

**CITY OF SACO - 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 29 units under contract with KMBS, there were 35 service calls on 13 copiers and 1 printer during the fiscal year. Uptime for your fleet was 99.92%, which is excellent 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 2.46 hours, which is excellent and well within the contracted average.

Your last upgrade was 8/2/2018. 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 4.46 years ago. One unit in the fleet was over 13 years from date of intro, but this printer has been since replaced with a new machine. 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 did have 5 or more service calls for a variety of issues. Details on those service calls can be seen on the next page. One of those units had a total of 7 calls for the fusing unit over a period of two months. This machine should be monitored for continuing issues.

**CITY OF SACO - KMBS  
FLEET REPORT FY21**

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
City Hall Finance Clerk MFC 1	Konica Minolta BH4422	AAFM011000226	6	155,285	16,836	3.61	100%	4,427	Black Laser MFP	2 service calls were for poor quality; on both calls (September & May) imaging unit replaced; the other 4 calls were for jamming in various locations. Cleaning or adjustment resolved those issues.
City Hall Mail Room	Konica Minolta BH558E	AA6T011002899	8	301,100	44,894	2.73	99%	7,459	Black Photocopier	One call was for poor quality where the drum was replaced; the remaining calls were for error codes related to the fusing unit. At least one of those calls was a revisit to install a replacement fusing unit. There were 3 calls in April and 4 total in May for this issue.

**CITY OF SACO - KMBS  
FLEET REPORT FY21**

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>Annex Building</b>															
Human Resources	Konica Minolta BH4422	AAFM011000233	9499 5949	1	11,045	1.40	2.50	99.89%	840	0	131	0	8/1/2018	3.17	Black Laser MFP
Room 1	Konica Minolta BH4422	AAFM011000295	9499 5950	1	17,405	0.00	0.00	100.00%	1,256	0	492	0	8/1/2018	3.17	Black Laser MFP
<b>City Hall</b>															
Accounts Payable 3rd Floor	Konica Minolta BH458E	AA6U011006933	9486 4264	0	0	0.00	0.00	100.00%	2,368	0	1,189	0	8/1/2016	5.17	Black Photocopier
Accounts Payable TRADED	HP LaserJet P4515	CNDY354110	9499 5910	2	0	0.00	0.00	100.00%	1,057	0	352	0	5/1/2008	13.42	Black Network Printer
City Administrator	Konica Minolta BHC458	A79M011027364	9486 4215	0	0	0.00	0.00	100.00%	1,713	475	1,218	705	8/1/2016	5.17	Color Photocopier
City Clerk	Konica Minolta BH458E	AA6U011006936	9499 5951	2	113,422	0.00	0.00	100.00%	4,530	0	8,187	0	8/1/2016	5.17	Black Photocopier
Finance Clerk 1	HP LaserJet M607	CNBCL6W0F0	9499 5966	0	0	0.00	0.00	100.00%	295	0	411	0	5/1/2017	4.42	Black Network Printer
Finance Clerk 2	HP LaserJet M607	CNBCL781C9	9499 5967	0	0	0.00	0.00	100.00%	263	0	221	0	5/1/2017	4.42	Black Network Printer
Finance Clerk 3	HP LaserJet M607	CNBCL781CZ	9499 5969	0	0	0.00	0.00	100.00%	303	0	372	0	5/1/2017	4.42	Black Network Printer
Finance Clerk 4	HP LaserJet M607	CNBCL781D4	9499 5968	0	0	0.00	0.00	100.00%	320	0	343	0	5/1/2017	4.42	Black Network Printer
Finance Clerk MFC 1	Konica Minolta BH4422	AAFM011000226	9499 5909	6	16,837	3.61	4.75	99.80%	3,280	0	4,427	0	8/1/2018	4.42	Black Laser MFP
Finance Clerk MFC 2	Konica Minolta BH4422	AAFM011000250	9499 5952	2	30,129	2.44	4.30	99.81%	2,430	0	2,665	0	8/1/2018	3.17	Black Laser MFP
Mail Room	Konica Minolta BH458E	AA6T011002899	9486 4217	8	44,894	2.73	21.45	99.08%	7,305	0	7,459	0	2/1/2017	4.67	Black Photocopier
<b>Fire Department</b>															
Office	Konica Minolta BHC458	A79M011030987	9486 4214	0	0	0.00	0.00	100.00%	2,864	532	2,161	659	8/1/2016	5.17	Color Photocopier
<b>Police Department</b>															
Administration	Konica Minolta BHC458	A79M011031325	9486 4144	3	39,652	3.40	10.05	99.57%	1,250	706	1,919	325	8/1/2016	5.17	Color Photocopier
Court Officer	Konica Minolta BH4422	AAFM011000251	9499 5948	0	0	0.00	0.00	100.00%	1,994	0	578	0	8/1/2018	3.17	Black Laser MFP
Criminal Investigations	Konica Minolta BHC3351	A92F011010985	9499 5946	1	15,154	0.00	0.00	100.00%	521	457	555	742	4/1/2017	4.50	Color Laser MFP
Data Entry	Konica Minolta BH4422	AAFM011000245	9499 5947	0	0	0.00	0.00	100.00%	470	0	864	0	8/1/2018	3.17	Black Laser MFP
Dispatch	Konica Minolta BH4422	AAFM011000243	9499 5927	2	28,589	4.17	6.05	99.74%	1,473	0	1,482	0	8/1/2018	3.17	Black Laser MFP
Room 121 Hall	Konica Minolta BH458E	AA6U011006910	9499 5911	2	11,264	1.26	2.79	99.88%	2,074	0	2,228	0	8/1/2016	5.17	Black Photocopier
<b>Parks &amp; Recreation</b>															
Copy Room	Konica Minolta BH458E	AA6U011006959	9486 4143	0	0	0.00	0.00	100.00%	2,104	0	1,392	0	8/1/2016	5.17	Black Photocopier
Garage	Konica Minolta BH4422	AAFM011000206	9499 5926	1	3,626	0.00	0.00	100.00%	93	0	71	0	8/1/2018	3.17	Black Laser MFP
Main Office	Konica Minolta BHC458	A79M011031616	9486 4218	0	0	0.00	0.00	100.00%	881	3,388	672	2,680	8/1/2016	5.17	Color Photocopier
Reception	Konica Minolta BH4422	AAFM011000237	9499 5780	0	0	0.00	0.00	100.00%	247	0	358	0	8/1/2018	3.17	Black Laser MFP
<b>Public Works</b>															
General Supervisor	Konica Minolta BHC458	A79M011031589	9499 5971	0	0	0.00	0.00	100.00%	1,489	1,390	1,417	1,480	8/1/2016	5.17	Color Photocopier
Office	Konica Minolta BHC3350I	A93E011007518	N/A	3	1,422	0.74	2.35	99.85%	21	10	400	212	4/1/2019	2.50	Color Laser MFP
Office	Konica Minolta BH4422	AAFM011002245	N/A	1	0	0.00	0.00	100.00%	21	0	486	0	8/1/2018	3.17	Black Laser MFP
<b>Water Treatment</b>															
Copy Room	Konica Minolta BHC458	A79M011031685	9486 4146	0	0	0.00	0.00	100.00%	1,227	258	1,228	801	8/1/2016	5.17	Color Photocopier
Water Resource Lab	Konica Minolta BH4702P	AAFH011001207	9499 5970	0	0	0.00	0.00	100.00%	200	0	235	0	8/1/2018	3.17	Black Network Printer
<b>TOTALS &amp; AVERAGES</b>				<b>35</b>	<b>27,787</b>	<b>2.46</b>	<b>54.22</b>	<b>99.92%</b>	<b>1,479</b>	<b>994</b>	<b>1,500</b>	<b>951</b>		<b>4.50</b>	