	9
error c3801	C-3801 code. Replaced Fuser cleaned and tested all ok.	5/11/2017	5/11/2017	WHITE PLAINS	10601	9
Keeps jamming in left door area. I have flipped the paper and that isn't working.	Called for jamming left side. Npoa. Reseat t-4 of guides. Clean adf. Gcu test. Customer claims nobody from that office called the machine in for jamming. (Nicole)	5/11/2017	5/12/2017	FORT EDWARD	12828	4
squeaking noise when idling. when prints it will stop	Fuser bearings are worn and squealing. Ordered fuser and rollers.	5/11/2017	5/12/2017	ELMIRA	14901	6
(9 shipped 5-12)jamming and tearing	Jamming 2 sided. Replaced registration clutch. Cleaned and tested all ok.	5/11/2017	5/17/2017	NEW ROCHELLE	10801	9
Platen cover fell off and not recognizing paper size. Jamming	Cleaned adf rollers and sensors. Put platen cover back up. Guides were not closed in tray	5/11/2017	5/11/2017	SCHOHARIE	12157	3
	T call	5/12/2017	5/12/2017	OWEGO	13827	6
(9 shop 5-15)squeaking noise when idling. when prints it will stop	Replaced fuser for noise. Replaced tray 3 and adf rollers. Cleaned and tested. Emptied wtb.	5/12/2017	5/18/2017	ELMIRA	14901	6
error internal	Trouble reset machine. Cleaned out fuser	5/15/2017	5/15/2017	TROY	12180	3
	Cleaned machine up	5/17/2017	5/17/2017	ALBANY	12223	3
misfeeding & jamming	Cleaned adf sensors very well. Tested	5/17/2017	5/17/2017	ALBANY	12207	3

judge dwyer,5th floor- platten cover falls off every time	Platen cover fell off. Replace Velcro on platen cover and reseal to adf. Gcu test.	5/17/2017	5/17/2017	UTICA	13501-0000	5
screen is not working	Rebooted machine and calibrated touch panel. Resealed all connections	5/17/2017	5/18/2017	CATSKILL	12414	3
JAMMING	Cleaned adf sensors and rollers well	5/18/2017	5/18/2017	ALBANY	12223	3
LINES	Lines on copies. Replaced drum and developer cleaned and tested all ok.	5/18/2017	5/18/2017	NEWBURGH	12550	9
LINES	Lines on copies. Replaced drum and developer. Cleaned and tested all ok.	5/18/2017	5/19/2017	NEWBURGH	12550	9
platten cover fell off	Top coverfell off repaired platen cover cleaned and tested	5/18/2017	5/18/2017	SYRACUSE	13202	5
streaks	Streaks replaced def drum and hr cleaned tested	5/19/2017	5/19/2017	SYRACUSE	13202	5
LINE	Replaced dv	5/19/2017	5/19/2017	TROY	12180	3
c1180 error	Cleaned one ways in finisher. Adjusted output guides	5/19/2017	5/19/2017	CATSKILL	12414	3
C-2403 (VM)	Vacuumed toner hopper	5/19/2017	5/19/2017	ALBANY	12207	3
adf jamming	Cleaned adf path	5/19/2017	5/19/2017	TROY	12180	3
t2&t3 jamming	Need to order toner supply upper main Assy. 50GA-3221	5/19/2017	5/22/2017	WHITE PLAINS	10601	9
t2 not recognign paper	Tray 2 saying A4 paper. Adjusted guides in tray. Cleaned and tested all ok.	5/19/2017	5/22/2017	WHITE PLAINS	10601	9
room 133-noise after changing staple	Repl web Dfpr adf reload stapler. Test	5/19/2017	5/22/2017	SYRACUSE	13202	5
(9)t2&t3 jamming	Toner bottle not turning. Replaced toner supply unit. Cleaned and tested all ok.	5/22/2017	5/30/2017	WHITE PLAINS	10601	9
vm- marks on page even after cleaning glass	Blank area on copies. Removed foam from around drum. Cleaned and tested all ok.	5/22/2017	5/22/2017	WHITE PLAINS	10601	9
issues	2702 code. Cleaned charge and discharge wires. Replaced drum and cleaning blade. Cleaned and tested all ok.	5/22/2017	5/22/2017	WHITE PLAINS	10601	9
dirty copies	Replaced drum and Dv	5/23/2017	5/23/2017	TROY	12180	3
add email address	Inst how to add email address to the machine via web IF. Got test email	5/23/2017	5/23/2017	ONEONTA	13820	6
malf c3451	C 3451 code. Cleaned thermistors did Trouble reset. Cleaned and tested all ok.	5/23/2017	5/24/2017	GOSHEN	10924	9
lid falling off	Reinstalled adf white pad. Cleaned and tested	5/23/2017	5/23/2017	KINGSTON	12401	3
7559 court st. -jamming but can't open bottom tray to get out	Repaired lct tray 3 cable Assy	5/23/2017	5/24/2017	ELIZABETHTOWN	12932	4
BLACK LINES, ENVS MISFEEDING	Replaced drum and Dv. Cleaned out fuser. Cleaned up bypass roller. Tested all functions with customer	5/23/2017	5/24/2017	LAKE GEORGE	12845	4
touch screen isn't working again even after resetting	Machine keeps freezing	5/23/2017	5/24/2017	CATSKILL	12414	3
feeder jammed cuts off left side		5/24/2017	5/25/2017	CORTLAND	13045	6
jamming	Jam 3003. Reformed sensor flag spring and cleaned sensor on 2nd transfer unit. Tested 400+ copies	5/24/2017	5/24/2017	KINGSTON	12401	3
JAMMING	Replaced reg bushings and cleaned shafts	5/24/2017	5/25/2017	SCHOHARIE	12157	3
(9)touch screen isn't working again even after resetting	Replaced board and memory	5/24/2017	5/26/2017	CATSKILL	12414	3
error c2403	C-2403 code. Vacuumed toner hopper sensors. Cleaned and tested all ok.	5/24/2017	5/25/2017	GOSHEN	10924	9
(1 SHOP 5-25)feeder jammed cuts off left side	Returned on r/s. replaced doc feeder read sensor to take care of intermittent jamming.	5/25/2017	5/30/2017	CORTLAND	13045	6
JAMMED	Jammed cleaned system and tested trays	5/25/2017	5/26/2017	SYRACUSE	13202	5
not feeding correct paper from correct tray		5/30/2017	5/31/2017	PLATTSBURGH	12901	4
platten cover fell off	Replaced platen Velcro, clean and test	5/31/2017	5/31/2017	SARATOGA SPRINGS	12866-0000	4
c-0214 error code	C0214	6/1/2017	6/1/2017	COOPERSTOWN	13326	6
	Popo, trouble reset, educate on op t3, replaced feed tires tray 3, Gcu, test					
jammed	Replaced dv unit and dv	6/2/2017	6/5/2017	SCHENECTADY	12305	4
	Courtesy Call. Cleaned and tested all ok.	6/2/2017	6/5/2017	GOSHEN	10924	9
	Courtesy Call. Cleaned and tested all ok.	6/2/2017	6/5/2017	GOSHEN	10924	9

	Courtesy Call. Cleaned and tested all ok.	6/2/2017	6/5/2017	GOSHEN	10924	9
toner all over		6/5/2017	6/5/2017	WHITE PLAINS	10601	9
streak on copies	Lines on copies. Replaced drum and cleaning blade. Cleaned and tested all ok.	6/5/2017	6/5/2017	WHITE PLAINS	10601	9
jamming	Replaced tray 3 feed rollers and one ways. Tested	6/5/2017	6/6/2017	KINGSTON	12401	3
light copies, constant "please wait msg"	Please wait message re- seated memory and connections cleaned and tested	6/6/2017	6/6/2017	SYRACUSE	13202	5
error internal erro c3801	Power outage caused 3801. Trouble reset clean and test	6/6/2017	6/7/2017	FORT EDWARD	12828	4
machine down, stuck on open screen	had jessica reboot machine	6/6/2017	6/6/2017	CATSKILL	12414	3
firmware upgrade for scan to email/ please test email when upgrade completed / jay is contact you need to talk to he wants upgrade done/ jay 518 432 3405/ this was done in albany to make email work	Failed help desk call to update fw per cust req who is trying to set up scan to email. FW already at latest base and no special fw that has anything to do with scanning. Customer does not know what version supposibly works on machine in Albany or that ID	6/6/2017	6/8/2017	BINGHAMTON	13901	6
	Courtesy Call	6/6/2017	6/6/2017	GOSHEN	10924	9
DIRTY DOUBLE LINES	Double lines cleaned scanner mirrors lens and glass cleaned Df and paper path tested	6/7/2017	6/7/2017	SYRACUSE	13202	5
white part on top of copier fell off	Top fell off repaired platen cover cleaned system tested trays	6/7/2017	6/7/2017	SYRACUSE	13202-0000	5
POPO BY ITSELF	POPO and quality corrupt job trained on deleting cleaned system and scanner mirrors, lens glass adj Df intensity tested	6/7/2017	6/7/2017	SYRACUSE	13202	5
c-2403	C2403. Cleaned toner rotation sensor. Cleaned and tested	6/7/2017	6/8/2017	POUGHKEEPSIE	12601	9
jammed machine down very hot	Clean and test	6/8/2017	6/8/2017	FONDA	12068	4
top cover, white part fell off	Put platen back on. Cleaned and tested all ok.	6/8/2017	6/9/2017	WHITE PLAINS	10601	9
(1 shipped 6-8)firmware upgrade for scan to email/ please test email when upgrade completed / jay is contact you need to talk to he wants upgrade done/ jay 518 432 3405/ this was done in albany to make email work	R/S. Replaced touch screen, cleared total data clear, flashed fw to existing base which was already at newest level, and tested copy and print from pws. Customer I.T. reconfiguring email. Educated I.T. that if email still doesn't work then it's a configur	6/8/2017	6/9/2017	BINGHAMTON	13901	6
adf	Clean adf path	6/8/2017	6/8/2017	FONDA	12068	4
lines	Replaced drum and cleaning blade	6/8/2017	6/9/2017	KINGSTON	12401	3
cl between 12-1= trouble codes, csa14 twice this week D010 today	Logic format HDD installed movie data	6/9/2017	6/12/2017	ELMIRA	14901	6
jammed in feeder	Cleaned adf path and torque limiters	6/12/2017	6/13/2017	FONDA	12068	4
false jam	False jams. Remove excess paper at tray 1. Clean t-1 one ways and rollers. Gcu test.	6/12/2017	6/13/2017	UTICA	13501-0000	5
3801 error code	Had Melissa reset it	6/13/2017	6/13/2017	OSWEGO	13126	5
Phone cleared by Jim Donaldson						
Melissa reset						
6/13	Replaced drum and dv	6/13/2017	6/14/2017	GLOVERSVILLE	12078	4
mafucntion error c-2557, wont copy						
Please call with ETA						
piece of plastic under cover is broken off	Relaced Velcro on platen cover.	6/13/2017	6/13/2017	TROY	12180	3
appears to be dead, only the power light comes on	Not booting up. Need to order parts.	6/13/2017	6/14/2017	GOSHEN	10924	9
(9)appears to be dead, only the power light comes on	Saying please wait. Replaced control panel. Cleaned and tested all ok.	6/14/2017	6/20/2017	GOSHEN	10924	9
feeder is jamming	Df jams cleaned system repaired tray 1 tested	6/14/2017	6/15/2017	SYRACUSE	13202	5
62 Civic Center Plaza Criminal Department		6/14/2017	6/14/2017	POUGHKEEPSIE	12602	9
jammed						
	Courtesy Call	6/14/2017	6/14/2017	GOSHEN	10924	9
smudging lines together.	Cleaned and lubed frozen registration bushings. Cleaned and tested	6/14/2017	6/15/2017	CATSKILL	12414	3
* first call*	Could not replicate. Cleaned adf path popo to try to replicate could not. Had customer run jobs with no issue	6/15/2017	6/16/2017	SCHOHARIE	12157	3
touch screen dimmed and not working						
error internal c3502	Trouble reset	6/15/2017	6/16/2017	FORT EDWARD	12828	4
please call with eta						

top feeder not working	Need to order parts for ADF sep roller Assy	6/15/2017	6/15/2017	WHITE PLAINS	10601	9
power is off, nothing will start up	Could not replicate issue. Ran multiple jobs clean and test	6/15/2017	6/16/2017	CATSKILL	12414	3
(9)top feeder not working		6/15/2017	6/21/2017	WHITE PLAINS	10601	9
c2257 error malf	C-2557 code. Replaced drum and developer. Cleaned and tested all ok.	6/16/2017	6/19/2017	PORT JERVIS	12771	9
Cleaning needed	Customer called in for cleaning. Cleaned and tested all ok.	6/19/2017	6/19/2017	WHITE PLAINS	10601	9
corners folded		6/19/2017	6/19/2017	MONTICELLO	12701	3
jamming issues	Jam adf	6/20/2017	6/21/2017	BINGHAMTON	13901	6
MAINT/CLEANING	Cleaned adf sensors and rollers, Gcu, test 100+ Cleaning	6/20/2017	6/21/2017	BINGHAMTON	13901	6
dirty? - vm	Cleaned unit, test					
jammed-vm	Lines and keeps shutting off. Need to order parts.	6/20/2017	6/21/2017	WHITE PLAINS	10601	9
	Saying misdeed. Opened all doors checked for paper. Cleaned and tested all ok.	6/20/2017	6/21/2017	WHITE PLAINS	10601	9
wont go to ready	Saying on please wait only. Need to order Control Panel.	6/20/2017	6/20/2017	GOSHEN	10924	9
9-wont go to ready	Just saying please wait. Replaced control panel with R part that was not in my inventory. Cleaned and tested all ok.	6/20/2017	6/26/2017	GOSHEN	10924	9
lines	Lines on copies due to small mark on slit glass. Clean adf paper path and test	6/20/2017	6/21/2017	BALLSTON SPA	12020	4
noises when scanning through feeder	Df jams noise. Repaired Df sep roller assy lubed fuser tested	6/21/2017	6/21/2017	SYRACUSE	13202	5
lines	Replaced drum dv, tray 1 rollers and 1 ways	6/21/2017	6/22/2017	WATERVLIET	12189	3
lines in the copies and making chirping noises	They scan from desktop scanners that then print to the copier. Issue is with their desktop scanner. Explained the how and why. Other issue is noise from invert/exit and bridge idler rollers. They have a hard 4:30 leave time so explained I would be back fo	6/21/2017	6/21/2017	CORTLAND	13045	6
(9)dirty? - vm	Lines and bad switch on control panel. Replaced drum, developer unit and developer. Repaired switch on control panel. Cleaned and tested all all ok.	6/21/2017	6/27/2017	WHITE PLAINS	10601	9
r/s-lines in the copies and making chirping noises	Removed bridge, fuser, and exit/invert and cleaned lubed all for noises. Brought fw current. Reset and tested	6/21/2017	6/26/2017	CORTLAND	13045	6
jammed	Bending paper out of tray 3. Replaced tray 3 feed rollers and one ways. Need more time.	6/21/2017	6/23/2017	MONTICELLO	12701	3
REOCCURING ISSUE, ERROR C-D010		6/22/2017	6/22/2017	ELMIRA	14901	6
jammed	Jamming doing 2 sided. Replaced tray 1 and 3 feed rollers and one ways. Cleaned and tested all ok.	6/22/2017	6/23/2017	NEW CITY	10956	9
error malf det	Replaced drum and dv	6/22/2017	6/22/2017	FORT EDWARD	12828	4
JAMMED DOWN	Jamming tray 1. Replaced tray 1 feed rollers and one ways. Cleaned and tested all ok.	6/22/2017	6/23/2017	WHITE PLAINS	10601	9
COVER FELL OFF	White pad fell off. Epoxied white pad Velcro to Adf, cleaned and tested machine	6/22/2017	6/23/2017	HUDSON	12534	3
Machine keeps turning off/on	Inst to turn off, un-plug the network cable and turn on with network	6/23/2017	6/23/2017	FONDA	12068	4
cw done	cable un-plugged - not cycling					
	waited 2 Min, plugged in network cable - started rebooting again after a min.					
	Inst there is a bad print job on someone computer, need to go to the PC tha					
jamming toner all over c2702	C2702/Jam duplex	6/23/2017	6/26/2017	UTICA	13502	5
	Cleaned toner spill, removed plastic debris from duplex unit, Gcu, test 100+					

top panel is off	Platten cover fell off	6/23/2017	6/26/2017	ROME	13440-0000	5
jammed	Reattached Platten cover, Gcu, test Jamming tray 3. Adjusted tray 3 cables cleaned and tested all ok.	6/23/2017	6/26/2017	MONTICELLO	12701	3
error code c-FA14		6/26/2017	6/26/2017	ELMIRA	14901	6
701 Union Street	Fixed guide in adf	6/26/2017	6/26/2017	HUDSON	12534	3
Hudson, NY 12534						
Cant make copies						
jammed	Fixed duplex actuator. New Velcro on platen cover	6/26/2017	6/27/2017	FORT EDWARD	12828	4
(1 SHIPPED 6-26)error code c-FA14		6/26/2017	6/27/2017	ELMIRA	14901	6
jamming	Cleaned finisher path	6/27/2017	6/27/2017	ALBANY	12223	3
please call with eta						
not working black screen		6/27/2017	6/27/2017	GOSHEN	10924	9
machine will not power up		6/27/2017	6/29/2017	GOSHEN	10924	9
marks	Repl blade clean test	6/27/2017	6/28/2017	OSWEGO	13126	5
feeder jammed	Df and tray 2 jams. Cleaned Df assy and repaireddf sep pad replaced tray 2 rollers clutch and 1 ways tested	6/27/2017	6/28/2017	SYRACUSE	13202	5
taking too many papers	Adf jamming, ordering dfpr 1 way roller	6/27/2017	6/28/2017	ALBANY	12207	3
spotted copies, jamming,	Very light lines. Replaced drum and developer cleaned and tested all ok.	6/27/2017	6/28/2017	MONTICELLO	12701	3
(9)not working black screen		6/27/2017	6/30/2017	GOSHEN	10924	9
2nd floor	Ordering solenoid for finisher. C11a0	6/28/2017	6/29/2017	SCHENECTADY	12305	4
machine jams when printing more than 7 pages, now its making a noise						
please call with eta						
lines	Line	6/28/2017	6/28/2017	UTICA	13501	5
	Cleaned scan glass, Gcu, educate on op, test					
top paper feeder is crumpling the paper and not feeding it thru	Found size recognition issue added weight to flags for 11/17 reg and cleared path also repaired on off switch all tested well	6/28/2017	6/29/2017	BALLSTON SPA	12020	4
(1 shipped 6-28)taking too many papers	Still having adf issues. Going to order pick up rollers	6/28/2017	6/30/2017	ALBANY	12207	3
foam roller clip broke off,	Replace reg unit paper dust collector. Nip. Clean reg unit, adf and fns. Gcu test.	6/29/2017	6/30/2017	UTICA	13501-0000	5
lid		6/29/2017	6/29/2017	WHITE PLAINS	10601	9
(9)2nd floor	Relaced relay unit	6/29/2017	7/10/2017	SCHENECTADY	12305	4
machine jams when printing more than 7 pages, now its making a noise						
please call with eta						
(1 shipped 6-30)(9)machine will not power up		6/29/2017	7/6/2017	GOSHEN	10924	9
(1 shipped 6-30)(9)machine will not power up		6/29/2017	7/6/2017	GOSHEN	10924	9
(1 shipped 6-30)(9)machine will not power up		6/29/2017	7/6/2017	GOSHEN	10924	9
lines slow	Replaced drum	6/29/2017	6/30/2017	GLENS FALLS	12801	4
please call first						
(1 shipped 6-30)top feeder is down again	Replace AF feed tire	6/30/2017	7/5/2017	WHITE PLAINS	10601	9
call with eta						
(1 shipped 6-28)taking too many papers	Replaced adf	6/30/2017	7/7/2017	ALBANY	12207	3
machine keeps going down	Tried new board and memory, no change. Reschedule for time	6/30/2017	7/6/2017	SCHOHARIE	12157	3
needs drum	C2557 error. Replaced drum and developer. Cleaned and tested	6/30/2017	6/30/2017	KINGSTON	12401	3
VM- INTERNAL ERROR	Reset code and cleaned temp sensors tested with over 150	6/30/2017	7/3/2017	TROY	12180	3
	doublesided sets and no code showed client how to trouble reset incase happens instructed if it clears and runs should be good if keeps reoccurring give a call					
(1 shipped 6-30)(9)not working black screen		6/30/2017	7/6/2017	GOSHEN	10924	9

issues with legal size paper		7/3/2017	7/5/2017	POUGHKEEPSIE	12601	9
c-3451- cl 430- open back up on wed 9 am	Cleaned thermistors. Reset c3451 error. Cleaned and tested	7/3/2017	7/3/2017	CATSKILL	12414	3
c3804	spoke to Eileen had her do a trouble reset and copier is working fine now. Thanks	7/3/2017	7/3/2017	WHITE PLAINS	10601	9
jamming in paper pickup area	Adjust lct door to latch tight. Fixed mylar in lct path	7/5/2017	7/6/2017	TROY	12180	3
(9)issues with legal size paper	Replaced tray 2 feed unit(nip). Cleaned and tested	7/5/2017	7/6/2017	POUGHKEEPSIE	12601	9
lines	Lines cleaned system drummed replaced and tested	7/6/2017	7/7/2017	SYRACUSE	13202	5
r/s	Update fw machine came back up normally	7/6/2017	7/12/2017	SCHOHARIE	12157	3
machine keeps going down						
TECH NOT DISPATCHED GLITCH		7/6/2017	7/10/2017	GOSHEN	10924	9
(1 shipped 6-30)(9)not working black screen						
4018 only -needs to be cleaned, extra toner, sensor issues, staple issues	Replaced tray 1 paper feed rollers cleaned tray 1 sensors general cleanup test ok	7/10/2017	7/12/2017	SYRACUSE	13202	5
(9)	Print not full page. Replaced BCRS PCB R-4551203401. Cleaned and tested all all ok.	7/10/2017	7/13/2017	GOSHEN	10924	9
SHIPPED 7/11 TECH NOT DISPATCHED GLITCH						
(1 shipped 6-30)(9)not working black screen						
papers are getting stuck	Jamming in ADF. Cleaned ADF sensors cleaned copier and tested all ok.	7/10/2017	7/11/2017	MIDDLETOWN	10940	9
prints are uneven coloring	Light copies. Replaced drum, developer unit and developer. Cleaned and tested all ok.	7/10/2017	7/11/2017	MIDDLETOWN	10940	9
call with ETA, need to set up specific time with this machine						
because it is located inside of the courtroom.						
POPO, wont power up completely, shuts off	Machine not powering up fully. Was able to power up upon arrival, clean machine and test all functions.	7/11/2017	7/12/2017	SCHENECTADY	12305	4
call with eta	Control panel not working. Need to order control panel and BCRS PCB.	7/11/2017	7/11/2017	GOSHEN	10924	9
same issue						
top lid fell off	Velcro cover back on and showed client how to install staples	7/11/2017	7/11/2017	SARATOGA SPRINGS	12866-0000	4
(9)(SHIPPING 7/12 same issue		7/11/2017	7/14/2017	GOSHEN	10924	9
faded or not showing	Cleaned toner build up on laser glass. GCU and test. WTB emptied	7/11/2017	7/12/2017	NORWICH	13815	6
not printing, or printing late						
	Can not print Lexus program from only one of their pcs. Spoke to. Chuck Wallace he said they must have a corrupt driver on that PC have their IT guy delete the driver and reload with exact same driver that is working on other pcs. Cleaned and tested all o	7/12/2017	7/12/2017	WHITE PLAINS	10601	9
tray 2 is crumpling the paper, jams	Replaced tray 2 feed rollers	7/12/2017	7/13/2017	POUGHKEEPSIE	12602	9
1 PC not printing	2 PC print ok, 3 rd PC getting abort code	7/12/2017	7/12/2017	WHITE PLAINS	10601	9
	Inst need to delete printer and drivers from the PC then re-load the driver.					
	Make sure they are using the same type as the other two PC that are working					
	This is something their IT shold be doing					
lines	Lines. Replaced drum, developer unit and developer. Cleaned and tested all ok.	7/13/2017	7/13/2017	NEW CITY	10956	9
jamming issue, error codes	Abort. Release stuck print job. Instruct Pauline on deleting bad print jobs and to download it first before printing. Gcu test.	7/17/2017	7/17/2017	UTICA	13501	5
call with eta						
lines on the bottom	Lines on copies. Cleaned slit glass. Cleaned and tested all ok.	7/18/2017	7/18/2017	NEWBURGH	12550	9
PLEASE CALL	spoke to Heather and had her do a trouble reset and copier is working fine now.	7/18/2017	7/18/2017	WHITE PLAINS	10601	9
ERROR C3502						
jamming duplex down smearing toner	J-7218. Followed several kmbs bulletins. Added Mylar to switchback unit. Remove bottom fns mylars and added to top. Cleaned fns conveyance and sensors. Adjust loop timing to single and duplex sides.	7/18/2017	7/19/2017	ALBANY	12223	3
toner covered in machine	Cleaned toner spill inside /outside machine. Cleaned and tested	7/18/2017	7/18/2017	GOSHEN	10924	9

cover has come apart	Replaced Velcro on platen cover. Clean and test	7/18/2017	7/19/2017	FORT EDWARD	12828	4
40te18 only- jammed	Pulled jam behind tray 2 general cleanup test ok	7/18/2017	7/19/2017	SYRACUSE	13202	5
on going issues- machine keeps going down buttons will not work- happening more frequently	Won't Power up. Tried replacing power supply. No effect. Copier is being processed to replace pet Mark Dayter	7/18/2017	7/19/2017	SCHOHARIE	12157	3
keeps having different codes pop up, multiple codes pop (3501 the last two times)	Temp codes. Cleaned temp sensors in fuser and tested.	7/18/2017	7/19/2017	FORT EDWARD	12828	4
Had a power outage last night and now the machine wont boot up	Used another outlet, trouble reset and all came up. Tested all functions, set copies to auto staple on customer request.	7/18/2017	7/19/2017	FORT EDWARD	12828	4
jamming at top and drawer 1 feeder, leaving black marks on bottom of the page	Replaced drum developer developer unit transfer rollers general cleanup test ok	7/18/2017	7/19/2017	SYRACUSE	13202	5
* first call 7/19* jamming issues	LCT jams. Replace lct roller and clutch. Gcu test.	7/19/2017	7/19/2017	SCHENECTADY	12305	4
still jamming	Df jams cleaned Df clutch and sensor Murrow installed nip sep pad tested	7/19/2017	7/20/2017	SYRACUSE	13202	5
stapler isnt recognizing there is staples,	Stapler cartridge fell inside finisher. Retrieved.	7/19/2017	7/20/2017	OWEGO	13827	6
(9)Need to research part numbers. - jamming duplex down smearing toner	Replace exit unit and fns mylars. Ran 2 sets of 500 duplex without jam	7/19/2017	7/25/2017	ALBANY	12223	3
error malf det call c2557	Changed drum dv and dv unit	7/20/2017	7/21/2017	BALLSTON SPA	12020	4
	Courtesy Call	7/20/2017	7/20/2017	PORT JERVIS	12771	9
	Courtesy Call	7/20/2017	7/20/2017	PORT JERVIS	12771	9
error no paper	Error.no paper c2557 errors replaced dev assy drum and customer supplied dev adj tray 2 cleaned tested	7/21/2017	7/24/2017	SYRACUSE	13202	5
5th floor black lines on the papers call with ETA	Charge lines. Replaced drum and tested.	7/21/2017	7/21/2017	BINGHAMTON	13901	6
internal error	Diagnosed broken fuser exit photo sensor. Ordering parts	7/24/2017	7/24/2017	WHITE PLAINS	10601	9
line on the middle of prints	Lines Df only cleaned scanner mirrors lens and glass cleaned paper path tested	7/24/2017	7/24/2017	SYRACUSE	13202	5
jammed	Replaced tray 1 rollers and 1	7/24/2017	7/24/2017	ALBANY	12207	3
(9)internal error	Replaced fuser exit sensor and tested	7/24/2017	7/26/2017	WHITE PLAINS	10601	9
jamming in multiple places	Tray 1 jams. Replace t-1 rollers and clutches. Clean dc, and wires. T-1 still jams. R/s time	7/25/2017	7/25/2017	UTICA	13502	5
getting black needs cleaning	Remars: Replaced drum and developer, tested OK	7/25/2017	7/28/2017	BELMONT	14813	8
	had jen delete print job	7/25/2017	7/25/2017	OSWEGO	13126	5
R/s time. Tray 1 jams - jamming in multiple places	T-1 jams. Replace t/s c unit nip. Repair t/s c unit holder. Gcu test.	7/25/2017	7/26/2017	UTICA	13502	5
cant print error abort	work with kathy/ reset logic printing ok	7/26/2017	7/26/2017	SYRACUSE	13202	5
error pc drum down	Replaced drum and developer. Cleaned and tested	7/26/2017	7/27/2017	RYE	10580	9
jamming	Cleaned reg and lct path	7/26/2017	7/26/2017	TROY	12180	3
top side panel on/ off button is broken, kathy wants it replaced / 315 671 2787	Top on/off switch broken replaced op panel cleaned tested	7/26/2017	7/27/2017	SYRACUSE	13202	5
jamming constant	Removed staples from Adf path. Repaired white platen pad. Cleaned and tested	7/26/2017	7/27/2017	CARMEL	10512	9
feeder isnt pulling paper	Fixed mylar in adf. Clean and test	7/27/2017	7/27/2017	BALLSTON SPA	12020	4
showing paper jam on right hand side, but cant find it	Tray 1 jams. Replace tray 1 paper feed rollers and one ways. Gcu test.	7/27/2017	7/28/2017	LITTLE FALLS	13365	5
still jamming	Ordering reg bushings and clutch	7/27/2017	7/31/2017	TROY	12180	3
2mnd floor	Replaced drum and developer. Cleaned and tested	7/28/2017	7/28/2017	GOSHEN	10924	9
two sided copies are coming out gray						
jamming false	repl drum, dv, dv unit, tray2 and adf rollers	7/28/2017	7/31/2017	ALBION	14411	5
jamming false	repl drum, dv, dv unit, tray2 and adf rollers	7/28/2017	7/31/2017	ALBION	14411	5
jamming false	repl drum, dv, dv unit, tray2 and adf rollers	7/28/2017	7/31/2017	ALBION	14411	5
top lid fell off	Platen cover fell off. Replace Velcro and reseal platen cover to adf. Gcu test.	7/28/2017	7/28/2017	ROME	13440	5

GETTING BLACK ALL OVER		7/28/2017	7/28/2017	BELMONT	14813	8
msg to call service	Error c2557 cleaned system reseated connections ran F8 RS for parts	7/31/2017	7/31/2017	SYRACUSE	13202	5
still jamming	Put piece of Velcro on the back of tray 3 to make feed station come down further. Tested very well	7/31/2017	8/2/2017	TROY	12180	3
constant jamming	Toner dust build up and bent mylar. Fixed mylar cleaned out reg.	7/31/2017	7/31/2017	TROY	12180	3
dark spotty	Cleaned machine rrplaced drum unit	7/31/2017	7/31/2017	MONTICELLO	12701	3
error malf detected	Reset machine and tested	7/31/2017	7/31/2017	KINGSTON	12401	3
c-0214, thinks it has something to do with bottom paper tray, C0214		7/31/2017	7/31/2017	DELHI	13753	6
cant clear						
call with ETA	Removed several pieces of paper behind tray 3, replaced feed tires tray 3, Adjusted horizontal transport unit, removed paper inside tray 3 connectors, Gcu, test					
jamming	Clean and test	7/31/2017	7/31/2017	TROY	12180	3
\$ RS for time/ R Part - msg to call service	RS replaced toner hopper drive assy and dev cleaned testrd	7/31/2017	8/1/2017	SYRACUSE	13202	5
\$ RS for time/ R Part - msg to call service	RS replaced toner hopper drive assy and dev cleaned testrd	7/31/2017	8/1/2017	SYRACUSE	13202	5
\$ RS for time/ R Part - msg to call service	RS replaced toner hopper drive assy and dev cleaned testrd	7/31/2017	8/1/2017	SYRACUSE	13202	5
screen is down, none of the buttons work	After reboot all of jobs printed out	8/1/2017	8/2/2017	CATSKILL	12414	3
lines	Lines on copies. Replaced drum and developer cleaned and tested all ok.	8/1/2017	8/2/2017	WHITE PLAINS	10601	9
trAY 2 NOT FEEDING	T-2 jams. Clean t-2 of unit and instruct op on damp paper. Gcu test.	8/1/2017	8/1/2017	UTICA	13501-0000	5
black line	She cleaned scan glass and line went away spoke to secretary looks like Joe is contact listed	8/1/2017	8/2/2017	SARATOGA SPRINGS	12866-0000	4
FLASHING PRINTING NOTHING COMING OUT MULTIPLE ERRORS	Flashing lights not printing multiple errors cleaned system replaced tray 1 sep roller show for parts replaced tray 2 lift motor and f assy sensor no help for pull out selected tray then load paper message RS for time and assist	8/2/2017	8/2/2017	SYRACUSE	13202	5
paper not reconz	Not recognizing paper size. Paper from storage tray 3 blocking sensors in tray 2. Cleaned and tested all ok.	8/2/2017	8/3/2017	KINGSTON	12401	3
	Courtesy call	8/2/2017	8/2/2017	COOPERSTOWN	13326	6
	Cleaned unit, test					
RS lack of time and assist - FLASHING PRINTING NOTHING COMING OUT MULTIPLE ERRORS	RS. Replaced reg clutch bearing and transfer assy tested all trays	8/2/2017	8/3/2017	SYRACUSE	13202	5
machine down	Having power issues reschedule for time	8/3/2017	8/4/2017	SCHENECTADY	12305	4
lines power button broken	Lines/op panel button broke. Clean scan glass, instruct Krista. Repl op panel button (nip). Gcu test.	8/3/2017	8/3/2017	UTICA	13501	5
not picking up paper	Clean test adj tray side guides	8/3/2017	8/4/2017	OSWEGO	13126	5
	Platen fell off. Put platen back on. Cleaned and tested all ok.	8/3/2017	8/3/2017	MONTICELLO	12701	3
settings assistance	went over network settings and setup	8/4/2017	8/4/2017	ALBANY	12203	3
white board on cover fell off	Replaced Velcro on platen cover	8/4/2017	8/4/2017	TROY	12180	3
call with ETA						
network settings	instructed network settings and setup	8/4/2017	8/4/2017	ALBANY	12203	3
r/s	Ordering bcrs board and op panel	8/4/2017	8/9/2017	SCHENECTADY	12305	4
machine down						
	Courtesy Call	8/4/2017	8/7/2017	GOSHEN	10924	9
part of the paper feeder fell apart msg	Part fell off installed nip sep roller assy cleaned tested	8/7/2017	8/8/2017	SYRACUSE	13202	5
	Replaced tray 3 and rollers	8/7/2017	8/7/2017	GOSHEN	10924	9
3rd floor	C-0204 code. Removed jammed paper. Adjusted paper guides.	8/7/2017	8/7/2017	POUGHKEEPSIE	12601	9
error code c0204, cant clear	Cleaned and tested all ok.					
call with ETA						
lid fell off	Velcrowed cocer back up	8/7/2017	8/8/2017	HUDSON	12534	3
dark lines	Replaced drum assembly. Cleaned out fuser	8/7/2017	8/8/2017	ALBANY	12223	3

JAMMED	I recentered trays and cleaned glass for	8/7/2017	8/7/2017	ALBANY	12207	3
(9)c-3804	Lines also tested well and cleaned rollers in duplex area	8/7/2017	8/8/2017	WHITE PLAINS	10601	9
SQUEAKING WHEN PROCESSING COPIES	C-3804 code. Replaced thermistors cleaned and tested all ok.	8/7/2017	8/8/2017	WHITE PLAINS	10601	9
	Machine chirps when passing paper. Cleaned reg bushings, 2nd btr	8/8/2017	8/9/2017	HUDSON	12534	3
	bushings remove fuser cleaning unit cleaned bushings on feed units					
	replace drum (took it out since it didn't fix noise). Ran without wtib.					
	No jams or errors that would point a problem eit					
loud noises during printer, stapling unit down	Cleaned polygon motor. Staples were in upside down. Showed	8/8/2017	8/9/2017	BALLSTON SPA	12020	4
	customer how to install properly					
error c0204	C-0204 code. Removed jammed paper from behind tray 2. Replaced	8/8/2017	8/9/2017	WHITE PLAINS	10601	9
	tray 2 feed rollers and one ways. Cleaned and tested all ok.					
error code, cant clear	C0202. Remove jam at t-1. Replace t-1 rollers and one ways. Gcu	8/9/2017	8/9/2017	ROME	13440	5
	test.					
light copies	Replaced cleaning blade. Need to order drum.	8/9/2017	8/9/2017	WHITE PLAINS	10601	9
vm- platten board fell off	Platen cover off. Velcro cover to adf. Clean adf. Gcu test.	8/9/2017	8/9/2017	UTICA	13501-0000	5
c-3801 internal error	Cleaned temp sensors and test	8/9/2017	8/9/2017	SCHENECTADY	12305	4
(1 getting part from roger8/17) r/s	Replaced bcrs board and op panel	8/9/2017	8/17/2017	SCHENECTADY	12305	4
machine down						
not recognizing paper size	Not recognizing paper size. Removed jammed paper from behind	8/9/2017	8/10/2017	GOSHEN	10924	9
	tray 2. Cleaned and tested all ok.					
(9 SHIPPED 8-10)light copies	Lines on copies. Replaced drum. Cleaned and tested all ok.	8/9/2017	8/14/2017	WHITE PLAINS	10601	9
c-3801 error again	Replaced temp sensors and web.	8/11/2017	8/11/2017	SCHENECTADY	12305	4
feeder is jamming papers, messing prints	Lines through ADF and crooked print. Cleaned slit glass and ADF	8/11/2017	8/11/2017	MONTICELLO	12701	3
	sensors and rollers. Cleaned copier and tested all ok.					
needs black drum	Replaced drum and developer with customer stock. Set life	8/11/2017	8/11/2017	BATAVIA	14020	8
	extensions.					
Tray 3 not operating and does not show as being available.	Not recognizing tray 3. Did trouble reset reloaded paper. Cleaned	8/11/2017	8/14/2017	KINGSTON	12401	3
	and tested all ok.					
	Cleaned machine up	8/11/2017	8/14/2017	ALBANY	12224	3
	Cleaned machine up	8/11/2017	8/14/2017	ALBANY	12223	3
white platten cover fell off	Replaced platen cover Velcro tabs general cleanup test ok	8/14/2017	8/14/2017	SYRACUSE	13202	5
customer has developer-	Replaced drum and Dv	8/14/2017	8/14/2017	ALBANY	12207	3
machine down						
	Courtesy Call	8/14/2017	8/14/2017	WHITE PLAINS	10601	9
	Courtesy Call	8/14/2017	8/14/2017	NEW CITY	10956	9
jamming	Replaced tray 3 rollers and 1 ways	8/14/2017	8/15/2017	BALLSTON SPA	12020	4
screeching noise	Fuser noise and lines. Lubed Fuser and replaced drum. Cleaned and	8/14/2017	8/15/2017	WHITE PLAINS	10601	9
	tested all ok.					
platten cover fell off	glued adf cover back on, cln and test	8/15/2017	8/16/2017	LYONS	14489	7
NOISE (VM)	Toner making noise. Toner empty. Replaced toner cleaned and	8/16/2017	8/16/2017	WHITE PLAINS	10601	9
	tested all ok.					
lines	Black lines. Replaced drum unit and test.	8/16/2017	8/16/2017	ITHACA	14850	6
	Courtesy Call	8/16/2017	8/16/2017	WHITE PLAINS	10601	9
		8/16/2017	8/17/2017	GOSHEN	10924	9
FEEDER IS JAMMING	Saying not matching paper. Tray 1 set to A4 paper. Adjusted guides	8/17/2017	8/17/2017	WHITE PLAINS	10601	9
	cleaned and tested all ok.					
WONT WAKE UP	Noise from fuser. Replaced. 450 junk print job from user pc print	8/17/2017	8/17/2017	BINGHAMTON	13901	6
	driver or corrupt print job, not a copier issue.					
		8/17/2017	8/17/2017	WHITE PLAINS	10601	9
accounting settings(4666working)	walk through turning on accounting	8/17/2017	8/17/2017	SCHOHARIE	12157	3
	Courtesy Call	8/17/2017	8/17/2017	GOSHEN	10924	9
8th floor-jamming-315-728-7234:Heidi	Jams and Quality cleaned system replaced drum dev and dev assy	8/18/2017	8/18/2017	SYRACUSE	13202	5
	adjust and tested					

lines	Courtesy Call	8/18/2017	8/18/2017	MIDDLETOWN	10940	9
	am on id# 552 oneida family court and walked her through cleaning scan glass she said ok to cancel call.	8/21/2017	8/21/2017	ROME	13440-0000	5
display is black, flashing & noises	No display installed nip op panel no help reseated connection ordering BCRS and FW card	8/21/2017	8/21/2017	SYRACUSE	13202	5
vm- jamming & print margin issues	Repl reg clutch clean test	8/21/2017	8/22/2017	OSWEGO	13126	5
vm-network disconnected, needs to be fixed from last service call	Replaced board underneath scanner	8/21/2017	8/22/2017	CATSKILL	12414	3
needs service asap	Replaced broken e clip in tray 1.	8/21/2017	8/22/2017	BALLSTON SPA	12020	4
will not feed legal- 3rd floor	Replaced tray 2 rollers and clutches	8/21/2017	8/22/2017	CATSKILL	12414	3
(1 shop 8-22)display is black, flashing & noises	RS upgrade FW replaced BCRS cleaned tested	8/21/2017	8/22/2017	SYRACUSE	13202	5
internal error 3801	Replaced ufr. Cleaned temp sensors	8/21/2017	8/22/2017	ALBANY	12207	3
tcall needs parts	Platen fell off. Put platen back on. Cleaned and tested all ok.	8/21/2017	8/22/2017	NEW CITY	10956	9
tcall needs parts	Platen fell off. Put platen back on. Cleaned and tested all ok.	8/21/2017	8/22/2017	NEW CITY	10956	9
tcall needs parts	Platen fell off. Put platen back on. Cleaned and tested all ok.	8/21/2017	8/22/2017	NEW CITY	10956	9
lines	Lines cleaned system tested trays	8/22/2017	8/22/2017	SYRACUSE	13202	5
waiting on dev- c-2557	Cleaned one ways in finisher. Replaced drum and DV. Cleaned polygon motor. Tested	8/23/2017	8/23/2017	HUDSON	12534	3
vm- cover fell off	Replace Velcro on platen cover	8/23/2017	8/23/2017	BALLSTON SPA	12020	4
line has reappeared, needs default setting changed on machine	spoke to Krista and had her clean glass again and walked he'd through setting default it is all set and she said is ok to cancel call.	8/23/2017	8/23/2017	ROME	13440-0000	5
poor quality	Replaced drum and dv	8/23/2017	8/24/2017	SCHOHARIE	12157	3
scanner isnt working properly, tried swapping out cables, cant scan to email	Jam adf	8/23/2017	8/24/2017	ROME	13440-0000	5
	Cleaned adf sensors and rollers, Gcu, test					
document feeder jams, folds paper	Cleaned adf path	8/23/2017	8/24/2017	SCHENECTADY	12305	4
unable to access machine (court in session) 8/23 3:12pm-vm-	Out platen cover back up. Cleaned machine up	8/24/2017	8/24/2017	BALLSTON SPA	12020	4
cover fell off						
jamming	Jam t3	8/24/2017	8/24/2017	UTICA	13502	5
	Cleaned unit, closed fuser pressure release latches, Gcu, test					
machine down-vac wtb	Cleaned adf, Emptied wtb	8/24/2017	8/24/2017	TROY	12180	3
trouble code 6105	had customer reset	8/24/2017	8/24/2017	ALBANY	12207	3
fusing unit needs to be replaced	Saying replace Fuser soon. Reset counters cleaned and tested all ok.	8/24/2017	8/24/2017	WHITE PLAINS	10601	9
install platten cover	Put platen back on. Cleaned and tested all ok.	8/24/2017	8/24/2017	NEW CITY	10956	9
tcall that needs parts	Replaced one ways and feed rollers cleaned and tested all ok.	8/24/2017	8/25/2017	NEWBURGH	12550	9
	Courtesy Call	8/25/2017	8/25/2017	NEWBURGH	12550	9
	Cleaned and tested all ok.	8/28/2017	8/28/2017	GOSHEN	10924	9
jamming in top feeder	Rep both rollers spf and both T3 cleaned all else. Calibrated width manual tray and original tray and ran adf calibrations. Ewtb.	8/28/2017	8/29/2017	ITHACA	14850	6
	Cleaned machine up. Tested all functions	8/29/2017	8/29/2017	ALBANY	12207	3
printing envelope issues, wont pull them ocorrectly, causes jams, white lines down page, smudges	Cleaned bypass, removed paper causing voids	8/29/2017	8/29/2017	LAKE GEORGE	12845	4
paper tray won't go back in after removing jam	Re installed tray 1 . Replaced tray 1 rollers and one ways. Cleaned and tested.	8/29/2017	8/30/2017	CARMEL	10512	9
	Cleaned machine up	8/29/2017	8/29/2017	ALBANY	12207	3
noises, crooked copies	Set output tray to lower tray. Replace fuser for noise. Adjust df for skew. Replace tray 3 and df sep rollers. Empty wtb.	8/29/2017	8/30/2017	ALBANY	12223	3
can only scan single sided pages, code 66-01, sqweaking noises	Disassemble and clean adf, remove paper from behind tray 2 preventing it from being used	8/29/2017	8/31/2017	ELMIRA	14901	6
not open until 9:00 AM						
not recognizing staples even when staples have been filled	Add staples cleannntest	8/30/2017	8/30/2017	OSWEGO	13126	5

misfeeding envelopes again	Took bypassing off and cleaned	8/30/2017	8/31/2017	LAKE GEORGE	12845	4
machine down-machine keeps powering off	Taped over sub power button.	8/30/2017	8/31/2017	ALBANY	12207	3
scanning works intermittently/ customer requested tech on site/	Intermittent scan issues. Swap network cable for no activity light.	8/31/2017	8/31/2017	UTICA	13502	5
jamming	Reload fw. Clean mfbs. Gcu test.					
*next-jamming	Repl Dfpr adf clean test	8/31/2017	8/31/2017	SYRACUSE	13202-3099	5
jamming	Remove jam clean test	8/31/2017	8/31/2017	SYRACUSE	13202	5
machine down-c3801 error code	Remove jam clean test	8/31/2017	8/31/2017	SYRACUSE	13202	5
c2403	reset machine	8/31/2017	8/31/2017	OSWEGO	13126	5
	C-2403 code. Out of toner. Vacuumed toner sensors. Cleaned and tested all ok.	8/31/2017	9/1/2017	GOSHEN	10924	9
white cover faling off	Reseat platen cover to adf. Gcu test.	8/31/2017	9/1/2017	UTICA	13501	5
jamming	Remove jam tray 2 clean test	9/1/2017	9/5/2017	SYRACUSE	13202	5
poor quality, toner spilling inside machine	Replaced drum and developer to darken the image	9/5/2017	9/6/2017	FONDA	12068	4
Judge McNally's chambers-poor quality, skipping lines when printing	Cleaned slit glass	9/5/2017	9/5/2017	TROY	12180	3
machine down-error code C0204	Remove jam clean test	9/5/2017	9/6/2017	SYRACUSE	13202	5
machine down-customer replaces toner but machine still showing toner needs replacing	Shook toner good. Ran manual toner add. Cleaned and tested	9/6/2017	9/7/2017	KINGSTON	12401	3
quality issues	Replaced drum dv and dv unit	9/6/2017	9/6/2017	LAKE GEORGE	12845	4
error message: PC drum needs to be changed	Clean and test. Turned off drum warning	9/6/2017	9/7/2017	FORT EDWARD	12828	4
machine down-trays wont close	Fixed output tray	9/6/2017	9/6/2017	ALBANY	12207	3
machine down-trays wont close	Fixed output tray	9/6/2017	9/6/2017	ALBANY	12207	3
machine down-trays wont close	Fixed output tray	9/6/2017	9/6/2017	ALBANY	12207	3
	T call. Platen cover ok. Clean adf. Gcu test.	9/6/2017	9/6/2017	ROME	13440	5
	T call Gcu test prints okay.	9/7/2017	9/7/2017	UTICA	13501	5
wont stop beeping, side tray will only stay in the lowest setting, jamming	Banging in finisher. Put e ring back on bin motor. Cleaned and tested all ok.	9/7/2017	9/7/2017	WHITE PLAINS	10601	9
c-0204 error msg, calls for service	C- 0204 code. Removed jammed paper from behind tray. Cleaned and tested all ok.	9/7/2017	9/7/2017	WHITE PLAINS	10601	9
c-11a0-in court room- call for availability	Cleaned finisher exit 1 ways changed drum and dv	9/8/2017	9/8/2017	SCHENECTADY	12305	4
c-0202, machine down	Removed paper stuck behind tray 1	9/8/2017	9/8/2017	SCHENECTADY	12305	4
dirty copies	Lines on copies. Replaced drum and cleaning blade. Cleaned and tested all ok.	9/8/2017	9/11/2017	NEWBURGH	12550	9
odd noises in stapler, jamming, folding paper	Not exiting staples stacks far enough into exit tray. Cleaned finisher exit roller drive one ways. Cleaned and tested	9/8/2017	9/11/2017	NEW CITY	10956	9
install	10.3.227.52 p2p email	9/11/2017	9/11/2017	ALBANY	12203	3
install	10.3.227.51 p2p email	9/11/2017	9/11/2017	ALBANY	12203	3
install	10.6.160.44 p2p email	9/11/2017	9/11/2017	ITHACA	14850	6
machine down-wont power on	Cleaned all paper trays	9/11/2017	9/11/2017	OSWEGO	13126	5
install	10.6.5.207 p2p email	9/11/2017	9/11/2017	BINGHAMTON	13901	6
toner issues	Cleaned all paper trays	9/11/2017	9/12/2017	SYRACUSE	13202	5
white piece under the cover fell off	Put cover back up. Cleaned adf rollers and sensors	9/11/2017	9/12/2017	HUDSON	12534	3
platten cover fell off	Platen fell off. Cleaned and tested all ok.	9/11/2017	9/12/2017	KINGSTON	12401	3
customer needs drum	Replaced drum and charge wires. Upped grid voltage	9/11/2017	9/12/2017	SCHENECTADY	12305	4
stops in the middle of making copies it asks for more paper, just have to open and close the door and it goes away.	T2 says load paper and it has paper. Clip off wire ties at t-2. Repl t-2 and 1 rollers. Clean one ways and shafts. Gcu test.	9/11/2017	9/12/2017	UTICA	13501-0000	5
jamming	C-2403 code. Vacuumed toner sensor. Cleaned and tested all ok.	9/12/2017	9/12/2017	WHITE PLAINS	10601	9
jamming	T-1 jams. Replace t-1 up sep roller. Clean one way and shafts. Clean adf and reg unit. Gcu test.	9/12/2017	9/12/2017	UTICA	13501-0000	5
says it meeds paper but its full	Jams and false add paper tray 2 removed small paper Adj tray swapped 1 and 2 replaced reg roller tray 2 one ways and feed clutch adj lift tested	9/13/2017	9/13/2017	SYRACUSE	13202	5
beeping noise when copying	Jams tray 2 installed nip tray 2 assy and rollers cleaned tested all trays	9/13/2017	9/14/2017	SYRACUSE	13202	5

beeping noise when copying	Jams tray 2 installed nip tray 2 assy and rollers cleaned tested all trays	9/13/2017	9/14/2017	SYRACUSE	13202	5
beeping noise when copying	Jams tray 2 installed nip tray 2 assy and rollers cleaned tested all trays	9/13/2017	9/14/2017	SYRACUSE	13202	5
orange light calling for servie, cant clear, not responding	Cleaned out fuser. Trouble reset. Tested	9/13/2017	9/14/2017	ALBANY	12223	3
jamming	T-1 misfeeds. Replace t-1 one ways and roller. Gcu test.	9/13/2017	9/14/2017	UTICA	13501-0000	5
squeaking	Squeak. Lubed transfer roller and tested. Now gone.	9/13/2017	9/14/2017	OWEGO	13827	6
IN SHOP		9/14/2017	9/14/2017	GLOVERSVILLE	12078	4
loud noises when making copies	Hurd it make one noise the whole time I was hear ran 200 duplex 100 simplex then they printed about 120 duplicate and some staples could not duplicate it. I went through cleaned toner waste ,ADFD , rollers glass inside and out side the copier.lubed the id	9/14/2017	9/18/2017	CORTLAND	13045	6
malfunction detected c-2557	2557 code. Customer pulled drum out when removed paper jam. Advised not to do so. Replace dv unit and drum unit. Dv unit had the Mylar ripped off	9/14/2017	9/15/2017	FONDA	12068	4
cleaning	Cleaning removed tape from Df assy cleaned system tested trays	9/14/2017	9/14/2017	SYRACUSE	13202	5
platten cover fell off	Put platen cover back up	9/14/2017	9/14/2017	RENSSELAER	12144	3
jamming, misfeeding PARTS ARE FALLNG OFF	Jamming parts fell off reinstalled and adj sep roller assy installed paper in actuator repaired platen cover adf and tested	9/14/2017	9/15/2017	SYRACUSE	13202	5
jamming on every job on legal paper in side drawer	Jams bypass and tray2 81/2 x 14 bypass set to A4 changed trained cleaned tray 2 no help false add paper installed nip tray 2 tested	9/14/2017	9/18/2017	SYRACUSE	13202	5
open call per Brian Castle	Envelope issue- measured at 4 x 9 5/8. Copier set to number 10 envelopes. I set to normal paper and custom size and envelopes fed well. Instructed customer	9/14/2017	9/14/2017	LAKE GEORGE	12845	4
Machine down-error code:C-2403	C2403 and light copies. Cleaned toner hopper pcu and dev installed customer dev adj and tested	9/14/2017	9/15/2017	SYRACUSE	13202	5
asking for PC drum replacement	Replaced drum, developer unit, developer, feed rollers and one ways. Cleaned and tested all ok.	9/14/2017	9/15/2017	WHITE PLAINS	10601	9
address	instruct address convert and password	9/15/2017	9/15/2017	SYRACUSE	13202	5
lines	Line jams cleaned Df paper path trained on cleaning Df glass tested trays	9/15/2017	9/15/2017	SYRACUSE	13202	5
2403 & NOISE ILEAN 914-824-5445 (VM)	Need to order Qty 2 PN 9335130061 PN 50GA-3230 PN 50GA-3221	9/15/2017	9/15/2017	WHITE PLAINS	10601	9
(shop 9-21)2403 & NOISE ILEAN 914-824-5445 (VM)	2403 code and noise. Replaced toner supply unit and photo interrupter. Cleaned and tested all ok.	9/15/2017	9/25/2017	WHITE PLAINS	10601	9
Error Message: use bypass tray	Cleaned all paper trays	9/18/2017	9/18/2017	OSWEGO	13126	5
ip settings	walk rebbecca through finding device information and printing config page	9/18/2017	9/18/2017	GLOVERSVILLE	12078	4
jammed	Can't find jam. Remove jam at fns upper guide. Instruct Michelle. Replace t-1 clutches. Gcu test.	9/19/2017	9/19/2017	UTICA	13501-0000	5
can't duplex	T call. Adj adf centering. Clean adf and reg unit. Gcu test.	9/19/2017	9/19/2017	UTICA	13501	5
	spoke with joe and had him run a Manila folder through the adf to clear the paper path	9/20/2017	9/20/2017	ALBANY	12223	3
can't duplex	spoke with joe and had him run a Manila folder through the adf to clear the paper path	9/20/2017	9/20/2017	ALBANY	12223	3
can't duplex	spoke with joe and had him run a Manila folder through the adf to clear the paper path	9/20/2017	9/20/2017	ALBANY	12223	3

machine down-shows error message to replace toner after customer replaced it, making loud clicking noise	False replaced toner and noise repaired toner hopper assy error c2557 adj ATDC gain no help replaced dev adj and tested	9/20/2017	9/20/2017	SYRACUSE	13202	5
office closed between 1230-130pm daily -toner filter needs to be replaced	"Replace toner filter" message. Cleaned toner filter and cleared counter. Replaced ADF rollers. Clean machine and tested	9/20/2017	9/20/2017	KINGSTON	12401	3
velcro on top cover has fallen off	Replaced Velcro on platen cover, clean and test.	9/20/2017	9/20/2017	SARATOGA SPRINGS	12866-0000	4
malfunc detected error c0204	Replaced tray 1 rollers and 1 ways	9/20/2017	9/21/2017	SCHOHARIE	12157	3
	Put platen back on removed staples and paper clips from ADF. Cleaned and tested all ok.	9/20/2017	9/21/2017	GOSHEN	10924	9
machine down-error message: call technician, no further info from customer	Need to order motors and drive unit.	9/21/2017	9/21/2017	NEW CITY	10956	9
jamming all the time	Need to order Fuser PN R-42GAR70200	9/21/2017	9/21/2017	CARMEL	10512	9
urgent	C2557. Toner not turning removed drive assy cleaned solenoids tested	9/21/2017	9/21/2017	SYRACUSE	13202	5
c2557 error code	ADF jamming. Cleaned ADF rollers/sensors.	9/21/2017	9/21/2017	BINGHAMTON	13901	6
feeder not pulling papers	Jamming. Replaced Fuser with R part. Cleaned and tested all ok.	9/21/2017	9/29/2017	CARMEL	10512	9
(9 shipping new windsor 9/27 BEU) r/s-jamming all the time						
claiming jam in feeder when there isnt	False Df jam. Cleaned Df sensors , paper path and cleaned scanner mirrors and glass tested	9/21/2017	9/22/2017	SYRACUSE	13202	5
9-(1 shipped 9-22)machine down-error message: call technician, no further info from customer	Grinding noise and jamming. Replaced motor. Cleaned and tested all all ok.	9/21/2017	9/26/2017	NEW CITY	10956	9
machine down-machine powered off yesterday and wont power back on	Control panel dead. Replaced control panel cleaned and tested all ok.	9/22/2017	9/22/2017	WHITE PLAINS	10601	9
lines	Lines. Tried cleaning optics and scan glass, no effect. Replace drum unit. Gcu test.	9/22/2017	9/22/2017	ROME	13440-0000	5
multiple issues-thats all she gave me	Need to order Pawl and Claw for bottom door.	9/22/2017	9/22/2017	GOSHEN	10924	9
bottom drawer not working properly	Bottom right door will not close. Replaced Claw. Cleaned and tested all ok.	9/22/2017	9/26/2017	GOSHEN	10924	9
bottom drawer not working properly	Bottom right door will not close. Replaced Claw. Cleaned and tested all ok.	9/22/2017	9/26/2017	GOSHEN	10924	9
bottom drawer not working properly	Bottom right door will not close. Replaced Claw. Cleaned and tested all ok.	9/22/2017	9/26/2017	GOSHEN	10924	9
9-(shipped 9-25)multiple issues-thats all she gave me	Bottom right door will no close. Replaced Claw. Cleaned and tested all ok.	9/22/2017	9/26/2017	GOSHEN	10924	9
	Cleaned machine up	9/25/2017	9/25/2017	ALBANY	12207	3
envelope issues still, she did measure envelopes and they'e the same size as the old ones, clunking noise sometimes	Can not replicate issue.	9/25/2017	9/25/2017	LAKE GEORGE	12845	4
move machine		9/25/2017	9/25/2017	WHITE PLAINS	10601	9
platten cover keeps falling off	Replaced Velcro on platen cover	9/25/2017	9/26/2017	LAKE GEORGE	12845	4
	Clean and test	9/26/2017	9/26/2017	FORT EDWARD	12828	4
	Clean and test	9/26/2017	9/26/2017	FORT EDWARD	12828	4
lines	Lines through ADF. White out on slit glass. Cleaned and tested all ok.	9/26/2017	9/26/2017	GOSHEN	10924	9
scanning	gary lee wanted to scan to the FTP server told him his IT needs to complete and instrctued address book settings	9/27/2017	9/27/2017	NEW YORK	10013	1
scanning	gary lee wanted to scan to the FTP server told him his IT needs to complete(usert/password) and instrctued address book settings	9/27/2017	9/27/2017	NEW YORK	10013	1
PLATTEN COVER FELL OFF	Replaced Velcro on platen cover	9/27/2017	9/27/2017	BALLSTON SPA	12020	4
crimial office	Jams. Clean dv spill at dc, dv unit, and of units. Will need dv, drum and blade next call.	9/27/2017	9/28/2017	UTICA	13502	5
jamming on drawer 3, cleared it mulple times						
machine down-internal error: c-c193	Cc193 c2403. Repaired toner hopper cleaned paper path tested	9/27/2017	9/28/2017	SYRACUSE	13202	5
wont recognize paper in tray	Says load paper in tray 2, and there is paper. Clip wire ties in 2. Reseat t-1 guides and instruct op. Gcu test.	9/27/2017	9/28/2017	UTICA	13501-0000	5

platten cover fell off	Put platen back on. Cleaned and tested all ok.	9/28/2017	9/29/2017	WHITE PLAINS	10601	9
when printing, machine shuts down and says abort	Contacted Janice. Customer IT deleted corrupt job	9/29/2017	9/29/2017	SYRACUSE	13202	5
when printing, machine shuts down and says abort	Contacted Janice. Customer IT deleted corrupt job	9/29/2017	9/29/2017	SYRACUSE	13202	5
when printing, machine shuts down and says abort	Contacted Janice. Customer IT deleted corrupt job	9/29/2017	9/29/2017	SYRACUSE	13202	5
platten cover is still falling off	Replaced velcro on Platen cover	9/29/2017	10/2/2017	RENSSELAER	12144	3
changed toner, door wont close	Customer could not get toner in. Repaired and adjusted toner hopper. Cleaned and tested all ok.	10/2/2017	10/2/2017	POUGHKEEPSIE	12601	9
cutting off top of prints	Cutting off top of copies and mechanical counter stuck on 226999 cleaned system adjusted tray 1 and 2 trained. Ustomer on using electronic counter tested trays	10/2/2017	10/2/2017	SYRACUSE	13202	5
power button broken, machine wont stay powered on	Removed broken power cover. Clean and test	10/2/2017	10/3/2017	FORT EDWARD	12828	4
machine down- jamming	Replaced tray 3 rollers and 1 ways	10/2/2017	10/3/2017	FORT EDWARD	12828	4
blank line on page	Replaced drum dv and Dv unit	10/2/2017	10/2/2017	BALLSTON SPA	12020	4
401 Union St-poor quality. Scheduled 10-3 first thing	Copies are a little light. Cleaned optics and vacuumed machine. Cleaned and tested	10/3/2017	10/3/2017	HUDSON	12534	3
call tech, c4101 error code	C-4101 code. Need to order control panel PN R-A11UM70100 and print head PN 4041075100	10/3/2017	10/3/2017	PEEKSKILL	10566	9
top feeder still isnt working	Jamming in ADF. Paper Cut on guide in ADF smoothed out with emery cloth. Cleaned and tested all ok.	10/3/2017	10/3/2017	PEEKSKILL	10566	9
jamming in top feeder	Cleaned up adf. tested well	10/3/2017	10/3/2017	CATSKILL	12414	3
machine down- error code : C2557 (Internal error)	Diagnosed 40 toner Sub Hopper assembly. A61fr70500.	10/3/2017	10/3/2017	KINGSTON	12401	3
9-call tech, c4101 error code	Need to PN 4041075100 print head.	10/3/2017	10/5/2017	PEEKSKILL	10566	9
9-machine down- error code : C2557 (Internal error)	Replaced sub hopper assembly. Tested.	10/3/2017	10/5/2017	KINGSTON	12401	3
machine down-jamming again	Jams tray 2 replaced tray 2 rollers and 1 way bearing tested	10/4/2017	10/4/2017	SYRACUSE	13202	5
customer states machine is still not working	C2557 error. Replaced drum and developer. Ran 200+ copies	10/4/2017	10/4/2017	HUDSON	12534	3
line	Replaced drum and DV	10/4/2017	10/5/2017	ALBANY	12207	3
misfeed error messages when using feeder	Adf jams. Clean adf one way drive clutch and shaft. Gcu test.	10/5/2017	10/5/2017	UTICA	13501-0000	5
getting streaks, new toner	Relaxed black drum and tray 3 rollers and one ways	10/5/2017	10/5/2017	ALBANY	12205	3
Cleaned	Replaced drum and DV	10/5/2017	10/5/2017	ALBANY	12207	3
9-call tech, c4101 error code	Replaced print head and control panel. Cleaned and tested all ok.	10/5/2017	10/10/2017	PEEKSKILL	10566	9
9-call tech, c4101 error code	Replaced print head and control panel. Cleaned and tested all ok.	10/5/2017	10/10/2017	PEEKSKILL	10566	9
9-call tech, c4101 error code	Replaced print head and control panel. Cleaned and tested all ok.	10/5/2017	10/10/2017	PEEKSKILL	10566	9
	Courtesy Call	10/6/2017	10/6/2017	GOSHEN	10924	9
	Cleaned machine up	10/10/2017	10/10/2017	ALBANY	12207	3
platten cover fell off	Platen cover off repaired platen cover cleaned and tested trays	10/10/2017	10/10/2017	SYRACUSE	13202	5
misfeeding	Df jams sensor flag and sep roller out of position reinstalled cleaned paper path sensors tested	10/10/2017	10/10/2017	SYRACUSE	13202	5
Room 133-jamming in lower drawer	Jams tray 3 and lines. Removed jam from tray cleaned rollers and feed path replaced fuser hr for lines	10/10/2017	10/11/2017	SYRACUSE	13202	5
	Replaced tray 1 feed rollers and one ways. Cleaned and tested all ok.	10/11/2017	10/11/2017	GOSHEN	10924	9
	Put duplex actuator back on correctly. Cleaned and tested all ok.	10/11/2017	10/11/2017	GOSHEN	10924	9
call 10/11 morning	The word "COPY" is not listed as a choice for the stamp application.	10/11/2017	10/11/2017	SYRACUSE	13202	5
MACHINE JUST DELIVERED- WORKING ON GETTING IT SITED- UNDER STAMP FUNCTION THEY DO NOT WATERMARK, THEY WANT IT TO STAMP "COPY"	Advised Mary.					
Machine not making copies VM	Set auto tray selection to tray 3.					
	C-2557 code. Replaced drum, developer unit and developer. Cleaned and tested all ok.	10/11/2017	10/12/2017	WHITE PLAINS	10601	9
VM White lines across the page	White line on copies. Removed foam from around erase lamp. Cleaned and tested all ok.	10/11/2017	10/12/2017	WHITE PLAINS	10601	9
VM Feeder not working	Did not get machine to jam. Cleaned rollers and sensors in adf. Tested 200+ sheets through adf and working as it should.	10/12/2017	10/12/2017	BINGHAMTON	13901	6

poor quality, copies turning grey after printing 5 pages error code c0202	Replaced drum dv and dv unit Removed paper from behind tray 1. Increased grid voltage Cleaned machine up	10/12/2017	10/12/2017	BALLSTON SPA	12020	4
		10/12/2017	10/12/2017	JOHNSTOWN	12095	4
		10/12/2017	10/12/2017	ALBANY	12223	3
not feeding, jamming on right side, stapler issues	Replaced tray 1 rollers and one ways Put platen back on. Cleaned and tested all ok.	10/12/2017	10/16/2017	LAKE GEORGE	12845	4
		10/13/2017	10/13/2017	MONTICELLO	12701	3
duplex acuator	Put duplex actuator and spring back on. Cleaned and tested all ok.	10/13/2017	10/13/2017	MONTICELLO	12701	3
light copies, checked toner	Replaced drum/dv and ufr	10/13/2017	10/16/2017	ALBANY	12207	3
laura / needs code applied to copier/ (lbarber@nycourt.gov)	Programmed account tracking number for customer. Cleaned and tested machine	10/13/2017	10/13/2017	KINGSTON	12401	3
email / call to set up 845						
noise	Cleaned and tested all ok.	10/13/2017	10/13/2017	MONTICELLO	12701	3
*customer waiting on developer*error msg, light copies- customer does not need toner, they have toner on shelf jamming	Replaced drum and dv False Df jams and intermittent server not. One red in email scans replaced Df sensor, lever, spring andholder shop to installed Argo soft tested email with laptop Travis Assist no errors using laptop Stu contacting his IT	10/16/2017	10/16/2017	ALBANY	12207	3
		10/16/2017	10/17/2017	SYRACUSE	13202	5
clean optics and mirrors	Poor copy quality. Cleaned optics and mirrors. Cleaned and tested all ok.	10/16/2017	10/17/2017	MONTICELLO	12701	3
replaced planent	Put platen back on. Cleaned and tested all ok.	10/16/2017	10/16/2017	MONTICELLO	12701	3
Copies are extremely black even on the edges of the paper	Replaced drum and dv	10/16/2017	10/17/2017	SARATOGA SPRINGS	12866-0000	4
thick black lines	Replaced charge wires	10/17/2017	10/18/2017	FORT EDWARD	12828	4
thick black lines	Replaced charge wires	10/17/2017	10/18/2017	FORT EDWARD	12828	4
thick black lines	Replaced charge wires	10/17/2017	10/18/2017	FORT EDWARD	12828	4
set life extensions	Set life extensions. Cleaned and tested all ok.	10/17/2017	10/17/2017	MONTICELLO	12701	3
Paper is not automatically feeding from the 3rd drawer if drawers 1 & 2 are empty. Machine will not let you choose drawer 3 on the screen if we run out of paper while printing.	Machine not automatically switching to use tray 3 when others are empty. Set 3 are priority and changed auto tray switch to on. Tested ok.	10/17/2017	10/17/2017	BINGHAMTON	13901	6
msg to replace fusing unit asapo	Checked fuser , good. Reset fixing counter. Cleaned all rollers and tested	10/17/2017	10/18/2017	WHITE PLAINS	10601	9
making nise	Customer wanted checked for noise. Did not hear anything unusual. Cleaned and tested all ok.	10/17/2017	10/17/2017	MONTICELLO	12701	3
shadows on bottom of page, lines		10/17/2017	10/18/2017	SYRACUSE	13202	5
set life extensions	Set life extensions. Cleaned and tested all ok.	10/17/2017	10/17/2017	MONTICELLO	12701	3
constant line issues	Changed drum and Dv	10/17/2017	10/18/2017	SCHENECTADY	12305	4
8th floor library	Replaced developing unit dv and drum	10/17/2017	10/18/2017	ALBANY	12223	3
not printing at all paper is coming out with nothing on it						
8th floor library	Replaced developing unit dv and drum	10/17/2017	10/18/2017	ALBANY	12223	3
not printing at all paper is coming out with nothing on it						
8th floor library	Replaced developing unit dv and drum	10/17/2017	10/18/2017	ALBANY	12223	3
not printing at all paper is coming out with nothing on it						
lcd screen is broken, documents arent printing in order, streaking	Says"now printing " trouble reset machine. Customer says pages are printing out of order. Possibly a network or driver issue I told her. Replaced developer. Cleaned machine. Tested printing and copying	10/18/2017	10/18/2017	WHITE PLAINS	10601	9
	T call. Gcu test prints ok.	10/19/2017	10/19/2017	UTICA	13502	5
jamming	Replaced registration clutch. Still jamming doing 2 sided need more time to replace duplex clutches.	10/19/2017	10/19/2017	NEW CITY	10956	9
streaks	Re Laced drum charge wires and cleaning blade	10/19/2017	10/19/2017	ALBANY	12223	3
toner spill	Cleaned up toner	10/19/2017	10/19/2017	ALBANY	12223	3
jamming	Replaced both duplex clutches still jamming need more time. Cleaned up machine	10/19/2017	10/20/2017	NEW CITY	10956	9
		10/20/2017	10/20/2017	ALBANY	12207	3

envelopes arent feeding properly	Printing envelopes in bypass tray. Computer print driver setting had bypass as plain paper. Changed to enveloped slowed down printing and prevented wrinkling.	10/20/2017	10/20/2017	BINGHAMTON	13901	6
envelope feeding improperly	Printing envelopes in bypass tray. Computer print driver setting had bypass as plain paper. Changed to enveloped slowed down printing and prevented wrinkling.	10/20/2017	10/20/2017	BINGHAMTON	13901	6
first call 11/2 jamming	Still jamming doing 2 sided. Need more time.	10/20/2017	11/2/2017	NEW CITY	10956	9
set life extensions	Set life extensions. Cleaned and tested all ok.	10/23/2017	10/23/2017	GOSHEN	10924	9
not able to make copies, lcd screen keeps going dark	Copier turning it self off. Bad control panel. Replaced control panel cleaned and tested all ok.	10/23/2017	10/23/2017	WHITE PLAINS	10601	9
jamming	Jamming in ADF. Removed jammed paper clip from ADF. Cleaned and tested all ok.	10/23/2017	10/23/2017	WHITE PLAINS	10601	9
machine down-wont recognize new toner	Toner bottle not in all the way. Toner bottle drive cup out of position. Showed customer how to fix. Jamming From tray 2. Cleaned tray 2 vertical clutch and one way gear. Tested	10/24/2017	10/24/2017	CARMEL	10512	9
VM Original cover is broken	Replaced Velcro on platen cover	10/24/2017	10/25/2017	BALLSTON SPA	12020	4
noises from the copier	Noise. Replaced registration bushings . Cleaned and tested all ok.	10/24/2017	10/25/2017	KINGSTON	12401	3
first floor	Courtesy Call	10/24/2017	10/24/2017	GOSHEN	10924	9
jamming *call on arrival and someone will meet tech at door*	Replaced tray 3 rollers and clutches	10/24/2017	10/25/2017	ALBANY	12207	3
8-4 back office	Cleaned machine up.	10/25/2017	10/26/2017	AMSTERDAM	12010	4
needs cleaning, dirty copies, stapler isnt working properly						
tray isn't feeding, jamming when stapling	Replaced reg clutch and tray 1 1 ways	10/25/2017	10/26/2017	LAKE GEORGE	12845	4
		10/25/2017	10/25/2017	ROME	13440-0000	5
making loud noises	Noise. Cleaned and lubed laser mirror shaft. Cleaned and tested all ok.	10/25/2017	10/26/2017	MIDDLETOWN	10940	9
tried to clear jam, c-0202 error	Pulled jam behind tray 1 general cleanup test ok	10/26/2017	10/26/2017	OSWEGO	13126	5
	Courtesy Call	10/26/2017	10/26/2017	GOSHEN	10924	9
	Courtesy Call	10/26/2017	10/26/2017	GOSHEN	10924	9
	Courtesy Call	10/26/2017	10/26/2017	GOSHEN	10924	9
	Courtesy Call	10/26/2017	10/27/2017	GOSHEN	10924	9
error msg	Trouble reset machine and deleted bad jobs	10/26/2017	10/27/2017	ALBANY	12224	3
lines	Replaced drum and Dv	10/27/2017	10/27/2017	AMSTERDAM	12010	4
toner spilt inside, making lines	Cleaned adf path. Changed drum dv and dv unit.	10/27/2017	10/30/2017	SARATOGA SPRINGS	12866-0000	4
jamming, same piece fell off	Parts fell off replaced sep roller and feed roller Df grinding RS for time	10/30/2017	10/30/2017	SYRACUSE	13202	5
still jamming, customer states tech was supposed to return to replace clutches	Replaced clutches in tray 3	10/30/2017	10/30/2017	ALBANY	12207	3
put the duplex actuator back in correctly.	Put duplex actuator back in correctly. Cleaned and tested all ok.	10/30/2017	10/30/2017	NEW CITY	10956	9
c-2557 error	C2557. Replaced drum and developer. Cleaned machine and tested.	10/30/2017	10/30/2017	BEACON	12508	9
	Clean and test	10/30/2017	10/30/2017	TROY	12180	3
platen cover	Put platen back on. Cleaned and tested all ok.	10/30/2017	10/30/2017	NEW CITY	10956	9
loud grinding nosies, c2557 error code, abort job msg	Replaced developer. Making deep squealing noise in drum and fuser area. Ordering drum unit, dev unit and fuser units.	10/30/2017	10/31/2017	KINGSTON	12401	3
go to the 4th floor court room 1	Took machine off power surge. Machine was also jamming during double sided printing. Cleaned duplex rollers well	10/30/2017	10/31/2017	SCHENECTADY	12305	4
voltage surge surpressor is buzzing loudly	Lines. Replace drum dv unit and ufr. Replace dv customer supply.	10/30/2017	10/31/2017	UTICA	13501-0000	5
4th floor clerks office	Adj and Gcu.					
making lines on page						

RS for time - jamming, same piece fell off	RS. Df door broken ordeing	10/30/2017	10/31/2017	SYRACUSE	13202	5
(9)RS for time - jamming, same piece fell off	RS replaced Df cover tested	10/31/2017	11/3/2017	SYRACUSE	13202	5
constant jamming	Paper lodged in finisher causing Jam on every sheet. Cleaned finisher path and test	10/31/2017	11/1/2017	FORT EDWARD	12828	4
voids on page	Remove foam from drum clean test	10/31/2017	11/1/2017	SYRACUSE	13202	5
machine down- wont do anything, has error code but customer unaware of what it is	C-2801 code. Replaced toner did toner auto supply. Cleaned drum and developer unit. Cleaned and tested all ok.	10/31/2017	11/1/2017	NEW ROCHELLE	10801	9
9-loud grinding nosies, c2557 error code, abort job msg will stop in the middle of a print cycle, lights will flash, claiming misfeed	Replaced drum and noise went away. Tested	10/31/2017	11/3/2017	KINGSTON	12401	3
wed- platten cover fell off	Changed tray 1 rollers and 1 ways	10/31/2017	11/1/2017	BALLSTON SPA	12020	4
c0202 error code, malfun detected	Platen cover off. Velcro cover to adf. Gcu test.	11/1/2017	11/1/2017	LITTLE FALLS	13365	5
	C0202. Instruct op on resetting and clearing code. Instruct to use bypass tray for colored paper. Gcu test.	11/1/2017	11/1/2017	UTICA	13501	5
platten cover fell off	Put platen back on. Cleaned and tested all ok.	11/1/2017	11/1/2017	NEW ROCHELLE	10801	9
horrible loud noise, c11A0 error msg	Error c11a0 finisher exit tray at top limit and not moving. Adjusted tray and popo and tray moved into home position. Tested with multiple copies and operating as normal.	11/1/2017	11/2/2017	BINGHAMTON	13901	6
CANT COPY (VM)	Fixed actuator in adf. Clean and test	11/2/2017	11/3/2017	TROY	12180	3
platent cover is fallinhg off	Platen cover fell off. Reseat and Velcro platen cover to adf. Gcu test.	11/3/2017	11/3/2017	UTICA	13501	5
lines, not pulling paper right		11/3/2017	11/6/2017	DELHI	13753	6
9-Shipped 11/8 broken cover	Adf front cover broken	11/6/2017	11/13/2017	DELHI	13753	6
error message:local print spooler print service not running- open until 4:30pm*COURT CLOSED 11/7, WILL REOPEN 11/8*	Replaced front cover, feed tires in adf, Gcu, test 100+ had customer reboot and computer wont start instructed this issue is nto a copier issue it is local to your computer	11/6/2017	11/6/2017	UTICA	13501	5
*COURTS CLOSED 11/7*cover fell off	Replaced Velcro on platen cover	11/8/2017	11/8/2017	FONDA	12068	4
c-3201 error code	C-3201 code. Cleaned Fuser gears. Cleaned and tested all ok.	11/8/2017	11/9/2017	WHITE PLAINS	10601	9
staple function not working- not recognizing stalpes in cartridge	Fixed Staple unit	11/8/2017	11/8/2017	CASTLETON ON HUDSON	12033	3
streaking	Lines on copies. Replaced drum and developer. Cleaned and tested all ok.	11/8/2017	11/9/2017	WHITE PLAINS	10601	9
steaking &jamming	Customer saying lines and jamming. Could not duplicate problem. No problem found. Cleaned and tested all ok.	11/8/2017	11/9/2017	WHITE PLAINS	10601	9
jamming	Adf jams. Remove paper scrap at adf exit. Velcro platen cover to adf. Gcu test.	11/8/2017	11/9/2017	UTICA	13501	5
voids on page	Replaced drum, developer unit and developer. Cleaned and tested all ok.	11/8/2017	11/9/2017	CARMEL	10512	9
	Cleaned machine up	11/9/2017	11/9/2017	ALBANY	12207	3
NOH 11/7 at 3:30	Cleaned copier. Checked error log and checked life extension settings.	11/13/2017	11/13/2017	POUGHKEEPSIE	12601	9
check life extensions						
*CLOSED 11/10*customer replaced toner and when putting cartridge in machine, a piece broke off	Adjust toner cup and installed toner. Reattached cleaning wand know and tested. Adf jams in recent history. Cleaned Adf sensors and rollers and tested.	11/13/2017	11/13/2017	POUGHKEEPSIE	12601	9
(1 shipped 11-13)touch screen not working properly	Touch panel not responding. Replaced touch panel. Checked and reset error and jam logs. Tested	11/13/2017	11/14/2017	POUGHKEEPSIE	12602	9
machine down-malfunction detected	C0202. Remove paper behind tray 1. Gcu test. Popo.	11/13/2017	11/13/2017	UTICA	13502	5
light copies	Light copies. Replace drum and cleaning blade. Replace dv customer supply. Adj to spec. Gcu test.	11/13/2017	11/13/2017	UTICA	13502	5
machine down-jamming	Replaced drum. Replaced tray 1 rollers and one ways	11/13/2017	11/14/2017	SCHENECTADY	12305	4
machine down- error code:C2557	C-2557 code. Replaced drum and developer. Replaced tray 1 feed rollers and one ways. Cleaned and tested all ok.	11/14/2017	11/15/2017	GOSHEN	10924	9
VM-lines	Replaced developing unit and drum unit	11/14/2017	11/14/2017	ALBANY	12207	3
cant print envelopes or labels, noises	Clean bypass path	11/14/2017	11/15/2017	TROY	12180	3
	Cleaned machine up.	11/15/2017	11/15/2017	ALBANY	12207	3

	Cleaned machine up.	11/15/2017	11/15/2017	ALBANY	12207	3
	Cleaned machine up.	11/15/2017	11/15/2017	ALBANY	12207	3
on/off button is broken,jamming	Ordered new control panel for broken start button. Cleaned fuser claws for jamming.	11/15/2017	11/16/2017	BATAVIA	14020	8
lines, cutting off images	Lines on copies. Looks as if DEF unit is locking up during printing making fuzzy vertical lines. Replaced drum unit, developer unit and developer.	11/15/2017	11/15/2017	POUGHKEEPSIE	12601	9
platenet cover fell off	Repaired Adf white white pad. Checked jam and error history.	11/15/2017	11/16/2017	POUGHKEEPSIE	12601	9
9-on/off button is broken,jamming	Replaced sub power button. Cleaned and tested.	11/16/2017	11/21/2017	BATAVIA	14020	8
	Cleaned machine up	11/16/2017	11/16/2017	ALBANY	12207	3
	Courtesy Call	11/16/2017	11/16/2017	GOSHEN	10924	9
jamming, and squeeling during printing	Replaced bearing on inverter. Cleaned cleaning unit. Fixed web assembly.	11/16/2017	11/17/2017	ALBANY	12224	3
lines	Replaced drum dv and dv unit.	11/16/2017	11/17/2017	JOHNSTOWN	12095	4
machine down- error code:C3801	Reset code cleared temp sensors & fuser drive gear general cleanup test ok	11/17/2017	11/17/2017	OSWEGO	13126	5
machine down-error code: C-2557	C2557 cleaned system adj ATDC tested	11/20/2017	11/21/2017	FULTON	13069	5
voids on page	Relaced drum and dv	11/20/2017	11/20/2017	BALLSTON SPA	12020	4
Monday 11/20 at 12	Polygon motor making noise. Cleaned off old oil and reoiled polygon motor pushing. Cleaned machine and tested	11/20/2017	11/20/2017	MIDDLETOWN	10940	9
t3 jamming, & noise from exit tray	Ordering motors for tray 3	11/20/2017	11/20/2017	ALBANY	12223	3
(9 shipped 11-22)t3 jamming, & noise from exit tray	Replaced ribbon cable. Put tape on actuator to make it go up into sensor further	11/20/2017	11/30/2017	ALBANY	12223	3
VM-noises	Cleaned our fuser. Lubed up bearings and transfer roller	11/20/2017	11/21/2017	ALBANY	12207	3
	Cleaned machine up	11/20/2017	11/21/2017	ALBANY	12223	3
	Cleaned machine up	11/20/2017	11/21/2017	ALBANY	12224	3
keeps saying original is on the glass, nothing there, issues with scanning, crinkling paper, claiming jam in top cover	Adf jam	11/21/2017	11/22/2017	UTICA	13501	5
	Removed staple in adf, Gcu, test					
broken sub power switch	Replaced sub power button.	11/21/2017	11/21/2017	BATAVIA	14020	8
jamming	Replaced tray 2 feed rollers. Cleaned registration sensor. Tested	11/21/2017	11/21/2017	NEWBURGH	12550	9
replaced developer, still having issues	Removed small pieces of deteriorated foam from laser sight. Tested.	11/21/2017	11/21/2017	POUGHKEEPSIE	12601	9
lines and noises	Replaced heat roller. Cleaned and tested	11/21/2017	11/21/2017	NEWBURGH	12550	9
	Cleaned machine up	11/21/2017	11/21/2017	ALBANY	12207	3
	Cleaned machine up	11/21/2017	11/22/2017	ALBANY	12207	3
	Cleaned machine up. Cleaned adf sensors and rollers.	11/21/2017	11/21/2017	ALBANY	12207	3
black lines, not on every page, jamming	Developer chamber seems too packed. Removed a small amount of developer. Cleaned and tested . Replaced tray 1 rollers . Deteriorated foam from erase lamp fell into drum and corona units. Cleaned out and tested again	11/21/2017	11/22/2017	KINGSTON	12401	3
poor quality, toner spilling on pages *WAITING ON DEVELOPER. CUSTOMER WILL CALL TECH WHEN THEY RECEIVE IT*	Replaced drum and dv	11/22/2017	11/22/2017	SCHENECTADY	12305	4
5th floor	Needed drum carriage pm. Replaced drum developer wire blade	11/22/2017	11/22/2017	ALBANY	12224	3
changed toner, spots light	Clean and test	11/27/2017	11/27/2017	RENSSELAER	12144	3
(9 shipped 11-27)dark black lines	Replaced dev unit and tested	11/27/2017	12/1/2017	KINGSTON	12401	3
button broken on bottom drawer and wont open	Repaired tray 3 button. Replaced tray 3 feed rollers and one ways.	11/27/2017	11/28/2017	GOSHEN	10924	9
call first	Jamming in tray 3 LCT. pulled feed unit saw rollers worn, replaced rollers and cleaned one ways. Tested 100+ copies and no more jamming. Cust tested ok.	11/27/2017	11/28/2017	OWEGO	13827	6
when pulling from bottom drawer it stops half way and claims a jam						

Tuesday first call malfunction detected c2557 call representative, c2557 abort code	C2557. Adj ATD sensor print and copy density cleaned tested	11/28/2017	11/28/2017	SYRACUSE	13202	5
not recognizing paper in tray	Adjust tray guides. Added velcro to back of tray to drop feed unit lower	11/28/2017	11/29/2017	POUGHKEEPSIE	12601	9
jamming in bottom feed	Drum had a nic. T3 jams. Replaced drum and t3 rollers and 1 ways	11/28/2017	11/29/2017	POUGHKEEPSIE	12601	9
bottom paper drawer is jamming	Replaced lct rollers and 1 ways	11/28/2017	11/28/2017	TROY	12180	3
vm- unable to get toner into machine	Corrected toner bottle receiver cup and showed customer.	11/28/2017	11/29/2017	WHITE PLAINS	10601	9
constantly stopping and asking for paper when the drawers are full	Adjust tray guides in tray 2	11/28/2017	11/29/2017	POUGHKEEPSIE	12601	9
staple unit isnt pushing in so that the machine can use it	Fixed staple cartridge	11/28/2017	11/29/2017	KINGSTON	12401	3
vm- machine issues, needs cleaning*customer ordering toner & dev. Tech will retun once customer receives. Custoe mr ok with this*	Replaced drum and dv	11/29/2017	11/29/2017	JOHNSTOWN	12095	4
planteint cover is coming lose	Reattach platen clean test	11/29/2017	11/29/2017	OSWEGO	13126	5
error code e2c-, c-fa14	Replaced hdd. Reconfigured machine.	11/29/2017	11/30/2017	ELMIRA	14901	6
unable to set from address/install	instruct scan to email settings and from address settings and location	11/29/2017	11/29/2017	WHITE PLAINS	10601	9
machine down-red light on, jamming	Trouble reset machine. Cleared all fixing unit counts. Tested	11/29/2017	11/29/2017	ALBANY	12224	3
getting lines on the paper, reimaging the documents	Freed stuck cleaning blade. Cleaned toner from drum. Tested	11/29/2017	11/30/2017	POUGHKEEPSIE	12601	9
machine down-error code: C4101	Rebooted machine. Working fine now. Customer complaints of noise. Lubed btr bushings and tested	11/29/2017	11/30/2017	MIDDLETOWN	10940	9
4th floor jammed up	T-2 says add paper. Clip t-2 wire ties. Gcu test.	11/30/2017	11/30/2017	UTICA	13501-0000	5
piece on the insdide is broken	Reformed inner finisher guide and hinge. Replaced worn trait one rollers tested	11/30/2017	12/1/2017	NEW CITY	10956	9
c-3201 error code	Swapped fuser drive and paper feed motors to see if problem moves. Lubed fuser drive. Ran 500 to test. All good now	11/30/2017	12/4/2017	WHITE PLAINS	10601	9
machine says to close door but all doors are shut	Rt door open. Close lower rt door. Instruct ops. Clean and lube reg unit bushings. Clean adf. Gcu test.	12/1/2017	12/1/2017	UTICA	13501-0000	5
9-machine down- error code: C-4101	Replaced laser unit and tested	12/1/2017	12/11/2017	MIDDLETOWN	10940	9
burning smell	Burning odor	12/1/2017	12/1/2017	DELHI	13753	6
adf is jamming and folding the paper	Replaced bad fuser, gcu, test 100+ Spoke with Lynn and had her run a manilla folder the clear the adf path. Machine now working	12/1/2017	12/4/2017	TROY	12180	3
lines	Line	12/4/2017	12/4/2017	COOPERSTOWN	13326	6
very dark copies	Replaced k drum, Gcu, test Dark copies. Clean dv and charge unit. Adj grid to +2. Velcro platen cover. Instruct op to order dv.	12/5/2017	12/6/2017	FORT EDWARD	12828	4
platten cover fell off	Replaced aotomatic document feeder Velcro adherents general cleanup test ok	12/5/2017	12/5/2017	OSWEGO	13126	5
false jamming	Remove paper from behind tray one. Replaced tray one feed rollers and one-way bearing?s. Copies are dark, needs drum and developer. No drum in stock. Customer does not have developer. Not sure if customer supplies their own, currently trying to find out.	12/5/2017	12/7/2017	MONTICELLO	12701	3
unable to feed t2, jamming	Replaced tray 2 rollers and 1 ways. Added tape to actuators.	12/5/2017	12/6/2017	ALBANY	12223	3
sqweaking, paper sticking	Not sep paper squeaking cleaned system Replaced tray 1 rollers EWT	12/5/2017	12/6/2017	ITHACA	14850	6
wont pull legal size paper, voids on page	Ordering vertical transport clutch.	12/6/2017	12/7/2017	BALLSTON SPA	12020	4

PRT/IR error message, sometimes it wont let them scan	Not scanning	12/6/2017	12/6/2017	DELHI	13753	6
lcd main screen is freezing, tries to use top feeder ut it jams	Updated firmware, server error, will have IT look into server Adf jams. Customer says panel sometimes lags. Some scanner communication errors in log. Re-seated CCD ribbon cable. Seem to be a bad connection. Tested	12/7/2017	12/8/2017	WHITE PLAINS	10601	9
9 shipped 12-7>false jamming	Replaced drum and developer and tested.	12/7/2017	12/19/2017	MONTICELLO	12701	3
(9 SHIPPED 700000 12-7)wont pull legal size paper, voids on page	Still jamming. Reschedule for time	12/7/2017	12/12/2017	BALLSTON SPA	12020	4
first call 12/8	Ordering reg clutch	12/8/2017	12/8/2017	HUDSON	12534	3
701 Union St Hudson, NY 12534						
wont recognize paper in tray, only printing half page						
9-*first call 12/8*	Replaced reg clutch	12/8/2017	12/18/2017	HUDSON	12534	3
701 Union St Hudson, NY 12534						
wont recognize paper in tray, only printing half page						
c-0202	Paper was loaded too high in paper tray. Removed paper that was caught in fees station and removed excess paper. Rebooted to get rid of code. Tested	12/8/2017	12/8/2017	SARATOGA SPRINGS	12866-0000	4
getting line thru all copies	Replaced drum dv and developer	12/8/2017	12/8/2017	JOHNSTOWN	12095	4
making sqweaking noise	Cleaned registration & fuser bushings general cleanup test ok	12/8/2017	12/8/2017	SYRACUSE	13202	5
jamming, smudges	Replaced cleaning blade	12/8/2017	12/11/2017	POUGHKEEPSIE	12601	9
jamming	Jams. Replace t-1 rollers and clutches. Clean registration unit bushings and sensor. Clean adf. Gcu test.	12/8/2017	12/11/2017	UTICA	13501	5
3rd floor	Removed felt causing void marks	12/8/2017	12/11/2017	POUGHKEEPSIE	12601	9
making lines						
shadowing on paper	Repl dv and dv unit clean test	12/11/2017	12/11/2017	SYRACUSE	13202	5
error code c-3501 internal error	I had them trouble reset the machine. They said all is fine now	12/11/2017	12/13/2017	WHITE PLAINS	10601	9
Jamming, stuck paper	Cleaned adf path changed charge wires.	12/11/2017	12/12/2017	TROY	12180	3
lines, glass or adf	Cleaned dirty optics. Tested	12/12/2017	12/14/2017	WHITE PLAINS	10601	9
FEEDER ISN'T WORKING- MUST CALL TO DOUBLE CHECK THAT COURT ISN'T IN SESSION	Rebooted machine. Had to wait for court	12/12/2017	12/14/2017	AMSTERDAM	12010	4
WAITING ON PART FROM BRIAN CASTLE(9 SHIPPED 700000 12-7)wont pull legal size paper, voids on page	Adjust tray 2 guide cover	12/12/2017	12/18/2017	BALLSTON SPA	12020	4
lines c-0203	Diagnosed nicked drum. Needs a drum and cleaning blade.	12/12/2017	12/14/2017	WHITE PLAINS	10601	9
Rollers are not grabbing paper	Cleaned adf path	12/14/2017	12/14/2017	TROY	12180	3
(9 SHIPPED 12-14)lines c-0203	Replaced drum and cleaning blade.	12/14/2017	12/18/2017	WHITE PLAINS	10601	9
VM-stapler down	Completely disassembled and cleaned staple cartridge. Stretched staple cartridge advance spring to increase staple feed pressure. No good. Needs a new staple cartridge.	12/14/2017	12/14/2017	KINGSTON	12401	3
jamming constantly	Trying to get tray 3 feed station	12/14/2017	12/15/2017	ALBANY	12223	3
Fading on printouts..	Velcro Platen cover	12/14/2017	12/15/2017	TROY	12180	3
185 Jordan Road Troy NY 12180						
malfunction detected error message, cant clear	Staple cartridge was out of place. Removed staples and tested.	12/15/2017	12/15/2017	WATERVLIET	12189	3
lines- cleaned glass already	Cleaned adf rollers and sensors					
lines	Replaced ufr clean and test	12/15/2017	12/18/2017	TROY	12180	3
light copies, jamming constantly	Cleaned slit glass	12/15/2017	12/15/2017	ALBANY	12224	3
Machine will not turn on	Cleaned ch grits write units general cleanup test ok	12/15/2017	12/18/2017	OSWEGO	13126	5
jamming again	Repaired sub power switch general cleanup test ok	12/18/2017	12/18/2017	OSWEGO	13126	5
jamming, error message c-0214	Reseat flag and Dfpr adf clean test	12/18/2017	12/18/2017	SYRACUSE	13202	5
	No trouble found. Lubed lift coupler back of tray 3. Restack all paper. Test	12/18/2017	12/20/2017	MONTICELLO	12701	3

Squealing noise when copy	Noise coming from rollers in exit section. Lubed up	12/18/2017	12/19/2017	JOHNSTOWN	12095	4
donna/ 315 266 4668 / scanner is not working/ email qiut/	work with Donna, email inop. / unable to remote in , donnas it person Eric to look at her email issue/ we did not have access	12/19/2017	12/19/2017	UTICA	13502	5
Jamming	Clean pfu tray2 Repl dv clean test	12/20/2017	12/20/2017	SYRACUSE	13202	5
jamming when using the top feeder	Jamming in adf. Dfp roller very worn. Replaced and cleaned all surrounding sensors and rollers, also cleaned spring clutch in adf. No longer jamming. Tested thoroughly ok.	12/20/2017	12/21/2017	BINGHAMTON	13901	6
Top copy is really light	Light copies	12/20/2017	12/21/2017	NORWICH	13815	6
	Cleaned charge wire, laser unit, replaced feed tires t3, Gcu, test					
constant sqweaking coming from the machine, not registering paper in the drawer	Cleaned mag roller bushings to take care of squeaking noise. Try to reports load paper even when it's full. Cut or cable ties from tray to feed harness. Still not working correctly. Ordering a tray to feed assembly.	12/21/2017	12/22/2017	WHITE PLAINS	10601	9
buttons on the machine arent working properly, will print 7 instead of 2 ect	Touch panel adjustment	12/21/2017	12/22/2017	ALBANY	12207	3
9-constant sqweaking coming from the machine, not registering paper in the drawer	Replaced tray 2 feed assembly with an R part. Repaired tray 2 feed unit(damaged in shipping). Reattached Adf pad. Tested	12/22/2017	1/11/2018	WHITE PLAINS	10601	9
cleaning	Replaced black drum	12/26/2017	12/26/2017	TROY	12180	3
copier button pushed in too far	Replace sub power button	12/27/2017	12/28/2017	CATSKILL	12414	3
green light is blinking, has tried popo, lcd wont turn on	Trouble reset machine tested with customer	12/27/2017	12/28/2017	ALBANY	12207	3
	T call. Gcu test.	12/28/2017	12/28/2017	LITTLE FALLS	13365	5
1st floor	Shipping k drum	12/28/2017	12/29/2017	HUDSON	12534	3
black lines on all copies						
squeaking, dirty copies	Cleaned all transfer and charge wires. Uped Gris voltage. Tested	12/28/2017	12/28/2017	ALBANY	12207	3
toner filter message	Reset counters. Cleaned up machine	12/28/2017	12/28/2017	ALBANY	12207	3
job failed incomplete, when trying to scn 1/2/18/ lvm2pm/ lvm 326pm	spoke to dave/ copier all set/ everything working fine	12/28/2017	1/2/2018	JOHNSTOWN	12095	4
Not making copies	Slow printing. Install K6 fw. Empty wtb. Replace t-3 rollers. Clean adf of chads and staples. Gcu test.	12/29/2017	12/29/2017	HERKIMER	13350	5
top feeder crinkling pages	Jamming in adf. Crinkling pages. Staple caught in bottom of adf, removed and tested ok. Dfp roller was very worn as well, replaced and all set.	12/29/2017	1/2/2018	DELHI	13753	6
lines	Changed marketing area to US adjust adf	1/2/2018	1/2/2018	INDIAN LAKE	12842	4
a2xn0rd		1/2/2018	1/8/2018	HUDSON	12534	3
Making grinding noises	Repl fuser clean test	1/2/2018	1/2/2018	SYRACUSE	13202	5
Feeding several papers at a time	Double feeding	1/2/2018	1/3/2018	DELHI	13753	6
	Replaced feed tire in adf, Gcu, test					
scan help requested / dave/ 518 285 5080/ lvm 810am 1/3/18	spoke to manager steve at id# 492 location) there is no scanning issue/ he used it today / ther is aperson no one knows by the name of dave who keepd placing calls saying scan to folder does not worj=k to his pc only, e=when you call this # no one who wor	1/3/2018	1/3/2018	JOHNSTOWN	12095	4
518 762 0007 chief clerk / steve manager has no record of any issues/ he is scanning fine as of right now						
200 GREAT OAKS BLVD, SUITE 223, ALBANY 12203- LINES DOOR WILL NOT LATCH CLOSE,	Cleaned machine up. Shipping black drum	1/3/2018	1/3/2018	ALBANY	12208	3
	Replaced rollers and clutches in tray 3. Mylar in duplex was out of place	1/3/2018	1/5/2018	SCHOHARIE	12157	3
Noises, lines	Replaced charge wires. Customer needs to have their IT call our Helpdesk to resolve the scan to smb. Login error on the server	1/3/2018	1/8/2018	JOHNSTOWN	12095	4
Making dirty copies	Replaced developer (supplied by customer) and drum unit	1/3/2018	1/5/2018	KINGSTON	12401	3
NOH 1/2	Removed torn mag roller mylar rubbing on drum. Cleaned squeeky mag roller drum spacer roller. Tested.	1/4/2018	1/8/2018	MONTICELLO	12701	3
black marks on prints, words are distorted, lines						
Black lines on all copies	Shipping k drum	1/4/2018	1/5/2018	TROY	12180	3
a2xn0rd		1/4/2018	1/8/2018	ALBANY	12203	3

Lines on all print outs	Clean charge clean test	1/4/2018	1/9/2018	SYRACUSE	13202-3099	5
Lines on all print outs	Replaced drum dv and dv unit	1/5/2018	1/8/2018	SARATOGA SPRINGS	12866-0000	4
Tray sensor is not working	T-2 says add paper. Replace t-2 pf sensor. Replace drum for shading. Adj and test.	1/5/2018	1/5/2018	UTICA	13501-0000	5
machine down-error code: C2557		1/5/2018	1/5/2018	SYRACUSE	13202	5
machine down-error code: C2557		1/5/2018	1/5/2018	SYRACUSE	13202	5
machine down-error code: C2557		1/5/2018	1/5/2018	SYRACUSE	13202	5
platen cover fell off	Put platen cover back up	1/8/2018	1/8/2018	JOHNSTOWN	12095	4
scanning issues (4666working)	worked with tech to troubleshoot scanning issues. can't remote in but changed to IP address in the scannin template. Need their IT to verify the password for the user they have in there for authentication. nothing more we can do until IT address this a	1/8/2018	1/8/2018	JOHNSTOWN	12095	4
	Courtesy call	1/8/2018	1/8/2018	COOPERSTOWN	13326	6
	Cleaned unit, test					
a2xn0rd		1/8/2018	1/9/2018	TROY	12180	3
2nd floor	Platen cover off. Velcro platen cover on adf. Gcu test.	1/9/2018	1/10/2018	UTICA	13501	5
platent cover fell off						
Internal error	Cleaned toner sensor over and over	1/9/2018	1/10/2018	ALBANY	12207	3
wtb needs a vac	Wtb full. Empty wtb. Repl t-3 rollers and adf dfpr. Gcu test.	1/9/2018	1/10/2018	UTICA	13501	5
Lines on all print outs	Cleaned mark on scan glass. Customer tried but didn?t go away. Used brillianize to hopefully keep clean longer. Tested	1/10/2018	1/10/2018	WHITE PLAINS	10601	9
Jamming	C2403 error. Cleaned dirty toner rotation sensor. Tested 100 legal skyshots . Toner rotation it fine with no errors now.	1/10/2018	1/10/2018	WHITE PLAINS	10601	9
letters stretched out on pages	Buckle coming from ADF. Adjusted ADF to glass height. No more buckle.	1/10/2018	1/10/2018	MONTICELLO	12701	3
System failure, machine down	Cleaned toner rotation detection sensor.	1/10/2018	1/11/2018	WHITE PLAINS	10601	9
Platent cover fell off	Velfrowed platen cover back up	1/10/2018	1/10/2018	ALBANY	12207	3
Internal error C-2403	C2403 error. Cleaned toner hopper rotation detect sensor.	1/11/2018	1/12/2018	POUGHKEEPSIE	12601	9
Mechanical follow up needed	Repl heat roller. Repaired exit sensor	1/11/2018	1/12/2018	POUGHKEEPSIE	12601	9
copies are off center	Cuts off. Replace registration unit clutch. Nip. Clean and lube reg unit. Clean adf. Gcu test.	1/12/2018	1/12/2018	SHERRILL	13461	5
cl monday- rollers arent taking papers on top feeder	Cleaned up adf. Cleaned rollers a	1/16/2018	1/16/2018	CATSKILL	12414	3
CL 1/15	Cq streaks, repl drum	1/16/2018	1/17/2018	ELMIRA	14901	6
lines on all copies						
cl monday- made an odd noise, malfunction detected c4101 error	Cleaned polygon motor	1/16/2018	1/16/2018	HUDSON	12534	3
cl monday- Stapler not working correctly	Reformed front finisher stacker. Loaded staples properly in cartridge. Checked error logs, general cleaning.	1/16/2018	1/16/2018	NEWBURGH	12550	9
cl mon- lines again	Line was on slit glass. Clean and test	1/16/2018	1/16/2018	SARATOGA SPRINGS	12866-0000	4
(WAITING ON DEV) lines, false jamming	Replaced drum and developer. Replaced tray 1 clutches	1/16/2018	1/16/2018	SCHENECTADY	12305	4
cl monday- c-3501 internal error	Tom walked customer thru a trouble reset, machine is working fine.	1/16/2018	1/16/2018	TROY	12180	3
VM-grinding noise	Could not replicate, ran all functions	1/16/2018	1/17/2018	CATSKILL	12414	3
VM-top feeder crinking pages	Cleaned adf up. Mylar was flipped stopping the paper	1/16/2018	1/17/2018	KINGSTON	12401	3
Jamming repeatedly	Bad printjob	1/16/2018	1/16/2018	UTICA	13501	5
	Instruct and deleted bad print job, Gcu, test					
Lines all over the print outs	Cq streak, repl drum	1/16/2018	1/18/2018	BELMONT	14813	8
Paper not lifting tp tray, says jamming, but no jam	Replaced tray 1 rollers and clutches	1/16/2018	1/17/2018	RYE	10580	9
Job deleted memory full	work with cindy/ reset logic/ unplug/ memory error cleared / wcb if needed	1/17/2018	1/18/2018	UTICA	13501	5
lines when usinng top feeder	Cleaned slit glass	1/18/2018	1/18/2018	BALLSTON SPA	12020	4
lines when using top feeder	Cleaned slit glass	1/18/2018	1/18/2018	BALLSTON SPA	12020	4

Feeder jamming	Mylar was flipped in adf.	1/18/2018	1/22/2018	POUGHKEEPSIE	12601	9
noises, machine shakes when copying	Cleaned finisher exit 1 ways	1/18/2018	1/19/2018	RENSSELAER	12144	3
Needs drum, machine down	Set switch 418 hex 50. Clean and test	1/18/2018	1/19/2018	BALLSTON SPA	12020	4
getting dots all over pages	Replaced drum developer general cleanup test ok	1/19/2018	1/22/2018	OSWEGO	13126	5
BLACK LINES ON BOTH SIDES OF PAGE	Lines	1/19/2018	1/19/2018	UTICA	13501-0000	5
Touch screen is too loght to see	Replaced drum kit, Gcu, test					
Room 2028	Had Kathleen adjust the contrast button on the control panel. She said it must have gotten knocked out of place. She said all is good now.	1/19/2018	1/22/2018	GOSHEN	10924	9
parts arrived	Replaced developing unit, drum and dv.....	1/22/2018	1/24/2018	KINGSTON	12401	3
spots on all prints						
Jamming	Replaced black drum and tray 3 rollers and one ways. Updated firmware to latest	1/22/2018	1/22/2018	ALBANY	12207	3
JAMMING T1,	Repl tires tray1 clean test	1/24/2018	1/24/2018	SYRACUSE	13202	5
WILL NOT TURN ON	No power. Replace nip power supply unit. Gcu test.	1/24/2018	1/25/2018	ROME	13440	5
WILL NOT COPY LETTER SIZE PAPER	Instruct op on pf guides. Clean dv unit. Gcu test.	1/24/2018	1/24/2018	UTICA	13501-0000	5
streaks on all copies	Replaced drum and dv	1/24/2018	1/25/2018	TROY	12180	3
Dark spots on all print outs	Repl drum clean test	1/25/2018	1/29/2018	SYRACUSE	13202	5
Will not double side, copy or print	Fixed duplex actuator and changed tray 1 rollers and 1 ways	1/25/2018	1/26/2018	LAKE GEORGE	12845	4
Machine "fell apart"	Reseat act in adf. Clean test	1/25/2018	1/29/2018	SYRACUSE	13202	5
doc feeder not working	Actuator in doc feed was on he floor. Put actuator back in place and tested.	1/25/2018	1/25/2018	ALBANY	12207	3
after trying to change stalpe cartridge, machine is now making clunking noise	Staples came apart in finisher. Cleaned staples out of finisher interior. Installed new cartridge	1/25/2018	1/26/2018	LAKE GEORGE	12845	4
waiting for customer to recieve developer	Replaced tray 1 rollers and clutches. Replaced drum and v	1/26/2018	1/26/2018	ALBANY	12207	3
jamming in multiple places, c2557						
11:30 1/26	Replaced memory	1/26/2018	1/26/2018	AMSTERDAM	12010	4
top feeder not recognizing paper and wont pull paper through						
jamming constantly	Cleaned adf path	1/26/2018	1/30/2018	POUGHKEEPSIE	12601	9
loud noise again	Replaced fuser & registration units general cleanup test ok	1/29/2018	1/29/2018	SYRACUSE	13202	5
light prints	Cleaned optics and tested	1/29/2018	1/30/2018	KINGSTON	12401	3
C2403, machine down	Error c2403. toner bottle has good rotation, but not stopping at home position. Must be faulty toner home position sensor 9335130061	1/29/2018	1/30/2018	WHITE PLAINS	10601	9
	Vaccum waste toner box general cleanup test ok	1/29/2018	1/29/2018	SYRACUSE	13202	5
MAking noise even when idle	Toner was out. Noise was from toner bottle constantly spinning. Cleaned out hopper	1/30/2018	1/30/2018	NEWBURGH	12550	9
(9 shipped 1-31)C2403, machine down	Replaced toner bottle rotation sensor. Tested.	1/30/2018	2/5/2018	WHITE PLAINS	10601	9
lines	Repl fur and web clean test	1/31/2018	2/1/2018	SYRACUSE	13202	5
machine needs a cleaning	Cleaned aotomatic document feeder paper feed rollers general cleanup test ok	1/31/2018	1/31/2018	SYRACUSE	13202	5
stapler unit not working	Staples were loaded incorrectly. Showed customer how I properly load them.	1/31/2018	1/31/2018	ALBANY	12207	3
Not grabbing papers	Paper trays say add paper. Clip wire ties off t-1 and 2 pf units. Clean rollers and one ways. Test.	1/31/2018	1/31/2018	UTICA	13501	5
not recognizing envelopes	Clean test advise on bypass printing	1/31/2018	2/1/2018	SYRACUSE	13202	5
FIRST CALL 2/2**** lines are worse, and jamming 60% of the time	Mylar is duplex section had a slit in it that paper was catching on. Cut Mylar and tested. Replaced drum and developing unit	2/1/2018	2/2/2018	JOHNSTOWN	12095	4
machine down-error message: malfunction detected	Realigned output trays clean and test	2/1/2018	2/2/2018	TROY	12180	3
waiting on developer 2/2	Replaced drum developer & developer unit general cleanup test ok	2/2/2018	2/2/2018	OSWEGO	13126	5
Streaks on all copies						
platten cover fell off	Replaced velcro on platen cover	2/2/2018	2/5/2018	BALLSTON SPA	12020	4
1/2 print outs are blank	Removed foam strip from laser path general cleanup test ok	2/2/2018	2/5/2018	SYRACUSE	13202	5

top feeder not grabbing paper	Was trying to use carbon paper through adf, educate on op, Gcu, test	2/5/2018	2/6/2018	UTICA	13501-0000	5
Crooked print outs	Reg bushings causing skew. Replaced busings clean and test	2/5/2018	2/5/2018	CATSKILL	12414	3
Machine keeps turning off	spoke to Cindy and walked her through clearing bad print job	2/5/2018	2/5/2018	UTICA	13501	5
poor copy quality	Replaced drum nip general cleanup test ok	2/6/2018	2/6/2018	OSWEGO	13126	5
MALFUNCTION C-2557	Repl Dv and DV unit clean test	2/6/2018	2/8/2018	SYRACUSE	13202	5
cant load the paper at all, drawer is broken	Replaced drum blade and dv. Fixed tray 3 button	2/7/2018	2/8/2018	FORT EDWARD	12828	4
2/8 after 8:30	C-0204 code and lines. Replaced tray 2 feed rollers and one ways.	2/7/2018	2/8/2018	WHITE PLAINS	10601	9
c0204 error code	Replaced drum and developer unit. Cleaned and tested all ok.					
closing early 2/7 noises	Need to order fan PN 9313110033	2/8/2018	2/8/2018	NEW CITY	10956	9
9-*closing early 2/7* noises	Noise. Replaced duplex door fan. Cleaned and tested all ok.	2/8/2018	2/13/2018	NEW CITY	10956	9
loud squeal that is getting worse	Need to get Fuser from Neal. Need more time.	2/8/2018	2/9/2018	KINGSTON	12401	3
machine down-Jamming like crazy now	Adjust faceplate on t3	2/9/2018	2/9/2018	FORT EDWARD	12828	4
CLOSED 2/12	Replaced fuser. Lubed finisher bushings. Dressed transfer roller	2/9/2018	2/13/2018	KINGSTON	12401	3
loud squeal that is getting worse	ends. Tested					
VM-box that the machine is plugged into is making a loud noise, has it unplugged for now	Spoke with Patty and informed her that it was the power surge that was making the noise and had her plug it inot a different one. Machine now working fine	2/13/2018	2/13/2018	ALBANY	12207	3
vac wtb	Emptied wtb. Cleaned machine up	2/13/2018	2/13/2018	ALBANY	12205	3
paper feeder issues		2/13/2018	2/14/2018	SYRACUSE	13202	5
machine freezes out for internal error 3-4 times a day	Cleaned out fuser. Cleaned temp sensors.	2/13/2018	2/14/2018	TROY	12180	3
scans are jamming	Jamming in adf when scanning. Dfp roller very worn. Replaced and cleaned other rollers.	2/13/2018	2/14/2018	BINGHAMTON	13901	6
paper getting caught in the side	Jam	2/13/2018	2/14/2018	UTICA	13501	5
black lines on all calls	Cleaned unit, test Rep failed K drum, both spf rollers and T3 resist. Cleaned machine throughout and reset/tested. Asked if it would be ok to direct traffic to upper tray and they were good with it so added tray back and set to there.	2/14/2018	2/14/2018	CORTLAND	13045	6
legal size paper tray settings got screwed up and she cant get them back	Talked headi thru bypass setting. Thanks	2/14/2018	2/14/2018	SYRACUSE	13202	5
dark copies	Replced drum and dv	2/15/2018	2/16/2018	ALBANY	12207	3
streaks on all copies	Repl drum clean test	2/15/2018	2/15/2018	SYRACUSE	13202	5
jamming grinding when printing	Cleaned machine up. Could not get to jam. Cleaned whole paper path very well tested. Customer needs tone	2/15/2018	2/16/2018	SCHOHARIE	12157	3
	NPOA. General cleanup test ok	2/19/2018	2/20/2018	OSWEGO	13126	5
machine is making loud noises						
needs lct tray, jeff moak will have part stripped to ship to tech	Replaced rollers and clutches in tray 3 feed unit. Replaced feed unit as well. Still asking for paper in the middle of the job	2/20/2018	2/21/2018	ALBANY	12223	3
closed 2/19	Set soft switch 418 to get rid of message	2/20/2018	2/20/2018	GLENS FALLS	12801	4
error messaeg: customer states it is a drum error but she is unsure what it is						
closed 2/19	Replaced tray 2 rollers and clutches. Cleaned one ways in finisher	2/20/2018	2/20/2018	GLENS FALLS	12801	4
jamming in T2						
closed 2/19	Jamming in ADF and tray 2 lines. Adjusted ADF. Replaced tray 2 feed rollers and one ways. Replaced drum and developer unit. Cleaned and tested all ok.	2/20/2018	2/20/2018	NEW CITY	10956	9
JAMMING SPORADICALLY						
closed 2/19	Replaced tray 2 rollers and clutches	2/20/2018	2/20/2018	SCHENECTADY	12305	4
Jamming, aking to popo does not help, machine down						
machine down- wont power on- fan sound running on		2/20/2018	2/21/2018	SYRACUSE	13202	5
machine occasionally						

Jamming in T2, also on/off button broken	Power switch broken jams tray 2 replaced tray 2 clutch cleaned system repaired op panel power switch tested	2/20/2018	2/22/2018	SYRACUSE	13202	5
barb/ 845 594 3094/ copier help needed	provide line filter and moving info to barb/ all set	2/20/2018	2/20/2018	KINGSTON	12401	3
	Courtesy call	2/20/2018	2/20/2018	UTICA	13501	5
Jamming repeatedly, machine down please see chris 2nd floor before leaves duplex actuator, jamming	Cleaned unit, test Cleaned one ways in finisher. Adjusted adf to get rid of skew	2/21/2018	2/21/2018	SCHENECTADY	12305	4
	Put duplex actuator back in correctly. Cleaned and tested all ok.	2/21/2018	2/21/2018	NEW CITY	10956	9
upper door piece broke off	Piece broken on Df top cover repaired sensor flag cleaned and tested	2/21/2018	2/22/2018	SYRACUSE	13202	5
lines	Ordering drum...	2/21/2018	2/22/2018	ALBANY	12207	3
machine down-loud noise then machine went down (customer had no further info)	Cleaned one ways in finisher.	2/21/2018	2/21/2018	ALBANY	12207	3
set life extensions	Extended life extensions. Cleaned and tested all ok.	2/21/2018	2/21/2018	NEW CITY	10956	9
TH 2/22*	Marks in prints, fuser, drum, and dv need replaced	2/22/2018	2/22/2018	ELMIRA	14901	6
black lines						
9 *WAITING ON DEVELOPER. CUSTOMER WILL CALL TECH WHEN THEY REC IT*closed 2/19*	Replaced drum and dv	2/22/2018	2/22/2018	SARATOGA SPRINGS	12866-0000	4
very dark copies						
platen issues	Put platen back on. Cleaned and tested all ok.	2/22/2018	2/22/2018	NEW CITY	10956	9
tray 3 wont open, jamming	Tray 3 won't open and jammed. Opened tray 3 and removed jam. Cleaned and tested all ok.	2/22/2018	2/22/2018	POUGHKEEPSIE	12601	9
jamming	Constant reg jams. Ordering reg clutches.	2/22/2018	2/23/2018	FORT EDWARD	12828	4
9-lines	Replaced drum dv and dv unit	2/22/2018	2/23/2018	ALBANY	12207	3
shipped 2/23 TH 2/22*	Marks in prints from drum and dv, replaced both	2/22/2018	2/26/2018	ELMIRA	14901	6
black lines						
*WAITING FOR CUSTOMER TO REC DEV. CUSTOMER WILL CALL TECH WHEN THEY GET IT*printing lines, replaced toner, still going	Replaced drum and dv	2/23/2018	2/23/2018	SCHOHARIE	12157	3
9-shipped 2/23 red jamming						
error code c-0201	Replaced reg clutches	2/23/2018	2/27/2018	FORT EDWARD	12828	4
	C-0201 code. Removed jammed paper from behind tray 1. Replaced tray 1 feed rollers and one ways. Cleaned and tested all ok.	2/23/2018	2/26/2018	POUGHKEEPSIE	12601	9
jamming	Customer saying jamming doing 2 sided. Could not duplicate problem. Cleaned registration sensor. Tested ok.	2/23/2018	2/26/2018	POUGHKEEPSIE	12601	9
printer down, C2557 error	Had terry popo it.	2/26/2018	2/26/2018	SYRACUSE	13202	5
prints are coming out halfway down the page	Need time	2/26/2018	2/26/2018	SYRACUSE	13202	5
lines	Cleaned slit glass	2/26/2018	2/26/2018	ALBANY	12207	3
intermittent grinding,	ADF occasionally grinding. Replaced worn dfpv roller, cleaned rollers/spring clutch. Replaced drum for charge lines.	2/26/2018	2/27/2018	BINGHAMTON	13901	6
squeaking noise	Squeak	2/26/2018	2/27/2018	ROME	13440-0000	5
cleaning, toner spill inside machine	Lubed Adu bushings, replaced feed tires tray 3, Gcu, test 100+ Saying to replace toner filter. Reset counters cleaned and tested all ok.	2/26/2018	2/28/2018	MONTICELLO	12701	3
prints are coming out halfway down the page	More time	2/26/2018	2/27/2018	SYRACUSE	13202	5
on/off button broke	Reseat start button clean test	2/27/2018	2/27/2018	SYRACUSE	13202	5
error code:C2557	Repl drum do clean test	2/27/2018	2/27/2018	SYRACUSE	13202	5
prints are coming out halfway down the page	Repl bcrs board with 222 clean test	2/27/2018	2/28/2018	SYRACUSE	13202	5
9-(shipped from beu 2-28)Jamming on double sided copies	Jamming doing 2 sided. Replaced duplex clutches. Cleaned and tested all ok.	2/27/2018	3/6/2018	POUGHKEEPSIE	12601	9
ripping the paper	Cleaned adf paper path	2/28/2018	3/2/2018	ALBANY	12223	3
not copying correctly	Cleaned adf path	2/28/2018	3/1/2018	ALBANY	12207	3

machine wont stay powered on, button pushed in not able to print envelopes, bypass tray errors network help needed/ ip address/tyler (working)	Repl op panel clean test Set printer settings for plain paper work with tyler to set up new ip address on copier/ issue resolved / 1234567812345678	2/28/2018 2/28/2018 3/1/2018	2/28/2018 3/1/2018 3/1/2018	SYRACUSE ROME ALBANY	13202 13440-0000 12223	5 5 3
machine keeps shorting out and powering off	Contacted Maureen Had her disconnect line filter. No problem powering on.	3/7/2018	3/7/2018	SYRACUSE	13202	5
adf is jamming lines	Npoa clean test Lines cleaned system drum def replaced drum and tray 3 rollers removed def paper from tray 3 tested all trays EWT	3/7/2018 3/8/2018	3/8/2018 3/9/2018	SYRACUSE CORTLAND	13202 13045	5 6
lines on all print outs jamming on legal size paper envelope feeder is getting jammed	Replaced drum dv and dv unit Clean clutches in bypass clean test Cleaned bypass. Normal paper runs fine. Issue related to particular envelops.	3/8/2018 3/8/2018 3/9/2018	3/8/2018 3/9/2018 3/9/2018	SCHENECTADY SYRACUSE BALLSTON SPA	12305 13202 12020	4 5 4
NEEDS DRUM	reset drum message and told customer to order dev (drum not needed)	3/12/2018	3/13/2018	CANTON	13617	4
jamming lines on all copies 399 knollwood rd- platten board fell off jamming, touch screen not responding internall error c-fa14 jamming	Repl tires tray1 dfpr adf clean test Had her clean scan glass now it?s fixed Put platen back on. Cleaned and tested all ok. Reseat memory & HDF connectors, GCU., adj., test r/s for hdd J6101 and J7217s. Replaced adf sep roller. Reformed front finisher stacker.	3/12/2018 3/12/2018 3/12/2018 3/12/2018 3/13/2018	3/13/2018 3/12/2018 3/13/2018 3/13/2018 3/13/2018	ROME POUGHKEEPSIE WHITE PLAINS ELMIRA ELMIRA	13440-0000 12601 10601 14901 14901	5 9 9 6 6
9-SHIPPED 3/16 internall error c-fa14	Hdd and memory did not fix. Ordered new hdd, board, and touch panel.	3/13/2018	3/20/2018	ELMIRA	14901	6
jamming repeatedly	Replaced sep roller in adf. Ran tons of paper through adf paper passage	3/14/2018	3/15/2018	ALBANY	12223	3
password install/password request lorri/ scan help needed / 607 746 2298	instructed 16 character 1-8 2 times instruct 16 character 1-8 2 times provide information to set scan resoluoyion to 600 dpi/ all set worked with lori	3/14/2018 3/14/2018 3/14/2018	3/14/2018 3/14/2018 3/14/2018	ITHACA SYRACUSE DELHI	14853 13202 13753	6 5 6
jamming repeatedly jamming on legal, toner going fast, sqweeking lines faint coopies	Ordering adf rollers Replaced drum dv end dv unit Replaced drum and dv Void lines and lift prints at top of page. Cleaning ph didn?t fix. R/s for dv unit	3/15/2018 3/15/2018 3/15/2018 3/15/2018	3/15/2018 3/15/2018 3/15/2018 3/16/2018	ALBANY GLENS FALLS ALBANY NORWICH	12207 12801 12224 13815	3 4 3 6
top feeder not working properly (noises and some jamming)	ADF jamming. Replaced worn dfpv roller, cleaned adf, and tested. Replaced worn tray 1 dfpv roller. Emptied wtb.	3/15/2018	3/16/2018	OWEGO	13827	6
printing the copier does not automatically chose the tray. We have to press the paper button and choose the tray in order to get the copier to print.	Tray 1 set for A4 paper. Instructed customer correct paper guide positioning. General cleaning	3/15/2018	3/15/2018	POUGHKEEPSIE	12601	9
install 9-jamming repeatedly	p2p/ smb Replaced rollers in adf. Still jamming. I believe the machine needs a new adf	3/15/2018 3/15/2018	3/15/2018 3/19/2018	ITHACA ALBANY	14853 12207	6 3
dot matrix or the signatures dont shoe light copies jamming	Clean test Clean test Put duplex actuator and spring back in. Replaced tray 2 feed rollers and one ways. Cleaned and tested all ok.	3/15/2018 3/15/2018 3/16/2018	3/16/2018 3/16/2018 3/16/2018	SYRACUSE SYRACUSE NEWBURGH	13202 13202 12550	5 5 9
faint coopies	Void lines on prints. Cleaning ph didn?t fix, replaced dv unit and void lines gone. Replaced dfpr as it was worn as well.	3/16/2018	3/21/2018	NORWICH	13815	6
lines still jamming C-2557 error code. machine down	Replaced drum blade and charge wires C-2557 error code. Related to low toner density for K. Removed toner hopper and emptied and cleaned inside. , tested actuators and cleaned all sensors. Ran manual toner add and hopper fill. Tested 200+ error did not return.	3/16/2018 3/19/2018 3/19/2018	3/19/2018 3/19/2018 3/19/2018	ALBANY NEWBURGH NORWICH	12207 12550 13815	3 9 6
c-4101- machine down	Write unit failure. Ordering write unit.	3/19/2018	3/19/2018	SCHENECTADY	12305	4

toner all over inside of machine, print outs are grainy	Lines replaced drum, developer unit and developer. Cleaned and tested all ok.	3/19/2018	3/19/2018	PEEKSKILL	10566	9
power button wont let them press it in, its stuck	Replaced power button. Clran and test	3/19/2018	3/19/2018	CATSKILL	12414	3
9(shipped 3-20)c-4101- machine down	Replaced write unit	3/19/2018	3/21/2018	SCHENECTADY	12305	4
staple cart will not cope out	Staple cartridge was loaded wrong. Showed customer how to load correctly. Went through machine and tested	3/20/2018	3/20/2018	ALBANY	12207	3
internal error	Had stew reset code. Thank you	3/20/2018	3/20/2018	SYRACUSE	13202	5
9-SHIPPED 3/16 internall error c-fa14	Replaced control panel for FA14 code. Re input scan to email directories. Emptied wtb.	3/20/2018	3/21/2018	ELMIRA	14901	6
toner on prints		3/21/2018	3/21/2018	SYRACUSE	13202	5
rm130						
on/off button broke	Repl op panel clean test	3/21/2018	3/22/2018	FULTON	13069	5
lines	Repl drum clean test	3/22/2018	3/22/2018	SYRACUSE	13202	5
power keeps going	Repaired said power switch general cleanup test ok	3/22/2018	3/23/2018	UTICA	13501-0000	5
	courtesy call, cleaned and tested	3/22/2018	3/22/2018	NEW CITY	10956	9
Feeder broken	Replaced Velcro tabs on aotomatic document feeder platen cover	3/22/2018	3/23/2018	UTICA	13502	5
	general cleanup test ok					
drum error, machine down	New drum and developer	3/23/2018	3/27/2018	ELIZABETHTOWN	12932	4
stapler issues	stapler was not working, reseeded stapler, cleaned and tested	3/23/2018	3/26/2018	NEW CITY	10956	9
power button not working		3/26/2018	3/27/2018	SYRACUSE	13202	5
jammuing	Mylar leading to regestation section was not in the correct place. Was jammed underneath the unit. Tested with lots of copies	3/27/2018	3/27/2018	SCHENECTADY	12305	4
jamming	Cleaned adf path and test	3/27/2018	3/27/2018	ALBANY	12207	3
lines	Cleaned slit glass	3/27/2018	3/27/2018	SCHENECTADY	12305	4
sqweeking, lines	Replaced drum, reschedule for fuser parts	3/27/2018	3/29/2018	UTICA	13502	5
jamming, machine down	Cleaned finisher exit, change drum and blade	3/27/2018	3/28/2018	CASTLETON ON HUDSON	12033	3
jamming, machine down	Replaced tray 1 rollers and clutches	3/28/2018	3/29/2018	COHOES	12047	3
c-6702	Ordering ccd l1 inverter board and scanner drive motor.	3/28/2018	3/29/2018	FORT EDWARD	12828	4
lines on all copies	Lines. Replaced drum cleaned and tested all ok.	3/28/2018	3/29/2018	MONTICELLO	12701	3
marks on pages, lines, top feeder not pulling paper consistently	Reg line while using ADF. Adj ADF. Specks on prints. Replaced drum, GCU. Still very slight specks from paper dust due to paper. Customer would have to get better paper to completely eliminate.	3/28/2018	3/29/2018	OWEGO	13827	6
**3/29*	Cleaned machine. Could not reproduce issue	3/29/2018	3/29/2018	AMSTERDAM	12010	4
call beforehand since it is in the courtroom						
light lines throught prints, black marks on all prints						
install	static configuration/ email /P2P	3/29/2018	3/29/2018	WHITE PLAINS	10601	9
constant jamming	Replaced tray 1 rollers and clutches	3/29/2018	3/29/2018	SCHENECTADY	12305	4
9 sqweeking, lines	Replaced ufr, bearings, fuser exit roller, gear, Lubed gears, reschedule for tech assist	3/29/2018	4/3/2018	UTICA	13502	5
9 sqweeking, lines	Replaced ufr, bearings, fuser exit roller, gear, Lubed gears, reschedule for tech assist	3/29/2018	4/3/2018	UTICA	13502	5
9 sqweeking, lines	Replaced ufr, bearings, fuser exit roller, gear, Lubed gears, reschedule for tech assist	3/29/2018	4/3/2018	UTICA	13502	5
9-(shipped 3-30)c-6702	Ordering scanner drive board and exposure lamp	3/29/2018	4/3/2018	FORT EDWARD	12828	4
1st floor	Lines	3/30/2018	4/2/2018	UTICA	13501-0000	5
leaving white line on pages						
lines	Replaced drum unit, dv unit, dv, ufr, Gcu, test					
	Repl drum dv and dv unit clean test	3/30/2018	4/2/2018	SYRACUSE	13202	5
	Courtesy Call	3/30/2018	3/30/2018	NEW CITY	10956	9
power button is stuck in	Removed power button cover clean and test	3/30/2018	3/30/2018	TROY	12180	3
eating all the paper going into the machine	Clearned adf path.	3/30/2018	4/2/2018	SCHOHARIE	12157	3

false jamming	Need more time court is closing.	4/2/2018	4/2/2018	NEWBURGH	12550	9
machine down- error code:C11A0 malfunction detected	One C11a0 error in history. Machine had paper jam on arrival. Cleaned and tested.	4/2/2018	4/3/2018	HUDSON	12534	3
c11a0 error code, cant do anything	Cleaned one ways in finisher	4/2/2018	4/3/2018	SCHENECTADY	12305	4
1st floor court room 5						
false jamming	Jam they can't find. Broken duplex actuator. Replaced actuator and tray 3 feed rollers and one way clutches. Cleaned and tested all ok.	4/2/2018	4/3/2018	NEWBURGH	12550	9
top feeder jamming, noises	Jamming in ADF. Cleaned ADF rollers and sensors. Cleaned copier and tested all ok.	4/3/2018	4/3/2018	NEWBURGH	12550	9
next call	Broken actuator in tray 3. Fixed actuator clean and test	4/3/2018	4/3/2018	SARATOGA SPRINGS	12866-0000	4
paper tray issues						
(shipped 4-3)9-(shipped 3-30)c-6702	Unable to clear code. Replacement is in process	4/3/2018	4/9/2018	FORT EDWARD	12828	4
FEEDER JAMMING	Mylar was flipped in adf. Cleaned and tested all functions	4/3/2018	4/3/2018	ALBANY	12224	3
9 sqweeking, lines		4/3/2018	4/3/2018	UTICA	13502	5
need more time		4/3/2018	4/4/2018	UTICA	13502	5
quality issue, blurry	Repl drum cleanntest	4/3/2018	4/4/2018	SYRACUSE	13202	5
streaks on all print outs	Replaced drum dv and dv unit	4/3/2018	4/4/2018	SCHENECTADY	12305	4
jamming in top feeder, machine wont power off	Lots of staples were stuck in adf path. Cleaned out and tested	4/4/2018	4/4/2018	SCHENECTADY	12305	4
wants to discuss swap						
install dv		4/4/2018	4/4/2018	SCHOHARIE	12157	3
lines	Customer called in for lines when making copies. Had customer clean slit glass. Was working when I got there cleaned and tested all ok.	4/4/2018	4/5/2018	POUGHKEEPSIE	12601	9
lines	Cleaned scan mirrors	4/4/2018	4/4/2018	SCHOHARIE	12157	3
crooked prints	Adjusted adf. Showed customer how to properly load tray 3	4/5/2018	4/5/2018	ALBANY	12203	3
crooked prints		4/5/2018	4/5/2018	ALBANY	12203	3
VM- machine down, no other info avaiable	Rebooted machine. Cleaned up adf	4/5/2018	4/6/2018	ALBANY	12207	3
Staples fell out and cant get back in	Customer needs a new staple cartridge unit	4/5/2018	4/6/2018	SCHOHARIE	12157	3
making squeaking noise, lines on all coopies as well	Squeak / line	4/5/2018	4/6/2018	UTICA	13501	5
	Replaced k drum, removed brush roller from fuser, replaced feed tires tray 1, Gcu, test 100+					
"its not working"	Jamming. Duplex actuator fell out and paper wrapped around pressure roller. Cleaned and tested all ok.	4/5/2018	4/6/2018	NEW ROCHELLE	10801	9
machine down- error code:C-2203	Ordering drum drive motor	4/6/2018	4/6/2018	TROY	12180	3
shadowing on prints	Lines. Replaced drum and cleaning blade. Cleaned and tested all ok.	4/6/2018	4/9/2018	WHITE PLAINS	10601	9
jamming in 2 trays	Jamming tray 1 & 2. Replaced tray 1&2 feed rollers and one ways. Cleaned and tested all ok.	4/6/2018	4/9/2018	WHITE PLAINS	10601	9
line	Need to order ADF parts.	4/6/2018	4/6/2018	WHITE PLAINS	10601	9
machine down-machine will power on but nothing will happen	Showed customer how to trouble reset machine in the meantime while they wait for new machine	4/6/2018	4/9/2018	SCHENECTADY	12305	4
wants to discuss a new machine						
poor print quality still	Cleaned discharge wires.	4/6/2018	4/9/2018	ALBANY	12207	3
9-(part eta 4/23) line	Not detecting paper size from ADF power switch broken on control panel. Cleaned and tested all ok.	4/6/2018	4/12/2018	WHITE PLAINS	10601	9
poor print quality still	Cleaned discharge wires	4/9/2018	4/9/2018	ALBANY	12207	3
9-*** looking for Doc Feed.... feeder jamming	Replaced doc feed	4/9/2018	4/10/2018	ALBANY	12207	3
**LEFT MESSAGE TO SEE IF THEY HAVE DEELOPER. machine down- error code:C-2557	Replaced drum and dv. Replaced fuser with nip	4/9/2018	4/10/2018	ALBANY	12207	3
machine down-*error code:C-0214	Had Coleen remove the paper from tray 3, and reset code. Paper more than likely wasn't stacked correctly and that's what caused the code	4/9/2018	4/9/2018	ITHACA	14850	6

power button is stuck in the machine	Repl power button ckeanntest	4/10/2018	4/10/2018	SYRACUSE	13202	5
misfeeding, jamming	Clean test	4/10/2018	4/10/2018	SYRACUSE	13202	5
legal size paper not feeding	J1100	4/10/2018	4/11/2018	UTICA	13502	5
	Replaced dfpr t1, reschedule for parts					
loud noise when running	Loud noise PH assy defective running no error codes. Need to order 4041075100.	4/11/2018	4/13/2018	UTICA	13501	5
9 (shipped 4-16)legal size paper not feeding ** 1st call 4/18 **	Replaced rocking collars, motor still jamming, reschedule for time	4/11/2018	4/18/2018	UTICA	13502	5
crooked prints	Adjusted adf and cleaned machine up	4/11/2018	4/12/2018	ALBANY	12203	3
lines on all pages	Repl drumclean test	4/12/2018	4/13/2018	SYRACUSE	13202	5
dots on pages	Replaced drum	4/12/2018	4/13/2018	HUDSON	12534	3
envelopes are printing very light	Cleaned machine up. Changed bypass settings	4/12/2018	4/16/2018	SCHENECTADY	12305-0000	4
poor CQ, smudging	Replaced developer unit drum unit developer general cleanup test ok	4/12/2018	4/13/2018	OSWEGO	13126	5
asking to load paper, all trays are full... jamming	Replaced tray 3 rollers and 1 ways and reg clutch Courtesy Call	4/12/2018	4/13/2018	ALBANY NEW CITY	12207 10956	3 9
81/2 x 14 not working correctly, wont copy more than 1 piece of paper at a time	Replaced reg clutch. Ordering tray 2 feed head	4/13/2018	4/17/2018	FONDA	12068	4
9 noises	Replaced write unit, Gcu, test	4/13/2018	4/20/2018	UTICA	13501	5
c3451 error code	Ordering fuser could not reset	4/13/2018	4/16/2018	TROY	12180	3
smearing on all pages	Smearing on all pages replaced drum and customer supplied developer cleaned tested	4/13/2018	4/17/2018	SYRACUSE	13202	5
c2557	C-2557 code. Replaced drum, developer unit and developer. Cleaned and tested all ok.	4/13/2018	4/13/2018	WHITE PLAINS	10601	9
making noise	Removed flaps in output that do nothing but cause issues.	4/16/2018	4/17/2018	ALBANY	12207	3
not deteting paper size	ADF not detecting paper size. Tray gears needed to be adjusted. Cleaned and tested all ok.	4/16/2018	4/17/2018	GOSHEN	10924	9
jamming	Jams fuser exit repaired fuser exit drive actuator cleaned tested	4/16/2018	4/17/2018	SYRACUSE	13202	5
gray lines on al papers, feeder is not working properly	Poor copy quality. Replaced drum, developer unit and developer. Cleaned and tested all ok.	4/16/2018	4/17/2018	GOSHEN	10924	9
c3451 error code	Replaced fuser	4/16/2018	4/19/2018	TROY	12180	3
poor CQ	Upped the charge. Clean and test. Going to need dv customer ordering	4/16/2018	4/18/2018	FORT EDWARD	12828	4
a7y00rd		4/16/2018	4/18/2018	SCHENECTADY	12305-0000	4
81/2 x 14 not working correctly, wont copy more than 1 piece of paper at a time	Replaced tray 2 feed station as well as rollers and clutches	4/17/2018	4/26/2018	FONDA	12068	4
machine down, error message C0202	C 0202 code. Removed jammed paper from behind tray 1. Cleaned and tested all ok.	4/17/2018	4/17/2018	GOSHEN	10924	9
grey lines	Replaced developer. Cleaned and tested all ok.	4/18/2018	4/18/2018	HUDSON	12534	3
9 (shipped 4-16)legal size paper not feeding ** 1st call 4/18 **	Replaced paper feed clutch, reschedule for parts	4/18/2018	4/23/2018	UTICA	13502	5
jamming, machine down	Jamming and spots. Replaced tray 3 feed rollers and one ways. Replaced drum and cleaning blade. Cleaned and tested all ok.	4/18/2018	4/19/2018	NEW ROCHELLE	10801	9
showing not matching paper size, paper left on glass and nothign is there	laxk of time	4/18/2018	4/19/2018	WHITE PLAINS	10601	9
Jamming	Repair fuser door act. Test	4/18/2018	4/20/2018	SYRACUSE	13202	5
top feeder jamming	Repaired bottom right door and cleaned up adf rollers and sensors	4/19/2018	4/20/2018	ALBANY	12207	3
when customer scans, screen goes black and job disappears	NPOA., customer said looses print jobs, resear memory, NVM., & HDD.	4/19/2018	4/23/2018	ELMIRA	14901	6

9 shipped 4/23 T2 sensor issue, wil nto pick up paper	Load paper error	4/19/2018	4/25/2018	UTICA	13501-0000	5
	Replaced feed tires and one ways tray 2,cut zip ties from feed unit to board, replaced mfpb, still doing error, reschedule for time					
start button stuck in machine	Replace broken operations panel General clean up	4/20/2018	4/23/2018	SYRACUSE	13202	5
C2557 error code, machine down	Getting c-2557 error code referring to toner density. Removed and cleaned toner hopper and dv unit. Not coding as of right now but was here over a month ago for same issue. Rs to replace toner hopper and dv unit.	4/23/2018	4/23/2018	NORWICH	13815	6
9 (shipped 4-16)legal size paper not feeding ** 1st call 4/18 **	Jam tray 1	4/23/2018	4/24/2018	UTICA	13502	5
	Replaced paper feed drive, feed tires and one ways tray 3, cleaned reg bushings and clutches, Gcu, test					
C2557 error code, machine down	Replaced hopper and dv unit. Still getting error, removed dv and installed original, quality is good but gets error after a few prints. Resched again for frb board.	4/23/2018	4/25/2018	NORWICH	13815	6
jamming, machine down	Jams tray 1 replaced tray 1 rollers and 1 ways cleaned tested	4/24/2018	4/24/2018	SYRACUSE	13202	5
machine down- false jamming, loud noises	Jam in ADF. Removed jammed paper clip from ADF. Cleaned and tested all ok.	4/24/2018	4/24/2018	WHITE PLAINS	10601	9
jamming	Changed sep roller in adf	4/25/2018	4/25/2018	ALBANY	12223	3
C2557 error code, machine down	Removed dv unit and put original back in, but tcr sensor from new dv unit. New dv unit is empty of dv, so unusable. Overall has new hopper and new drum in it for quality issues. Seems like the tcr sensor was bad on dv unit. Tested 200+ and gcu.	4/25/2018	4/27/2018	NORWICH	13815	6
top feeder jamming	Jamming in ADF and lines. Cleaned ADF sensors and rollers. Replaced drum. Cleaned and tested all ok.	4/25/2018	4/26/2018	WHITE PLAINS	10601	9
grinding noises, wont print	Set up new copier customer saying making clicking noise. Removed shipping bolt from scanner. Tested all ok.	4/25/2018	4/26/2018	WHITE PLAINS	10601	9
asking for paper to be put in the side of the machine	Could not reproduce issue. Customer says the issue must have worked itself out	4/26/2018	4/27/2018	ALBANY	12207	3
jamming	Keeps saying tray 2 out of paper when it?s not. Trying to get R tray 2.	4/26/2018	4/27/2018	POUGHKEEPSIE	12601	9
c2403, noises	Cleaned toner chute & toner bottle Home position sensors general cleanup test ok	4/27/2018	4/27/2018	SYRACUSE	13202	5
c2403, noises	Cleaned toner chute & toner bottle Home position sensors general cleanup test ok	4/27/2018	4/27/2018	SYRACUSE	13202	5
c2403, noises	Cleaned toner chute & toner bottle Home position sensors general cleanup test ok	4/27/2018	4/27/2018	SYRACUSE	13202	5
rollers in bottom tray causing jamming	Replaced tray 3 paper feed rollers for a run of J-1301?s Vacuum waste toner box general cleanup test ok	4/27/2018	4/27/2018	SYRACUSE	13202	5
smudging and lines	Replaced drum & blade general cleanup test ok	4/27/2018	4/30/2018	OSWEGO	13126	5
on/off button is stuck in the machine	Power button broken	4/27/2018	4/27/2018	ROME	13440	5
	Reschedule for op panel					
lines	Replaced drum and dv	4/27/2018	4/27/2018	FORT EDWARD	12828	4
jamming	Tray 2 always saying on paper. Replaced tray 2 feed Assy. Cleaned and tested all ok.	4/27/2018	5/17/2018	POUGHKEEPSIE	12601	9
platten cover fell off	Set cover and adjust for skew	4/27/2018	4/30/2018	TROY	12180	3

9 shipped 4/30. on/off button is stuck in the machine	Power button broken	4/27/2018	5/1/2018	ROME	13440	5
machine wont print, jobs stuck in que	Replaced op panel, Gcu, test Jobs stuck in queue of copier. Working when arrived after customer popo?d. Reseated patch cable and tested again. Replaced worn orange rollers in tray 1.	4/30/2018	4/30/2018	BINGHAMTON	13901	6
rm 110 screen has jibberish on it, shuts down after an "abort" message and reboots button popped off machine	Aborts and reboots unable to duplicate no errors in log reseated network and power cables cleaned tested Button popped off - repaired button on operation panel	4/30/2018	4/30/2018	SYRACUSE	13202	5
fuser error jamming, lines	Fuser message - reset , needs PM supplies Lines through ADF jamming tray 1. Cleaned slit glass a replaced tray 1 feed rollers and one ways.	4/30/2018	5/1/2018	SCHENECTADY	12305	4
9-fuser error feeder jamming	Replaced drum,blade , ufr and cleaning assembly Jamming in ADF. Removed jammed staple and wad of paper. Cleaned and tested all ok.	5/1/2018	5/7/2018	SCHENECTADY	12305	4
c2403, has to popo	C-2403 code. Replaced toner photo interrupter. Cleaned and tested all ok.	5/1/2018	5/3/2018	WHITE PLAINS	10601	9
power button toggled, not working	Gritty lines- replaced drum and DV Power button pushed in	5/2/2018	5/2/2018	SCHENECTADY	12305	4
		5/2/2018	5/2/2018	LITTLE FALLS	13365	5
machiiine down:constant jamming in T1 and T3 , error code:C0201 machine is "eating" all the paper near the right side door	Adjusted power button, Gcu, test Jamming tray 3 replaced tray 3 feed rollers and one ways. Cleaned and tested all ok.	5/2/2018	5/3/2018	POUGHKEEPSIE	12601	9
cleared jam, now asking for maintene, has popoed,	Replaced tray 3 feed tires, fuser is delaminating and causing issues, ordering Tray 3 out of service. Rebooted copier. Replaced tray 1 feed rollers and one way. Cleaned and tested all ok.	5/3/2018	5/4/2018	ITHACA	14850	6
PC drum error 9 machine is "eating" all the paper near the right side door	Drum - set dip Replace fuser for delamination and jamming	5/3/2018	5/8/2018	MONTICELLO	12701	3
jamming constantly	J7217. Could not replicate. Removed finisher and cleaned sensors, rollers and paper path. Removed broken transfer Corona guide vain. Tested 250+ No jams.	5/4/2018	5/7/2018	POUGHKEEPSIE	12601	9
grey shaded area on top of pages	Removed stray staple from mag roller. jamming on duplex, put the acutuator back in correctly, machine running fine	5/9/2018	5/10/2018	SCHENECTADY	12305	4
misfeed detected, cant get it to clear. Machine down	Removed remaining paper at finisher transport. Cleaned and tested	5/9/2018	5/9/2018	NEW CITY	10956	9
smells like it is burning	Removed remaining paper at finisher transport. Cleaned and tested	5/10/2018	5/11/2018	GOSHEN	10924	9
jamming constantly print quality install	Strong burning smell coming from fuser. Removed and disassembled. Fuser had ALOT of paper dust, excess toner and other dust caked in gears and around rollers. Cleaned thoroughly and reinstalled. No longer producing strong odor. Advised cust that if it ret Jamming - replaced tray 1 tires preconfigurations complete instrcuted address book and settings	5/10/2018	5/10/2018	NORWICH	13815	6
		5/10/2018	5/11/2018	ALBANY	12207	3
		5/11/2018	5/14/2018	AMSTERDAM	12010	4
		5/11/2018	5/11/2018	ALBANY	12207	3
machine down- power button and touch screen not working	Machine down power button broken and display lockup. Replaced def op panel deleted corrupt job cleaned tested	5/11/2018	5/15/2018	SYRACUSE	13202	5
light copies	Light copies. Cleaned charge unit. Replaced developer. Cleaned and tested all ok.	5/14/2018	5/15/2018	POUGHKEEPSIE	12601	9

jamming and platten cover fell off	Jamming in ADF removed staple from ADF. Put platen back on. Cleaned and tested all ok.	5/15/2018	5/15/2018	POUGHKEEPSIE	12601	9
	Courtesy call	5/15/2018	5/15/2018	UTICA	13501-0000	5
	Cleaned unit, test Courtesy call	5/15/2018	5/15/2018	UTICA	13501	5
jamming	Cleaned unit, test					
	DF jams. Pickup and feed tires looked good, separation looked aged and had buildup. Took off inner axle and cleaned really well. Passed 100 simplex and 100 duplex, no issues. Informed Jill that I will order a new separation roller if they are available an	5/15/2018	5/16/2018	ALBANY	12223	3
piece came out of the machine when printing, has a spring on it, copier still working		5/16/2018	5/16/2018	BATAVIA	14020	8
touch screen isnt responding	spoke with Scott, had him POPO, machine okay	5/16/2018	5/17/2018	SYRACUSE	13202	5
staple function not working properly	Bad set of staples. Replaced and reseated. Issues resolved. Clean and test rest.	5/17/2018	5/17/2018	ALBANY	12207	3
malfunction detected, tried PIPOI	Copier calling for service. Did trouble reset cleaned and tested all ok.	5/17/2018	5/18/2018	PORT JERVIS	12771	9
malfunction detected, tried PIPOI	Copier calling for service. Did trouble reset cleaned and tested all ok.	5/17/2018	5/18/2018	PORT JERVIS	12771	9
malfunction detected, tried PIPOI	Copier calling for service. Did trouble reset cleaned and tested all ok.	5/17/2018	5/18/2018	PORT JERVIS	12771	9
internal error c2403	C-2403 code. Cleaned toner rotation sensor. Cleaned and tested all ok.	5/17/2018	5/18/2018	WHITE PLAINS	10601	9
lines	Lines. Replaced drum. Cleaned and tested all ok.	5/17/2018	5/18/2018	WHITE PLAINS	10601	9
call for service error	Copier calling for service. Did trouble reset cleaned and tested all ok.	5/18/2018	5/18/2018	PORT JERVIS	12771	9
touch screen down	Repl touch screen. Clean test	5/18/2018	5/18/2018	SYRACUSE	13202	5
MACHINE FROZEN	Talked to Terry, had her unplug the machine for a couple minutes then plug it back in. She said it?s working good now.	5/18/2018	5/21/2018	CARMEL	10512	9
getting two vertical lines where print is missing from the paper, toner all over the inside of the machine	Replaced drum dv and dv unit	5/21/2018	5/22/2018	BALLSTON SPA	12020	4
legal size paper unavailable	Removed all tray 2 feed Assy cable ties. Replaced t2 one ways. Tested	5/21/2018	5/23/2018	POUGHKEEPSIE	12601	9
cannot make double sided copies, and a line on all pages	Need to order drum unit PN 50GA-2001 and transfer separating corona unit PN 50GA-2600	5/21/2018	5/22/2018	WHITE PLAINS	10601	9
asking to add paper and its full	Tray 2 load paper error	5/22/2018	5/24/2018	UTICA	13501	5
PLATTEN COVER FELL OFF	Cut zip ties to pwb, Reschedule for time					
	Platten cover fell off	5/22/2018	5/23/2018	UTICA	13502	5
9-cannot make double sided copies, and a line on all pages	Reattached Platten cover, Gcu, test					
	Jamming and lines. Replaced transfer separating corona unit and drum unit. Cleaned and tested all ok.	5/22/2018	5/24/2018	WHITE PLAINS	10601	9
reading developer is full but asking for a new one, drum kit	Called for DV. Set no stop in life settings, then soft switch 51 to hex to F0. All set. Tested well, clean and test.	5/22/2018	5/23/2018	ALBANY	12207	3
making noise when running	Surge protector making noise. Surge protector not covered under contract. Cleaned and tested all ok.	5/22/2018	5/23/2018	WHITE PLAINS	10603	9
c3801 error	Error c3801 cleaned system test fuser code tested trays	5/22/2018	5/23/2018	SYRACUSE	13202	5
rm 133	Put duplex actuator back in correctly. Cleaned and tested all ok.	5/22/2018	5/22/2018	MONTICELLO	12701	3

jamming in exit tray	Cleaned finisher entrance sensor and repositioned entrance Mylar. Replaced tray sep roller and one ways.	5/22/2018	5/24/2018	KINGSTON	12401	3
MACHINE DOWN-MEMORY FULL	Memory issue was not evident at time of service call. POPO and trouble reset copier. Run memory test. OK Replace tray 1 tires General clean up	5/23/2018	5/24/2018	SYRACUSE	13202-3099	5
platent cover replacement	Put platen back on. Cleaned and tested all ok.	5/23/2018	5/23/2018	WHITE PLAINS	10601	9
original issue of gray shading	gray smear on very edge of top short edge. Toner deposit on drum in same section, as well as buildup on and underneath transfer roller. Cleaned well several times. Much better but still evident. Ordering t.roller and new drum.	5/23/2018	5/24/2018	SCHENECTADY	12305	4
"9" machine down-piece sitting on top of machine since last call	Ordering prcb dv unit and dv	5/23/2018	5/25/2018	TROY	12180	3
lines on first few pages of multi page documents	Increased voltage to drum. Customer ordering dv	5/23/2018	5/24/2018	TROY	12180	3
feeder isnt working	Cleaned adf path	5/24/2018	5/25/2018	FORT EDWARD	12828	4
wtb vac	Emptied wtb. Clean and test	5/24/2018	5/25/2018	BINGHAMTON	13901	6
customer doesnt know how to replace staple cartridge	Walked through hanging staples, Gcu, test	5/24/2018	5/25/2018	UTICA	13501	5
"9" needs transfer roller and possibly drum unit/dv unit - original issue of gray shading	Turned out to be the drum, not the btr. Btr was worn, so I left it in. Tested well.	5/24/2018	5/31/2018	SCHENECTADY	12305	4
machine down-piece sitting on top of machine since last call	Replaced dv and dv unit. C-2203	5/25/2018	5/31/2018	TROY	12180	3
1-A4NN0Y1		5/25/2018	5/30/2018	BINGHAMTON	13901	6
ATTN PAT PERRY						
error code:c-0202	Remove jam clean test	5/25/2018	5/29/2018	SYRACUSE	13202	5
misfeed detected but customer unable to locate, stopped mid job	Ghost jam. Showed customer third door below duplex chute to open and close to clear error. Cleaned and tested all.	5/25/2018	5/25/2018	ALBANY	12207	3
2nd drawer is causing jamming	Called in for jamming. Could not duplicate problem no problem found. Cleaned and tested all ok.	5/25/2018	6/1/2018	WHITE PLAINS	10601	9
VM-power button has broken off inside the machine	power button jammed inward. Fixed control panel power button.	5/29/2018	5/29/2018	SCHENECTADY	12305	4
exit tray wont lower, malfunction detected, c11A3	Set plate arm on exit roller broke off and was causing misfeeds and errors. Removed. Customer needs DV and drum. Will call when they have it to replace. Scan tested well.	5/29/2018	5/30/2018	ALBANY	12207	3
chirping noises	Noise was toner bottle rotation. Out of toner. replaced toner. Cleaned and tested	5/29/2018	5/30/2018	NEWBURGH	12550	9
fusing unit needs replacing		5/29/2018	5/30/2018	OSWEGO	13126	5
jamming when printing legal size from tray 1		5/29/2018	6/1/2018	WHITE PLAINS	10601	9
jam in section 10, cant seeing anything, paper drawer	Repaired broken piece in finisher. Lines. Cleaned slit glass. Cleaned and tested all ok.	5/29/2018	6/1/2018	WHITE PLAINS	10601	9
CALL WHEN ON SITE TO BE LET IN BLDG	Reseated paper and cleaned rollers and path. On test got a C2557 code for DV. Failed Trouble reset and F8 twice. Coming back with DV.	5/30/2018	5/30/2018	ALBANY	12207	3
jamming in bottom tray						
machine isnt recognizing the new toner, saying the door is open	Customer having problem getting toner in. Reseated toner. Saying jamming out of tray 3 ran over 500 copies from tray 3 not one jam. Cleaned and tested all ok.	5/30/2018	6/1/2018	NEW ROCHELLE	10801	9
red light keeps coming on, running hot, claiming a paper jam , nothing is jammed	Ghost jams. Could not replicate. Machine was filthy. Cleaned all exterior, imaging, exit, vert path, all rollers, feed tires, DADF, trays. Reset paper. Tested 100 no issues. Let them know the fuser gets that hot normally. Toner low, have one on hand. The	5/30/2018	5/31/2018	ALBANY	12207	3

false jamming	Misfeeds at area 1. Could not locate. Took off switchback, fuser, transfer section and blew out all sensors and reseated connectors. Passed 100 no issues, even after popo.	5/30/2018	5/31/2018	ALBANY	12207	3
developer and drum on site	Replaced drum and dv and dv unit	5/30/2018	6/1/2018	TROY	12180	3
Needs drum and DV. - *CALL WHEN ON SITE TO BE LET IN BLDG*	Replaced DV in old unit and replaced drum, but DV unit would not function right and failed f8. Put DV in new unit and she's running smooth. Jam again from t3, but cleaned rollers and sensors that I didn't do last time and tested 100 ok.	5/30/2018	6/4/2018	ALBANY	12207	3
jamming in bottom tray	When printing from pc saying wrong size paper. Tray 1 was set to A4. Cleaned and tested all ok.	5/31/2018	6/4/2018	KINGSTON	12401	3
wont print at all, saying no matching paper size	Removed debris from paper path. Clean and test	5/31/2018	6/1/2018	CASTLETON ON HUDSON	12033	3
VM-JAMMING CONSTANTLY	Cleaned mag roller and replaced drum kit. Tested	5/31/2018	5/31/2018	MONTICELLO	12701	3
lines	Working when arrived, replaced drum, Gcu, test educated on bad print job and needs to replace ether net cable	5/31/2018	6/1/2018	UTICA	13501	5
display issues, faded, stuck waiting	Working when arrived, replaced drum, Gcu, test educated on bad print job and needs to replace ether net cable	5/31/2018	6/1/2018	UTICA	13501	5
display issues, faded, stuck waiting	Working when arrived, replaced drum, Gcu, test educated on bad print job and needs to replace ether net cable	5/31/2018	6/1/2018	UTICA	13501	5
requesting 40TE18	Vaccum waste toner box general cleanup test ok	6/1/2018	6/1/2018	SYRACUSE	13202	5
machine down- vac wtb, jamming in top feeder, staple function not working properly	Jam release lever not closing correctly. Adjusted lever so pin locks in place. Cleaned and tested all ok.	6/4/2018	6/5/2018	TROY	12180	3
pin in the middle of the machine broke off the tray	C-3801 code. Did trouble reset cleaned and tested all ok.	6/4/2018	6/5/2018	TROY	12180	3
3801 error	Scott and his IT person resolved the issue.	6/4/2018	6/5/2018	SYRACUSE	13202	5
new machine-needs to be set up	Please wait error	6/4/2018	6/6/2018	UTICA	13501	5
9-machine stuck in " please wait" mode	Replaced op panel, Gcu, test	6/4/2018	6/4/2018	NEW CITY	10956	9
stapler issues still	phone clear this call I spoke to Rachel and told her to order a new staple cartridge.	6/4/2018	6/4/2018	NEW CITY	10956	9
top feeder is causing jamming	Jamming in ADF. Cleaned all ADF sensors and rollers in ADF. Cleaned and tested all all ok.	6/5/2018	6/6/2018	KINGSTON	12401	3
false jamming again, red light keeps coming on- customer has dev on site	Swapped tray 1 and 2. Problem seems to be t1 feed. Replaced feed and pick up roller. Tested well. Leaving Letter in t2.	6/5/2018	6/6/2018	ALBANY	12207	3
scanning to computer isnt work, saying it wasnt transmitted, IT dept said everything is connected - bg working	user unable to scan to e-mail, remoted into copier and saw that SMTP setting for port was set to "1", needed to be set to "25" tested ok	6/5/2018	6/6/2018	KINGSTON	12401	3
loud siren type noise when copying	Reseated polygon mirror.	6/5/2018	6/8/2018	ALBANY	12207	3
error code:C-3801	Ordering temp sensors and Web.	6/6/2018	6/8/2018	TROY	12180	3
error code c-3501, cant clear	C-3501 replaced fuser assy reset code cleaned tested	6/7/2018	6/11/2018	SYRACUSE	13202	5
machine keeps freezing	Reseated main board and the one under the scanner to the right. Reseated mem and eeprom. Reseated control panel. Operation normal. Will contact if the issue comes back.	6/7/2018	6/8/2018	ALBANY	12207	3
jamming constantly	Jamming tray 2. Replaced tray 2 feed rollers and one ways. Cleaned and tested all ok.	6/7/2018	6/11/2018	WHITE PLAINS	10601	9
error code:C-3801	Replaced Web and temp sensors	6/8/2018	6/14/2018	TROY	12180	3
VM-piece fell off the doc feeder	Platten cover fell off	6/8/2018	6/13/2018	HERKIMER	13350	5
misfeeding	Reattached Platten cover, Gcu, test	6/8/2018	6/11/2018	GOSHEN	10924	9
lines	Cleaned registration sensor. Tested	6/8/2018	6/11/2018	GOSHEN	10924	9
jamming in the adf	Lines. Cleaned drum cleaning blade. Drum nearly new. Looks good now.	6/8/2018	6/11/2018	GOSHEN	10924	9
	Df jams removed paper clip from Df cleaned system repaired op panel switch tested	6/8/2018	6/11/2018	SYRACUSE	13202	5

double and tripple lines at bottom of pages not pulling from the third tray correctly, jamming	Lines cleaned system trained on cleaning glass tested trays Jamming tray 3. Replaced tray 3 feed rollers and one ways. Cleaned and tested all ok.	6/8/2018 6/11/2018	6/11/2018 6/11/2018	SYRACUSE WHITE PLAINS	13202 10601	5 9
lines and smudging jamming	Replacing dv unit and dv ADF grinding. Repaired ADF. Needs ADF still looking for more be.	6/11/2018 6/11/2018	6/12/2018 6/11/2018	ALBANY WHITE PLAINS	12224 10601	3 9
developer on site, needs assistance putting it in after power surge error code: C-3451	Replaced DV and drum. Clean and test. Power surge caused c3451 . Reset and tested	6/11/2018 6/11/2018	6/12/2018 6/12/2018	ALBANY KINGSTON	12207 12401	3 3
VM- after powersurge , machine will not power on loud chirping noises constantly paper still jamming on the side	Power surge caused a c3452 error. Reset and tested Greased Adu. Replaced tray 2 feed rollers and one ways. Keeps coming up saying to load paper in tray 2 when there is paper in it. Need to get a tray 2 feed Assy.	6/12/2018 6/12/2018 6/12/2018	6/12/2018 6/12/2018 6/15/2018	KINGSTON TROY GOSHEN	12401 12180 10924	3 3 9
scanner not available error message 9-COSNTANT JAMMING	9402 scanner led error. Cleaned scanner, popo?d, and tested. Jams	6/13/2018 6/13/2018	6/13/2018 6/18/2018	BINGHAMTON UTICA	13901 13502	6 5
constant jamming	Replaced reg unit and clutch, Gcu, test 100+ C-2403 code. Cleaned toners position sensor. Cleaned and tested all ok.	6/13/2018	6/14/2018	YONKERS	10701	9
jamming still, crinkling the paper	Jamming tray 3. Bent paper in tray 3. Removed cleaned and tested all ok.	6/13/2018	6/14/2018	WHITE PLAINS	10601	9
9-machine down-cant print- machine stuck in "please wait", display screen is so light that its hard to see	Please wait error	6/13/2018	6/15/2018	UTICA	13501-0000	5
having issues picking up envelopes	Replaced op panel, Gcu, test Jam bypass	6/13/2018	6/14/2018	UTICA	13501	5
on/off switch on the control broken *NEXT CALL*	Removed binder clip from bypass, Gcu, test Removed cover for sub power button Wtb full. Emptied. Supplies sending extra.	6/14/2018 6/15/2018	6/15/2018 6/15/2018	BALLSTON SPA OWEGO	12020 13827	4 6
machine down- vac wtb paper jamming still	Jamming tray 3. Replaced tray 3. Feed rollers and one ways. Cleaned and tested all ok.	6/15/2018	6/18/2018	WHITE PLAINS	10601	9
dirty copies, dots	Called in for spots. Could not duplicate problem no problem found. Cleaned and tested all ok.	6/15/2018	6/18/2018	POUGHKEEPSIE	12601	9
lines on pages	Lines Replace scared fuser and drum General clean up	6/15/2018	6/18/2018	SYRACUSE	13202	5
lines on pages	Lines Replace scared fuser and drum General clean up	6/15/2018	6/18/2018	SYRACUSE	13202	5
lines on pages	Lines Replace scared fuser and drum General clean up	6/15/2018	6/18/2018	SYRACUSE	13202	5
paper still jamming on the side	Jamming and saying load paper tray 2. Replaced tray 2 feed Assy PN R-4040R72000. Cleaned and tested all ok.	6/15/2018	6/21/2018	GOSHEN	10924	9
grey shadowing again	Dv unit no good. Ordering new	6/15/2018	6/18/2018	SCHENECTADY	12305	4
jamming constantly, cant copy and scan	Cleared Queue computer clean and test	6/18/2018	6/19/2018	LAKE GEORGE	12845	4
jamming up	Cleaned slit glass	6/18/2018	6/18/2018	ALBANY	12207	3
lines	Clean and test	6/18/2018	6/18/2018	ALBANY	12207	3
grey shadowing again	Replaced dv and dv unit	6/18/2018	6/20/2018	SCHENECTADY	12305	4

dirty copies	Dirty copies. Replaced drum, developer unit and developer. Cleaned and tested all ok	6/18/2018	6/19/2018	POUGHKEEPSIE	12601	9
claiming a paper jam	Replaced tray 2 rollers and 2 ways	6/19/2018	6/20/2018	ALBANY	12207	3
3rd floor	Will not turn on. Replaced control panel cleaned and tested all ok.	6/20/2018	6/20/2018	TROY	12180	3
touch screen is all black, cant select anything, there is power to the machine						
machine down- error code: C-3451	C-3451 code. Did trouble reset cleaned thermistors. Cleaned and tested all ok.	6/20/2018	6/21/2018	WHITE PLAINS	10601	9
needs a cleaning and general maint	Replaced drum and dv for light image	6/21/2018	6/22/2018	SCHENECTADY	12305	4
same internal error	C3501. Cleaned fuser thermistors. Not very dirty. Machine Plugged in same power strip as large shredder, possibly causing issue. Ordering thermistors just to have for next time.	6/21/2018	6/25/2018	POUGHKEEPSIE	12601	9
jamming on legal paper	Jamming T2 legal. After easily duplicating and checking the simple things I removed feed station and swapped clutches and cleaned all oneways. Reassembled and fed 20+ each tray. Had to have been slipping oneway in T2. Ewtb. Reset and tested.	6/22/2018	6/22/2018	CORTLAND	13045	6
whing noises when printing	Noise. Lubed bushings. Cleaned and tested all ok.	6/22/2018	6/25/2018	MONTICELLO	12701	3
MACHINE STUCK IN "PLEASE WAIT" MODE	Please wait	6/22/2018	6/26/2018	UTICA	13501-0000	5
	Replaced mfbs2, Gcu, test					
VM-machine down, wont print	replaced drum and deleoper	6/25/2018	6/26/2018	SYRACUSE	13202	5
machine down-display screen is flashing, then goes very light and rainbow colors	Control panel blinking. Replaced control panel. Cleaned and tested all ok.	6/26/2018	6/29/2018	CATSKILL	12414	3
VM-the on button is stuck halfway on, cant do anything	Power switch on control panel broken. Replaced control panel. Cleaned and tested all ok.	6/26/2018	6/28/2018	WHITE PLAINS	10601	9
wont print or copy	Hello spoke to Kim Gordon and walked through clearing bad print job and changing out bad either net cable is working now said is ok to cancel call	6/27/2018	6/27/2018	UTICA	13501-0000	5
jamming	Jamming. Replaced registration clutch PN 50GA82020. Cleaned and tested all ok.	6/27/2018	6/28/2018	WHITE PLAINS	10601	9
machine down- stuck in "please wait" mode again	Please wait error	6/28/2018	7/2/2018	UTICA	13501-0000	5
PLS CALL AHEAD!!	Replaced bcrrs, op panel, Gcu, test					
VM-the on button is stuck halfway on, cant do anything	Replaced broken guides and bushing. Cleaned and tested all ok.	6/28/2018	7/2/2018	WHITE PLAINS	10601	9
machine is still having issues with paper jamming	T2 feed clutch failed. Tested it in Load Check and t1 turned but not t2. Ordering new. Customer is ok to use HCT3 until I fix CL1	6/28/2018	6/29/2018	ALBANY	12207	3
Need T2 feed clutch (CL1) - machine is still having issues with paper jamming	Replaced T2 feed clutch but problem persists. Konica knowledge base pointed me toward replacing Paper Feed Drive Assy with a slightly wider 28T gear (bulletin 10990). Ordering it 411.	6/29/2018	7/2/2018	ALBANY	12207	3
VM-new toner, still having light copies	Light prints/copies replaced defective drum dev assy and customer supplied dev adj cleaned and tested	6/29/2018	7/5/2018	UTICA	13501	5
7/2	Black smudging light areas don?t issue cleaned and tested	7/2/2018	7/2/2018	SYRACUSE	13202	5
black smudging						
LINES	Lines replaced drum. Cleaned and tested all ok.	7/2/2018	7/2/2018	GOSHEN	10924	9
JAMMING	Removed jammed paper from ADF. Cleaned and tested all ok.	7/2/2018	7/2/2018	GOSHEN	10924	9
Need paper feed assy (new version) - Need T2 feed clutch (CL1) - machine is still having issues with paper jamming	Replaced drive assy with t2 motor. Fixed issue. Clean and test.	7/2/2018	7/6/2018	ALBANY	12207	3
c2204 error	Paper jammed behind t1. Took off tray stoppers and showed customer how to pull drawers out. Clean and test.	7/5/2018	7/5/2018	JOHNSTOWN	12095	4
jamming	Jam is in finisher removed jammed paper. Replaced tray 1 feed rollers and one ways. Cleaned and tested all ok.	7/5/2018	7/6/2018	YONKERS	10701	9
black streaks	Drum has nicks. Rs for drum and cleaning blade	7/6/2018	7/11/2018	UTICA	13502	5

jamming in top feeder	Drive to pick up rollers in ADF feels too tight. Rs for time	7/6/2018	7/6/2018	UTICA	13501-0000	5
DIRTY (VM) VICTORIA 845-791-3540	Lines and smudges. Replaced drum and developer unit. Cleaned and tested all ok.	7/6/2018	7/9/2018	MONTICELLO	12701	3
wrinkling the paper, jamming	Jamming tray 1. Replaced tray 1 feed rollers and one ways. Cleaned and tested all ok.	7/6/2018	7/9/2018	KINGSTON	12401	3
r/s-jamming in top feeder	Cleaned ADF drive. Found ADF paper empty sensor not changing state. Rs for empty sensor	7/6/2018	7/11/2018	UTICA	13501-0000	5
machine is running really hot, paper is super warm	Clean and tested all functions. Temps were within spec	7/9/2018	7/10/2018	ALBANY	12224	3
c-3452 error code	C-3452 code. Did trouble reset. Paper extremely damp condensation in turn over section. Cleaned and tested all all ok.	7/9/2018	7/10/2018	WHITE PLAINS	10601	9
addressbook /	instruct address book and settings	7/10/2018	7/10/2018	UTICA	13501-0000	5
voids on pages	Transfer roll dirty, seal foam on wire. Cleaned all and tested well.	7/10/2018	7/11/2018	ALBANY	12207	3
loaner install	email address book p2p	7/10/2018	7/10/2018	UTICA	13501-0000	5
not aligned correctly	Replaced reg clutch	7/11/2018	7/11/2018	HERKIMER	13350	5
r/s-jamming in top feeder	Jam adf	7/11/2018	7/16/2018	UTICA	13501-0000	5
black streaks	Replaced adf sensor, Adjusted adf clips, Gcu, test 100+	7/11/2018	7/16/2018	UTICA	13502	5
jamming	Replaced lct feed tires, 1ways. Cleaned all. Tested a a lot. No issues	7/11/2018	7/13/2018	TROY	12180	3
JAMMING (VM)ILEAN 914-824-5445	Jamming. Replaced tray 1and 2 feed rollers and one ways. Cleaned and tested all ok.	7/11/2018	7/12/2018	WHITE PLAINS	10601	9
power button is tuck- machien will not popo	Power button broken - repaired.	7/12/2018	7/12/2018	BALLSTON SPA	12020	4
	Could use replacement / rescheduling for panel					
needs driver reinstalled- cant print	Cleared errant print jobs from print que instruct operators on printing	7/12/2018	7/12/2018	OSWEGO	13126	5
power button is tuck- machien will not popo	Replaced broken power button	7/12/2018	7/16/2018	BALLSTON SPA	12020	4
	Courtesy Call	7/13/2018	7/13/2018	WHITE PLAINS	10603	9
cant print/scan	R/s for network card	7/16/2018	7/17/2018	SYRACUSE	13202	5
printer is offline and not receiving print jobs/ ann / it person	spoke to it person gavazdin and contact ann (customer) it dept	7/17/2018	7/18/2018	CORTLAND	13045	6
gvozden dokic 607 539 3263/607 227 9491 cell	had to edit settings/ verified operation/ / printing fine					
jamming in top feeder when scanning 1-2 pages but multiple pages are ok	Jam adf	7/17/2018	7/17/2018	ROME	13440-0000	5
315-266-4500 2nd number	Cleaned sensors, educate on damp paper, Gcu, test					
9-cant print/scan	Replaced network PCB	7/17/2018	7/20/2018	SYRACUSE	13202	5
jamming in feeder	Jamming tray 2. Cleaned tray 2 clutches. Cleaned and tested all ok.	7/18/2018	7/18/2018	WHITE PLAINS	10601	9
dark , blurry copies	Dark copies	7/18/2018	7/19/2018	UTICA	13501	5
needs rollers	Adj density settings back to default, Gcu, test					
	Replaced tray 2 feed rollers and one ways. Cleaned and tested all ok.	7/18/2018	7/18/2018	WHITE PLAINS	10601	9
folding corners	Could not duplicate bent corners in ADF. Replaced tray 1 feed tires.	7/19/2018	7/20/2018	OWEGO	13827	6
	Clean and test					
erroring out, wont print	Returning with prcb	7/19/2018	7/20/2018	TROY	12180	3

lines on each print	Replaced drum. Showed how to store one touches for email. Clean and test all.	7/19/2018	7/20/2018	SCHOHARIE	12157	3
lines on each print	Replaced drum. Showed how to store one touches for email. Clean and test all.	7/19/2018	7/20/2018	SCHOHARIE	12157	3
lines on each print	Replaced drum. Showed how to store one touches for email. Clean and test all.	7/19/2018	7/20/2018	SCHOHARIE	12157	3
	New ID 739FR, dr/dev rpled at 130,220, rpl all feed and clut with NIP rolls n cluts, cln panels , vac sys,add jamex cable, adj sets, wipe cust info, ck ops, prts, coin operations, new toner	7/20/2018	7/23/2018	UTICA	13501-0000	5
	New ID 739FR, dr/dev rpled at 130,220, rpl all feed and clut with NIP rolls n cluts, cln panels , vac sys,add jamex cable, adj sets, wipe cust info, ck ops, prts, coin operations, new toner	7/20/2018	7/20/2018	UTICA	13501-0000	5
	New ID 739FR, dr/dev rpled at 130,220, rpl all feed and clut with NIP rolls n cluts, cln panels , vac sys,add jamex cable, adj sets, wipe cust info, ck ops, prts, coin operations, new toner	7/20/2018	7/23/2018	UTICA	13501-0000	5
not feeding on duplex properly	Adjusted adf exit sensor for jamming. Cleaned and tested. Emptied wtb.	7/20/2018	7/24/2018	ELMIRA	14901	6
on/off button is broken	Repaired sub power button. Cleaned and tested	7/20/2018	7/23/2018	POUGHKEEPSIE	12601	9
	Put duplex actuator back correctly. Cleaned and tested all ok.	7/20/2018	7/20/2018	GOSHEN	10924	9
Prcb - erroring out, wont print	Issues loading fw. Will return with new usb	7/20/2018	7/26/2018	TROY	12180	3
stapler not working correctly, shadowing	Replaced staple cartridge and drum with NIPs.	7/23/2018	7/23/2018	SYRACUSE	13202	5
Room 403 Having issues printing out envelopes	Printing envelope issues and dup issue customer IT corrected dupl issue worked with Bill to setup WordPerfect to print envelopes	7/23/2018	7/24/2018	SYRACUSE	13202	5
Jamming won't print double sided	Duplex jams. Removed broken plastic obstruction from duplex entry path. Cleaned and tested	7/23/2018	7/24/2018	WHITE PLAINS	10601	9
Machine Down*** Jamming	Jamming transport. Cleaned tray 2 transport clutch. Cleaned and tested	7/23/2018	7/24/2018	WHITE PLAINS	10601	9
jamming in the paper tray	Had pen jammed in exit assy, but not root cause of misfeeds. Paper is t1 was not lifting correctly. Jammed plate. Removed damaged paper. Replaced t1 feed and pickup rolls and 1ways for wear. Clean and reinstall sep roll. Tested 100 no issues	7/23/2018	7/24/2018	ALBANY	12207	3
2nd call 7/24 PLEASE CALL 1ST..DEBRA..315-401-3345 ERROR:PLEASE WAIT POWERING ON/NEVER TURNS ON==CHRIS MUTTON..585-530-3005	Stuck in green screen. Did alt boot. Input IP address	7/24/2018	7/24/2018	SYRACUSE	13202	5
poor CQ, lines	Lines	7/24/2018	7/24/2018	DELHI	13753	6
firmware help needed / need to find ip address	Replaced k drum, feed tires tray 3, Gcu, test provide information to locate ip address on print driver to peter d(tech)/ he is going to configure after his alt boot he is doing /	7/24/2018	7/24/2018	SYRACUSE	13202	5
VM- Call 1st*****Start button is flashing	start button is flashing blue, machine is operating as normal // sent job to printer and remained flashing blue, no errors on machine // Powered off machine, unplugged, gave it a minute and powered back on, no longer flashing // all set.	7/24/2018	7/25/2018	OSWEGO	13126	5
VM- Call 1st*****Start button is flashing	start button is flashing blue, machine is operating as normal // sent job to printer and remained flashing blue, no errors on machine // Powered off machine, unplugged, gave it a minute and powered back on, no longer flashing // all set.	7/24/2018	7/25/2018	OSWEGO	13126	5
VM- Call 1st*****Start button is flashing	start button is flashing blue, machine is operating as normal // sent job to printer and remained flashing blue, no errors on machine // Powered off machine, unplugged, gave it a minute and powered back on, no longer flashing // all set.	7/24/2018	7/25/2018	OSWEGO	13126	5

print issues envelopes	remote and set up word properties to print envelopes/ worked with ed(tech) tested fine	7/24/2018	7/24/2018	SYRACUSE	13202	5
print issues envlopoes	remote in configure word app to print # 10 envelopes/ worked with tech (ed) tested ok	7/24/2018	7/24/2018	SYRACUSE	13202	5
print issues/	remote in and edit settings in properties of word to print envelopes/ # 10	7/24/2018	7/24/2018	SYRACUSE	13202	5
SHUTTING OFF CHERYL 845-483-8153	Machine wad plugged into a strip, would not stay on, I unplugged strip plugged machine into wall outlet and tested ok	7/25/2018	7/26/2018	POUGHKEEPSIE	12601	9
JAMMING LORI CASE 607-218-3325	Jams Df replaced sep roller remived staple from Df paper path cleaned system tested	7/25/2018	7/25/2018	CORTLAND	13045	6
LINES (VM) 728-7231	Replaced drum and developer. Clean and test.	7/25/2018	7/26/2018	SYRACUSE	13202	5
Jamming in top feeder	ADF jam. Paper stuck in ADF. Removed paper cleaned and tested ADF. General cleanup and test.	7/25/2018	7/26/2018	SYRACUSE	13202	5
LINES (VM) 518-853-3834	Replaced drum. Tested and cleaned machine.	7/25/2018	7/26/2018	FONDA	12068	4
not sorting	Trey one was sent to the wrong size paper res tRay 1 check machine OK	7/25/2018	7/26/2018	GOSHEN	10924	9
eating paper and not stapling (email) chris 518-267-3150	Adjusted finisher path checked gate solenoid. Realized the issue was paper curl. After changing paper stapled well.	7/26/2018	7/27/2018	HUDSON	12534	3
error code:C-3801- customer has popo x4	C3801	7/26/2018	7/26/2018	HERKIMER	13350	5
blank prints coming out when using top feeder (not when using glass), platten cover fell off	Reschedule for parts Replaced platen cover. Cleaned whole machine. Could not replicate issue, likely a size detection error or slit glass cleaning was needed. Customer changed toner recently. Density looked good.	7/26/2018	7/27/2018	SCHENECTADY	12305	4
9-error code:C-3801- customer has popo x4	Lock claw broken	7/26/2018	8/1/2018	HERKIMER	13350	5
addressbook	Reschedule for parts	7/26/2018	7/26/2018	SYRACUSE	13202	5
Prcb - erroring out, wont print	gather clean up and instrcut Need smaller USB to upgrade fw.	7/26/2018	7/31/2018	TROY	12180	3
jamming in top feeder	Jam in adf	7/27/2018	7/27/2018	UTICA	13501	5
Dirty copies, lines	Replaced paper clip in adf, replaced fuser, gcu, test	7/27/2018	7/30/2018	KINGSTON	12401	3
Machine is down No power at all	Lines. Replaced drum cleaned and tested all ok.	7/27/2018	7/30/2018	WHITE PLAINS	10603	9
machine down-machine stopped mid job, error code:02557	Neefs control panel C2557	7/27/2018	7/30/2018	UTICA	13501	5
WONT STAY ON (VM) CHERYL 845-483-8200	Replaced drum unit, dv unit, Gcu, test Keeps turning on and off. Replaced control panel cleaned and tested all ok.	7/30/2018	7/30/2018	POUGHKEEPSIE	12601	9
WONT STAY ON (VM) CHERYL 845-483-8200	Keeps turning on and off. Replaced control panel cleaned and tested all ok.	7/30/2018	7/30/2018	POUGHKEEPSIE	12601	9
WONT STAY ON (VM) CHERYL 845-483-8200	Keeps turning on and off. Replaced control panel cleaned and tested all ok.	7/30/2018	7/30/2018	POUGHKEEPSIE	12601	9
Machine is down No power at all	Replaced control panel cleaned and tested all ok.	7/30/2018	8/7/2018	WHITE PLAINS	10603	9
Jamming	J1302?s from tray 3. Repaired tray 3 dfp roller. Tested.	7/30/2018	7/31/2018	POUGHKEEPSIE	12601	9
Needs a cleaning, smudy & lines on paper	Lines and smudges bypass not working. Replaced drum and cleaning blade removed sticky stuff off solenoid in by pass.	7/30/2018	7/31/2018	GOSHEN	10924	9
machine down- error code: C-2257	C-2557. Replaced drum and developer. Customer has developer. Clean and test.	7/31/2018	7/31/2018	SYRACUSE	13202	5

machine down- error code:c-1104	C1104 error. Diagnosed faulty finisher exit pressure motor and sensor. Ordering parts 4643075203 4037090501	7/31/2018	8/1/2018	CARMEL	10512	9
Streaks on copies	Replaced drum and dv	7/31/2018	8/1/2018	BALLSTON SPA	12020	4
Jamming, stuck in feeder	Replaced tray 2 feed rollers and one ways. Need toner for registration clutch PN 9322100081 and 4 bushings PN 1164354901	7/31/2018	8/1/2018	WHITE PLAINS	10601	9
	Replaced waste toner box instruct operators on waste toner box recycling vacuum waste toner box general cleanup test ok	8/1/2018	8/1/2018	SYRACUSE	13202	5
Dirty copies	Cleaned finisher exit rollers general cleanup test ok	8/1/2018	8/1/2018	SYRACUSE	13202	5
Jamming, stuck in feeder	Lines and smudges. Replaced drum cleaned and tested all ok.	8/1/2018	8/1/2018	MIDDLETOWN	10940	9
	Crooked copies. Replaced registration clutch. Cleaned and tested all ok.	8/1/2018	8/3/2018	WHITE PLAINS	10601	9
machine down- error code:c-1104		8/1/2018	8/7/2018	CARMEL	10512	9
**1st call 8/2 9-error code:C-3801- customer has popo x4 Paul called in and is on his way to pick up part jamming in the 3rd drawer, cant get the draweer open	Replaced temp sensors, ufr, door latch and dcpu, Gcu, test	8/1/2018	8/2/2018	HERKIMER	13350	5
	spoke to Rohan and told him how to open tray 3. Copier is working now	8/2/2018	8/2/2018	POUGHKEEPSIE	12601	9
Jamming, staple problems	Reinstalled staples clean reg section	8/2/2018	8/3/2018	TROY	12180	3
NEED REPLACEMENT TONER.	TOLD CUSTOMER THAT I WASNT SURE IF THEY WOULD BE CHARGED FOR IT AND TO CALL THEIR IDEXX SALES REP	8/2/2018	8/2/2018	TROY	12180	3
jamming in top feeder	Df jams removed glue from Df assy cleaned Df and paper path tested trays	8/2/2018	8/6/2018	UTICA	13501	5
Jamming, crinkled papers	J66-05, reseated Mylar in adf cleaned test	8/2/2018	8/3/2018	BINGHAMTON	13901	6
plaatent cover fell off, cant print	Put platen back on. Cleaned and tested all ok.	8/3/2018	8/6/2018	NEWBURGH	12550	9
Suite LL01	Epoxied Velcro back onto Adf, reinstalled white pad. Cleaned and tested	8/3/2018	8/7/2018	CASTLETON ON HUDSON	12033	3
platyent cover fell off, there until 4	Remove jam from behind tray 1	8/3/2018	8/6/2018	UTICA	13502	5
error code:C-0202	Need to order stapler unit PN R-4349560101	8/6/2018	8/7/2018	NEW CITY	10956	9
stapler error/ repalced staples will not work	Popo. Reinstalled toner bottle. Verified bottle rotation. General cleanup and test.	8/6/2018	8/6/2018	SYRACUSE	13202	5
toner issues, not reading the new one	Need to order Main Control PCB R-50GA-9020E and Control Board Assy R-A0R5H01006	8/6/2018	8/8/2018	POUGHKEEPSIE	12601	9
internal error c-d203	Lines cleaned system trained on cleaning Df glass tested	8/7/2018	8/8/2018	SYRACUSE	13202	5
lines on prints	Replaced stapler. Cleaned and tested all ok	8/7/2018	8/10/2018	NEW CITY	10956	9
stapler error/ repalced staples will not work	C-D203 code. Replaced Main Control Board and Reclaimed Control Board. Need more time.	8/8/2018	8/13/2018	POUGHKEEPSIE	12601	9
internal error c-d203	Staple cart was caught up. Corrected. Put in new staple cart. Tested and cleaned.	8/8/2018	8/9/2018	ALBANY	12207	3
has parts	Courtesy Call	8/8/2018	8/8/2018	GOSHEN	10924	9
ERROR (VM) 285-8160	Saying printer off line. Worked with Brandon Gould to resolve problem. Cleaned and tested all ok.	8/8/2018	8/9/2018	HUDSON	12534	3
printer stating offline, lines ok, leave VM with eta	Jam tray 2	8/9/2018	8/10/2018	LITTLE FALLS	13365	5
jamming legal size paper	Reschedule for clutch					
	Replaced feed rollers and clutches. Tested well.	8/9/2018	8/9/2018	ALBANY	12223	3
jamming	Customer saying copier says original left on glass. Mis feeding.	8/9/2018	8/10/2018	GOSHEN	10924	9
not recognizing paper in trays, showing misfeed	Cleaned glass. Replaced damp paper. Cleaned and tested all ok.					
SEE LORAINNE WHEN ON SITE						
screeching noise	Replaced drum for streaks on copies. Cleaned and tested	8/10/2018	8/13/2018	HUDSON	12534	3

9-jamming legal size paper	Jam t2	8/10/2018	8/15/2018	LITTLE FALLS	13365	5
	Replaced feed tires and one, clutches and gears tray 2, Gcu, test					
not feeding adf	Cleaned, removed torn paper. Tested all.	8/13/2018	8/14/2018	ALBANY	12207	3
not feeding adf	Cleaned, removed a lot of punch waste. Replaces platen cover.	8/13/2018	8/14/2018	ALBANY	12207	3
	Tested well. Clean rest and tested.					
NEEDS A FUSER MACHINE DOWN (VM) ILEAN 914-824-5445	Saying replace Fuser soon. Reset Fuser count.	8/13/2018	8/14/2018	WHITE PLAINS	10601	9
adf black piece broken off wont feed	Fixed actuator in adf clean and test	8/13/2018	8/14/2018	CATSKILL	12414	3
platten cover fell off	Replaced drum and DV. clean and test all.	8/13/2018	8/15/2018	JOHNSTOWN	12095	4
TUES 8/14	Replaced drum and dv	8/14/2018	8/14/2018	HUDSON	12534	3
light prints						
customer waiting on dev						
8/15	Replaced drum and dv using customers dv. Replaced toner for customer. Cleaned and test all.	8/15/2018	8/15/2018	ALBANY	12207	3
smudging, smearing	Power button on op panel broken.	8/15/2018	8/17/2018	OSWEGO	13126	5
start button issues	Order order op panel.					
	Looking for R- part. General cleanup and test.					
STAPLE PART BROKEN (VM) MATT 518-471-4852		8/15/2018	8/16/2018	ALBANY	12224	3
JAMMING (VM) ADAM 518-285-8610	Jamming tray 3. Replaced tray 1&3 feed rollers and one ways.	8/15/2018	8/16/2018	ALBANY	12207	3
	Cleaned and tested all ok.					
machine down- start button does not work to power it on, keeps shutting down randomly	Ordering op panel. Left side doesn't work	8/15/2018	8/17/2018	ALBANY	12207	3
SQUEEKING	In for squealing noises. On arrival was easy to duplicate and was clearly coming from fuser unit. Removed and inspected and found nothing that would indicate where the noise was coming from.	8/16/2018	8/17/2018	CORTLAND	13045	6
	Cleaned and lubricated fuser key points and reassembled then tes					
	Heat roller in fuser was torn to pieces. Reschedule for fuser. (A4FJR70366)	8/16/2018	8/17/2018	NORWICH	13815	6
address book and settings	address duplicate ip and address book and settings	8/16/2018	8/16/2018	UTICA	13501	5
	eric driscoll assumed last machine install at this location was for 4th floor not second flr					
install	install preconfig	8/16/2018	8/16/2018	ALBANY	12207	3
squeaking noise	Greased duplex bushings	8/16/2018	8/17/2018	TROY	12180	3
feeder is chewing paper up, rollers?, lines	Line on copies. Cleaned slit glass. Cleaned ADF sensors and rollers.	8/16/2018	8/20/2018	POUGHKEEPSIE	12601	9
	Cleaned copier and tested all ok.					
Machine not booting properly - can hear trays lift and fans kick on, then everything shuts off - no lights on machine at all.	Need to order BCRS PCB and Control Panel	8/16/2018	8/20/2018	KINGSTON	12401	3
jamming in top feeder	Jamming in ADF. Removed jammed staples and clump of paper from ADF. Cleaned and tested all ok.	8/17/2018	8/21/2018	WHITE PLAINS	10601	9
settings and address book	address configurations and address book/eric driscoll	8/17/2018	8/17/2018	UTICA	13501	5
start button issues	Replaced op panel	8/17/2018	8/23/2018	OSWEGO	13126	5
machine down- start button does not work to power it on, keeps shutting down randomly	Replaced op panel and tray 1 1 ways	8/17/2018	8/21/2018	ALBANY	12207	3
	Hest roller was falling apart. Replaced fuser. Clean and test	8/17/2018	8/20/2018	NORWICH	13815	6
Line on bottom of each page nothing comes through	Foam strip hanging down over ph window. Removed and tested.	8/20/2018	8/21/2018	ALBANY	12207	3
constantly trying to add toner	Toner rotating ring not aligned. Dumped toner. Vacced out. Tested. Small nick in drum, does not affect their docs.	8/20/2018	8/21/2018	SCHENECTADY	12305	4
Machine not booting properly - can hear trays lift and fans kick on, then everything shuts off - no lights on machine at all.	Replaced BCRS PCB and Control Panel. Print not full page. Need to order different BCRS PCB PN R-4551203402.	8/20/2018	8/24/2018	KINGSTON	12401	3

piece broke off tray 2, cnt print	Block holding trays in broken. 2nd time this has broken. R/S for Tech assist. Replaced drum for lines.	8/20/2018	8/21/2018	OWEGO	13827	6
piece broke off tray 2, cnt print	R/S. Replaced tray block that holds trays. Mark C assisted.	8/21/2018	8/23/2018	OWEGO	13827	6
Grey lines on copies	Replaced drum and dv (theirs). Clean. Tested well.	8/21/2018	8/22/2018	SCHENECTADY	12305	4
Machine is down Start button has a circle unable to power up	I spoke to Anita had her reboot the copier and it is working now.	8/22/2018	8/22/2018	WHITE PLAINS	10603	9
information request and insstruction gathering ip and password/	gather and insrtuct addressbook mail/network	8/23/2018	8/23/2018	BALLSTON SPA	12020	4
information request and insstruction gathering ip and password/	gather and insrtuct addressbook mail/network	8/23/2018	8/23/2018	SCHENECTADY	12305	4
machine down-ERROR CODE C-2557	Sub hopper gears were bound. Cleaned hopper and test C2557	8/23/2018	8/24/2018	TROY	12180	3
Machine is down Error code C2257, needs Tech unable to print/copy		8/23/2018	8/24/2018	UTICA	13501-0000	5
Reads no paper but paper tray is full	Replaced drum, dv unit, reschedule for hopper, False add paper replaced tray 2 feed rollersand 1 ways cleaned tested	8/23/2018	8/24/2018	SYRACUSE	13202	5
2nd floor						
Error Code,C0202 Tray settings/ requested tech on site	C0202. Popo?d, replaced worn tray 1 feed and dfpv rollers.	8/23/2018	8/24/2018	BINGHAMTON	13901	6
whole stapler area is broken	Stapler cart came loose from base. Replaced lever on bottom and anchored sides with tape. If the problem returns I advised ordering a new staple cart.	8/23/2018	8/27/2018	KINGSTON	12401	3
MACHINE DOWN -ERROR CODE:C-2557	C-2557 code. Replaced drum, developer unit and developer. Cleaned and tested all ok.	8/23/2018	8/27/2018	NEW CITY	10956	9
malfunction detected	Cleaned polygon shaft	8/24/2018	8/27/2018	RENSSELAER	12144	3
cindy/ 315 266 4297/ 315 292 3289/ needs supply/ meter reading help (working)	provide cindy with information on where to find meter and supply info on copier/ issue resolved	8/24/2018	8/24/2018	UTICA	13501	5
need copier info on media	provide copier media info / issue resolved	8/24/2018	8/24/2018	SYRACUSE	13202	5
Machine not booting properly - can hear trays lift and fans kick on, then everything shuts off - no lights on machine at all.	Small print. Replaced BCRS PCB PN R-455120301	8/24/2018	8/31/2018	KINGSTON	12401	3
Machine not booting properly - can hear trays lift and fans kick on, then everything shuts off - no lights on machine at all.	Small print. Replaced BCRS PCB PN R-455120301	8/24/2018	8/31/2018	KINGSTON	12401	3
Machine not booting properly - can hear trays lift and fans kick on, then everything shuts off - no lights on machine at all.	Small print. Replaced BCRS PCB PN R-455120301	8/24/2018	8/31/2018	KINGSTON	12401	3
machine down-jamming	Tighten duplex spring. Jamming appears to be paper relayed. Flipped paper and it ran clean	8/27/2018	8/28/2018	SCHENECTADY	12305	4
Lines on copies	Replaced drum dv dv unit	8/27/2018	8/27/2018	TROY	12180	3
Error code: C3801	Trouble reset. Clean ADF. General cleanup and test.	8/27/2018	8/29/2018	OSWEGO	13126	5
TRay 3 is not working	T3 lct was registering A4. Took tray out, inspected manual op of lift plate and shifter. Noted shifter was not at home to begin with. Cleared paper bits and dust from sensors. Set paper to print 10 then shift stack. Inserted tray and ran. Functioning norm	8/27/2018	8/28/2018	ALBANY	12207	3
Light copies	Replaced drum and dv	8/28/2018	8/30/2018	CATSKILL	12414	3
install	preconfig P2P email	8/28/2018	8/28/2018	UTICA	13501	5
install	preconfig P2P email	8/28/2018	8/28/2018	UTICA	13501-0000	5
Automatic Toner message , jamming	Made sure toner bottle was rotating and was not caked. I removed Dv unit and drum, both assy were covered in dv and toner. Cleaned thoroughly and replaced dv. Ran tcr adj. Tested 300 skyshot copies. No jams no toner add pauses.	8/29/2018	8/29/2018	SCHENECTADY	12305	4
error code:C-8107	Adf front cover screw post broke off and landed in adf drive assy, removed broken post, ordering new front cover	8/29/2018	8/30/2018	ITHACA	14850	6
Black lines and noises	Replaced k drum, replaced T3 feed tires. Emptied WTB. Clean and test. Could not replicate noise.	8/29/2018	8/31/2018	NORWICH	13815	6

thin void lines on page	Void lines on copies. Removed foam that was blocking drum. Cleaned and tested all ok.	8/29/2018	8/30/2018	NEW CITY	10956	9
Jamming, code 25	Stated jam in adf, cleaned paper and debris from adf sensors, reset and tested, replaced rollers	8/29/2018	8/30/2018	OWEGO	13827	6
Loud Noise	NPOA. Same issue as before. R/s for fuser. General cleanup and test.	8/30/2018	9/4/2018	CORTLAND	13045	6
Red light, machine saying preparing for scan/fax but nothing is working except copying/ tried popo/ unplug/ no luck / needs tech on site /hore 8 to 4pm daily / messages keep changing	Troubleshoot multiple issues, determined hdd is bad, also did not rewrite memory path correctly when disabling hdd, rewritefirmware, machine printing and copying until new hdd	8/30/2018	8/31/2018	ITHACA	14850	6
error code:C-8107	Replace adf front cover, ewtb, rep all 3 trays feed tires	8/30/2018	9/6/2018	ITHACA	14850	6
jamming in ADF	Clean adf path and test	8/31/2018	9/4/2018	TROY	12180	3
jamming in ADF	Jamming in ADF. Adjusted Mylar. Cleaned and tested all ok.	8/31/2018	8/31/2018	MONTICELLO	12701	3
Red light, machine saying preparing for scan/fax but nothing is working except copying/ tried popo/ unplug/ no luck / needs tech on site /hore 8 to 4pm daily / messages keep changing	Replace hdd, format and test, animation data unavailable through Konica, rep t3 feed test	8/31/2018	9/7/2018	ITHACA	14850	6
machine down-jamming	Repositioned Adf white clips. Tested	8/31/2018	9/4/2018	POUGHKEEPSIE	12601	9
machine down-customer had no further info	Removed hanging fuser entry guide Mylar. Replaced drum and cleaning blade. Courtesy call	8/31/2018	9/4/2018	POUGHKEEPSIE	12601	9
		9/4/2018	9/4/2018	UTICA	13501	5
Need fuser. - Loud Noise	Cleaned unit, test Replace fuser and test	9/4/2018	9/5/2018	CORTLAND	13045	6
faint copies at top of pages 1st call Wed. 9/5/18	Hazy void bands top SEF. Cleaned charge and transfer corona really well twice. Helped overall density, but void remained. Ph window was cloudy, cleaned, solved issue. Df misfeeds, put black tape on rear latch bar. Solved issue.	9/4/2018	9/5/2018	SCHENECTADY	12305	4
Making black copies	Replaced drum and dv. Set grid voltage back to 0	9/4/2018	9/5/2018	FORT EDWARD	12828	4
c0202	Removed paper behind tray, clean and test	9/4/2018	9/5/2018	SARATOGA SPRINGS	12866-0000	4
T3 not available	No jams, customer had little to no training and paper was loaded improperly. Instructed, set tray auto switch, offset, and blank page removal to default.	9/5/2018	9/5/2018	SARATOGA SPRINGS	12866-0000	4
machine down-vac wtb	Wtb full, emptied and vacuumed, adf roller worn, replaced	9/5/2018	9/6/2018	WATKINS GLEN	14891	6
Platten cover fell off ADF	Replaced tray 1 rollers and 1 . ways	9/5/2018	9/6/2018	FORT EDWARD	12828	4
Jamming	Cleaned adf path and test	9/6/2018	9/7/2018	BALLSTON SPA	12020	4
MACHINE DOWN-FALSE JAMMING	Multiple issues. Bottom of stack was folded up causing stack incline. Removed the outer layer of aged foam exit assy rolls. Removed many staples. Tested 100. Line from UFR. Replaced. All tested well. Replaced sub power button with NIP	9/6/2018	9/7/2018	ALBANY	12207	3
Crinkled papers	Jam adf	9/7/2018	9/10/2018	UTICA	13501-0000	5
Error C2557	Removed staple from adf,, Gcu, test C-2557 code. Replaced drum and developer. Cleaned and tested all ok.	9/7/2018	9/7/2018	GOSHEN	10924	9
Not copying saying tray 3 is empty but there is paper in it	Paper stacks in t3 were touching and the yellow actuator was broke. Fixed and tested all.	9/10/2018	9/11/2018	TROY	12180	3
Machine is down Constant Jamming	Machine displays jam. Side door and bypass had toner on them. Vacuum and cleaned paper path and sensors. Lower duplex sensor spring out of place. General cleanup and test.	9/10/2018	9/10/2018	SYRACUSE	13202	5
9-5: RECURRING DISPLAY READS, PLEASE WAIT, SYSTEM IS POWERING UP, DO NOT TOUCH MACH. HAS BEEN GOING ON FOR HOURS. HAS TRIED TO PO/PO. SEE CHERYL 315-401-3343, MUST CALL CHRIS MUTTON 585-530-3005 BEFORE LEAVING SITE TO MAKE SURE IT IS ALL SET.	Copier will not boot ordering hdd.	9/10/2018	9/11/2018	SYRACUSE	13202	5

ADF wont take papers in keeps jamming *closes at 4:30*	Reform Mylar guide in adf	9/10/2018	9/11/2018	CORTLAND	13045	6
Smudge copies	Adjusted height on adf. Clean and test	9/11/2018	9/11/2018	ALBANY	12207	3
Jamming	Jamming in ADF. Removed paper from sensor. Cleaned and tested all ok.	9/11/2018	9/12/2018	WHITE PLAINS	10601	9
squeaking, repeat issue	Lube idler bushings and pullies	9/11/2018	9/11/2018	CORTLAND	13045	6
9-5: RECURRING DISPLAY READS, PLEASE WAIT, SYSTEM IS POWERING UP, DO NOT TOUCH MACH. HAS BEEN GOING ON FOR HOURS. HAS TRIED TO PO/PO. SEE CHERYL 315-401-3343, MUST CALL CHRIS MUTTON 585-530-3005 BEFORE LEAVING SITE TO MAKE SURE IT IS ALL SET.	Replacement of hdd, old one left with customer, work with Chris their it person to setup email and printing copier is working now. Closed with Chris	9/11/2018	9/14/2018	SYRACUSE	13202	5
user pulled drawer out and cant get it back in, jamming	Jamming tray 2. Replaced tray 2 feed rollers and one ways. Cleaned and tested all ok.	9/12/2018	9/12/2018	WHITE PLAINS	10601	9
cant reach jam	Jamming tray 1. Replaced tray 1 feed rollers and one ways. Cleaned and tested all ok.	9/12/2018	9/12/2018	WHITE PLAINS	10601	9
Machine is down Piece fell off of toner, Toner is all over inside the machine	Cleaned up toner spill, replaced shutter clip. Tested.	9/12/2018	9/13/2018	ALBANY	12207	3
9-machine down- constant jamming	Replaced fuser unit general cleanup test ok	9/13/2018	9/17/2018	SYRACUSE	13202	5
line when using ADF	Platten cover fell off	9/13/2018	9/18/2018	HERKIMER	13350	5
lines while using ADF	Reattached Platten cover, Gcu, test Line	9/13/2018	9/18/2018	HERKIMER	13350	5
takes a few sheets then powers off	Cleaned scan glass, Gcu, test Load paper error t2	9/13/2018	9/13/2018	UTICA	13501-0000	5
Machine is down Error Code 02557	Swapped sensors, reschedule for time	9/13/2018	9/13/2018	SYRACUSE	13202	5
legal paper jamming	C2557. Replace drum and dv general cleanup and test. Replaced trays 1 and 2 feed rollers and one ways. Cleaned tray 2 clutches. Also cleaned registration sensor. Tested	9/13/2018	9/14/2018	GOSHEN	10924	9
Lines on copies	Replaced drum. Had customer order DV, its been a couple years	9/13/2018	9/14/2018	SCHENECTADY	12305	4
takes a few sheets then powers off	Replaced reg clutch and bushings, swapped motors, reschedule for parts	9/13/2018	9/20/2018	UTICA	13501-0000	5
cheryl 845 476 3609/ display issues	display issues/ work with cheryl/ popo/ unplug/ reset/ issue resolved	9/14/2018	9/14/2018	GOSHEN	10924	9
jamming on duplex	jammign on duplex- switch back sensor arm adjusted. machine working properly	9/14/2018	9/14/2018	SCHENECTADY	12305	4
Machine is down Keeps turning on/off all by itself	Machine won?t power on. Removed dcps fan filter. General cleanup and test.	9/14/2018	9/14/2018	SYRACUSE	13202	5
Misfeed that cant find	Removed torn paper from t1 feed head. Replaced t1 tires and 1ways. Tested.	9/17/2018	9/17/2018	ALBANY	12207	3
not feednig correctly, false jamming on legal	Jamming tray 2. Replaced conveyance clutch. Tested all ok.	9/17/2018	9/18/2018	WHITE PLAINS	10601	9
false adf jam	Jam adf	9/17/2018	9/19/2018	UTICA	13501	5
error code- C2211	Removed paperclip from adf, Gcu, test C2211. Tried installing new DV unit as coupling was covered with gunk and pieces of plastic. Still coded C2211, IU motor fail to turn. Ordering motor and PWB-A.	9/17/2018	9/18/2018	SCHOHARIE	12157	3
machine down-error code:C-2557	Replaced drum and dv. General cleanup and test.	9/18/2018	9/19/2018	SYRACUSE	13202	5
WTB full	Emptied wtb. Full clean. Shipping new WTB. Instructed on tray load and tray auto switch	9/18/2018	9/20/2018	BALLSTON SPA	12020	4
PARTS ARRIVED "9" C2211, M2 motor, pwb, power sup - error code- C2211	Replaced IU motor. Solved issue, though gave a C2557. Replaced drum and DV (theirs). Tested all.	9/18/2018	9/24/2018	SCHOHARIE	12157	3

Copies coming out light, tried changing toner -- power switch broken	Cleaned all imaging. Adj adf height. Upped default density for copies. Fixed sub power button. Tested with customer.	9/19/2018	9/20/2018	LAKE GEORGE	12845	4
little white clip came out, jamming	Removed label from df path. Cleaned all. Replaced UFR for lines. Tested well.	9/19/2018	9/19/2018	SCHENECTADY	12305	4
Black lines on copies	Replaced drum and clean blade. Tested	9/19/2018	9/21/2018	TROY	12180	3
Lever fell off	Lever fell off re-installed DF actuator and spring cleaned tested	9/19/2018	9/20/2018	SYRACUSE	13202	5
jamming- worse than before	Jamming in adf, replaced roller, fixed bent actuator, mylar is in bad shape occasionally catching when doing double sided through adf, ordering replacement parts	9/19/2018	9/20/2018	ELMIRA	14901	6
Dead, no power	Booted fine on arrival using rear switch. Reseated BCRS, mfp, checked power from outlet and connections to PU1. removed line conditioner and trouble reset. No aborts. POPO five times ok. Had judge print. Ok.	9/20/2018	9/21/2018	ALBANY	12207	3
9- jamming- worse than before	Jamming in doc feeder, top closed sensor out of place, Mylar torn, repositioned sensor to correct position, replaced mylar, tested	9/20/2018	9/26/2018	ELMIRA	14901	6
Jamming	Jams tray 3 cleaned system replaced tray3 sep roller finisher testedtested trays	9/20/2018	9/21/2018	SYRACUSE	13202	5
noises, black streak on top of pages	Line on copy. Replaced drum and developer unit and developer. Cleaned and tested all ok.	9/21/2018	9/21/2018	CATSKILL	12414	3
questions on setting copy defaults - program job setting on/off	had a question regarding the program job feature - when copying has option to click "finish" - normally part of program job feature - advised customer to test with it "off" to see if that prevents the screen from popping up - all set	9/21/2018	9/21/2018	ELMIRA	14901	6
Error Code C1183 Per Jordan	Plastic holding bracket on t1 snapped, causing the tray to go crooked. Swapped brackets with t2. Tested great.	9/21/2018	9/24/2018	ALBANY	12207	3
Network issue, not printing/ REFUSED H/ DESK SUPPORT REQUESTED TECH ON SITE	Can not ping. Need to order control PCB R-A0R5H01006	9/24/2018	9/25/2018	WHITE PLAINS	10601	9
ADF platen cover fell off	Replaced velcro on platen cover. Clean and test	9/24/2018	9/25/2018	LAKE GEORGE	12845	4
Network issue, not printing/ REFUSED H/ DESK SUPPORT REQUESTED TECH ON SITE	Could you ping or scan to email. Cleared Que . Scanned to email went to Web Scope from their PC crossed over from laptop. Tested with their IT guy Ernie all ok.	9/25/2018	9/27/2018	WHITE PLAINS	10601	9
Network issue, not printing/ REFUSED H/ DESK SUPPORT REQUESTED TECH ON SITE	Could you ping or scan to email. Cleared Que . Scanned to email went to Web Scope from their PC crossed over from laptop. Tested with their IT guy Ernie all ok.	9/25/2018	9/27/2018	WHITE PLAINS	10601	9
Network issue, not printing/ REFUSED H/ DESK SUPPORT REQUESTED TECH ON SITE	Could you ping or scan to email. Cleared Que . Scanned to email went to Web Scope from their PC crossed over from laptop. Tested with their IT guy Ernie all ok.	9/25/2018	9/27/2018	WHITE PLAINS	10601	9
Network issue, not printing/ REFUSED H/ DESK SUPPORT REQUESTED TECH ON SITE	Could you ping or scan to email. Cleared Que . Scanned to email went to Web Scope from their PC crossed over from laptop. Tested with their IT guy Ernie all ok.	9/25/2018	9/27/2018	WHITE PLAINS	10601	9
Network issue, not printing/ REFUSED H/ DESK SUPPORT REQUESTED TECH ON SITE	Could you ping or scan to email. Cleared Que . Scanned to email went to Web Scope from their PC crossed over from laptop. Tested with their IT guy Ernie all ok.	9/25/2018	9/27/2018	WHITE PLAINS	10601	9
error*c3752* call for technician	3752 code. Replaced thermistors, UFR, developer, developer unit and drum. Cleaned and tested all ok.	9/26/2018	9/27/2018	WHITE PLAINS	10601	9
Image shifting when making copies, on glass or through ADF, showing A4 for the paper trays and not 8.5x11	Tray guides were stuck and it was reading letter as A4. Corrected. Clean and test.	9/27/2018	9/27/2018	ALBANY	12207	3
top of copier fell apart	Velcro platen cover changed tray 1 1 ways	9/27/2018	9/28/2018	FORT EDWARD	12828	4
	Not duplexing. Put duplex actuator back correctly. Cleaned and tested all ok.	9/28/2018	9/28/2018	POUGHKEEPSIE	12601	9
Making weird noises	Noise. Couldn't duplicate noise. Lubed fuser and exit bearings. Lines on copy?s. Cleaned scan glass. General cleanup and test.	9/28/2018	9/28/2018	SYRACUSE	13202	5
lines	Lines on copies. Cleaned slit glass. Cleaned copier and tested all ok.	9/28/2018	9/28/2018	GOSHEN	10924	9

Error Code: C3726	C3726	10/1/2018	10/1/2018	COOPERSTOWN	13326	6
squeaking noise	Replaced fuser, gcu, test Noise and lines. Lubed Fuser and replaced drum. Cleaned and tested all ok.	10/1/2018	10/1/2018	KINGSTON	12401	3
dark line on bottom of page	Marks in prints, need drum and fuser	10/1/2018	10/1/2018	ELMIRA	14901	6
9-dark line on bottom of page	Drum and fuser linings both wearing off causing print quality problems, replaced both and tested	10/1/2018	10/3/2018	ELMIRA	14901	6
9-dark line on bottom of page	Drum and fuser linings both wearing off causing print quality problems, replaced both and tested	10/1/2018	10/3/2018	ELMIRA	14901	6
9-dark line on bottom of page	Drum and fuser linings both wearing off causing print quality problems, replaced both and tested	10/1/2018	10/3/2018	ELMIRA	14901	6
C0204	Remove paper behind tray, showed customer how to remove tray, ewtb, rep feed tires, test	10/2/2018	10/3/2018	CORTLAND	13045	6
Doc feeder is jamming	Thoroughly cleaned ADF, focusing on sep roll assy. Tested 200 scans no issue. Clean and test rest of unit.	10/2/2018	10/3/2018	SCHENECTADY	12305	4
first 10/3	Reseated duplexing actuator spring	10/3/2018	10/3/2018	SYRACUSE	13202	5
Down, jammed and cant get out	Jamming in ADF. Removed jammed rubber band from ADF. Cleaned and tested all ok.	10/3/2018	10/3/2018	PEEKSKILL	10566	9
Not feeding	Jamming in ADF. Cleaned ADF sensors and rollers. Cleaned copier and tested all ok.	10/3/2018	10/3/2018	PEEKSKILL	10566	9
Feeding issues, Jamming	Manually lowered exit trays. Clean and test	10/3/2018	10/4/2018	HUDSON	12534	3
Machine states Malfunction detected unable to print/copy	Performed PM. Installed New Drum & Developer	12/5/2016	12/6/2016	Buffalo	14202	8
Drum/Developer	Cleared jam	5/22/2018	5/22/2018	Buffalo	14202	8
Feeder jamming	Installed drum assembly, developer & transfer roller. Cleaned doc feeder mirrors and sensors. Repaired stapler.	12/7/2016	12/8/2016	Lockport	14094	8
Dark, dirty copies	Installed velcros. Cleaned mirrors and sensors. General cleaning	5/24/2017	5/24/2017	Lockport	14094	8
Velcro busted up	Staple cartridge missing top cover. Replaced staple cartridge. Instructed customer how to replace staples	3/8/2017	3/8/2017	Buffalo	14202	8
Not stapling	Prints coming out fine. Disabled screen reminder. Checked copier over. Couldn't find out if they had developer.	4/7/2017	4/10/2017	Buffalo	14202	8
Drum	Cleared trouble counter. Check over for jsms. Cleared PM counters. Cleared issuur.	11/15/2017	11/16/2017	Buffalo	14202	8
Blank copies	Replaced Drum & Developer. Test ok	5/15/2018	5/17/2018	Buffalo	14202	8
Drum Message-USE THEIR DEVELOPER.	Reset fuser cover & developer unit connector	5/22/2018	5/22/2018	Buffalo	14202	8
Open Compartment	Properly installed toner. Installed take up, feed & separation rollers. Tested	5/29/2018	5/29/2018	Buffalo	14202	8
Can't get toner in	Trouble shoot. Shorted fuser unit. Installed new fuser. Cleaned & adjusted	7/28/2017	7/31/2017	Mayville	14757	8
C34-23	Replaced Drum & Developer units, ADF rollers. Dev unit damaged drum	4/25/2018	4/25/2018	Mayville	14757	8
Drum/Developer. Use their developer	Remove paper stuck in ADF paper path. Tested ADF feed. Tested okay.	12/9/2016	12/12/2016	Buffalo	14202	8
Tears originals through feeder	Adj. ADF skew & registration. Lowered volume.	2/9/2017	2/9/2017	Buffalo	14202	8
Feeder pulls in crooked	Lost spring. Lubricated tight torque limiter on lower feeder DFP, replaced u&l DFP rollers and tested with thermal paper.	12/28/2016	12/29/2016	Buffalo	14202	8
Not pulling all pages thru feeder	Staple stuck in ADF. Removed stapler and tested ADF feed. Replaced LCT feed and sep rollers	1/4/2017	1/5/2017	Buffalo	14202	8
Feeder jams, feeds multiples	Removed damaged mylar from ADF transport section	1/19/2017	1/19/2017	Buffalo	14202	8
Jamming	Removed jammed paper from ADF path. Tested okay	1/23/2017	1/24/2017	Buffalo	14202	8
Feeder is jamming - 4th call for same reason						

Trouble with blank pages	Double feeding in ADF. ADF sep roller bracket was against sep roller. Bent bracket into correct position and tested 200 pages. Tested okay.	1/25/2017	1/25/2017	Buffalo	14202	8
Not feeding properly	Removed paper stuck in ADF. Tested for double feed from previous call. Tested okay.	2/3/2017	2/6/2017	Buffalo	14202	8
C-6104	ADF backside cleaning roller was out of position. Set and truned off backside cleaning sensor.	2/27/2017	2/27/2017	Buffalo	14202	8
Feeder is jamming	Customer mistakenly ran a torn piece of paper thru ADF. Jam damaged mylar. Removed mylar and replaced ADF sep roller. Replaced LCT feed and sep rollers	4/24/2017	4/26/2017	Buffalo	14202	8
Crinkled copies	Customer removed paperclip prior to service from ADF. Cleaned machine. Tested all functions	5/25/2017	5/26/2017	Buffalo	14202	8
Feeder not functioning properly	Replaced RADF rollers and LCT rollers	6/30/2017	6/30/2017	Buffalo	14202	8
LCT is jamming	Disassemble baby LCT to remove multiple shreds of paper, replaced feed rollers, clean out registration, rejuvenate regist. Roller, reload damp paper properly.	8/15/2017	8/15/2017	Buffalo	14202	8
Feeder is jamming	Removed tornn section of mylar. Tested 300 pages through ADF	8/25/2017	8/28/2017	Buffalo	14202	8
Says paper is in bypass, it is not	Jamming at ADF sep sensor. Sensor was dirty. Cleaned sensor and replaced ADF sep roler. Replaced LCT feed and sep rollers.	9/8/2017	9/8/2017	Buffalo	14202	8
Feeds multiples thru feeder	Replaced ADF and LCT feeders and sep rollers	1/9/2018	1/11/2018	Buffalo	14202	8
Replace toner filter message	Reset counters, changed LCT LCT feed/sep and ADF feed roller.	3/5/2018	3/5/2018	Buffalo	14202	8
Feeder not working	Replaced feeder roller/take up	5/18/2018	5/21/2018	Buffalo	14202	8
Feeder jams with double sided 2nd page	Replaced rollers in LCU, cleaned paper path, general cleaning	6/27/2018	6/27/2018	Buffalo	14202	8
Jamming section 11 7 14	Replaced all (required) rollers in LU, and feeder, remove torn paper in transfer roller causing damage image issues, clean reg. area and roller, needs drum, dev, fuser	7/17/2018	7/19/2018	Buffalo	14202	8
Follow-up: Jamming section 11 7 14	Replaced fusing unit, wipe induction coil reset counter. Retunr next week to install rest of parts	7/19/2018	7/20/2018	Buffalo	14202	8
Follow-up: Jamming section 11 7 14	Replaced drum & developer units after fixing jam. They loaded up LCT at 4 PM on Friday. Removed paper and reloaded fresh. Removed torn paper, recheck shafts and bearings	7/20/2018	7/23/2018	Buffalo	14202	8
Jamming	Although it's throwing a J2002 code, believe problem in in LU. Ordering sensors to try and return. Machine runs through all 4 main body trays fine.	7/26/2018	7/27/2018	Buffalo	14202	8
Follow-up Jamming	Replaced LU-301 paper feed roller & shaft assembly, paper exist sensor. Reassembled and test.	7/27/2018	8/2/2018	Buffalo	14202	8
Jamming	Installed feed and sep roller in LU	9/21/2018	9/21/2018	Buffalo	14202	8
Not double-siding	Removed paper clips from ADF. Replaced Tray 1 pick-up roller and platen cover sponges	2/7/2017	2/9/2017	Buffalo	14202	8
Jamming in several places	Swap finisher top exit tray near mount bracket. Adj. tray 1 pickup roller. May need tray 1 mag clutch.	3/23/2017	3/24/2017	Buffalo	14202	8
Toner filter message	Reset filter code, replace ADF sep roller and all tray 1 rollers	1/9/2017	1/9/2017	Buffalo	14202	8
Jams on output, feeds multiples or not at all, shuts down between scan/copy	Replaced ADF & trays 1&2 rollers. Update SSD firmware. Update firmware from 09 to K6.	10/18/2017	10/20/2017	Mayville	14757	8
Feeder jams or doesn't pull paper at all	Air-cleaned doc feeder sensors. Installed separation assembly in doc feeder. Installed feed and sep rollers in trays 1 & 2	6/19/2018	6/20/2018	Mayville	14757	8
Horizontal lines on copies	Replaced drum	8/8/2018	8/9/2018	Mayville	14757	8
C-3451 after power outage	Power outage cuased copier to throw a fuser code. Installed newer used fuser. Needs drum and developer. Return with parts.	1/16/2018	1/17/2018	Belmont	14813	8
Follow-up: C-3451 after power outage	Replaced drum and developer unit	1/17/2018	1/19/2018	Belmont	14813	8
Lines	Pmed copier. Installed drum assembly and developer (they supplied). Adjusted F8.	6/23/2017	6/26/2017	Lockport	14094	8
See why lights are flashing	Lights are not flashing upon arrival. Cleaned machine and tested. Ok	7/25/2018	7/25/2018	Lockport	14094	8
New equipment setup		5/24/2018	6/1/2018	Buffalo	14202	8

C-3451 after power outage	Trouble reset	1/18/2018	1/19/2018	Belmont	14813	8
Jamming	Replaced feed & sep rollers in Tray 1. Cleaned & scuffed uo shafts, still misfeeds intermittantly. Return in AM with "one ways" & s clutch	3/1/2017	3/1/2017	Mayville	14757	8
Follow-up: Jamming	Replaced both "one ways" in Tray 1.	3/1/2017	3/2/2017	Mayville	14757	8
Drum (Call prior to arrival)	Installed drum assembly and developer (they supplied). Adjusted TCR	8/14/2017	8/15/2017	Mayville	14757	8
Error C-3423, needs a good cleaning	Installed fuser assembly. Cleaned and adj. graduation. Inspect control panel buttons	2/2/2018	2/8/2018	Mayville	14757	8
Needs WTB, spilled theirs	Delivered WTB. Cleaned toner spill. Adj. ADF skew	5/14/2018	5/14/2018	Buffalo	14210	8
Open 8:30 to 4:30 Lindsey reports machine is making a lot of noise - sounds like it's copying double-sided. The noise has been getting louder	Needs feed tires for tray 1&2 Replaced paper feed rollers in tray 1 and 2. Replaced adf separation roller	8/9/2018	8/15/2018	Watertown	13601	5
Deanna reports the white when you left up the lid has fallen off and cannot get it re-attched.	Put new Velcro on cover	7/27/2017	7/27/2017	Watertown	13601	5
Machine is mis-feeding and will not print.	Still waiting on parts	1/31/2018	3/1/2018	Watertown	13601	5
Ben reports jams in rollers when printing duplex	Sensor flag was stuck	12/15/2017	12/18/2017	Watertown	13601	5
Ben reports machine is jammed and he cannot find the jam.	C2557 code can not reser Changed drum and developer unit tested	12/11/2017	12/14/2017	Watertown	13601	5
Machine is jamming on legal paper.	Replaced tray 2 paper feed rollers	2/1/2017	2/14/2017	Watertown	13601	5
Ben reports faint lines at the top of copies.	Needs pm Replaced drum and delveloper	11/30/2016	12/12/2016	Watertown	13601	5
Julie reports machine is making nasty chirping noise as paper is going through	Needs fuser. Fuser on backorder, called customer to let them know.	9/20/2018	10/1/2018	Watertown	13601	5
Julie reports machine needs a cleaning, PM performed and also jamming in doc feeder.	Replaced fuser Cleaned adf. Needs drum. Replaced drum	8/23/2018	8/27/2018	Watertown	13601	5
Julie reports the machine is saying there is a jam in the finisher but there is no paper in there. Lines on pages as well.	Adjusted adf. Replaced roller in tray 2	12/8/2017	12/8/2017	Watertown	13601	5
Julie reports the document feeder has to be held down to work, if it isn't it jams.	Adjusted adf	10/10/2017	10/10/2017	Watertown	13601	5
Julie reports papers won't feed through tray on top, keep jamming. Machine is warped at the top, so they have to hold it down to feed through. Some paper jams below too.	Left email for Will to follow up. On Vacation. Adjusted adf hinge	9/8/2017	10/10/2017	Watertown	13601	5
Julie reports the machine is leaving lines on copies.	Replaced drum. Replaced pickup roller for tray 2	12/14/2016	12/15/2016	Watertown	13601	5
Ann reports white piece attached to bottom of scan cover has fallen off, not sticking anymore.	Put new Velcro on cover	9/26/2018	9/26/2018	Lowville	13367	5
Ann reports copier needs to be cleaned, leaving lines and dots 1 of 2	Replaced drum and delveloper	11/16/2016	11/17/2016	Lowville	13367	5
Misfeed error	Needs feed rollers. Replaced tray 2 paper feed rollers	4/9/2018	4/23/2018	Lowville	13367	5
Doc feeder is not feeding pages.	Cleaned adf	1/2/2018	1/2/2018	Lowville	13367	5
Lisa reports when she every few pages when copying machine will stop randomly and start beeping, she has t open the drawers and close them to get it to go again.	Cleaned tray 1 paper feed	5/10/2017	5/12/2017	Lowville	13367	5
Dawn reports white plastic plate has been falling off machine, for the scanner. Velcroed on but keeps falling off.	Put new Velcro on cover	6/27/2018	6/29/2018	Watertown	13601	5
Reports black marks on copies and prints.	Cleaned but needs fuser. Replaced drum and fuser	7/30/2018	8/7/2018	Watertown	13601	5
Linda reports machine is on the 4th floor in the commissioners office,k they close by 4:15	Replaced Velcro on adf cover	3/22/2018	3/23/2018	Watertown	13601	5
Lucinda reports machine isn't feeding properly up top, jamming and is also making a squealing sound.	Removed piece of bent mylar	7/17/2017	7/17/2017	Watertown	13601	5
Lucinda reports the machine is making streaks on the paper	Replaced developing unit	6/20/2017	6/26/2017	Watertown	13601	5

Client is getting dark lines on the bottom of the page, tech was out yesterday.	Cleaned developing unit	6/6/2017	6/7/2017	Watertown	13601	5
streaks when making via document feeder, client advises she has cleaned the slit glass.	Replaced drum and developer	6/5/2017	6/5/2017	Watertown	13601	5
Dawn reports when trying to grab letter sized paper it tells them it has a miss feed.	Need rollers. Cleaned paper feed changed sep roller	7/31/2018	8/10/2018	Watertown	13601	5
Dawn reports white plastic plate has been falling off machine, for the scanner. Velcroed on but keeps falling off.	Put new Velcro on cover	6/27/2018	6/29/2018	Watertown	13601	5
Becky reports jamming in cassette trays.	Cleaned machine	6/29/2018	6/29/2018	Lowville	13367	5
Deborah reports after replacing the toner, machine gave error code C2557. Power-cycled and error comes back up.	Replaced drum and developing unit	6/26/2018	6/29/2018	Lowville	13367	5
Becky reports misfeed. Onsite until 4:30	Cleaned tray 1 paper feed	4/9/2018	4/10/2018	Lowville	13367	5
Deborah reports when scanning/copying they are coming out skewed, have made sure to properly adjust paper tray to no avail. Also having issues collating when copying.	Adj doc feeder tested Becky	3/12/2018	3/12/2018	Lowville	13367	5
UPDATE: Please provide ETA. Deborah reports the machine is still producing a line, it is making a grinding noise. and also jamming.	Need feed unit. Replaced registration clutch	12/27/2017	1/8/2018	Lowville	13367	5
Machine is making a loud noise in the drum area and is leaving black marks on all the documents.	Replaced fuser	12/1/2017	12/7/2017	Lowville	13367	5
Please call with ETA. Completely down, requesting immediate service. Becky reports and error code c0202.	Cleared jam needs fuser. Cleared jam need fuser	1/6/2017	1/6/2017	Lowville	13367	5
Becky reports the feeder is jamming, also the toner was changed but it keeps asking to be changed. Closed next week in until 4:30 today	Cleaned adf. Adjusted toner bottle	12/23/2016	1/4/2017	Lowville	13367	5
Deborah reports the "scanner bed" fell off.	Replaced docfeed panel tested	3/12/2018	3/12/2018	Lowville	13367	5
Machine is making a terrible noise when making copies.	Filter was stuck in fan	10/10/2017	10/11/2017	Lowville	13367	5
Replace drum and developer.	Replaced drum and developer	4/21/2017	4/24/2017	Lowville	13367	5
Teresa reports when using the top feeder the machine constantly jams.	Cleaned doc feeder and tested may need PM. Copy quality is poor	3/20/2017	3/21/2017	Lowville	13367	5
Eydie reports copies are coming out very light. Changing toner but it's still light	customer needs to get dev					
Vicki reports prints are coming out very light and would like tech to come and look at it.	Changed copy settings	7/17/2018	7/18/2018	Watertown	13601	5
Client would like the drum changed.	Changed settings	8/4/2017	8/4/2017	Watertown	13601	5
Eydie reports the machine is not sorting the pages that come out	Replaced drum	7/18/2017	7/20/2017	Watertown	13601	5
when sorting paper it is jamming after the second set every time	Part will be in today or tomorrow. part is on backorder waiting on ETA. Put new Velcro on cover	5/10/2017	7/18/2017	Watertown	13601	5
Please call to schedule Natalie reports top feeder is jamming and the start button doesn't always work. Could also use a good cleaning	Adj tray 2 sensor tested	3/24/2017	3/24/2017	Watertown	13601	5
Reports copies in output tray are folding over and being crinkled for the past few weeks.	Needs ops panel and drum. Replaced control panel, drum, and tray	9/6/2018	9/19/2018	Canton	13617	4
Mary reports when scanning to email or O: drive, it fails - already troubleshot w/ District IT Dept	3 paper feed rollers. Also needs adf separation roller. Replaced adf separation roller					
Mary reports machine is jamming in the document feeder.	Cleaned machine turned down fuser temp	4/17/2018	4/17/2018	Canton	13617	4
	Mary reports she believes the problem is on their end and is working with her IT. She will contact us if further assistance is needed.	10/17/2017	10/17/2017	Canton	13617	4
	Replaced separation roller in adf	9/19/2017	9/25/2017	Canton	13617	4
Mary reports the pages are coming out folded over. this is an ongoing issue.	Ordered fuser. Pm completed	3/28/2017	4/4/2017	Canton	13617	4
Mary reports when paper comes out it folds over	Cleaned finisher	3/13/2017	3/13/2017	Canton	13617	4

Barb reports when using the document feeder paper is jamming, please come tomorrow morning after 8:30am.	Needs new adf separation roller. Replaced adf separation roller	8/29/2018	9/6/2018	Watertown	13601	5
Wanda reports when changing toner cartridge, blue piece came off with error code C-2403.	Cleaned toner bottle sensor	7/27/2018	7/27/2018	Malone	12953	4
Jan reports same code has returned C2403.	Replaced toner bottle sensor	4/18/2018	4/20/2018	Malone	12953	4
Jan reports trouble code C-2403	Replaced drum for CQ	4/10/2018	4/16/2018	Malone	12953	4
Jan reports when going to replace the toner a piece broke off and now they cannot get it in or out.	Reset toner bottle and laser cleaning rod	4/2/2018	4/2/2018	Malone	12953	4
Jan reports top feeder has a loose piece on the inside, won't scan.	Reset adf platen cover	3/20/2018	3/20/2018	Malone	12953	4
Jan reports jamming on double sided copies	Ordered adu clutches. Replaced duplex clutches	3/6/2018	3/8/2018	Malone	12953	4
Jan reports machine is leaving black splotches on the copies.	Ordered drum assembly. Replaced drum unit assembly	2/6/2018	2/20/2018	Malone	12953	4
Jan reports big black splotches on documents	Cleaned recycling unit	1/18/2018	1/19/2018	Malone	12953	4
Jan reports the machine has dark lines on copies	Ordered charge Corona. Replaced charge Corona for lines on copies	1/3/2018	1/8/2018	Malone	12953	4
dark lines on copies	Cleaned machine	11/9/2017	11/9/2017	Malone	12953	4
machine displays fusing unit needs to be replaced and they cannot remove the toner, also they are going through toner faster then before with less printing.	Ordered pm kit. Pm completed	4/19/2017	5/11/2017	Malone	12953	4
An internal error code C-2403	Reset toner bottle	1/9/2017	1/10/2017	Malone	12953	4
Jan reports lines and dots on copies and jamming.	Replaced rollers in tray 3	12/16/2016	12/19/2016	Malone	12953	4
Machine is telling them fusing unit will need be replaced soon.	Rebuilt fuser	9/10/2018	9/17/2018	Watertown	13601	5
Vickie reports cover under doc feeder came off again.	Replaced Velcro on cover	3/9/2018	3/9/2018	Watertown	13601	5
Vicki reports a large white square piece has come off	Put new Velcro on adf cover	1/2/2018	1/2/2018	Watertown	13601	5
Vickie reports poor print quality, pages are fading.	Need drum and pm kit. Replaced transfer corona and drum unit	12/12/2017	12/21/2017	Watertown	13601	5
Vicki reports upon pulling out the toner to replace some parts of the machine came out with it as well.	Replaced broken part	9/18/2017	9/21/2017	Watertown	13601	5
Auto feeder keeps jamming up.	Cleaned adf	9/8/2017	9/11/2017	Watertown	13601	5
Vickie reports machine is miss feeding paper	Adjusted tray 3	8/16/2017	8/17/2017	Watertown	13601	5
Vicki reports they are getting lines and also in the morning when they turn it on the machine makes clicking sounds until it does its first run. Only makes the sound when its first turned on until it prints	Replaced fuser	5/10/2017	6/6/2017	Watertown	13601	5
reports some copies are coming light in some parts and dark in the others	Cleaned transfer section	3/13/2017	3/14/2017	Watertown	13601	5
Tried to load staples but the staple cartridge broke.	Need stapler	1/26/2017	1/30/2017	Watertown	13601	5
Machine is jamming consistently.	Cleaned tray 3 paper feed	12/16/2016	12/19/2016	Watertown	13601	5
Eydie reports that the machine is producing copy poor quality.	Cleaned machine	12/14/2016	12/14/2016	Watertown	13601	5
Eydie reports that copier has an internal error-shut down and restart. Error keeps coming up.	Fixed finisher latch	11/2/2016	11/3/2016	Watertown	13601	5
Mary Jean reports copies are jamming. Papers are jamming in top feeder.	Replaced drum, dv and cleaned machine. Installed fuser	8/29/2018	9/6/2018	Malone	12953	4
Jodi reports copies are coming out with black "blots" on the bottom of the page.	Replaced drum	2/8/2018	2/8/2018	Malone	12953	4
Machine is jamming on originals in the top feeder	Cleaned machine	5/31/2017	6/1/2017	Malone	12953	4
Copier is calling for a drum	Pm completed	10/18/2016	10/20/2016	Malone	12953	4
Open 8-4 Karen reports message - "please change PC drum"	Replaced drum and developer	8/23/2017	8/24/2017	Canton	13617	4
Lisa reports machine needs drum replaced. "PC Drum"	Pm completed	5/22/2018	5/23/2018	Ogdensburg	13669	4
Tara reports they are getting streaks on the copies.	Replaced torn tape on end of mag roll. Ordered new DV unit and tested. Replaced developing unit and developer. Ran F8 and tested	3/22/2018	3/28/2018	Plattsburgh	12901	4

Toner is streaking	Insulated end of mag roll. Tape had worn through grouping drum. Tested	3/13/2018	3/13/2018	Plattsburgh	12901	4
Tara reports machine is still jamming	Replaced clutches and feed rollers in tray 1. Tested	10/4/2017	10/6/2017	Plattsburgh	12901	4
Tara reports when making copy, a blank strip appears down the middle of copy and machine is jamming about every 3rd copy	Replaced drum and developer. Reattached actuator in switchback unit and tested	10/2/2017	10/3/2017	Plattsburgh	12901	4
Cathy reports the machine is still unable to pull from the tray. this is an ongoing issue	Ran tray 1. Tested simplex, duplex with two staples. No problem present during call	3/21/2017	3/24/2017	Plattsburgh	12901	4
Cathy reports the machine is not lift from tray 1	Replaced feed rollers in tray 1. Tested	3/21/2017	3/21/2017	Plattsburgh	12901	4
Tina reports that the copier will not copy without jamming	Repaired duplex actuator. Repaired actuator on switchback unit. Tested	11/3/2016	11/4/2016	Plattsburgh	12901	4
Mike reports when running copies it puts lines through the middle of the paper client has cleaned slit glass	Replaced dv, dv unit drum, and fuser	3/9/2017	3/10/2017	Elizabethtown	12932	4
Erin reports machine is saying PC Drum needs replacing.	Replaced drum and developer. Cleaned and tested	2/16/2018	2/21/2018	Plattsburgh	12903	4
Machine is telling malfunction detected C0212 Erin Cringle 518-536-3870	Removed paper behind tray. Loaded paper. Cleaned and tested	1/17/2018	1/17/2018	Plattsburgh	12903	4
Chris reports the document feeder is not working.	Repaired reversing gate, cleaned ADF and tested	6/9/2017	6/12/2017	Plattsburgh	12901	4
Shara reports machine won't accept the paper thru the feeder or the class.	Cleaned and adjusted adf sensors.	4/6/2017	4/7/2017	Plattsburgh	12901	4
Lines on pages, The paper is getting roughed up also.	Replaced drum, developer unit and developet	12/1/2016	12/5/2016	Plattsburgh	12901	4
Lines on the pages and the mages are no longer smooth when they come out	Insulated developer mag roll.	10/27/2016	10/28/2016	Plattsburgh	12901	4
auto feeder not working, will start to pull in and jams	Cleaned rollers tested	11/13/2017	11/14/2017	Canton	13617	4
Karen reports the white board under ADF fell off, cannot get it to stay up anymore.	Cleaned machine	8/7/2018	8/7/2018	Malone	12953	4
Julie reports they are getting a black mark on the bottom of their copies, client has cleaned both glasses.	Cleaned drum cleaning blade. Ordered drum and developer. Replaced drum and developer. Cleaned and tested	4/12/2018	4/13/2018	Plattsburgh	12901	4
Julie reports the machine is making a line on all pages.	Cleaned slit glass.	10/24/2017	10/24/2017	Plattsburgh	12901	4
Julie reports they are getting lines down every copy, they are wide lines. Tech was just out a week ago for this issue and its back.	Replaced drum and developer. Cleaned developer unit and tested	8/25/2017	8/28/2017	Plattsburgh	12901	4
Machine is printing lines on all documents.	Removed paper clip from ADF, cleaned and tested.	8/18/2017	8/18/2017	Plattsburgh	12901	4
Julie reports everything is coming out faint and would like the drum replaced.	Cleaned optics and set density default two steps darker. Drum and developer were fine	7/10/2017	7/10/2017	Plattsburgh	12901	4
Tina reports grinding noise when printing	Need to order exit rollers and bearings for the finisher. Ordered exit rollers and bearings. Still waiting on a roller. Reordered roller. Waiting on roller. Replaced roller and bearings	12/29/2017	2/15/2018	Elizabethtown	12932	4
Tina reports that a piece of the document feeder fell off.	Repaired platen cover	9/25/2017	9/26/2017	Elizabethtown	12932	4
Machines white part on top fell off and cannot get it attached again.	Replaced velcro on the feed to	7/31/2018	7/31/2018	Plattsburgh	12901	4
Machine is printing everything very lightly.	Set default density setting, took off auto and enabled manual and set to darkest setting in copy and print. Tested	4/9/2018	4/10/2018	Plattsburgh	12901	4
Copies are very light.	Cleaned optics. Ordered developer. Replaced drum and developer. Tested	3/9/2018	3/13/2018	Plattsburgh	12901	4
Lise reports when the machine wakes up to make a copy and makes a copy the machine makes a "whistling" sound, prints are coming out very faint as well.	Replaced print head, drum and developer (customer supplied). Tested	6/15/2017	6/21/2017	Plattsburgh	12901	4
Kimberly reports copies are leaving 2 lines down middle of page. Tried to clean the glass but hasn't helped. Gives message saying please change drum.	Ordered drum and developer. Reordered parts as required. Waited for the courtroom. Have to wait too long. Reschedule for tomorrow afternoon. Replaced drum and developer.	8/8/2018	8/17/2018	Plattsburgh	12903	4
Andrew reports lines when using the document feeder.	Explained to client on how to clean slit glass, had client test and verify lines are gone.	8/24/2017	8/28/2017	Elizabethtown	12932	4
Jill reports streaks on prints and copies.	Called customer and told her that I ordered parts for her. Replaced drum dv and dv unit	8/14/2018	8/17/2018	Elizabethtown	12932	4

Machine making loud squealing when making copies, also shifting things over 1/4 of an inch while making copies as well.	Could not duplicate noise. Customer will record noise on her phone, if it reoccurs. Realigned paper tray	7/13/2018	7/16/2018	Elizabethtown	12932	4
Please note this was called in Friday but didn't get dispatched out, need help as soon as possible. Jill reports the machine will not work at all and the screen shows "Abort". Keeps shutting down and restarting	Reset machine and everything that was in the que started printing, so I suspect there was a bad file that was throwing the abort code. Very typical of this machine.	5/16/2018	5/16/2018	Elizabethtown	12932	4
Jill reports machine touch screen isn't working properly, doesn't seem to be calibrated. Line when making	Ordered control p. Op panel backordered. Replaced display and cleaned slit glass.	11/6/2017	11/17/2017	Elizabethtown	12932	4
Mary Jo reports machine is telling them its jammed	Client removed jam, error still showing. hard power cycle cleared error, tested.	9/13/2018	9/13/2018	Plattsburgh	12901	4
Mary Jo reports error code C-0202. Tried clearing jam to no avail	Removed paper jam behind tray 1 and 2. Replaced feed rollers in tray 1. Cleaned and tested	9/11/2018	9/12/2018	Plattsburgh	12901	4
Mary Jo reports machine is telling them to replace "PC drum"	Replaced drum and developer	7/26/2018	7/31/2018	Plattsburgh	12901	4
Mary Jo can print from email but not from WordPerfect - machine is requesting a different paper size	client is trying to get a hold of their IT to ask if it is okay for me to do a remote session. Client wouldn't take my word for it and said no one has ever done that before. this is their first connectivity call. client called and informed to cancel request.. issue has been fixed	12/6/2017	12/6/2017	Plattsburgh	12901	4
Reports machine is not picking up paper from top tray - get message of misfeeds - causing jamming (piece of paper stuck inside) - reoccurring issues, was doing the same earlier this month.	Cleaned tray 1 paper feed	8/31/2018	8/31/2018	Lowville	13367	5
Sally reports machine isn't picking up the paper and then stating its miss fed.	Cleaned feed units tested	8/7/2018	8/7/2018	Lowville	13367	5
Machine is reporting a jam which the users cannot locate/clear.	Replaced tray 1 paper feed rollers. Replaced drum and developer.	10/20/2016	10/21/2016	Lowville	13367	5
Per Eastern Managed Print Network, Client needs a drum unit and a developer unit, the developer is already onsite. Contact is: Amanda J. Hansen Tel: 518-285-8788	Replaced drum unit customer had OEM developer. Adjusted TCR.	2/1/2017	2/2/2017	Tupper Lake	12986	4
Laurie reports when copying machine is leaving a black line across the top of the page. And the lid of scanner has a broken piece that was velcroed but now won't stick.	Cleaned doc feed and added Velcro to top tested	7/26/2018	7/27/2018	Canton	13617	4
Laurie reports machine is leaving lines across the top of pages.	Need developer unit. Replaced dv unit, dv and transfer roller	7/18/2017	7/18/2017	Canton	13617	4
Laurie reports machine is leaving lines across the top of pages.	Replaced drum and developer. Machine now needs fuser. Replaced fuser	6/23/2017	7/17/2017	Canton	13617	4
Machine is printing vertical streaks that appear intermittently on copies	Ordered dv unit. Duplicate call	5/16/2017	5/16/2017	Canton	13617	4
Eastern (3rd party) reports that users are getting a message stating the original was left on the glass, repeated message.	Replaced original read sensor	1/5/2017	1/31/2017	Ogdensburg	13669	4
Jam error code is 31 they cannot find any paper.	Reset paper trays	7/25/2017	7/25/2017	Malone	12953	4
Needs admin password	gave client admin credentials, was able to log in.	5/24/2018	5/31/2018	Plattsburgh	12901	4
Chris reports when machine is stapling the pages come out crooked, not aligned. Couple of weeks this has been going on. POC Main Line 518-536-3840	Needs an ejector assy. Replaced exit assy. Adjusted ADF centering and tested.	5/17/2018	6/4/2018	Plattsburgh	12901	4
Machine (Sub #408) needs new (large) Tag # installed.	Placed device tag #213016 on new copier.	5/7/2018	5/11/2018	Plattsburgh	12901	4
Cathy reports error code CB03	Did a trouble reset. Tested works well.	6/26/2018	6/26/2018	Plattsburgh	12901	4
Eydie reports machine is saying Tray 1 is empty when it is full.	Removed paper stuck behind tray 1	9/25/2018	9/26/2018	Watertown	13601	5
Vicki reports the machine top feeder is jamming.	Cleared jam in doc feeder	1/25/2018	1/25/2018	Watertown	13601	5

Sandy reports pages are coming out with a gray background, she has attached some samples to the machine.	Unable to duplicate problem	1/9/2018	1/9/2018	Watertown	13601	5
Vicki reports error code C-0201	Cleared	12/13/2017	12/19/2017	Watertown	13601	5
Around the edges its very faded, just had new drum installed.	Replaced transfer corona	11/21/2017	11/27/2017	Watertown	13601	5
Copies are light on the top and bottom of the page.	Cleaned Corona wires	11/13/2017	11/14/2017	Watertown	13601	5
Machine is printing lines on all documents.	Replaced drum	10/20/2017	10/23/2017	Watertown	13601	5
Proactive per OCLARK. 2403 code	Checked Parts ETA 6-14-17. part arrived scheduled for 6-29.	6/6/2017	6/30/2017	Watertown	13601	5
	Replaced sensor and drive tested					
Eydie reports machine is showing error C-2403 again.	Changed toner bottle	5/16/2017	5/17/2017	Watertown	13601	5
Eydie reports trouble code c-2403	Cleaned toner hopper and rotation sensor	5/5/2017	5/12/2017	Watertown	13601	5
Eydie reports trouble code c-2403	Adjusted toner bottle	5/3/2017	5/3/2017	Watertown	13601	5
Vicky reports trouble code c2403 on display	Need dv unit. Replaced developer and developer unit tested good	3/21/2017	3/24/2017	Watertown	13601	5
	still need drum					
Eydie reports trouble code c-2403	Cleaned toner sensors tested motor worked fine	3/17/2017	3/17/2017	Watertown	13601	5
Eydie would like a Stapler unit and states recent conversation with Oakly Clark about this various request. No previous service request found.	Replaced stapler DB and DB unit	2/27/2017	3/2/2017	Watertown	13601	5
Error code C2403..when trying to make copies it keeps starting and they have to reboot and it keeps happening over & over	Cleaned band adjusted toner hopper	2/22/2017	2/22/2017	Watertown	13601	5
Unit is jammed...***contact Sandy	Toner bottle was not put in correctly	2/22/2017	2/22/2017	Watertown	13601	5
message flashing needs fuser unit replaced...when you go	Put new Velcro on cover. Needs new imaging unit. Disregard	9/27/2017	10/5/2017	Lowville	13367	5
please repair the plastic shield which has come loose it is between the lid and the glass.	previous note. Replaced fuser					
Colleen reports dirty copies	Cleaned machine	2/15/2017	2/15/2017	Lowville	13367	5
UPDATE: Darcy reports the copies are still dirty. a technician was there yesterday and the issue is unresolved. Machine is printing black streaks on all copies.	Replaced cleaning blade. Replaced drum unit	11/22/2016	12/21/2016	Lowville	13367	5
Darcy reports the machine is producing very dirty copies	Cleaned around drum	11/21/2016	11/21/2016	Lowville	13367	5
Ann reports copier needs to be cleaned, leaving lines and dots	Unable to duplicate problem. Cleaned copier	11/16/2016	11/17/2016	Lowville	13367	5

EXHIBIT G

DETAILED EQUIPMENT SPECIFICATIONS

EXHIBIT G DETAILED EQUIPMENT SPECIFICATIONS

I. GENERAL REQUIREMENTS FOR ALL COPIERS

A. Equipment

All Equipment and Accessories offered under this RFB, and provided under an awarded contract must:

- (1) Be the most current production model offered as of the scheduled date of the bid opening.
- (2) Be new. "New" shall mean factory produced and assembled for the first time (may contain new and/or recycled components that have been fully inspected, tested and fully meet product performance and reliability specifications). Equipment must be newly serialized and UCS must be the first end user of the product; i.e., not previously sold, rented or used, in part or in whole, as demonstration or floor models.
- (3) Employ digital technology to produce black and white copies
- (4) Be capable of scanning and digitizing documents into memory together with document reproduction, providing unlimited duplexing capabilities and optionally configured as multi-function devices to preform faxing, printing and scanning functions.
- (5) Be free-standing floor models (i.e. not desk-top models)
- (6) Be Energy Star Compliant
- (7) Be equipped with all parts regularly used or inherent with such equipment, including accessories, at no additional cost to UCS. No parts of or attachments shall have been, or shall be subsequently, substituted, applied or used contrary to the manufacturer's recommendations, specifications and standard practices.
- (8) Meet all manufacturer's specifications and the technical specifications and requirements contained in this RFB, including, but not limited to, physical characteristics, operating characteristics, space requirements and maintenance characteristics.
- (9) Be designed for continuous duty at a minimum of the categorical copy speeds specified.
- (10) Be designed with at least the following minimum functions and capabilities:
 - (a.) Automatic Duplexing Unit capable of automatically producing two-sided copies
 - (b.) Capable of off-line paper feed (i.e. a bypass unit)
 - (c.) Capable of processing, via on-line or off-line feed capability:
"Oversized" paper up to, and including, 11" x 17"

- (d.) Capable of handling paper weights other than standard copy weight (20#) including, but not limited to, cardstock covers, photo paper, index inserts, transparencies and labels.
- (e.) Capable of copying single sheets, open books and three (3) dimensional objects
- (f.) Copy quantity selector must provide 1-99 minimum and automatically reset to "0" or "1".
- (g.) Must include, the following controls and indicators:
 - On-/off,
 - On-line paper size selection (e.g. "cassette", "tray", "drawer"),
 - Copy density (light-to-dark range),
 - "Zoom In/Out" (incremental reduction and enlargement),
 - Copy format (1- to 2-sided, 2- to 2-sided, etc.),
 - Finishing (stapling, sort, group, collate, etc.),
 - Copy quality (text, photo, text/photo, etc.),
 - Copy cycle start,
 - Low chemical supply indicator(s),
 - Trouble indicators (misfeed, paper jam location, etc.)
- (h.) Must include passcode protection (e.g. "lock-out" code).
- (i.) Must contain quiet mode feature such that all warning or indicator tones can be silenced.
- (j.) Minimum finisher capacity: 1,000 sheets except as indicated otherwise herein
- (k.) Be capable of having engaged paper cassettes as specified in each category.

B. Electrical Requirements:

- i. Copiers shall be designed for maximum lamp life, be suitably regulated to ensure consistent copy quality (heat and voltage), be protected against electrical overload and overheat, including installation of regulator device, if necessary.
- ii. The following shall be deemed Standard Electrical Requirements:
 - a. Copiers shall be furnished with heavy duty, standard configuration three-wire power cords and plugs (or awarded contractor shall, at no cost to UCS, supply with the Copier with a suitable plug to connect to a standard three-plug electrical outlet).
 - b. Copier electrical requirements are strongly preferred to be no greater than 120 volts/20 amps. UCS reserves the right to reject any non-standard model (and/or bidder's proposal if a suitable substitute is not offered) if it determines that it would create an undue economic burden to accommodate.

C. Connectivity Requirements

- (1) Must be able to operate in any of the following computing environments:
 - a. Linux
 - b. Windows 7, 8, 8.1, & 10
 - c. Windows Server 2008, 2012, & 2016

- d. Fast Ethernet **or Giga Ethernet** (10/100/1000 Mbps)
- (2) Must be able to operate on any of the following network operating systems:
 - a. Linux
 - b. Unix (Solaris)
 - c. Windows **7, 8, 8.1, & 10**
 - d. Must support TCP/IP protocol
 - e. Must be TWAIN compliant
- (3) Must have the ability to scan to file – “push scanning”, without utilizing the UCS email servers
- (4) Hard drives must have the ability to be completely erased when the copier is removed from a Location.

D. Components & Parts

All parts and components installed in Equipment in connection with maintenance and service requirements under the awarded contract (“Parts”) shall be new original equipment manufactured (“OEM”) or rebuilt OEM-equivalents.

E. Security Features for Copiers with Hard Drives

Equipment that includes hard drives must have encryption and image overwrite security features that encrypt all information stored on the hard disk of the copier and auto erase data that is temporarily stored on the hard disk (or alternate security features satisfactory to UCS), with guarantee of hard drive wipe upon return of Equipment to awarded contractor.

F. Guarantee

Awarded contractor shall guaranty that all Equipment, Operating Supplies, Parts and Associated Products (if any) and shall operate in accordance with the specifications set forth in this RFP and manufacturer’s OEM specifications, including, without limitation, producing copies at the volumes, yield, quality and speeds specified herein, throughout the term of an awarded contract, including any renewals or extensions thereof.

G. Discontinued Models & Substitutions

If any Equipment model leased under the awarded contract is discontinued or becomes unavailable during any period the awarded contract is in force and effect, contractor will be required to substitute a model that meets or exceeds the specified performance of the discontinued model, at the same or lower cost to UCS as the discontinued model. Any such substitution shall be only upon the prior express written consent of the OCA contract administrator. Any such substitution shall be subject to a field test at the discretion of OCA contract administrator. UCS shall retain the sole discretion to accept or reject any such substitution in its best interests.

II. COPIER CATEGORIES

UCS will determine Copier configuration by Location as of the commencement of the awarded contract based on the following: Category (based on monthly copier allowance), Base Model, and any desired additional Required Equipment Accessories (Feeder/Additional Paper Capacity/Finisher) and Required Connectivity Accessories (Basic Networking/Fax capability). See Exhibit C: Estimated Categorical Configurations for most recent UCS statewide copier data.

A. Monthly Copy Allowance

For purposes of this RFB, photocopiers are categorized by allowable copies per month (“Monthly Copy Allowance”) as set as follows:

Category	Monthly Copy Allowance
Category 1	3,000
Category 2	7,500
Category 3 Low Volume (LV)	10,000
Category 3 High Volume (HV)	15,000
Category 4	30,000
Category 5	60,000

B. Base Model Equipment Requirements

The following minimum required categorical standards must be met by offered base model copiers:

Minimum Requirement	Categories				
	Cat 1	Cat 2	Cat 3 LV/HV	Cat 4	Cat 5
Copier Speed (copies per minute*)	20	30	40	50	60
On-line Paper Capacity:					
8-1/2" x 11" sheets	500	1,000	2,000	2,500	2,500
8-1/2" x 14" sheets	250	250	250	250	250
System Memory**	4 GB	4 GB	4 GB	4 GB	4 GB
Hard Drive/Disk Memory**	250 GB	250 GB	250 GB	250 GB	250 GB
* Minimum copy speed shall be “off the glass” void of accessories and be based upon 8 ½ X 11 inch as specified in each category.					
** Gigabytes ("GB")					

C. Required Equipment Accessories

The terms defined below are not intended to imply a specific manufacturer:

Required Accessory	Definition	Requirement/Capacity
EQUIPMENT		
Feeder:		
1. "Platen"	No feeder option.	Copies made "off the glass"
2. "RADF"	Reverse Automatic Document Feeder	Minimum stack loading feeding capacity:
		Category 1 - 20 sheets
		Category 2 - 5 - 50 sheets
Paper Capacity:		
1. "PFU"	Paper Feeding Unit	Also referred to as a "cassette" or "drawer"
		Adjustable for paper size
		Paper Capacity: 500 sheets
2. "LCT"	Large Capacity Tray	Also referred to as a "paper deck"
		Fixed for 8-1/2" x 11" sheets
		Paper Capacity: minimum of 2,500 sheets
Finisher:		
1. Stapler	Automatic, on-line stapling	Multi-position stapling (corners, saddle-stitch, etc.)
		1,000-sheet minimum capacity
		Sorting/collating capability
		Insertion (multi-position)
2. Hole Punch	Ability to punch holes in standard copy paper	2- to 3-hole adjustable
		Multiple position
3. Folder	Ability to fold within the copier	Tri-fold
4. Booklet Maker	Ability to create a booklet within the copier	Insert "cover"
		Folding, saddle-stitch, etc.
CONNECTIVITY		
1. "Basic Networking"	Connecting Workstations and work groups	Scanning to and from multiple PCs
		Printing from multiple PCs
2. Fax Capability	Connecting Workstations and work groups	Send and receive faxes
		Single line or multi lines