

NHSAU 45 - KMBS FLEET REPORT FY21



**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 26 units under contract with KMBS, there were 17 service calls on 7 copiers during the fiscal year. Uptime for your fleet was 99.82%, which is fair for the size of and newness of your fleet. 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 5.91 hours, which is much higher than the contracted average. This will be addressed with the vendor to see if this can improve.

Your last upgrade was 7/1/2019. All machines are under a five-year+ warranty and service contract that expires on 6/30/2024. The average model in your fleet was introduced 4.28 years ago. 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.

One unit did have 5 service calls for a variety of issues. Details on those service calls can be seen further below.

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
<b>Moultonborough Academy</b>															
Media Center	HP Laser Jet M506DN	PHBGR11262	9467 2078	0	0	0.00	0.00	100.00%	718	0	106	0	10/1/2015	6.00	Black Network Printer
Media Center	Konica Minolta BHC458	A79M011045422	9502 7654	2	161,434	5.73	12.59	99.46%	622	2,413	5,838	2,850	8/1/2016	5.17	Color Photocopier
Music Teachers	HP Laser Jet M402N	PHBHF65359	9467 2082	0	0	0.00	0.00	100.00%	175	0	125	0	10/1/2015	6.00	Black Network Printer
Nurse	Konica Minolta BH3602P	AAFK011000266	9499 5740	0	0	0.00	0.00	100.00%	118	0	115	0	8/1/2018	3.17	Black Network Printer
Room B101 Athletic Director	Konica Minolta BH3602P	AAFK011000251	9499 5739	0	0	0.00	0.00	100.00%	246	0	134	0	8/1/2018	3.17	Black Network Printer
Room B123 Main Office	Konica Minolta BH3602P	AAFK011000260	8702 4998	0	0	0.00	0.00	100.00%	83	0	435	0	8/1/2018	3.17	Black Network Printer
Room B123 Main Office	Konica Minolta BHC558	A79K011022514	9494 4477	3	78,672	7.37	23.86	98.97%	2,793	651	3,053	792	2/1/2017	4.67	Color Photocopier
Room C105 Drafting	Konica Minolta BH3602P	AAFK011000256	9499 5738	0	0	0.00	0.00	100.00%	116	0	86	0	8/1/2018	3.17	Black Network Printer
Room D104 Guidance Secretary	Konica Minolta BH3602P	AAFK011000272	9499 5376	0	0	0.00	0.00	100.00%	167	0	252	0	8/1/2018	3.17	Black Network Printer
Room D117 Special Ed	Konica Minolta BH4422	AAFM011000328	9494 4459	0	0	0.00	0.00	100.00%	167	0	1,379	0	8/1/2018	3.17	Black Laser MFP
Room D128 Business Lab	Konica Minolta BH3602P	AAFK011000522	9499 5737	0	0	0.00	0.00	100.00%	58	0	324	0	8/1/2018	3.17	Black Network Printer
Room E103	Konica Minolta BH658E	AA6R011004944	9494 4458	2	143,156	4.41	10.75	99.54%	24,348	0	9,305	0	5/1/2017	4.42	Black Photocopier
Room E104	Konica Minolta BHC3350I	A93E011001219	N/A	0	0	0.00	0.00	100.00%	1,669	42	447	463	4/1/2019	2.50	Color Laser MFP
Teachers' Room	Konica Minolta BH658E	AA6R011003271	9494 4451	0	0	0.00	0.00	100.00%	25,165	0	11,675	0	5/1/2017	4.42	Black Photocopier
<b>Moultonborough Central School</b>															
Basement	Konica Minolta BH808	A8KN011010671	9494 4453	2	85,124	3.77	10.83	99.53%	36,119	0	15,119	0	6/1/2016	5.33	Black Photocopier
Media Center	Konica Minolta BH4702P	AAFH011007753	9494 4455	0	0	0.00	0.00	100.00%	3,668	0	2,142	0	8/1/2018	3.17	Black Network Printer
Media Center	Konica Minolta BHC458	A79M011044431	9494 4452	2	100,059	7.84	16.86	99.27%	3,497	3,395	13,299	3,588	8/1/2016	5.17	Color Photocopier
Room B128 Nurse	HP Laser Jet M402N	PHBHJ36771	9467 2077	0	0	0.00	0.00	100.00%	167	0	353	0	10/1/2015	6.00	Black Network Printer
Room B132 Main Office	Konica Minolta BHC558	A79K011022452	9502 7655	0	0	0.00	0.00	100.00%	14,198	417	3,946	773	2/1/2017	4.67	Color Photocopier
Room B132 Principal	HP Color Laser Jet M452DN	VNB3K11946	9467 2081	0	0	0.00	0.00	100.00%	22	40	38	123	10/1/2015	6.00	Color Network Printer
Room B207	HP Laser Jet M402N	PHBHJ16617	9467 2079	0	0	0.00	0.00	100.00%	167	0	23	0	10/1/2015	6.00	Black Network Printer
Room C308	Konica Minolta BHC3350I	A93E011001270	N/A	5	20,200	2.29	19.66	99.15%	1,674	42	3,197	1,371	4/1/2019	2.50	Color Laser MFP
<b>SAU 45 District Office</b>															
Copy Room	Konica Minolta BHC558	A79K011022506	9494 4476	1	65,103	10.04	11.96	99.48%	8,957	191	5,292	611	2/1/2017	4.67	Color Photocopier
Hallway	Konica Minolta BH3602P	AAFK011000247	9499 5735	0	0	0.00	0.00	100.00%	448	0	380	0	8/1/2018	3.17	Black Network Printer
Secretary	Konica Minolta BH4702P	AAFH011007780	9502 7647	0	0	0.00	0.00	100.00%	1,189	0	1,839	0	8/1/2018	3.17	Black Network Printer
Special Ed Assistant	HP Color Laser Jet M452DN	VNB3M24376	9467 2080	0	0	0.00	0.00	100.00%	167	42	587	545	10/1/2015	6.00	Color Network Printer
<b>TOTALS &amp; AVERAGES</b>				17	93,393	5.91	106.51	99.82%	4,874	804	3,057	1,235		4.28	

Equipment with 5 or more calls for the reporting period July 1, 2020 to June 30, 2031

Location	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
MC Room C308	Konica Minolta BHC3350I	A93E011001270	5	130,448	20,200	2.29	99%	4,568	Color Laser MFP	Four out of the five service calls were related to poor print quality. Two of those calls required the black imaging unit to be replaced; the others required adjustment, cleaning, and user guidance. The 5th call was for an error code in the print controller that required an adjustment. No service calls since January.