

Addison Northwest School District - SymQuest  
Fleet Service Report FY23



## 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 16 units under contract with SymQuest, there were 21 service calls on six copiers and one printer during the fiscal year. Uptime for your fleet was 99.61%, which is fair for the size 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. SymQuest notes their average response time from call to arrival as 6.85 hours, which is higher than spec'd and will be addressed with the vendor. It should be understood, however, that low priority calls (PMs, functioning machines) may unnaturally inflate the average response time.

Your last upgrade was in 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 5.5 years ago., and seven units are more than seven 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.

### 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
<b>Addison Wayfinder Experience</b>																
Office	Konica Minolta BHC300i	AA2K013005982	214821	1	No Calls	5.82	100.00%	6.78	99.74%	192	257	1,102	526	6/1/19	4.33	Color MFP A-3 11x17
<b>ANWSD District Office</b>																
Accounts Payable	HP LaserJet M506dn	PHBGQ49799	141857	0	No Calls	No Calls	No Calls	No Calls	100.00%	740	1,060	0	0	10/1/15	8.00	Black Printer A-4
Copy Room	Konica Minolta BHC650i	AA7N011002951	214822	0	No Calls	No Calls	No Calls	No Calls	100.00%	5,628	6,046	4,248	2,674	2/1/20	3.67	Color MFP A-3 11x17
Financial	HP LaserJet M610	CNBCP3B1N4	142801	0	No Calls	No Calls	No Calls	No Calls	100.00%	734	386	0	0	5/1/21	2.42	Black Printer A-4
<b>Ferrisburgh Central School</b>																
Hallway	HP LaserJet M602	CNDG631NX	141854	0	No Calls	No Calls	No Calls	No Calls	100.00%	431	301	0	0	11/1/11	11.92	Black Printer A-4
Staff Room	Konica Minolta BHC650i	AA7N011002983	215369	5	31,086	6.87	100.00%	13.86	98.47%	17,476	21,477	7,315	8,852	2/1/20	3.67	Color MFP A-3 11x17
<b>Vergennes Union Elementary School</b>																
B Wing Hall Outside Room B8	Konica Minolta BH808	A8KN011013610	215377	1	No Calls	4.85	100.00%	5.87	99.78%	26,653	26,364	0	0	6/1/16	7.33	Black MFP A-3 11x17
D Wing Hall Outside Room D4	Konica Minolta BH450i	AC76011004730	215374	2	No Calls	7.24	100.00%	7.94	99.41%	10,848	11,747	0	0	9/1/20	3.08	Black MFP A-3 11x17
Hallway by Mailboxes	Konica Minolta BHC650i	AA7N011002941	215372	7	23,231	9.28	85.71%	18.99	97.54%	11,881	11,790	8,283	7,356	2/1/20	3.67	Color MFP A-3 11x17
<b>Vergennes Union High School</b>																
A Wing Hall Learning Center	Konica Minolta BH450i	AC76011004865	215370	0	No Calls	No Calls	No Calls	No Calls	100.00%	3,641	4,213	0	0	9/1/20	3.08	Black MFP A-3 11x17
Main Office	Konica Minolta BHC650i	AA7N011002936	215368	0	No Calls	No Calls	No Calls	No Calls	100.00%	4,516	4,740	2,556	3,392	2/1/20	3.67	Color MFP A-3 11x17
Room C14 Faculty	Konica Minolta BH808	A8KN012001486	215373	1	No Calls	4.43	100.00%	7.37	100.04%	19,166	19,444	0	0	6/1/16	7.33	Black MFP A-3 11x17
Room C23 Library	Konica Minolta BH808	A8KN012001480	215375	0	No Calls	No Calls	No Calls	No Calls	100.00%	16,326	11,799	0	0	6/1/16	7.33	Black MFP A-3 11x17
Room C24 Counseling Office	Konica Minolta BH450i	AC76011004890	215371	0	No Calls	No Calls	No Calls	No Calls	100.00%	3,646	3,552	0	0	9/1/20	3.08	Black MFP A-3 11x17
Room C9 MS Computer Lab	HP LaserJet M506dn	PHBGR77247	141856	1	No Calls	12.73	100.00%	13.78	99.76%	1,289	1,531	0	0	10/1/15	8.00	Black Printer A-4
Room D15 D Wing Hallway	Konica Minolta BH808	A8KN012001468	215376	3	158,509	3.56	100.00%	5.67	99.01%	26,490	27,955	0	0	6/1/16	7.33	Black MFP A-3 11x17
<b>Totals and Averages</b>				<b>21</b>	<b>70,942</b>	<b>6.85</b>	<b>98.21%</b>	<b>10.03</b>	<b>99.61%</b>	<b>9,354</b>	<b>9,541</b>	<b>4,701</b>	<b>4,560</b>		<b>5.49</b>	

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Equipment with 5 or more calls for the reporting period July 1, 2022 to June 30, 2023										
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
FCS Staff Room	Konica Minolta BHC650i	AA7N011002983	5	749,417	31,086	6.87	98.47%	30,329	Color MFP A-3 11x17	Copier had issues with lines across copies on 3 occasions; technician installed new fuser unit, black drum, and then all 4 drums and transfer unit. One call was for a setting that needed to be adjusted and the 5th call was for jamming caused by tape on the plating glass ramp. The last service call was in March 2023.
VES Hall	Konica Minolta BHC650i	AA7N011002941	7	553,380	23,231	9.28	97.54%	19,146	Color MFP A-3 11x17	Copier experienced 3 issues with jamming in Tray 3; technician replaced parts and ultimately replaced exit assembly. One service call required a firmware update, and 3 additional calls were due to streaks across the pages, which required cleaning as well as replacement of fuser unit, transfer belt, and drums over the three calls. It would be a good idea to monitor this unit since the jamming issue took place within a one-month period for the same issue.