

**AOS 91 - 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 85 units under contract with SymQuest, there were 96 service calls on 22 copiers and 31 printers during the fiscal year. Uptime for your fleet was 99.75%, which is reasonable 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. SymQuest notes their average response time from call to arrival as 8.96 hours, which is very high and will be addressed with the vendor. The vendor noted that while the overall average is 15.73 hours response time, they do not count proactive or courtesy calls in the bottom line average.

Your last upgrade was on 8/2/2019. All machines are under a five-year+ warranty and service contract that expires on 6/30/2025. The average model age of your fleet is 5.62 years from date of model introduction. Seven units are more than 7 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 have more than 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
AOS 91 District Office																
Copy Room	Konica Minolta BHC558	A79K011024933	212442	2	No Calls	8.23	100.00%	8.47	99.00%	4,429	1,326	1,572	1,915	2/1/17	5.75	Color Photocopier
Copy Room	Konica Minolta BHC558	A79K011025010	212447	3	9,738	7.48	100.00%	7.68	99.00%	5,031	2,746	2,790	2,442	2/1/17	5.75	Color Photocopier
Front Office	Konica Minolta BHC3300i	AAJT011200045	141876	0	No Calls	No Calls	No Calls	No Calls	100.00%	398	384	898	582	4/1/19	3.58	Color Network Printer
Room 319 MICR	HP LaserJet Pro M402dne	PHB5D59469	137145	0	No Calls	No Calls	No Calls	No Calls	100.00%	1,325	1,551	0	0	4/1/17	5.58	Black Network Printer
Room 319 MICR	HP LaserJet Pro M402dne	PHB5D59378	137146	2	2,307	31.18	50.00%	56.12	99.00%	2,308	906	0	0	4/1/17	5.58	Black Network Printer
Room 319 MICR	HP LaserJet Pro M402dne	PHB5D59270	137147	2	-38,706	11.18	50.00%	115.83	99.00%	1,341	1,805	0	0	4/1/17	5.58	Black Network Printer
Room 319 MICR	HP LaserJet Pro M402dne	PHB5D59467	137148	1	No Calls	0.25	0.00%	124.70	100.00%	1,552	1,804	0	0	4/1/17	5.58	Black Network Printer
Special Education	HP Color LaserJet M452dn	VNB3K07381	138124	3	3,234	48.46	100.00%	48.82	99.00%	362	4	712	2,550	1/10/15	7.75	Color Network Printer
Storage	HP LaserJet Pro M402dne	PHB5F56740	137152	1	No Calls	0.42	100.00%	0.92	100.00%	0	811	0	0	4/1/17	5.58	Black Network Printer
Tech Office	Konica Minolta BH4702P	AAFH011007581	138181	1	No Calls	1.65	100.00%	2.68	100.00%	1,662	140	0	0	8/1/18	4.25	Black Network Printer
Ashley Bryan School																
Main Office	Konica Minolta BHC3350i	A93E011002380	212459	0	No Calls	No Calls	No Calls	No Calls	100.00%	1,700	101	782	301	4/1/19	3.58	Color Network Printer
Office Spare	Konica Minolta BH4422	AAFM011001254	138173	0	No Calls	No Calls	No Calls	No Calls	100.00%	0	0	0	0	8/1/18	4.25	Black Laser MFP
Connors-Emerson School																
Art Room	HP Color LaserJet M452dn	VNB3B74409	139115	1	No Calls	38.47	100.00%	38.72	100.00%	25	24	56	39	1/10/15	7.75	Color Network Printer
Computer Lab	HP Color LaserJet M452dn	VNB3B74407	139113	2	73	28.62	100.00%	29.08	99.00%	427	104	584	199	1/10/15	7.75	Color Network Printer
Connors Office	Konica Minolta BHC558	A79K011024934	212444	3	5,065	2.00	100.00%	6.52	100.00%	4,332	3,713	3,537	2,055	2/1/17	5.75	Color Photocopier
Emerson Special Education	HP LaserJet Pro M402dne	PHB5F56903	137124	1	No Calls	No Calls	100.00%	39.60	100.00%	69	228	0	0	4/1/17	5.58	Black Network Printer
Emerson Teachers' Room	Konica Minolta BH808	A8KN011010939	212439	1	No Calls	No Calls	100.00%	39.73	100.00%	10,287	6,186	0	0	6/1/16	6.42	Black Photocopier
French Class	HP LaserJet Pro M402dne	PHB5D59366	139116	1	No Calls	No Calls	100.00%	39.15	100.00%	175	419	0	0	4/1/17	5.58	Black Network Printer
Gabel-Richards	HP LaserJet Pro M402dne	PHB5D59372	137129	1	No Calls	No Calls	100.00%	38.82	100.00%	199	268	0	0	4/1/17	5.58	Black Network Printer
Grade 4 Hallway	HP Color LaserJet M553dn	JPCM8D171	137150	3	4,342	26.41	100.00%	26.71	99.00%	2,686	109	50	908	4/1/16	6.58	Color Network Printer
Library	HP Color LaserJet M452dn	VNB3B20856	139109	1	No Calls	6.28	100.00%	6.47	100.00%	658	238	942	388	1/10/15	7.75	Color Network Printer
Lower Hallway	Konica Minolta BH658e	AA6R011005213	212436	6	12,160	3.97	100.00%	4.09	98.00%	15,615	6,870	0	0	5/1/17	5.50	Black Photocopier
Office Hall	HP LaserJet Pro M402dne	PHB5D59367	137149	1	No Calls	No Calls	100.00%	40.88	100.00%	71	0	0	0	4/1/17	5.58	Black Network Printer
Office Hall	Konica Minolta BHC558	A79K011024886	212452	2	16,284	No Calls	100.00%	29.65	100.00%	10,932	7,098	4,940	4,250	2/1/17	5.75	Color Photocopier
Room 20	HP LaserJet Pro M402dne	PHB5F56900	137134	1	No Calls	No Calls	100.00%	40.47	100.00%	432	164	0	0	4/1/17	5.58	Black Network Printer
Room 21 Copy Room	HP Color LaserJet M452dn	VNG3M10739	139114	1	No Calls	No Calls	100.00%	10.47	100.00%	178	269	450	177	1/10/15	7.75	Color Network Printer
Room 32	HP LaserJet Pro M402dne	PHB5D59380	137142	1	No Calls	No Calls	100.00%	10.93	100.00%	700	1,107	0	0	4/1/17	5.58	Black Network Printer
Room E-02	HP LaserJet Pro M402dne	PHB5707030	137126	1	No Calls	No Calls	100.00%	38.88	100.00%	115	164	0	0	4/1/17	5.58	Black Network Printer
Room E-03 Frels	HP LaserJet Pro M402dne	PHB5D59375	137141	1	No Calls	No Calls	100.00%	38.92	100.00%	205	540	0	0	4/1/17	5.58	Black Network Printer
Room E-04	HP LaserJet Pro M402dne	PHB5F56904	137112	1	No Calls	No Calls	100.00%	38.90	100.00%	0	355	0	0	4/1/17	5.58	Black Network Printer
Room E-05	HP LaserJet Pro M402dne	PHB5D59362	137132	1	No Calls	No Calls	100.00%	38.85	100.00%	29	337	0	0	4/1/17	5.58	Black Network Printer
Room E-06	HP LaserJet Pro M402dne	PHB5D59369	137131	1	No Calls	No Calls	100.00%	38.75	100.00%	105	360	0	0	4/1/17	5.58	Black Network Printer
Room E-08	HP LaserJet Pro M402dne	PHB5F56901	137137	1	No Calls	No Calls	100.00%	40.28	100.00%	178	249	0	0	4/1/17	5.58	Black Network Printer
Room E-09	HP LaserJet Pro M402dne	PHB5F56831	137136	1	No Calls	No Calls	100.00%	40.28	100.00%	201	0	0	0	4/1/17	5.58	Black Network Printer
Room E-10	HP LaserJet Pro M402dne	PHB5D59364	137144	1	No Calls	No Calls	100.00%	40.27	100.00%	126	14	0	0	4/1/17	5.58	Black Network Printer
Room E-11 Math	HP LaserJet Pro M402dne	PHB5F56905	137130	1	No Calls	No Calls	100.00%	40.13	100.00%	60	145	0	0	4/1/17	5.58	Black Network Printer
Room E-12 Hanna	HP LaserJet Pro M402dne	PHB5D59370	137140	1	No Calls	No Calls	100.00%	39.77	100.00%	0	0	0	0	4/1/17	5.58	Black Network Printer
Teachers' Lounge Closet	Konica Minolta BHC558	A79K011017075	212470	6	16,886	36.94	100.00%	23.57	98.00%	4,332	14,880	3,537	6,057	2/1/17	5.75	Color Photocopier

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Frenchboro Elementary School																
Main Office	Konica Minolta BHC3350i	A93E011002055	212458	0	No Calls	No Calls	No Calls	No Calls	100.00%	43	248	12	489	4/1/19	3.58	Color Network Printer
Office Spare	Konica Minolta BH4422	AAFM011001225	138172	0	No Calls	No Calls	No Calls	No Calls	100.00%	0	0	0	0	8/1/18	4.25	Black Laser MFP
Longfellow School																
Main Office	Konica Minolta BHC3350i	A93E011002168	212461	0	No Calls	No Calls	No Calls	No Calls	100.00%	652	528	337	1,087	4/1/19	3.58	Color Network Printer
Mt. Desert Elementary School																
Grade 4 Hallway	Konica Minolta BH4402P	AAFJ011000529	138177	2	No Calls	9.46	100.00%	9.75	99.00%	1,133	38	0	0	8/1/18	4.25	Black Network Printer
Grade 4-6 Lobby	Konica Minolta BH4402P	AAFJ011000461	138179	1	No Calls	16.07	100.00%	16.10	100.00%	1,323	1,971	0	0	8/1/18	4.25	Black Network Printer
Grades K-3 Lobby	Konica Minolta BHC658	A79J013008832	212431	1	No Calls	No Calls	100.00%	9.83	100.00%	6,579	5,801	83	4,232	5/1/17	5.50	Color Photocopier
Main Office	Konica Minolta BHC558	A79K011024874	212443	2	12,713	47.21	100.00%	48.00	99.00%	5,356	2,648	2,683	2,612	2/1/17	5.75	Color Photocopier
Maintenance Office	HP LaserJet Pro M402dne	PHB5D59365	137135	0	No Calls	No Calls	No Calls	No Calls	100.00%	42	21	0	0	4/1/17	5.58	Black Network Printer
Room 141 Kitchen Office	Konica Minolta BH4422	AAFM011000215	138174	0	No Calls	No Calls	No Calls	No Calls	100.00%	122	101	0	0	8/1/18	4.25	Black Laser MFP
Teacher's Room	Konica Minolta BHC658	A79J013008877	212441	4	25,783	13.45	100.00%	14.18	99.00%	12,122	6,582	4,599	4,355	5/1/17	5.50	Color Photocopier
Mt. Desert Island High School																
Adult Education	Konica Minolta BHC458	A79M011046871	212456	0	No Calls	No Calls	No Calls	No Calls	100.00%	909	428	567	336	8/1/16	6.25	Color Photocopier
Copy Room Up	Konica Minolta BH4402P	AAFJ011000224	138180	0	No Calls	No Calls	No Calls	No Calls	100.00%	0	217	0	0	8/1/18	4.25	Black Network Printer
Copy Room Up	Konica Minolta BH808	A8KN011011647	212440	0	No Calls	No Calls	No Calls	No Calls	100.00%	25,217	16,558	0	0	6/1/16	6.42	Black Photocopier
Guidance Office	Konica Minolta BH458e	AA6U011015499	212450	0	No Calls	No Calls	No Calls	No Calls	100.00%	2,204	1,125	0	0	8/1/16	6.25	Black Photocopier
Gym Office	HP Color LaserJet M452dn	VNB3M73094	139108	0	No Calls	No Calls	No Calls	No Calls	100.00%	29	66	22	44	1/10/15	7.75	Color Network Printer
Hallway Outside Room 118	Konica Minolta BHC458	A79M011044811	212445	2	88,471	5.99	100.00%	7.12	100.00%	3,457	10,216	2,276	7,012	8/1/16	6.25	Color Photocopier
Library	Konica Minolta BH458e	AA6U011015541	212446	0	No Calls	No Calls	No Calls	No Calls	100.00%	5,705	2,625	0	0	8/1/16	6.25	Black Photocopier
Library	Konica Minolta BH4702P	AAFH011007585	138178	0	No Calls	No Calls	No Calls	No Calls	100.00%	2,703	430	0	0	8/1/18	4.25	Black Network Printer
Main Office	Konica Minolta BHC3350i	A93E011001637	212460	1	No Calls	14.83	100.00%	15.50	100.00%	225	1,075	923	758	4/1/19	3.58	Color Network Printer
Main Office Storage	HP LaserJet Pro M402dne	PHB5H45764	139119	0	No Calls	No Calls	No Calls	No Calls	100.00%	42	0	0	0	4/1/17	5.58	Black Network Printer
Nurse's Old Office	HP LaserJet Pro M402dne	PHB5707025	137128	0	No Calls	No Calls	No Calls	No Calls	100.00%	0	147	0	0	4/1/17	5.58	Black Network Printer
Room 130 Storage	HP Color LaserJet M452dn	VNB3M73095	139110	0	No Calls	No Calls	No Calls	No Calls	100.00%	417	0	8	0	1/10/15	7.75	Color Network Printer
Special Education	Konica Minolta BHC458	A79M011044810	212453	1	No Calls	54.37	100.00%	54.92	100.00%	5,097	3,585	1,363	846	8/1/16	6.25	Color Photocopier
Teachers' Lunch Room	Konica Minolta BH808	A8KN011011621	212438	1	No Calls	7.25	100.00%	7.60	100.00%	24,896	3,337	0	0	6/1/16	6.42	Black Photocopier
Teachers' Lunch Room	Konica Minolta BHC658	A79J013008857	212433	1	No Calls	7.05	100.00%	7.58	100.00%	20,308	6,040	359	2,930	5/1/17	5.50	Color Photocopier
Pemetic Elementary School																
Copy Room 1st Floor	Konica Minolta BHC658	A79J013008922	212454	2	7,871	9.18	100.00%	9.51	99.00%	7,489	5,002	4,500	4,063	5/1/17	5.50	Color Photocopier
Copy Room 2nd Floor	Konica Minolta BHC658	A79J013008851	212435	4	17,933	3.15	100.00%	3.65	99.00%	6,666	7,753	4,579	6,163	5/1/17	5.50	Color Photocopier
Main Office	HP LaserJet Pro M402dne	PHB5D59379	137153	0	No Calls	No Calls	No Calls	No Calls	100.00%	364	549	0	0	4/1/17	5.58	Black Network Printer
Room 125	HP LaserJet Pro M402dne	PHB5D59374	137143	0	No Calls	No Calls	No Calls	No Calls	100.00%	277	623	0	0	4/1/17	5.58	Black Network Printer
Room 215	Konica Minolta BH4402P	AAFJ011000534	138182	1	No Calls	No Calls	100.00%	1.02	100.00%	1,137	1,179	0	0	8/1/18	5.58	Black Network Printer
Room 231	HP LaserJet Pro M402dne	PHB5F56898	137125	0	No Calls	No Calls	No Calls	No Calls	100.00%	486	116	0	0	4/1/17	5.58	Black Network Printer
Room 231	HP LaserJet Pro M402dne	PHB5F56902	137139	0	No Calls	No Calls	No Calls	No Calls	100.00%	350	0	0	0	4/1/17	5.58	Black Network Printer
Room 237	HP LaserJet Pro M402dne	PHB5F56907	137139	0	No Calls	No Calls	No Calls	No Calls	100.00%	0	3	0	0	4/1/17	5.58	Black Network Printer

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Upper Special Education 206	HP LaserJet Pro M402dne	PHB5D59368	137127	0	No Calls	No Calls	No Calls	No Calls	100.00%	373	545	0	0	4/1/17	5.58	Black Network Printer
Swan's Island Elementary School																
Copy Room	Konica Minolta BH308e	AA6W017003927	212449	0	No Calls	No Calls	No Calls	No Calls	100.00%	2,059	1,749	0	0	6/1/16	6.42	Black Photocopier
Main Office	Konica Minolta BHC3350i	A93E011001597	138143	0	No Calls	No Calls	No Calls	No Calls	100.00%	1,438	318	632	584	4/1/19	3.58	Color Network Printer
Tremont Consolidated School																
Main Office	Konica Minolta BHC458	A79M011053010	211591	2	No Calls	8.19	100.00%	8.62	99.00%	43	4,789	194	8,075	8/1/16	6.25	Color Photocopier
Main Office	HP Color LaserJet M553dn	JPCCM8D1BD	137151	0	No Calls	No Calls	No Calls	No Calls	100.00%	2,147	354	1,580	661	4/1/16	6.58	Color Network Printer
Main Office	HP LaserJet Pro M402dne	PHB5H45792	139103	0	No Calls	No Calls	No Calls	No Calls	100.00%	21	56	0	0	4/1/17	5.58	Black Network Printer
Main Office	Konica Minolta BHC558	A79K011024930	212434	0	No Calls	No Calls	No Calls	No Calls	100.00%	5,096	631	7,503	1,465	2/1/17	5.75	Color Photocopier
Main Office Hall	Konica Minolta BH808	A8KN011011640	212437	4	70,290	30.45	100.00%	127.78	99.00%	18,788	15,235	0	0	6/1/16	6.42	Black Photocopier
Nurse's Office	Konica Minolta BH4052	AA1R011012585	131199	0	No Calls	No Calls	No Calls	No Calls	100.00%	42	181	0	0	8/1/18	4.25	Black Laser MFP
Principal's Office	HP LaserJet Pro M402dne	PHB5F56906	137133	0	No Calls	No Calls	No Calls	No Calls	100.00%	21	105	0	0	4/1/17	5.58	Black Network Printer
Trenton Elementary School																
8th Grade Wing Hall	Konica Minolta BH458e	AA6U011015495	212448	2	41,124	9.98	100.00%	10.31	99.00%	2,836	9,279	0	0	8/1/16	6.25	Black Photocopier
Hallway of Room 107	Konica Minolta BH458e	AA6U011015528	212451	1	No Calls	7.92	100.00%	9.73	100.00%	9,126	5,292	0	0	8/1/16	6.25	Black Photocopier
Main Office	Konica Minolta BHC658	A79J013008847	212430	3	3,745	8.74	100.00%	6.34	99.00%	3,881	1,732	8,211	1,997	5/1/17	5.50	Color Photocopier
Room 202	Konica Minolta BHC658	A79J013008939	212432	4	29,445	5.26	100.00%	5.59	99.00%	10,649	9,223	83	10,756	5/1/17	5.50	Color Photocopier
TOTALS & AVERAGES				96	17,303	15.94	96.23%	29.40	99.75%	3,430	2,389	1,860	2,510		5.62	

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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
Conners-Emerson Lower Hall	Konica Minolta BH658e	AA6R011005213	6	240,125	12,160	3.97	98%	6,870	Black Photocopier	The 1st call of the year was due to client having issues with the machine; technician cleaned RADF feed rollers; updated firmware. Two calls were for error codes due to paper jams in the fusing unit; technician replaced black drum. Fourth call was due to copier down, caused by unseen jam. Technician removed jam, cleaned, and followed up with two phone calls.
Conners-Emerson Teachers' Lounge Closet	Konica Minolta BHC558	A79K011017075	6	785,174	20,937	36.94	98%	20,937	Color Photocopier	Copier had six different issues related to jamming, poor quality, unit being down, and error code. Technician replaced color drums on one call. The sixth call was a quality check/courtesy call .