

Addison Northwest School District - SymQuest
Fleet Service Report FY22



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 12 units under contract with SymQuest, there were 24 service calls on 9 copiers and 1 printer during the fiscal year. Uptime for your fleet was 99%, which is good for the size of your fleet. SPC's bid specs require vendor to arrive within an average of four hours for service calls. Each vendor calculates these figures differently, but SymQuest notes their average response time from call to arrival as 4.61 hours, which could likely be improved upon. However, sometimes non-priority calls have a longer response time and therefore inflate the figures.

Your last upgrade was on 7/1/2021. All machines are under a five-year+ warranty and service contract that expires on 6/30/2026. The average model in your fleet was introduced 4.25 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 had 5 service calls for a variety of issues. Details on those service calls can be seen on the last page.

Definitions

Response time: Time from when service call was created at SymQuest until the onsite technician arrives. Proactive calls are not counted in this column

Closed in 1 or 2 visits: There can be multiple visits for one call, example would be a second visit to install a part that was ordered.

Cycle Time: Time from when service call was created until SymQuest closed the call.

Up Time: Time being serviced divided by number of business hours available between date range of report

Average volume between calls: Total volume from service call to service call (does not include from install to first call)

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Location	Make/Model	Serial Number	Vendor ID	# Service Calls	Avg Volume between Service Calls	Avg Response Time	Closed in 1 or 2 visits	Cycle Time (hrs)	Uptime%	Projected Monthly Volume Black	Actual Monthly Volume Black	Projected Monthly Volume Color	Actual Monthly Volume Color	Model Intro Date	Model Age (years)	Model Type
Addison Wayfinder Experience																
Office	Konica Minolta BHC300I	AA2K013005982	214821	0	No Calls	No Calls	No Calls	No Calls	100.00%	83	192	42	1,102	6/1/19	3.33	Color Photocopier
ANWSD Office																
Accounts Payable	HP Laser Jet Enterprise M506dn	PHBGQ49799	141857	0	No Calls	No Calls	No Calls	No Calls	100.00%	528	740	0	0	10/1/15	7.00	Black Network Printer
Copy Room	Konica Minolta BHC650I	AA7N011002951	214822	2	8,807	3.00	100.00%	4.20	99.00%	8,318	5,628	5,025	4,248	2/1/20	2.67	Color Photocopier
Financial	HP Laser Jet 600 M610	CNBCP3B1N4	142801	0	No Calls	No Calls	No Calls	No Calls	100.00%	528	734	0	0	5/1/21	1.42	Black Network Printer
Ferrisburgh Central School																
Hallway	HP Laser Jet Enterprise M506dn	CNDCG631NX	141854	0	No Calls	No Calls	No Calls	No Calls	100.00%	319	431	0	0	10/1/15	7.00	Black Network Printer
Staff Room	Konica Minolta BHC650I	AA7N011002983	215369	3	70,754	1.18	66.67%	285.03	98.00%	11,454	17,476	5,871	7,315	2/1/20	2.67	Color Photocopier
Vergennes Union Elementary School																
B Wing Hallway Outside Room B8	Konica Minolta BH808	A8KN011013610	215377	2	154,560	2.30	100.00%	3.53	99.00%	21,720	26,653	0	0	6/1/16	6.33	Black Photocopier
D Wing Hallway Outside Room D4	Konica Minolta BH450I	AC76011004730	215374	0	No Calls	No Calls	No Calls	No Calls	100.00%	8,116	10,848	0	0	9/1/20	2.08	Black Photocopier
Hallway By Mailboxes	Konica Minolta BHC650I	AA7N011002941	215372	3	18,852	3.69	100.00%	15.48	99.00%	17,209	11,881	7,469	8,283	2/1/20	2.67	Color Photocopier
Vergennes Union High School																
Learning Center A Wing Hallway	Konica Minolta BH450I	AC76011004865	215370	1	No Calls	2.88	100.00%	3.55	100.00%	3,055	3,641	0	0	9/1/20	2.08	Black Photocopier
Main Office	Konica Minolta BHC650I	AA7N011002936	215368	5	11,203	6.86	100.00%	24.30	98.00%	3,985	4,516	3,471	2,556	2/1/20	2.67	Color Photocopier
Room C11 Middle School Computer Lab	HP Laser Jet Enterprise M506dn	PHBGR77247	141856	3	4,924	8.39	100.00%	20.48	99.00%	528	1,289	0	0	10/1/15	7.00	Black Network Printer
Room C14 Faculty Room	Konica Minolta BH808	A8KN012001486	215373	1	No Calls	3.95	100.00%	5.23	99.00%	29,192	19,166	0	0	6/1/16	6.33	Black Photocopier
Room C23 Library	Konica Minolta BH808	A8KN012001480	215375	1	No Calls	10.43	100.00%	12.62	100.00%	21,896	16,326	0	0	6/1/16	6.33	Black Photocopier
Room C24 Counseling Office	Konica Minolta BH450I	AC76011004890	215371	0	No Calls	No Calls	No Calls	No Calls	100.00%	2,780	3,646	0	0	9/1/20	2.08	Black Photocopier
Room D15 D Wing Hallway	Konica Minolta BH808	A8KN012001468	215376	3	27,596	3.41	100.00%	5.11	99.00%	27,199	26,490	0	0	6/1/16	6.33	Black Photocopier
Totals and Averages				24		4.61		38.00	99.31%	9,807	9,354	4,376	4,701		4.25	

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Equipment with 5 or more calls for the reporting period July 1, 2021 to June 30, 2022

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
VUHS Main Office	Konica Minolta BHC650I	AA7N011002936	5	122,238	11,203	2.88	98%	7,072	Color Photocopier	The first call of the year was due to an issue with the copier fax setting interfering with client's SmartFax through phone system. Two calls were due to a grinding noise in the system. The technician spent the first call realigning the right door, cleaned and realigned gear mounts, etc. On the second call he found the toner waste auger on the transfer unit was making the noise. He removed chunks of toner, cleaned, and reassembled. The 4th call was for poor quality due to a label border strip stuck to the transfer unit. The 5th call was due to jamming in the manual feed tray; technician ordered and replaced the roller drive pin and sep. assembly.