

NHSAU 40 - KMBS FLEET REPORT FY21



KONICA MINOLTA



SPC SUMMARY

This annual fleet report is a service SPC offers in order to stay ahead of problem or aging units under contract. It is designed to highlight areas of concern as well as determine how well your vendor is managing your fleet.

Out of 102 units under contract with KMBS, there were 111 service calls on 53 copiers and printers during the fiscal year. Up time for your fleet was 99.59%, which is not bad for the size of your fleet and number of service calls. SPC's bid specs require vendor to arrive within an average of four hours for service calls. However, each vendor calculates these figures differently. KMBS notes their average response time from call to arrival as 6.12 hours, which is high, and will be addressed with the vendor.

Your last upgrade was 8/1/2018. All machines are under a five-year+ warranty and service contract that expires on 6/30/2024. However, the average model in your fleet was introduced 6.74 years ago. There are 45 units more than 7 years from date of intro. We monitor this detail because as models get more than 10 years out from date of introduction parts become harder to locate and repair times may be longer.

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

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Location	Make/Model	Serial Number	Vendor ID	# Service Calls	Avg Copies between all Service Calls (incl PM)	Avg Response Time	Total Hrs Down	Uptime%	Projected Monthly Volume Black	Projected Monthly Volume Color	Actual Monthly Volume Black	Actual Monthly Volume Color	Model Intro Date	Model Age (years)	Model Type
Heron Pond Elementary															
Main Office	Konica Minolta BHC658	A79J013004343	9483 6921	3	44,889	0.00	0.00	100.00%	8,584	3,953	6,053	4,138	5/1/2017	4.42	Color Photocopier
Room 112 Media Center	Konica Minolta BH4700P	A63N011024399	9323 8203	0	0	0.00	0.00	100.00%	533	0	434	0	4/1/2013	8.50	Black Network Printer
Room 113	Konica Minolta BH4050	A6VF011003713	8802 4336	1	0	0.00	0.00	100.00%	304	0	431	0	2/1/2014	7.67	Black Laser MFP
Room 120 Computer Lab	Konica Minolta BHC3100P	A6DR012108659	N/A	2	9,760	4.16	5.00	99.78%	178	404	190	526	6/1/2014	7.33	Color Network Printer
Room 216	Konica Minolta BH4700P	A63N011022804	9499 5646	0	0	0.00	0.00	100.00%	1,290	0	583	0	4/1/2013	8.50	Black Network Printer
Room 220	Konica Minolta BH3301P	A63P015002026	9499 5606	1	13,982	0.40	1.60	99.93%	276	0	747	0	11/1/2015	5.92	Black Network Printer
Room 220 Work Room	Konica Minolta BH958	A796011001932	9468 1420	4	84,296	2.13	14.08	99.34%	35,386	0	17,548	0	6/1/2016	5.33	Black Photocopier
Room 308	Konica Minolta BHC3100P	A6DR012108633	N/A	1	0	0.66	0.77	99.97%	168	506	286	1,130	6/1/2014	7.33	Color Network Printer
Room 312	Konica Minolta BH4700P	A63N011022815	9499 5645	0	0	0.00	0.00	100.00%	1,072	0	1,077	0	4/1/2013	8.50	Black Network Printer
Room 416	Konica Minolta BH4700P	A63N011022811	9499 5629	0	0	0.00	0.00	100.00%	2,371	0	1,703	0	4/1/2013	8.50	Black Network Printer
Room 510 Work Room	Konica Minolta BH4700P	A63N011022683	9499 5614	1	59,285	6.86	9.06	99.61%	1,719	0	2,187	0	4/1/2013	8.50	Black Network Printer
Room 510 Work Room	Konica Minolta BH808	A8KN011007416	9486 1288	4	150,202	3.30	14.06	99.39%	27,488	0	30,092	0	6/1/2016	5.33	Black Photocopier
Room 610	Konica Minolta BH4700P	A63N011022812	9499 5618	0	0	0.00	0.00	100.00%	2,127	0	1,969	0	4/1/2013	8.50	Black Network Printer
Room 712 Staff	Konica Minolta BH3301P	A63P015002036	9499 5607	0	0	0.00	0.00	100.00%	476	0	330	0	11/1/2015	5.92	Black Network Printer
Room 712 Staff	Konica Minolta BH808	A8KN011007448	9486 1282	5	28,595	7.57	16.97	99.27%	27,314	0	13,006	0	6/1/2016	5.33	Black Photocopier
Room 808	Konica Minolta BH4700P	A63N011022843	9499 5617	0	0	0.00	0.00	100.00%	786	0	950	0	4/1/2013	8.50	Black Network Printer
Room 808 Work Room	Konica Minolta BH958	A796011001935	9468 1404	3	94,092	3.54	14.45	99.32%	31,680	0	24,290	0	6/1/2016	5.33	Black Photocopier
Room 814	Konica Minolta BHC3100P	A6DR012108249	9499 5628	0	0	0.00	0.00	100.00%	394	1,287	309	830	6/1/2014	7.33	Color Network Printer
Room 906	Konica Minolta BH4700P	A63N011022806	9499 5615	0	0	0.00	0.00	100.00%	1,474	0	838	0	4/1/2013	8.50	Black Network Printer
Room 910	Konica Minolta BH4700P	A63N011022861	9499 5616	0	0	0.00	0.00	100.00%	147	0	746	0	4/1/2013	8.50	Black Network Printer
Jacques Memorial School															
Main Office	Konica Minolta BHC558	A79K011016210	9483 7001	3	46,833	5.36	12.71	99.45%	12,183	12,608	4,467	5,421	2/1/2017	4.67	Color Photocopier
Room 1007 Teachers' Lounge	Konica Minolta BH808	A8KN011007455	9483 6917	6	35,616	4.40	26.33	98.87%	19,614	0	21,447	0	6/1/2016	5.33	Black Photocopier
Room 1012 Library	Konica Minolta BH3301P	A63P015002038	9499 5567	3	1,751	3.77	4.30	99.81%	50	0	5	0	11/1/2015	5.92	Black Network Printer
Room 1015 Kitchen Office	Konica Minolta BH4050	A6VF011003289	8802 4378	1	0	0.00	0.00	100.00%	254	0	347	0	2/1/2014	7.67	Black Laser MFP
Room 1049	Konica Minolta BH808	A8KN011007436	9486 1333	7	48,005	5.44	19.57	99.16%	23,012	0	26,549	0	6/1/2016	5.33	Black Photocopier
Room 1055	Konica Minolta BH3301P	A63P015002040	9499 5568	2	11,342	0.00	0.38	99.98%	278	0	925	0	11/1/2015	5.92	Black Network Printer
Milford High School															
Room 101 Main Office	Konica Minolta BH3301P	A63P015002045	9499 5604	1	4,037	0.00	0.00	100.00%	268	0	324	0	11/1/2015	5.92	Black Network Printer
Room 101 Main Office	Konica Minolta BHC3100P	A6DR012108284	9355 5733	3	10,078	0.00	0.00	100.00%	379	370	465	290	6/1/2014	7.33	Color Network Printer
Room 101 Main Office Work Room	Konica Minolta BHC658	A79J013004321	9486 1283	5	39,758	6.23	20.78	99.10%	6,955	4,248	3,644	3,262	5/1/2017	4.42	Color Photocopier
Room 102A Music	Konica Minolta BH308E	AA6W011000981	9483 6913	0	0	0.00	0.00	100.00%	3,012	0	1,106	0	6/1/2016	5.33	Black Photocopier
Room 103A	Konica Minolta BH3301P	A63P015002050	9499 5600	0	0	0.00	0.00	100.00%	393	0	448	0	11/1/2015	5.92	Black Network Printer
Room 107A Gym Office	Konica Minolta BH4020	A6WD011008307	9499 5589	0	0	0.00	0.00	100.00%	247	0	280	0	2/1/2014	7.67	Black Laser MFP
Room 111	Konica Minolta BH3301P	A63P015002044	9499 5603	0	0	0.00	0.00	100.00%	646	0	76	0	11/1/2015	5.92	Black Network Printer
Room 111 Art	Konica Minolta BHC3100P	A6DR012108250	9499 5621	2	2,529	6.05	15.67	99.33%	268	370	56	212	6/1/2014	7.33	Color Network Printer
Room 116 Nurse	Konica Minolta BH3301P	A63P015002033	9499 5602	3	536	5.45	6.25	99.73%	142	0	948	0	11/1/2015	5.92	Black Network Printer
Room 132 Graphic Arts	Konica Minolta BHC308	A7PY017005623	9499 5802	0	0	0.00	0.00	100.00%	1,014	1,991	227	232	6/1/2016	5.33	Color Photocopier
Room 133	Konica Minolta BH4700P	A63N011023418	9499 5605	1	12,619	8.03	11.02	99.53%	556	0	150	0	4/1/2013	8.50	Black Network Printer
Room 134 Graphic Arts	HP LaserJet 5100	CNGN141761	9499 5608	1	0	0.00	0.00	100.00%	69	0	0	0	4/1/2003	18.50	Black Network Printer
Room 137 Computer Science	Konica Minolta BH3301P	A63P015002031	9499 5599	1	1,684	0.00	0.00	100.00%	323	0	0	0	11/1/2015	5.92	Black Network Printer
Room 139 Computer Lab	Konica Minolta BH3301P	A63P015002054	9499 5598	0	0	0.00	0.00	100.00%	34	0	52	0	11/1/2015	5.92	Black Network Printer
Room 143 Drafting	Konica Minolta BH308E	AA6W011000988	9486 1286	0	0	0.00	0.00	100.00%	2,757	0	953	0	6/1/2016	5.33	Black Photocopier
Room 150	Konica Minolta BH3301P	A63P015002055	9499 5597	0	0	0.00	0.00	100.00%	470	0	219	0	11/1/2015	5.92	Black Network Printer
Room 153 Math Work Room	Konica Minolta BH958	A796011001777	9499 0055	3	290,961	7.57	16.79	99.21%	54,819	0	24,539	0	6/1/2016	5.33	Black Photocopier
Room 163 Video Production	Konica Minolta BH3301P	A63P015002063	9499 5596	0	0	0.00	0.00	100.00%	191	0	84	0	11/1/2015	5.92	Black Network Printer

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Room 165	Konica Minolta BH3301P	A63P015002057	9499 5601	0	0	0.00	0.00	100.00%	47	0	7	0	11/1/2015	5.92	Black Network Printer
Room 169 IT	Konica Minolta BH3301P	A63P015002048	9499 5595	1	2,729	0.00	0.00	100.00%	51	0	67	0	11/1/2015	5.92	Black Network Printer
Room 183	Konica Minolta BH3301P	A63P015002047	9499 5594	2	10,372	1.77	4.97	99.79%	0	0	258	0	11/1/2015	5.92	Black Network Printer
Room 185A Computer Lab	Konica Minolta BH4700P	A63N011022808	9499 5622	1	0	0.00	0.00	100.00%	181	0	1	0	4/1/2013	8.50	Black Network Printer
Room 186	Konica Minolta BH3301P	A63P015002034	9499 5590	0	0	0.00	0.00	100.00%	298	0	19	0	11/1/2015	5.92	Black Network Printer
Room 187 Student Services	Konica Minolta BH454E	A61E011001843	9357 6349	1	93,341	0.00	0.00	100.00%	5,941	0	2,735	0	11/1/2013	7.92	Black Photocopier
Room 187 Student Services	Konica Minolta BH4700P	A63N011022784	9499 5623	0	0	0.00	0.00	100.00%	1,148	0	740	0	4/1/2013	8.50	Black Network Printer
Room 188 Library	Konica Minolta BH4700P	A63N011023134	9499 5643	1	27,450	9.53	10.74	99.54%	1,032	0	697	0	4/1/2013	8.50	Black Network Printer
Room 188 Library	Konica Minolta BH4700P	A63N011024231	9499 5624	0	0	0.00	0.00	100.00%	1,216	0	147	0	4/1/2013	8.50	Black Network Printer
Room 188 Library	Konica Minolta BH4700P	A63N011024344	9499 5559	0	0	0.00	0.00	100.00%	3,733	0	953	0	4/1/2013	8.50	Black Network Printer
Room 188 Library	Konica Minolta BHC3100P	A6DR012108248	9499 5620	2	19,536	7.61	20.16	99.13%	92	570	103	408	6/1/2014	7.33	Color Network Printer
Room 188 Library	Konica Minolta BH658E	AA6R011001556	9486 1350	1	116,687	2.94	3.52	99.85%	29,666	0	7,334	0	5/1/2017	4.42	Black Photocopier
Room 196	Konica Minolta BH3301P	A63P015002062	9499 5593	1	30,142	0.00	0.00	100.00%	1,097	0	869	0	11/1/2015	5.92	Black Network Printer
Room 197	Konica Minolta BH4700P	A63N011022799	9499 5619	1	12,725	3.66	4.16	99.82%	868	0	528	0	4/1/2013	8.50	Black Network Printer
Room 209	Konica Minolta BH3301P	A63P015002060	9499 5592	1	8,288	0.00	0.00	100.00%	449	0	181	0	11/1/2015	5.92	Black Network Printer
Room 209 Special Ed	Konica Minolta BH658E	AA6R011001557	9486 1354	1	106,437	0.00	0.00	100.00%	7,566	0	4,515	0	5/1/2017	4.42	Black Photocopier
Room 215	Konica Minolta BH3300P	A63P011000659	N/A	0	0	0.00	0.00	100.00%	222	0	298	0	4/1/2013	8.50	Black Network Printer
Room 217 Marketing	Konica Minolta BH458E	AA6U011005162	9486 1414	0	0	0.00	0.00	100.00%	3,247	0	9,925	0	8/1/2016	5.17	Black Photocopier
Room 308A	Konica Minolta BH4050	A6VF011003706	8802 1567	1	0	0.00	0.00	100.00%	1,177	0	930	0	2/1/2014	7.67	Black Laser MFP
Room 314 Teachers' Lounge	Konica Minolta BH958	A796011001828	9471 1876	1	49,008	2.71	3.83	99.80%	29,314	0	6,720	0	6/1/2016	5.33	Black Photocopier
Room 314 Teachers' Lounge	Konica Minolta BH958	A796011001921	9486 1430	1	199,092	0.00	0.00	100.00%	44,056	0	16,004	0	6/1/2016	5.33	Black Photocopier
Room 316	Konica Minolta BHC3100P	A6DR012108246	9499 5644	2	0	0.00	0.00	100.00%	240	290	84	137	6/1/2014	7.33	Color Network Printer
Milford Middle School															
Girls' Gym Office	Konica Minolta BH3301P	A63P015001827	9499 5587	0	0	0.00	0.00	100.00%	111	0	93	0	11/1/2015	5.92	Black Network Printer
Guidance Office	Konica Minolta BH658E	AA6R011001608	9486 1353	1	53,955	3.86	5.75	99.75%	9,642	0	4,755	0	5/1/2017	4.42	Black Photocopier
IT Spare	Konica Minolta BH4700P	A63N011024379	9449 5633	0	0	0.00	0.00	100.00%	0	0	0	0	4/1/2013	8.50	Black Network Printer
IT Spare	Konica Minolta BH3301P	A63P015001797	N/A	1	0	2.29	2.63	99.89%	86	0	148	0	11/1/2015	5.92	Black Network Printer
IT Spare	Konica Minolta BH4050	A6VF011003302	9355 5722	1	0	0.00	0.00	100.00%	237	0	107	0	2/1/2014	7.67	Black Laser MFP
Library	Konica Minolta BH3301P	A63P015001794	9499 5566	0	0	0.00	0.00	100.00%	709	0	78	0	11/1/2015	5.92	Black Network Printer
Library	Konica Minolta BH308E	AA6W011000915	9486 1385	0	0	0.00	0.00	100.00%	1,377	0	793	0	6/1/2016	5.33	Black Photocopier
Library Inner Office	Konica Minolta BH3301P	A63P015002027	9499 5586	0	0	0.00	0.00	100.00%	247	0	88	0	11/1/2015	5.92	Black Network Printer
Main Office	Konica Minolta BHC558	A79K011015695	9483 6930	0	0	0.00	0.00	100.00%	4,013	3,024	2,037	1,505	2/1/2017	4.67	Color Photocopier
Main Office Work Room	Konica Minolta BH958	A796011001913	9468 1432	4	15,161	6.93	17.02	99.20%	63,833	0	8,843	0	6/1/2016	5.33	Black Photocopier
Nurse	Konica Minolta BH3301P	A63P015001739	9499 5585	0	0	0.00	0.00	100.00%	295	0	404	0	11/1/2015	5.92	Black Network Printer
Room 102	Konica Minolta BH4700P	A63N011022793	9499 5610	0	0	0.00	0.00	100.00%	892	0	408	0	4/1/2013	8.50	Black Network Printer
Room 109	Konica Minolta BH3301P	A63P015002051	9499 5591	0	0	0.00	0.00	100.00%	334	0	163	0	11/1/2015	5.92	Black Network Printer
Room 110	Konica Minolta BH3301P	A63P015002032	9499 5565	0	0	0.00	0.00	100.00%	507	0	87	0	11/1/2015	5.92	Black Network Printer
Room 205	Konica Minolta BH3301P	A63P015001846	9499 5564	0	0	0.00	0.00	100.00%	1,090	0	1,047	0	11/1/2015	5.92	Black Network Printer
Room 205A Teachers' Room / 7th Grade Wing	Konica Minolta BH4700P	A63N011022821	9499 5664	0	0	0.00	0.00	100.00%	614	0	139	0	4/1/2013	8.50	Black Network Printer
Room 302 Computer Lab	Konica Minolta BH3301P	A63P015001843	N/A	0	0	0.00	0.00	100.00%	115	0	0	0	11/1/2015	5.92	Black Network Printer
Room 302 Computer Lab	Konica Minolta BH3301P	A63P015001849	9499 5562	1	0	0.00	0.00	100.00%	0	0	0	0	11/1/2015	5.92	Black Network Printer
Room 304 Computer Lab	Konica Minolta BH3301P	A63P015001833	9499 5561	0	0	0.00	0.00	100.00%	1,144	0	199	0	11/1/2015	5.92	Black Network Printer
Room 304 Computer Lab	Konica Minolta BHC3100P	A6DR012108252	9499 5613	0	0	0.00	0.00	100.00%	142	423	55	155	6/1/2014	7.33	Color Network Printer
Room 307	Konica Minolta BH4700P	A63N011023415	9499 5611	0	0	0.00	0.00	100.00%	1,691	0	1,193	0	4/1/2013	8.50	Black Network Printer
Room 400	Konica Minolta BH4700P	A63N011022819	9499 5609	0	0	0.00	0.00	100.00%	779	0	126	0	4/1/2013	8.50	Black Network Printer
Room 403	Konica Minolta BH4700P	A63N011022878	9499 5632	0	0	0.00	0.00	100.00%	1,697	0	1,877	0	4/1/2013	8.50	Black Network Printer
Room 409	Konica Minolta BH4700P	A63N011023123	9499 5612	0	0	0.00	0.00	100.00%	2,049	0	562	0	4/1/2013	8.50	Black Network Printer
Room 500	Konica Minolta BH3301P	A63P015001772	9499 5560	0	0	0.00	0.00	100.00%	604	0	280	0	11/1/2015	5.92	Black Network Printer

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Room 503 Art	Konica Minolta BHC3100P	A6DR012108197	9499 5630	1	0	2.11	2.18	99.91%	81	167	24	105	6/1/2014	7.33	Color Network Printer
Room 505	Konica Minolta BHC3100P	A6DR012108388	9499 5635	0	0	0.00	0.00	100.00%	101	209	43	97	6/1/2014	7.33	Color Network Printer
Teachers' Room 2nd Floor	Konica Minolta BH808	A8KN011007768	9486 1360	1	0	11.75	12.72	99.45%	22,394	0	6,609	0	6/1/2016	5.33	Black Photocopier
Teachers' Room Center 2nd Floor	Konica Minolta BHC3100P	A6DR012108260	9499 5634	1	0	3.14	3.34	99.86%	124	420	89	360	6/1/2014	7.33	Color Network Printer
Teachers' Room Center 2nd Floor	Konica Minolta BH808	A8KN011007825	9486 1357	1	222,465	0.99	2.59	99.89%	27,481	0	10,586	0	6/1/2016	5.33	Black Photocopier
Project DRIVE															
Room 102 English	Konica Minolta BH4700P	A63N011023414	9467 8994	0	0	0.00	0.00	100.00%	1,834	0	1,012	0	4/1/2013	8.50	Black Network Printer
Room 20 Special Ed	Konica Minolta BHC558	A79K011016204	9483 6998	0	0	0.00	0.00	100.00%	5,940	1,462	2,407	1,016	2/1/2017	4.67	Color Photocopier
Teachers' Room (basement)	Konica Minolta BH554E	A61D011002457	9357 5560	2	13,796	7.09	18.19	99.22%	2,713	0	1,401	0	10/1/2013	8.00	Black Photocopier
SAU 40															
Office	Konica Minolta BHC658	A79J013004393	9483 6912	3	63,705	5.10	18.30	99.21%	6,470	3,380	4,308	3,600	5/1/2017	4.42	Color Photocopier
Room 175C	Konica Minolta BH3301P	A63P015002037	9499 5588	0	0	0.00	0.00	100.00%	1	0	4	0	11/1/2015	5.92	Black Network Printer
Room 177 Business Office	Konica Minolta BH454E	A61E011001863	9357 5082	3	137,607	2.87	11.05	99.52%	4,771	0	4,171	0	11/1/2013	7.92	Black Photocopier
TOTALS & AVERAGES				105	55,727	6.12	350.93	99.59%	5,732	1,982	3,076	1,301		6.75	

Equipment with 5 or more calls for the reporting period July 1, 2020 to June 30, 2021

Location	Current Equipment	Serial Number	# Service Calls	Current Total Meter	Avg Copies between all Service Calls (incl PM)	Avg Response Time	Uptime%	Avg Monthly Volume Total	Model Type	Reasons for service calls
Heron Pond Room 712 Staff	Konica Minolta BH808	A8KN011007448	5	818106	28,595	7.57	99.27%	27,314	Black Photocopier	This unit had one call with jamming in the duplex unit and the fusing unit; technician replaced rollers and drum to resolve. There were four calls for error messages for different issues; all were resolved by adjustment, cleaning, or reset. No calls appeared serious. This copier did have 8 service calls the previous fiscal year primarily for jamming and error codes similar to the issues this year.
Jacques Memorial Room 1007 Teachers' Lounge	Konica Minolta BH808	A8KN011007455	6	832490	35,616	4.40	98.87%	19,614	Black Photocopier	Service calls were for various issues; two calls were for jamming in the 3rd paper tray, where parts were replaced; another jam was in the print controller, which was reset. The remaining 3 calls were for miscellaneous issues such as adjustment, reset, or cleaning.
Jacques Memorial Room 1049	Konica Minolta BH808	A8KN011007436	7	781497	48,005	5.44	99.16%	23,012	Black Photocopier	One call on this copier was for a code that required a cleaning. 3 calls were for jamming in the 1st, 3rd, and 4th trays, with rollers replaced, one call was for a stapler issue where a part was replaced, one call was for an error code in the drum, which was replaced, and the last call was for poor quality that required a cleaning.
Milford High Room 101 Main Office Work Room	Konica Minolta BHC658	A79J013004321	5	382218	39,758	6.23	99.10%	11,203	Color Photocopier	Two of the five calls were related to issues of poor quality, with the drum being replaced both times; one call was for an error code in the Image Reading Unit requiring updating of firmware, and the other code was for an unspecified reason; another call was for user guidance (training).