

**NHSAU 87 - 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 21 units under contract with KMBS, there were 45 service calls on 21 photocopiers during the fiscal year. Uptime for your fleet was 99.45%, which is not bad considering the number of calls and age of your machines. 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 6.65 hours, which is rather high but travel time may need to be taken into account.

Your last upgrade was 8/2/2015. All machines are under a five-year+ warranty and service contract that expires on 6/30/22. However, the average model in your fleet was introduced 9.14 years ago. All equipment is more than 8 years from model date of introduction, with three units being more than 10 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.

Two units had 5 or more 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>Boynton Middle School</b>															
Library	Konica Minolta BH501	AOR5011021408	9348 5937	1	13,773	6.64	6.97	99.70%	533	0	283	0	6/1/2008	13.25	Black Photocopier
Mail Room	Konica Minolta BHC454	A4FJ011002531	9348 5952	3	16,590	5.85	12.49	99.46%	2,656	1,365	965	308	7/1/2012	9.17	Color Photocopier
Room 100 Guidance	Konica Minolta BH654E	A5YN017007892	9348 5942	4	42,140	5.59	12.31	99.47%	19,847	0	8,530	0	7/1/2013	8.17	Black Photocopier
Room 101 Principal	Konica Minolta BHC554E	A5AY011015779	9348 5943	3	45,949	5.98	13.80	99.41%	4,015	1,064	2,877	1,355	8/1/2012	9.08	Color Photocopier
Room 200	Konica Minolta BH754E	A55V017005302	9348 5851	4	86,972	11.08	24.11	98.96%	24,118	0	14,415	0	1/1/2013	8.67	Black Photocopier
Room 215 Special Ed	Konica Minolta BH4050	A6VF011011461	9348 5934	0	0	0.00	0.00	100.00%	704	0	616	0	2/1/2014	7.58	Black Laser MFP
<b>Highbridge Hill Elementary</b>															
3rd Grade Work Room	Konica Minolta BH654E	A5YN017007632	9348 5939	1	64,308	10.42	10.95	99.53%	10,376	0	5,970	0	7/1/2013	8.17	Black Photocopier
Copy Room Downstairs	Konica Minolta BH754E	A55V017005368	9348 5949	4	61,598	8.75	23.28	99.00%	18,976	0	16,579	0	1/1/2013	8.67	Black Photocopier
Library	Konica Minolta BH4050	A6VF011011467	9348 5949	0	0	0.00	0.00	100.00%	189	0	172	0	2/1/2014	7.58	Black Laser MFP
Main Office	Konica Minolta BHC554E	A5AY011015788	9348 5945	6	11,957	6.59	44.48	98.08%	5,957	7,819	3,272	4,568	8/1/2012	9.08	Color Photocopier
Room 125	Konica Minolta BH754E	A55V017005341	9348 5948	4	43,064	9.25	40.97	98.24%	19,837	0	9,200	0	1/1/2013	8.67	Black Photocopier
Room 207	Konica Minolta BH754E	A55V017005288	9348 5950	1	73,990	0.00	0.00	100.00%	14,068	0	10,202	0	1/1/2013	8.67	Black Photocopier
<b>Mascenic High School</b>															
Guidance Office	Konica Minolta BHC554E	A5AY011015749	9348 5936	0	0	0.00	0.00	100.00%	4,946	3,690	2,444	2,692	8/1/2012	9.08	Color Photocopier
Library	Konica Minolta BH501	AOR5011021344	9348 5936	2	3,697	2.68	3.12	99.87%	2,412	0	164	0	6/1/2008	13.25	Black Photocopier
Main Office	Konica Minolta BH4050	A6VF011011470	9348 5960	3	13,279	6.15	13.79	99.41%	588	0	418	0	2/1/2014	7.58	Black Laser MFP
Main Office Copy Room	Konica Minolta BH654E	A5YN017007896	9348 5940	0	0	0.00	0.00	100.00%	2,252	0	1,887	0	7/1/2013	8.17	Black Photocopier
Room 342	Konica Minolta BH501	AOR5011021553	9348 5935	2	20,964	4.65	12.31	99.47%	4,526	0	2,071	0	6/1/2008	13.25	Black Photocopier
Room 380	Konica Minolta BH754E	A55V017005506	9348 5947	5	27,170	4.69	21.21	99.09%	47,094	0	10,920	0	1/1/2013	8.67	Black Photocopier
<b>SAU 87 District Building</b>															
Admin Assistant	Konica Minolta BH284E	A61G011011949		0	0	0.00	0.00	100.00%	1,725	0	1,316	0	11/1/2013	7.83	Black Photocopier
Main Office	Konica Minolta BHC554E	A5AY011015759	9348 5944	2	26,872	4.86	5.87	99.75%	3,400	1,947	1,603	558	8/1/2012	9.08	Color Photocopier
<b>Science Building</b>															
Tech Office	Konica Minolta BH654E	A5YN017007805	9348 9541	0	0	0.00	0.00	100.00%	11,662	0	3,875	0	7/1/2013	8.17	Black Photocopier
<b>TOTALS &amp; AVERAGES</b>				<b>45</b>	<b>36821</b>	<b>6.65</b>	<b>218.58</b>	<b>99.45%</b>	<b>8,000</b>	<b>3,177</b>	<b>4,710</b>	<b>1,896</b>		<b>9.14</b>	

171 TURNPIKE RD

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

Location	Current Equipment	Serial Number	Vendor ID	# 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
HHES Main Office	Konica Minolta BHC554E	A5AY011015788	9348 5945	6	838,104	11,957	6.59	98%	7,840	Collor Photocopier	Three calls were for jams in the doc feeder, where one call resulted in rollers being replaced; Two calls were for poor quality related to the Transfer Belt unit, and one call was for an error code where the unit required a cleaning. There have been 3 service calls since the start of FY22, 1 for an unknown issue, 1 for poor quality related to the transfer belt unit, and one for an error code requiring an adjustment.
MHS Room 380	Konica Minolta BH754E	A55V017005506	9348 5947	5	2,491,577	27,170	4.69	99%	10,920	Black Photocopier	The last service call on this unit was in March for a jam in the doc feeder requiring a roller to be replaced; two calls were in the 1st paper tray, one code was for issues with the waste toner bottle, and one call was for a PM cleaning.