

**SAU 80 - BUDGET
FLEET REPORT FY20**



SPC SUMMARY

This fleet service 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. Because of COVID-19, your volumes dropped by almost 30%, which likely has an effect on the number of service calls on your equipment for FY20.

Out of 19 units under contract with Budget, there were 33 service calls on 13 copiers for the fiscal year. Uptime for your fleet was 98.67%, which is fair for the size 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. Budget notes their average response time from call to arrival as 5.22 hours, which is higher and will be addressed.

The average model age of your equipment is almost 6 years from date of intro, with 8 units more than 7 years from intro. As models get more than 7 years out from date of introduction parts become harder to locate and repair times may be longer.

Two units had more than 5 service calls for a variety of issues. Details on those service calls can be seen on the next page.

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Equipment with 5 or more calls for the reporting period July 1, 2019 to June 30, 2020

Current Equipment	Location	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
Konica Minolta BH808	Belmont High Teachers' Room	A8KN011003635	6			4.60	97%	20,379	Black Photocopier	Three of the 6 calls were for jamming in the exit pawls; ejector assembly was replaced on the 4th call. The other 2 calls were for miscellaneous error codes, with rollers replaced for one.
Konica Minolta BH808	Belmont Middle Teachers' Room	A8KN011003657	7			2.80	91%	18,448	Black Photocopier	Two service calls were for issues with the ejector assembly, which was replaced. For the other service calls, rollers were replaced in all four paper trays, a lock holer was needed on another, and hole punch overflow was affecting the paper path.

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Make/Model	Location	Serial Number	Vendor ID	# Service Calls	Avg Response Time	Uptime%	Projected Avg Monthly Volume Black	Projected Avg Monthly Volume Color	Actual Avg Monthly Volume Black	Actual Avg Monthly Volume Color	Model Intro Date	Model Age (years)	Model Type
Belmont Elementary													
Konica Minolta BHC558	Main Office Front	A79K011007015	N-1414	2	5.90	98.26%	8,524	5,569	6,728	6,393	2/1/2017	3.50	Color Photocopier
Konica Minolta BH808	Main Office Rear	A8KN011003644	N-1426	2	7.70	99.22%	38,276	0	28,558	0	6/1/2016	4.17	Black Photocopier
Konica Minolta BH808	Teachers' Room	A8KN011003648	N-1427	2	5.70	98.44%	28,801	0	21,383	0	6/1/2016	4.17	Black Photocopier
Belmont High													
Konica Minolta BH458	Guidance Office	A9HH011004114	N-1419	2	6.20	99.25%	4,547	0	4,078	0	8/1/2016	4.00	Black Photocopier
Konica Minolta BH558	Library (not in use)	A9HG011002436	N-1418	0	0.00	100.00%	0	0	0	0	2/1/2017	3.50	Black Photocopier
Konica Minolta BHC558	Main Office	A79K011007019	N-1413	2	2.90	99.48%	7,518	1,397	6,505	1,824	2/1/2017	3.50	Color Photocopier
Konica Minolta BH654	Media Center	A5YN011000324	N-1400	2	3.60	99.18%	28,555	0	18,839	0	2/1/2013	7.50	Black Photocopier
Konica Minolta BH808	Teachers' Room	A8KN011003635	N-1432	6	4.60	97.17%	21,802	0	20,379	0	6/1/2016	4.17	Black Photocopier
Belmont Middle													
Konica Minolta BH458	Guidance Office	A9HH011004104	N-1417	1	5.70	99.52%	7,568	0	3,690	0	8/1/2016	4.00	Black Photocopier
Konica Minolta BH654	Learning Center	A5YN011000559	N-1401	0	0.00	100.00%	4,789	0	3,544	0	2/1/2013	7.50	Black Photocopier
Konica Minolta BHC754e	Main Office	A2X0017008482	N-1416	4	6.00	97.15%	19,201	1,021	15,156	1,627	1/1/2013	7.58	Color Photocopier
Konica Minolta BH808	Teachers' Room	A8KN011003657	N-1420	7	2.80	90.90%	23,275	0	18,448	0	6/1/2016	4.17	Black Photocopier
Canterbury Elementary													
Konica Minolta BH454e	Downstairs	A61E011004550	N-1422	1	2.60	99.82%	4,257	0	1,388	0	7/1/2012	8.08	Black Photocopier
Konica Minolta BH654	Learning Center Upstairs	A5YN011000808	N-1402	0	0.00	100.00%	3,550	0	3,162	0	2/1/2013	7.50	Black Photocopier
Konica Minolta BH454e	Library	A61E011004409	N-1423	0	0.00	100.00%	5,591	0	3,246	0	7/1/2012	8.08	Black Photocopier
Konica Minolta BHC458	Main Office	A79M011008604	N-1415	1	7.60	97.05%	6,421	4,463	6,727	4,220	8/1/2016	4.00	Color Photocopier
SAU Office													
Konica Minolta BH808	Business Office	A8KN011003662	N-1506	1	6.50	99.33%	8,544	0	5,329	0	6/1/2016	4.17	Black Photocopier
Konica Minolta BH454e	Foyer	A61E011000479	N-1424	0	0.00	100.00%	5,187	0	3,739	0	7/1/2012	8.08	Black Photocopier
Konica Minolta BHC364	Front Office	A161011007732	N-1399	0	0.00	100.00%	1,510	1,060	2,352	1,483	6/1/2012	8.17	Color Photocopier
TOTALS & AVERAGES													
				33	5.22	98.67%	12,662	2,702	9,625	3,109		5.57	



Budget Document Technology

Customer Service Summary

This report is filtered on the following criteria:

Date: 4/16/2019 to 4/16/2020
Customer: SAU 80
Equipment:
Contract:
Display all Equipment: Yes
Group by: Contract Type
Show service call details: Yes

Customer Group:

Contract Type: Gold Platinum, Customer: S802: SAU 80 Shaker Region School District					
Address: 58 School Street		City: Belmont	State: NH	Zip: 03220	
		BW	Color		
Total Monthly Volume:	272,805	256,780	16,025	Number of Equipment:	19
Total Service Calls:	114			Service Calls Last Year:	58
Avg Response Time:	4.35			Service Calls This Year:	
Avg Up Time Hours:	2,076.03			Avg Up Time Percentage:	99.00%

Equipment:

Customer: SAU 80 Shaker Region School District					
EquipmentNumber:	N1399	Contract #:	MA5534-03	Location:	front office color
Model:	bizhub C364			Serial Number:	A161011007732
		BW	Color		
Install Date:		1,961	1,930	Last Service Call:	
Avg Monthly Volume:	3,891			Last Default Meter Read:	196,649
Total Service Calls:	0			Service Calls Last Year:	0
Avg Response Time:	0.00			Service Calls This Year:	0
Up Time Hours:	2,104.00			Up Time Percentage:	100.00%

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
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Customer: SAU 80 Shaker Region School District					
EquipmentNumber:	N1400	Contract #:	MA5534-03	Location:	Media Center
Model:	bizhub 654			Serial Number:	A5YN011000324
		BW	Color		
Install Date:		11,293	0	Last Service Call:	2/3/2020
Avg Monthly Volume:	11,293			Last Default Meter Read:	851,084
Total Service Calls:	15			Service Calls Last Year:	1
Avg Response Time:	3.62			Service Calls This Year:	2
Up Time Hours:	2,086.68			Up Time Percentage:	99.18%

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
SC196545	Louise Pirdham -- 603-	EC	1/15/2020	Code 1605	1.52
		Call Notes:	Performed trouble reset. Cleaned and checked rollers. Replaced tray 3 and 4		
SC197344	Louise Pirdham -- 603-	JAM-ADF	2/3/2020	Mon is ok...adf is eating paper	0.35
		Call Notes:	Cleaned ADF rollers, check consumables, drum and fuser will need to be		

Customer:	SAU 80 Shaker Region School District			Location:	Media/Learning
EquipmentNumber:	N1401	Contract #:	MA5534-03	Serial Number:	A5YN011000559
Model:	bizhub 654	BW	3,480	Color	0
Install Date:				Last Service Call:	4/20/2018
Avg Monthly Volume:	3,480			Last Default Meter Read:	1,446,807
Total Service Calls:	1			Service Calls Last Year:	0
Avg Response Time:	0.00			Service Calls This Year:	0
Up Time Hours:	2,104.00			Up Time Percentage:	100.00%

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
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Customer:	SAU 80 Shaker Region School District			Location:	Upstairs Learning
EquipmentNumber:	N1402	Contract #:	MA5534-03	Serial Number:	A5YN011000808
Model:	bizhub 654	BW	3,531	Color	0
Install Date:				Last Service Call:	7/19/2017
Avg Monthly Volume:	3,531			Last Default Meter Read:	1,363,839
Total Service Calls:	1			Service Calls Last Year:	0
Avg Response Time:	0.00			Service Calls This Year:	0
Up Time Hours:	2,104.00			Up Time Percentage:	100.00%

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
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Customer:	SAU 80 Shaker Region School District			Location:	Main Office
EquipmentNumber:	N1413	Contract #:	MA5534-03	Serial Number:	A79K011007019
Model:	bizhub C558	BW	8,104	Color	1,383
Install Date:	7/6/2017			Last Service Call:	1/15/2020
Avg Monthly Volume:	9,487			Last Default Meter Read:	232,870
Total Service Calls:	6			Service Calls Last Year:	2
Avg Response Time:	2.91			Service Calls This Year:	1
Up Time Hours:	2,093.13			Up Time Percentage:	99.48%

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
SC193847	Tech onsite	NOISE	11/7/2019	Squeaks from tray 3	0.80
		Call Notes:		Remove tray 3 pick up unit. Greased all visible gears and shafts. Tightened	
SC196600	Tech on site	NOISE	1/15/2020	Squeaks when printing	0.70
		Call Notes:		Removed all feed units and oiled all roller and gear shafts. Reinstalled. No	

Customer:	SAU 80 Shaker Region School District			Location:	Main Office front
EquipmentNumber:	N1414	Contract #:	MA5534-03	Serial Number:	A79K011007015
Model:	bizhub C558	BW	8,229	Color	7,981
Install Date:	7/6/2017			Last Service Call:	1/23/2020
Avg Monthly Volume:	16,210			Last Default Meter Read:	250,720
Total Service Calls:	6			Service Calls Last Year:	2
Avg Response Time:	5.87			Service Calls This Year:	1
Up Time Hours:	2,067.30			Up Time Percentage:	98.26%

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
SC192765	Lisa Tuthill -- --	JAM	10/16/2019	Error: C-0204	0.45
		Call Notes:		Removed paper jam from behind tray 2. Power cycled. Ran test pages from	
SC196891	Lisa Tuthill -- --	CQ	1/23/2020	getting roller marks	0.40
		Call Notes:		Replaced black drum and tray 1 and 3 rollers. Color drums and transfer belt.	

Customer:	SAU 80 Shaker Region School District				
EquipmentNumber:	N1415	Contract #:	MA5534-03	Location:	Main Office
Model:	bizhub C458			Serial Number:	A79M011008604
		BW	Color		
Install Date:	7/6/2017	4,450	2,504	Last Service Call:	8/12/2019
Avg Monthly Volume:	6,954			Last Default Meter Read:	161,978
Total Service Calls:	14			Service Calls Last Year:	14
Avg Response Time:	7.61			Service Calls This Year:	0
Up Time Hours:	2,041.93			Up Time Percentage:	97.05%

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
SC184937	Lynn Blanchette	EC-LU	4/16/2019	TOTAL quality PM & GC before returning to	0.50
		Call Notes:		Replaced 2 worn tray 3 rollers. Inspected drums, fuser, transfer belt, and	
SC185050	Lynn Blanchette	EC-LU	4/22/2019	Mon 8am...Ready for delivery - TOTAL quality	0.57
		Call Notes:		Arrival 930. Set up n1415. Removed loaner. Connected to papercut. Tested	
SC189817	Lynn Blanchette -- 603-	EC	8/12/2019	*FRIDAY* Card reader - not reading. If put in	0.43
		Call Notes:		turned off card reader in security mode, deleted reader driver and unplugged	

Customer:	SAU 80 Shaker Region School District				
EquipmentNumber:	N1416	Contract #:	MA5534-03	Location:	Main Office
Model:	bizhub C754e			Serial Number:	A2X0017008482
		BW	Color		
Install Date:	7/6/2017	18,624	2,227	Last Service Call:	10/17/2019
Avg Monthly Volume:	20,851			Last Default Meter Read:	496,468
Total Service Calls:	7			Service Calls Last Year:	5
Avg Response Time:	5.96			Service Calls This Year:	0
Up Time Hours:	2,043.98			Up Time Percentage:	97.15%

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
SC186445	Cherri Drake -- 603-	EC	5/17/2019	Error: C- 0206	0.47
		Call Notes:		Removed paper from behind tray 4 and tray 2. Cleaned and tested good.	
SC192129	Cherri Drake -- 603-	CQ	9/30/2019	chewing up paper.....has sample	1.50
		Call Notes:		Jamming on tray 2 of finisher. Set machine output to tray 1 only. Customer is	
SC192148	Cherri Drake	CQ	10/4/2019	*TECH HAS PART*Machine is jamming in	1.78
		Call Notes:		Found and repaired cracked plastic on finisher tray 2 paper guide arms.	
SC192345	Cherri Drake	CQ	10/7/2019	Needs fuser due to squeak. - *TECH HAS	0.37
		Call Notes:		Installed fuser. Performed new release. Machine no longer squeaking. Ran	
SC192826	Cherri Drake -- 603-	JAM	10/17/2019	catching paper and almost jamming	0.33
		Call Notes:		Remove tape from exit pawl	

Customer:	SAU 80 Shaker Region School District				
EquipmentNumber:	N1417	Contract #:	MA5534-03	Location:	Guidance
Model:	bizhub 458			Serial Number:	A9HH011004104
		BW	Color		
Install Date:	7/6/2017	5,680	0	Last Service Call:	10/18/2019
Avg Monthly Volume:	5,680			Last Default Meter Read:	191,575
Total Service Calls:	3			Service Calls Last Year:	2
Avg Response Time:	5.68			Service Calls This Year:	0
Up Time Hours:	2,093.82			Up Time Percentage:	99.52%

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
SC192885	Sherry Schofield-	EC	10/18/2019	reader is not working	0.50
		Call Notes:		Reinstalled card driver. Replaced tray 1 rollers. Reset roller life. Cleaned and	

Customer:	SAU 80 Shaker Region School District			Location:	Library
EquipmentNumber:	N1418	Contract #:	MA5534-03	Serial Number:	A9HG011002436
Model:	bizhub 558	BW	8,722	Color	0
Install Date:	7/6/2017	Last Service Call:	4/9/2018		
Avg Monthly Volume:	8,722	Last Default Meter Read:	208,751		
Total Service Calls:	1	Service Calls Last Year:	0		
Avg Response Time:	0.00	Service Calls This Year:	0		
Up Time Hours:	2,104.00	Up Time Percentage:	100.00%		

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
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Customer:	SAU 80 Shaker Region School District			Location:	Guidance
EquipmentNumber:	N1419	Contract #:	MA5534-03	Serial Number:	A9HH011004114
Model:	bizhub 458	BW	5,977	Color	0
Install Date:	7/6/2017	Last Service Call:	11/12/2019		
Avg Monthly Volume:	5,977	Last Default Meter Read:	145,531		
Total Service Calls:	6	Service Calls Last Year:	2		
Avg Response Time:	6.22	Service Calls This Year:	0		
Up Time Hours:	2,088.22	Up Time Percentage:	99.25%		

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
SC189880	Brandon Patterson --	EC	8/12/2019	Card reader not working. Unable to connect to	0.40
		Call Notes:	Unplugged card scanner, turned off card scanner in menu, removed card		
SC193976	Susan Lyle -- 603-267-	EC	11/12/2019	Internal error and loud clicking noise. School	0.93
		Call Notes:	Clicking noise coming from finisher. Bottom tray not homing correctly.		

Customer:	SAU 80 Shaker Region School District			Location:	Teacher's Room
EquipmentNumber:	N1420	Contract #:	MA5534-03	Serial Number:	A8KN011003657
Model:	bizhub 808	BW	33,548	Color	0
Install Date:	7/19/2017	Last Service Call:	3/6/2020		
Avg Monthly Volume:	33,548	Last Default Meter Read:	804,902		
Total Service Calls:	13	Service Calls Last Year:	8		
Avg Response Time:	2.79	Service Calls This Year:	2		
Up Time Hours:	1,912.47	Up Time Percentage:	90.90%		

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
SC187426	Cherri Drake -- 603-	CQ	6/11/2019	only printing half the page; has sample for	0.62
		Call Notes:	Copier printed fine upon arrival. Cleaned and tested all functions.		
SC190466	Cherri Drake -- 603-	JAM-DUP	8/26/2019	Mon 8/26 ok. 1st day of classes.....tray 3 will	1.42
		Call Notes:	Replaced worn tray 1 and 2 rollers. Vacuumed out toner spill. Found broken		
SC190531	Cherri Drake	JAM-DUP	8/29/2019	Needs tray 3 latch plate - Mon 8/26 ok. 1st	0.68
		Call Notes:	Installed tray 3 lock holder. Replaced rollers in tray 3 and 4. Cleaned		
SC193214	Sherry Schofield-	EC	10/24/2019	error: C-1105....paper came out in pieces,	1.42
		Call Notes:	Needs ejector unit		
SC193254	Sherry Schofield-	EC	10/31/2019	**needs ejector assy A3EPPDE00** - error:	2.03
		Call Notes:	Replaced ejector assy, cleaned and tested copier		
SC194611	Cherri Drake -- 603-	JAM	11/25/2019	Mon 11/25....ADF jamming	0.77
		Call Notes:	Removed pieces of paper in adf duplexer, cleaned and tested copier		
SC198659	Cherri Drake -- 603-	EC	3/4/2020	asap please...transfer rollers unit need	1.07
		Call Notes:	Copier was out of toner replaced toner from customer, reset transfer roller		
SC198816	Cherri Drake -- 603-	JAM-ADF	3/6/2020	adf is tearing the paper	0.73
		Call Notes:	Removed hole punch dot from paper path in adf. Ran 100 adf sheets. Made		

Customer:	SAU 80 Shaker Region School District		
EquipmentNumber:	N1422	Contract #:	MA5534-03
Model:	bizhub 454e	Location:	Foyer
		Serial Number:	A61E011004550
		BW	Color
Install Date:	7/19/2017	523	0
Avg Monthly Volume:	523		
Total Service Calls:	1		
Avg Response Time:	2.60		
Up Time Hours:	2,100.10		
		Last Service Call:	8/27/2019
		Last Default Meter Read:	399,331
		Service Calls Last Year:	1
		Service Calls This Year:	0
		Up Time Percentage:	99.82%

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
SC190594	Lynn Blanchette -- 603-	JAM	8/27/2019	Can't clear a paper jam.	0.78
		Call Notes:	Attach finisher add staples		

Customer:	SAU 80 Shaker Region School District		
EquipmentNumber:	N1423	Contract #:	MA5534-03
Model:	bizhub 454e	Location:	Library
		Serial Number:	A61E011004409
		BW	Color
Install Date:	7/19/2017	1,283	0
Avg Monthly Volume:	1,283		
Total Service Calls:	2		
Avg Response Time:	0.00		
Up Time Hours:	2,104.00		
		Last Service Call:	2/20/2018
		Last Default Meter Read:	426,790
		Service Calls Last Year:	0
		Service Calls This Year:	0
		Up Time Percentage:	100.00%

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
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Customer:	SAU 80 Shaker Region School District		
EquipmentNumber:	N1424	Contract #:	MA5534-03
Model:	bizhub 454e	Location:	upstairs
		Serial Number:	A61E011000479
		BW	Color
Install Date:	7/19/2017	5,018	0
Avg Monthly Volume:	5,018		
Total Service Calls:	0		
Avg Response Time:	0.00		
Up Time Hours:	2,104.00		
		Last Service Call:	
		Last Default Meter Read:	618,627
		Service Calls Last Year:	0
		Service Calls This Year:	0
		Up Time Percentage:	100.00%

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
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Customer:	SAU 80 Shaker Region School District		
EquipmentNumber:	N1426	Contract #:	MA5534-03
Model:	bizhub 808	Location:	Main Office Rear
		Serial Number:	A8KN011003644
		BW	Color
Install Date:	7/19/2017	35,795	0
Avg Monthly Volume:	35,795		
Total Service Calls:	8		
Avg Response Time:	7.65		
Up Time Hours:	2,087.52		
		Last Service Call:	2/5/2020
		Last Default Meter Read:	1,188,122
		Service Calls Last Year:	1
		Service Calls This Year:	1
		Up Time Percentage:	99.22%

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
SC190829	Lisa Tuthill -- --	JAM-ADF	9/4/2019	adf is not grabbing paper	0.67
		Call Notes:	Cleaned sticky label residue from adf paper path. Cleaned machine inside		
SC197517	Lisa Tuthill -- --	EC	2/5/2020	Error code c-3102	0.42
		Call Notes:	Removed card stock jam from fuser. Fuser rollers starting to show excessive		

Customer:	SAU 80 Shaker Region School District				
EquipmentNumber:	N1427	Contract #:	MA5534-03	Location:	Teacher's Room
Model:	bizhub 808			Serial Number:	A8KN011003648
		BW	Color		
Install Date:	7/19/2017	36,677	0	Last Service Call:	2/5/2020
Avg Monthly Volume:	36,677			Last Default Meter Read:	922,937
Total Service Calls:	12			Service Calls Last Year:	7
Avg Response Time:	5.73			Service Calls This Year:	2
Up Time Hours:	2,071.18			Up Time Percentage:	98.44%

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
SC187074	Lisa Tuthill -- --	EC	6/3/2019	Error: C-0211	0.73
		Call Notes:	Copier was working fine when I arrived, checked all, cleaned and tested		
SC187170	Lisa Tuthill -- --	EC	6/4/2019	Error: 3102 issue with bypass again...reboot	1.00
		Call Notes:	Error 3102 needs fuser assy		
SC187193	Lisa Tuthill	EC	6/5/2019	**needs fuser assy A795R72900** - Error:	0.67
		Call Notes:	Replaced fuser assy, cleaned and tested copier		
SC196169	Lisa Tuthill -- --	JAM	1/8/2020	The bypass is jamming.	1.28
		Call Notes:	Inspected rollers. Replaced manual feed and tray 3 and 4 rollers. Cleaned		
SC197526	Lisa Tuthill -- --	JAM	2/5/2020	Says paper jam but can't locate it.	0.22
		Call Notes:	Removed jam from finisher. It was small ripped fragment. Checked rollers and		

Customer:	SAU 80 Shaker Region School District				
EquipmentNumber:	N1432	Contract #:	MA5534-03	Location:	Teacher's Room
Model:	bizhub 808			Serial Number:	A8KN011003635
		BW	Color		
Install Date:	7/19/2017	26,995	0	Last Service Call:	1/15/2020
Avg Monthly Volume:	26,995			Last Default Meter Read:	779,376
Total Service Calls:	16			Service Calls Last Year:	9
Avg Response Time:	4.62			Service Calls This Year:	1
Up Time Hours:	2,044.38			Up Time Percentage:	97.17%

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
SC190703	Louise Pirdham -- 603-	EC	8/29/2019	error code.1301 reboot did nothing. Not	0.75
		Call Notes:	Replaced 3 rollers in tray 3 and 2 rollers in tray 4. Checked other rollers. Ran		
SC192594	Alicia Sperazzo -- 603-	NOISE	10/10/2019	when stapling it is grinding	0.70
		Call Notes:	Exit pawl in finisher was stuck, freed up and ran 10 stapled copies		
SC193070	Angela Conway -- 603-	JAM-PF	10/23/2019	when copying the machine is spitting paper	0.43
		Call Notes:	Removed paper jam from finisher. Realigned output pawls. Ran 100 pages.		
SC193836	Angela Conway -- 603-	CQ	11/7/2019	pages are flying out upon exit.....has heavy	0.40
		Call Notes:	Ejector pawls keep getting misaligned. Realigned them but will order ejector		
SC193846	Angela Conway	CQ	11/12/2019	Needs ejector - pages are flying out upon	1.98
		Call Notes:	Installed ejector assembly in finisher. Cleaned and tested finishing options.		
SC196546	Kim Haley -- 603-267-	EC	1/15/2020	Code C1103 - See Louise	0.63
		Call Notes:	Bottom output tray on finisher stuck down. Repaired. Ran 100 pages through		

Customer:	SAU 80 Shaker Region School District			
EquipmentNumber:	N1506	Contract #:	MA5534-03	Location:
Model:	bizhub 808			Serial Number: A8KN011003662
		BW	Color	
Install Date:	8/21/2017	36,890	0	Last Service Call: 1/29/2020
Avg Monthly Volume:	36,890			Last Default Meter Read: 239,387
Total Service Calls:	2			Service Calls Last Year: 1
Avg Response Time:	6.45			Service Calls This Year: 1
Up Time Hours:	2,089.82			Up Time Percentage: 99.33%

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
SC187475	Stacy Kruger -- 603-	EC	6/12/2019	When scanning, tells them it didn't go through	0.82
		Call Notes:		Cleaned adf sensors and rollers, cleaned and tested copier	
SC197176	Debbie Thompson --	CQ	1/29/2020	was just cleaned yesterday, now ghosting on	0.43
		Call Notes:		Ran test pages. Drum ghosting pages after first couple copies. Drum at 49	

Customer Group:

Contract Type: Software Assurance Plan, Customer: S802: SAU 80 Shaker Region School District			
Address: 58 School Street		City: Belmont	State: NH Zip: 03220
		BW	Color
Total Monthly Volume:	0		Number of Equipment: 1
Total Service Calls:	0		Service Calls Last Year: 0
Avg Response Time:	0.00		Service Calls This Year:
Avg Up Time Hours:	2,104.00		Avg Up Time Percentage: 100.00%

Equipment:

Customer:	SAU 80 Shaker Region School District		
EquipmentNumber:	EQ109044	Contract #:	MA6167-01
Model:	NG-1000		Location:
		Serial Number:	
		BW	Color
Install Date:			Last Service Call:
Avg Monthly Volume:	0		Last Default Meter Read:
Total Service Calls:	0		Service Calls Last Year: 0
Avg Response Time:	0.00		Service Calls This Year: 0
Up Time Hours:	2,104.00		Up Time Percentage: 100.00%

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
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