

CITY OF AUGUSTA FLEET REPORT FY20



SPC SUMMARY

This fleet service 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. Despite COVID-19 restrictions, your volumes increased by 1%.

Out of 60 units under contract with Budget, there were 32 service calls on 13 copiers and printers during the fiscal year. SPC's bid specs require vendor to arrive within an average of four hours for service calls. However, each vendor calculates these figures differently. Budget did not provide an average response time.

The average model age of your equipment is 3.18 from date of intro, which would be expected with a new fleet. However, there are two HP printers that are more than 7 years from date of model intro. As models get more than 7 years out from date of introduction parts become harder to locate and repair times may be longer.

One unit did have 6 service calls. Details on those service calls can be seen on the next page and on the summary report from the vendor at the end of this document.

**CITY OF AUGUSTA - BUDGET
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Equipment with 5 or more calls for the reporting period July 1, 2019 to June 30, 2020								
Current Equipment	Location	Serial Number	# Service Calls	Current Total Meter	Avg Monthly Volume Total	Model Type	Model Age (years)	Reasons for service calls
Konica Minolta BHC3300i	Library/Tech Room	AAJT011000442	6	2,689	224	Color Network Printer	1.5	Four of the service calls (all taking place mid-February) were related to the magenta imaging unit, which was replaced several times, reset, and tested. Another call was related to a setting that needed correction and the last call was for a driver issue related to how envelopes were printing.

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Make/Model	Location	Serial Number	Vendor ID	# Service Calls	Projected Monthly Volume Black	Projected Monthly Volume Color	Actual Monthly Volume Black	Actual Monthly Volume Color	Model Intro Date	Model Age (years)	Model Type
Augusta Airport											
HP Laser Jet Pro M404dn	Office	PHBB309528	63658	0	31	0	128	0	7/1/2019	1.25	Black Network Printer
Konica Minolta BHC360i	Reception	AA2J011001771	19719	0	256	292	286	269	4/1/2019	1.50	Color Photocopier
Augusta City Hall											
HP Laser Jet M601dn	Assessing Bureau	CNBCD3M3C5	63720	0	437	0	336	0	11/1/2011	8.92	Black Network Printer
Konica Minolta BH284e	Assessing Bureau	A61G011008560	59601	0	962	0	298	0	11/1/2013	6.92	Black Photocopier
Konica Minolta BH458	Audit Department	AA6U011014282	63687	0	3,574	0	4,906	0	8/1/2016	4.17	Black Photocopier
HP Laser Jet P3015	Audit Department	VNB3441363	63719	0	547	0	852	0	7/1/2008	12.25	Black Network Printer
Konica Minolta BHC558	Central Services	A79K011024202	63679	0	3,109	421	1,262	195	2/1/2017	3.67	Color Photocopier
Konica Minolta BH284e	Community Service	A61G011004237	19926	0	188	0	1,803	0	11/1/2013	6.92	Black Photocopier
HP Laser Jet Pro M404dn	Community Service Mr. Dahlin	PHBB309535	63660	0	120	0	162	0	7/1/2019	1.25	Black Network Printer
HP Laser Jet Pro M404dn	Custodial Office	PHBB309527	63662	0	34	0	48	0	7/1/2019	1.25	Black Network Printer
Konica Minolta BHC3350i	Fort Western	A93E011001133	63631	0	685	346	1,276	365	1/1/2014	6.75	Color Laser MFP
Konica Minolta BH458	Health & Welfare	AA6U011015037	63694	1	1,869	0	2,265	0	8/1/2016	4.17	Black Photocopier
Konica Minolta BH458	Human Resources	AA6U011015038	63693	0	4,067	0	2,063	0	8/1/2016	4.17	Black Photocopier
Konica Minolta BHC360i	Room 130 Development Services	AA2J011002069	63696	0	721	1,233	705	986	4/1/2019	1.50	Color Photocopier
Konica Minolta BH658	Room 130 Development Services	AA6R011005011	19716	0	3,514	0	2,476	0	5/1/2017	3.42	Black Photocopier
HP Laser Jet Pro M404dn	Room 205	PHBB309516	63661	0	179	0	165	0	7/1/2019	1.25	Black Network Printer
Konica Minolta BH458	Room 213 City Clerk/Treasurer/Tax Collector	AA6U011014956	63697	0	3,511	0	3,290	0	8/1/2016	4.17	Black Photocopier
Konica Minolta BHC458	Room 236 Administration	A79M011043540	63692	0	2,601	63	2,515	1,114	8/1/2016	4.17	Color Photocopier
Konica Minolta BHC3300i	Room 236 City Manager	AAJT011000392	63683	0	51	222	69	116	4/1/2019	1.50	Color Network Printer
HP Laser Jet M506dn	Treasury Bureau	PHBGQ48345	63718	0	317	0	467	0	10/1/2015	5.00	Black Network Printer
HP Laser Jet M506dn	Treasury Bureau	PHBGQ48339	63716	4	213	0	647	0	10/1/2015	5.00	Black Network Printer
HP Laser Jet M506dn	Treasury Bureau	PHBGQ48351	63715	0	116	0	592	0	10/1/2015	5.00	Black Network Printer
HP Laser Jet M506dn	Treasury Bureau	PHBGQ48350	63717	2	179	0	424	0	10/1/2015	5.00	Black Network Printer
HP Laser Jet M506dn	Treasury Bureau	PHBGQ48347	63714	1	248	0	379	0	10/1/2015	5.00	Black Network Printer
Augusta Civic Center											
HP Laser Jet Pro M404dn	Director's Office	PHBB309504	63664	1	144	0	139	0	7/1/2019	1.25	Black Network Printer
HP Laser Jet Pro M404dn	Kitchen	PHBB309509	63666	0	112	0	267	0	7/1/2019	1.25	Black Network Printer
Konica Minolta BHC458	Main Office	A79M011045631	63641	1	3,504	1,734	3,666	1,354	8/1/2016	4.17	Color Photocopier
HP Laser Jet Pro M404dn	Maintenance Office	PHBB309512	63670	0	160	0	132	0	7/1/2019	1.25	Black Network Printer
Augusta Fire Department - Hartford											
Konica Minolta BHC360i	Admin Office 2nd Floor of City Hall	AA2J011001703	63680	0	636	404	1,817	304	4/1/2019	1.50	Color Photocopier
HP Laser Jet Pro M402dn	Alarm Room	PHBQG10462	63722	0	90	0	144	0	10/1/2015	5.00	Black Network Printer
HP Laser Jet Pro M404dn	Chief's Office	PHBB309514	63671	0	305	0	252	0	7/1/2019	1.25	Black Network Printer
HP Laser Jet Pro M404dn	Common Area 2nd Floor of City Hall	PHBB309520	63663	0	117	0	258	0	7/1/2019	1.25	Black Network Printer

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Make/Model	Location	Serial Number	Vendor ID	# Service Calls	Projected Monthly Volume Black	Projected Monthly Volume Color	Actual Monthly Volume Black	Actual Monthly Volume Color	Model Intro Date	Model Age (years)	Model Type
Augusta Fire Department - North											
Konica Minolta BH454E	Main Office	A61E011010308	50417	0	613	0	136	0	11/1/2013	6.92	Black Photocopier
HP Laser Jet Pro M404dn	Spare Office	PHBB309510	63673	0	235	0	32	0	7/1/2019	1.25	Black Network Printer
Augusta Fire Department - Wells											
HP Laser Jet Pro M404dn	Back Office	PHBB309515	63669	0	67	0	70	0	7/1/2019	1.25	Black Network Printer
HP Laser Jet Pro M404dn	Main Office	PHBB309511	63672	0	283	0	296	0	7/1/2019	1.25	Black Network Printer
Augusta Police Department											
HP Laser Jet Pro M402dn	Alternate Dispatch Center (City Hall)	PHBQG11107	63721	0	1	0	9	0	10/1/2015	5.00	Black Network Printer
HP Laser Jet Pro M404dn	Booking Room	PHBB309513	63668	0	117	0	246	0	7/1/2019	1.25	Black Network Printer
HP Laser Jet Pro M404dn	Chief Criminal Investigations	PHBB309508	63667	0	61	0	116	0	7/1/2019	1.25	Black Network Printer
HP Laser Jet Pro M404dn	Chief's Administrative Assistant	PHBB309533	63650	0	681	0	931	0	7/1/2019	1.25	Black Network Printer
HP Laser Jet Pro M404dn	Chief's Office	PHBB309505	63656	0	69	0	246	0	7/1/2019	1.25	Black Network Printer
HP Laser Jet Pro M404dn	Court Officer	PHBB309519	63655	0	157	0	202	0	7/1/2019	1.25	Black Network Printer
HP Laser Jet Pro M404dn	Deputy Chief	PHBB309517	63654	0	73	0	160	0	7/1/2019	1.25	Black Network Printer
HP Laser Jet Pro M404dn	Dispatch Center 1st Floor	PHBB309526	63659	1	1,618	0	1,705	0	7/1/2019	1.25	Black Network Printer
Konica Minolta BHC458	Hallway Outside Dispatch	A79M011043565	63691	0	2,315	585	2,086	863	8/1/2016	4.17	Color Photocopier
Konica Minolta BHC458	Lunch Room 2nd Floor	A79M011044807	63689	0	2,823	1,040	2,111	1,405	8/1/2016	4.17	Color Photocopier
HP Laser Jet Pro M404dn	Lunch Room Back Office	PHBB309464	63653	0	48	0	3	0	7/1/2019	1.25	Black Network Printer
Konica Minolta BHC3300i	Patrol Command	AAJT011000441	63592	0	87	123	222	44	4/1/2019	1.50	Color Network Printer
HP Laser Jet Pro M404dn	Patrol Room- 1st Floor	PHBB309524	63651	0	1,339	0	1,558	0	7/1/2019	1.25	Black Network Printer
Augusta Public Works											
Konica Minolta BHC360i	Conference Room 2nd Floor	AA2J011002293	63253	3	650	78	816	156	4/1/2019	1.50	Color Photocopier
Konica Minolta BHC3350i	Office	A93E011001127	63623	0	689	150	802	172	1/1/2014	6.75	Color Laser MFP
Buker Center											
Konica Minolta BHC558	Office	A79K011024197	63678	1	6,169	288	3,243	510	2/1/2017	3.67	Color Photocopier
Hatch Hill Landfill											
HP Laser Jet Pro M404dn	Office	PHBB309522	63652	0	2,762	0	2,764	0	7/1/2019	1.25	Black Network Printer
Konica Minolta BH4422	Office	AAFM011001169	63677	0	462	0	483	0	8/1/2018	2.17	Black Laser MFP
Lithgow Public Library											
Konica Minolta BHC3300i	1st Floor Office	AAJT000230	63684	0	414	993	474	1,105	4/1/2019	1.50	Color Network Printer
HP Laser Jet Pro M402dn	Adult Services Desk	AA2J011002165	63695	4	3,062	466	1,581	558	10/1/2015	5.00	Black Network Printer
Konica Minolta BHC360i	Adult Services Desk	PHBVD48284	EQ112969	0	625	0	3,439	0	4/1/2019	1.50	Color Photocopier
Konica Minolta BHC3350i	Director's Office	A93E011002410	63726	3	496	889	840	437	1/1/2014	6.75	Color Laser MFP
Konica Minolta BHC3300i	Tech Room	AAJT011000442	63686	6	39	110	130	94	4/1/2019	1.50	Color Network Printer

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Make/Model	Location	Serial Number	Vendor ID	# Service Calls	Projected Monthly Volume Black	Projected Monthly Volume Color	Actual Monthly Volume Black	Actual Monthly Volume Color	Model Intro Date	Model Age (years)	Model Type
Konica Minolta BHC3300i	Youth Services	AAJT011000326	63685	4	81	519	288	265	4/1/2019	1.50	Color Network Printer
TOTALS & AVERAGES				32	881	587	902	638		3.18	



Budget Document Technology

Customer Service Summary

This report is filtered on the following criteria:

Date: 7/1/2019 to 6/30/2020
Parent Customer: Augusta, City of
Customer:
Location:
Equipment:
Make:
Contract: MA6672
Display all Equipment: Yes
Group by: Contract Type
Show service call details: Yes

Customer Group:

Contract Type: Gold Preferred, Customer: AC30: Augusta, City of					
Address: 16 Cony St		City: Augusta		State: ME	Zip: 04330
	Total	BW	Color		
Avg Monthly Volume:	629,998	533,454	96,544	Number of Equipment:	238

Equipment:

Customer:	Augusta, City of			Contract #:	MA6672-02
EquipmentNumber:	19716			Location:	Room 130
Model:	bizhub 658e			Serial Number:	AA6R011005011
Install Date:	8/23/2019				
	Total	BW	Color		
Avg Monthly Volume:	4,938	4,938	0	Last Default Meter Read:	29,710
Service Calls Lifetime:	0			Last Service Call:	
Service Calls From/To:	0				
Service Calls Last Year:	0				

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
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Customer:	Augusta, City of			Contract #:	MA6672-02
EquipmentNumber:	19719			Location:	Reception Area
Model:	bizhub C360i			Serial Number:	AA2J011001771
Install Date:	8/27/2019				
	Total	BW	Color		
Avg Monthly Volume:	1,107	570	537	Last Default Meter Read:	3,431
Service Calls Lifetime:	0			Last Service Call:	
Service Calls From/To:	0				
Service Calls Last Year:	0				

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
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Customer:	Augusta, City of			Contract #:	MA6672-02
EquipmentNumber:	19878			Location:	Operations Building
Model:	bizhub 4050			Serial Number:	A6VF011003166
Install Date:	3/5/2020				
	Total	BW	Color		
Avg Monthly Volume:	488	488	0	Last Default Meter Read:	30,001
Service Calls Lifetime:	0				Last Service Call:
Service Calls From/To:	0				
Service Calls Last Year:	0				

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
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Customer:	Augusta, City of			Contract #:	MA6672-02
EquipmentNumber:	19926			Location:	Assessing Bureau
Model:	bizhub 284e			Serial Number:	A61G011004237
Install Date:	8/21/2019				
	Total	BW	Color		
Avg Monthly Volume:	3,615	3,615	0	Last Default Meter Read:	482,790
Service Calls Lifetime:	0				Last Service Call:
Service Calls From/To:	0				
Service Calls Last Year:	0				

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
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Customer:	Augusta, City of			Contract #:	MA6672-02
EquipmentNumber:	50417			Location:	Main Office
Model:	bizhub 454e			Serial Number:	A61E011010308
Install Date:	8/23/2019				
	Total	BW	Color		
Avg Monthly Volume:	273	273	0	Last Default Meter Read:	32,697
Service Calls Lifetime:	0				Last Service Call:
Service Calls From/To:	0				
Service Calls Last Year:	0				

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
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Customer:	Augusta, City of			Contract #:	MA6672-02
EquipmentNumber:	59601			Location:	Parks and rec.
Model:	bizhub 284e			Serial Number:	A61G011008560
Install Date:	8/21/2019				
	Total	BW	Color		
Avg Monthly Volume:	594	594	0	Last Default Meter Read:	228,410
Service Calls Lifetime:	0				Last Service Call:
Service Calls From/To:	0				
Service Calls Last Year:	0				

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
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Customer:	Augusta, City of			Contract #:	MA6672-02
EquipmentNumber:	63253			Location:	Conference Room
Model:	bizhub C360i			Serial Number:	AA2J011002293
Install Date:	8/23/2019				
	Total	BW	Color		

Avg Monthly Volume:	27,392	24,480	2,912	Last Default Meter Read:	9,797
Service Calls Lifetime:	6			Last Service Call:	3/17/2020
Service Calls From/To:	6				
Service Calls Last Year:	4				

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
SC190970	Leslie Jones -- 207-	JAM-PF	9/5/2019	tray 1 not recognized	0.15
		Call Notes:	Paper guides were not completely snug to the paper. Trained clients on this		
SC194213	Nick -- 207-626-2435 - EC		11/18/2019	message..paper jam but cannot find	1.27
		Call Notes:	Working ok upon arrival. Report shows a few 11-02 and 11-05 jams for		
SC199196	Leslie Jones -- 207-	JAM	3/17/2020	turned printer off in middle of job, now they	0.52
		Call Notes:	Removed jam from fuser. Checked and cleaned. Tested ok.		

Customer:	Augusta, City of	Contract #:	MA6672-02
EquipmentNumber:	63592	Location:	Patrol Command
Model:	bizhub C3300i	Serial Number:	AAJT011000441
Install Date:	8/23/2019		

	Total	BW	Color		
Avg Monthly Volume:	529	442	87	Last Default Meter Read:	2,666
Service Calls Lifetime:	0			Last Service Call:	
Service Calls From/To:	0				
Service Calls Last Year:	0				

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
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Customer:	Augusta, City of	Contract #:	MA6672-02
EquipmentNumber:	63623	Location:	Main Office
Model:	bizhub C3350i	Serial Number:	A93E011001127
Install Date:	8/23/2019		

	Total	BW	Color		
Avg Monthly Volume:	1,943	1,600	343	Last Default Meter Read:	9,628
Service Calls Lifetime:	0			Last Service Call:	
Service Calls From/To:	0				
Service Calls Last Year:	0				

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
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Customer:	Augusta, City of	Contract #:	MA6672-02
EquipmentNumber:	63631	Location:	Fort Western
Model:	bizhub C3350i	Serial Number:	A93E011001133
Install Date:	8/26/2019		

	Total	BW	Color		
Avg Monthly Volume:	3,292	2,560	732	Last Default Meter Read:	15,315
Service Calls Lifetime:	0			Last Service Call:	
Service Calls From/To:	0				
Service Calls Last Year:	0				

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
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Customer:	Augusta, City of	Contract #:	MA6672-02
EquipmentNumber:	63641	Location:	main office
Model:	bizhub C458	Serial Number:	A79M011045631
Install Date:	8/22/2019		

	Total	BW	Color
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Avg Monthly Volume:	10,014	7,313	2,701	Last Default Meter Read:	43,997
Service Calls Lifetime:	2			Last Service Call:	11/12/2019
Service Calls From/To:	2				
Service Calls Last Year:	2				

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
SC193998	Cathi Reynolds -- 207-	DSP	11/12/2019	when it is coming out of sleep mode the	1.18
		Call Notes:	Checked power save settings. Settings look ok. Upgraded firmware to G7-		

Customer:	Augusta, City of			Contract #:	MA6672-02
EquipmentNumber:	63650			Location:	Chief Admin Assitant
Model:	M404dn			Serial Number:	PHBB309533
Install Date:	8/23/2019				
	Total	BW	Color		
Avg Monthly Volume:	1,857	1,857	0	Last Default Meter Read:	11,172
Service Calls Lifetime:	0			Last Service Call:	
Service Calls From/To:	0				
Service Calls Last Year:	0				

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
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Customer:	Augusta, City of			Contract #:	MA6672-02
EquipmentNumber:	63651			Location:	
Model:	M404dn			Serial Number:	PHBB309524
Install Date:					
	Total	BW	Color		
Avg Monthly Volume:	3,107	3,107	0	Last Default Meter Read:	18,697
Service Calls Lifetime:	0			Last Service Call:	
Service Calls From/To:	0				
Service Calls Last Year:	0				

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
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Customer:	Augusta, City of			Contract #:	MA6672-02
EquipmentNumber:	63652			Location:	Office
Model:	M404dn			Serial Number:	PHBB309522
Install Date:	8/23/2019				
	Total	BW	Color		
Avg Monthly Volume:	6,419	6,419	0	Last Default Meter Read:	42,075
Service Calls Lifetime:	2			Last Service Call:	8/11/2020
Service Calls From/To:	0				
Service Calls Last Year:	0				

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
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Customer:	Augusta, City of			Contract #:	MA6672-02
EquipmentNumber:	63653			Location:	Lunch Room Back
Model:	M404dn			Serial Number:	PHBB309464
Install Date:	8/23/2019				
	Total	BW	Color		
Avg Monthly Volume:	6	6	0	Last Default Meter Read:	36
Service Calls Lifetime:	0			Last Service Call:	
Service Calls From/To:	0				

Service Calls Last Year: 0

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
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Customer:	Augusta, City of				
EquipmentNumber:	63654			Contract #:	MA6672-02
Model:	M404dn			Location:	DSeputy Chief
Install Date:	8/23/2019			Serial Number:	PHBB309517
	Total	BW	Color		
Avg Monthly Volume:	181	181	0	Last Default Meter Read:	1,915
Service Calls Lifetime:	0			Last Service Call:	
Service Calls From/To:	0				
Service Calls Last Year:	0				

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
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Customer:	Augusta, City of				
EquipmentNumber:	63655			Contract #:	MA6672-02
Model:	M404dn			Location:	Court Officer
Install Date:	8/23/2019			Serial Number:	PHBB309519
	Total	BW	Color		
Avg Monthly Volume:	402	402	0	Last Default Meter Read:	2,421
Service Calls Lifetime:	0			Last Service Call:	
Service Calls From/To:	0				
Service Calls Last Year:	0				

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
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Customer:	Augusta, City of				
EquipmentNumber:	63656			Contract #:	MA6672-02
Model:	M404dn			Location:	Chief's Office
Install Date:	8/23/2019			Serial Number:	PHBB309505
	Total	BW	Color		
Avg Monthly Volume:	490	490	0	Last Default Meter Read:	2,948
Service Calls Lifetime:	0			Last Service Call:	
Service Calls From/To:	0				
Service Calls Last Year:	0				

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
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Customer:	Augusta, City of				
EquipmentNumber:	63658			Contract #:	MA6672-02
Model:	M404dn			Location:	
Install Date:	8/21/2019			Serial Number:	PHBB309528
	Total	BW	Color		
Avg Monthly Volume:	257	257	0	Last Default Meter Read:	1,539
Service Calls Lifetime:	0			Last Service Call:	
Service Calls From/To:	0				
Service Calls Last Year:	0				

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
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Customer:	Augusta, City of			Contract #:	MA6672-02
EquipmentNumber:	63659			Location:	Dispatch Center 1st
Model:	M404dn			Serial Number:	PHBB309526
Install Date:	8/23/2019				
	Total	BW	Color		
Avg Monthly Volume:	3,400	3,400	0	Last Default Meter Read:	20,458
Service Calls Lifetime:	2			Last Service Call:	10/28/2019
Service Calls From/To:	2				
Service Calls Last Year:	2				

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
SC193265	Dolores Daoust -- 207-	BP	10/28/2019	Mon is ok.....tray 3 seems to be broken...	0.53
Call Notes: .					

Customer:	Augusta, City of			Contract #:	MA6672-02
EquipmentNumber:	63660			Location:	Community Services -
Model:	M404dn			Serial Number:	PHBB309535
Install Date:	8/23/2019				
	Total	BW	Color		
Avg Monthly Volume:	324	324	0	Last Default Meter Read:	1,940
Service Calls Lifetime:	0			Last Service Call:	
Service Calls From/To:	0				
Service Calls Last Year:	0				

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
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Customer:	Augusta, City of			Contract #:	MA6672-02
EquipmentNumber:	63661			Location:	Room 205
Model:	M404dn			Serial Number:	PHBB309527
Install Date:	8/23/2019				
	Total	BW	Color		
Avg Monthly Volume:	329	329	0	Last Default Meter Read:	1,982
Service Calls Lifetime:	0			Last Service Call:	
Service Calls From/To:	0				
Service Calls Last Year:	0				

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
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Customer:	Augusta, City of			Contract #:	MA6672-02
EquipmentNumber:	63662			Location:	Custodial
Model:	M404dn			Serial Number:	PHBB309516
Install Date:	8/23/2019				
	Total	BW	Color		
Avg Monthly Volume:	97	97	0	Last Default Meter Read:	579
Service Calls Lifetime:	0			Last Service Call:	
Service Calls From/To:	0				
Service Calls Last Year:	0				

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
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Customer:	Augusta, City of			Contract #:	MA6672-02
EquipmentNumber:	63663				

Model:	M404dn	Location:	Deputy Fire Chief
Install Date:	8/23/2019	Serial Number:	PHBB309520
	Total	BW	Color
Avg Monthly Volume:	514	514	0
Service Calls Lifetime:	0		
Service Calls From/To:	0		
Service Calls Last Year:	0		
		Last Default Meter Read:	3,096
		Last Service Call:	

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
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Customer:	Augusta, City of	Contract #:	MA6672-02
EquipmentNumber:	63664	Location:	Director's Office
Model:	M404dn	Serial Number:	PHBB309504
Install Date:	8/23/2019		
	Total	BW	Color
Avg Monthly Volume:	278	278	0
Service Calls Lifetime:	2		
Service Calls From/To:	2		
Service Calls Last Year:	2		
		Last Default Meter Read:	1,673
		Last Service Call:	11/12/2019

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
SC194006	Earl Kingsbury -- 207-	JAM-PF	11/12/2019	will not print, keeps asking to load paper,	0.28
		Call Notes:		Cleaned and reset print jobs.	

Customer:	Augusta, City of	Contract #:	MA6672-02
EquipmentNumber:	63666	Location:	Kitchen
Model:	M404dn	Serial Number:	PHBB309509
Install Date:	8/23/2019		
	Total	BW	Color
Avg Monthly Volume:	531	531	0
Service Calls Lifetime:	0		
Service Calls From/To:	0		
Service Calls Last Year:	0		
		Last Default Meter Read:	3,198
		Last Service Call:	

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
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Customer:	Augusta, City of	Contract #:	MA6672-02
EquipmentNumber:	63667	Location:	Chief Criminal
Model:	M404dn	Serial Number:	PHBB309508
Install Date:	8/23/2019		
	Total	BW	Color
Avg Monthly Volume:	231	231	0
Service Calls Lifetime:	0		
Service Calls From/To:	0		
Service Calls Last Year:	0		
		Last Default Meter Read:	1,388
		Last Service Call:	

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
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Customer:	Augusta, City of	Contract #:	MA6672-02
EquipmentNumber:	63668	Location:	Booking Room
Model:	M404dn	Serial Number:	PHBB309513
Install Date:	8/23/2019		
	Total	BW	Color

Avg Monthly Volume:	489	489	0	Last Default Meter Read:	2,946
Service Calls Lifetime:	0			Last Service Call:	
Service Calls From/To:	0				
Service Calls Last Year:	0				

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
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Customer:	Augusta, City of	Contract #:	MA6672-02
EquipmentNumber:	63669	Location:	Backoffice
Model:	M404dn	Serial Number:	PHBB309515
Install Date:	8/23/2019		

	Total	BW	Color		
Avg Monthly Volume:	139	139	0	Last Default Meter Read:	837
Service Calls Lifetime:	0			Last Service Call:	
Service Calls From/To:	0				
Service Calls Last Year:	0				

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
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Customer:	Augusta, City of	Contract #:	MA6672-02
EquipmentNumber:	63670	Location:	Maintenance Office
Model:	M404dn	Serial Number:	PHBB309512
Install Date:	8/23/2019		

	Total	BW	Color		
Avg Monthly Volume:	264	264	0	Last Default Meter Read:	1,588
Service Calls Lifetime:	0			Last Service Call:	
Service Calls From/To:	0				
Service Calls Last Year:	0				

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
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Customer:	Augusta, City of	Contract #:	MA6672-02
EquipmentNumber:	63671	Location:	Chief's Office
Model:	M404dn	Serial Number:	PHBB309514
Install Date:	8/23/2019		

	Total	BW	Color		
Avg Monthly Volume:	502	502	0	Last Default Meter Read:	3,023
Service Calls Lifetime:	0			Last Service Call:	
Service Calls From/To:	0				
Service Calls Last Year:	0				

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
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Customer:	Augusta, City of	Contract #:	MA6672-02
EquipmentNumber:	63672	Location:	Fire Station
Model:	M404dn	Serial Number:	PHBB309511
Install Date:	8/23/2019		

	Total	BW	Color		
Avg Monthly Volume:	590	590	0	Last Default Meter Read:	3,552
Service Calls Lifetime:	0			Last Service Call:	
Service Calls From/To:	0				
Service Calls Last Year:	0				

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
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Customer:	Augusta, City of			Contract #:	MA6672-02
EquipmentNumber:	63673			Location:	Deputy Chief
Model:	M404dn			Serial Number:	PHBB309510
Install Date:	8/23/2019				
	Total	BW	Color		
Avg Monthly Volume:	63	63	0	Last Default Meter Read:	381
Service Calls Lifetime:	0			Last Service Call:	
Service Calls From/To:	0				
Service Calls Last Year:	0				

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
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Customer:	Augusta, City of			Contract #:	MA6672-02
EquipmentNumber:	63677			Location:	Landfill Tues - Fri 8-
Model:	bizhub 4422			Serial Number:	AAFM011001169
Install Date:	8/23/2019				
	Total	BW	Color		
Avg Monthly Volume:	1,110	1,110	0	Last Default Meter Read:	7,148
Service Calls Lifetime:	4			Last Service Call:	8/6/2020
Service Calls From/To:	0				
Service Calls Last Year:	0				

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
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Customer:	Augusta, City of			Contract #:	MA6672-02
EquipmentNumber:	63678			Location:	Main Office
Model:	bizhub C558			Serial Number:	A79K011024197
Install Date:	8/28/2019				
	Total	BW	Color		
Avg Monthly Volume:	7,485	6,468	1,017	Last Default Meter Read:	38,914
Service Calls Lifetime:	2			Last Service Call:	2/28/2020
Service Calls From/To:	2				
Service Calls Last Year:	0				

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
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SC198514	Wendy Somes -- 207-	JAM	2/28/2020	not pulling from tray 1 and has been jamming	1.23
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Call Notes: Removed plastic material from finisher input area for jamming. Adjusted

Customer:	Augusta, City of			Contract #:	MA6672-02
EquipmentNumber:	63679			Location:	Central Services
Model:	bizhub C558			Serial Number:	A79K011024202
Install Date:	8/27/2019				
	Total	BW	Color		
Avg Monthly Volume:	2,923	2,531	392	Last Default Meter Read:	15,144
Service Calls Lifetime:	0			Last Service Call:	
Service Calls From/To:	0				
Service Calls Last Year:	0				

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
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Customer:	Augusta, City of			Contract #:	MA6672-02
EquipmentNumber:	63680			Location:	Admin Office
Model:	bizhub C360i			Serial Number:	AA2J011001703
Install Date:	8/23/2019				
Avg Monthly Volume:	Total	BW	Color	Last Default Meter Read:	21,798
Service Calls Lifetime:	4,229	3,623	606	Last Service Call:	
Service Calls From/To:	0				
Service Calls Last Year:	0				

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
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Customer:	Augusta, City of			Contract #:	MA6672-02
EquipmentNumber:	63683			Location:	City Manager, Room
Model:	bizhub C3300i			Serial Number:	AAJT011000392
Install Date:	8/23/2019				
Avg Monthly Volume:	Total	BW	Color	Last Default Meter Read:	833
Service Calls Lifetime:	369	138	231	Last Service Call:	
Service Calls From/To:	0				
Service Calls Last Year:	0				

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
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Customer:	Augusta, City of			Contract #:	MA6672-02
EquipmentNumber:	63684			Location:	1st Floor Office
Model:	bizhub C3300i			Serial Number:	AAJT011000230
Install Date:	8/21/2019				
Avg Monthly Volume:	Total	BW	Color	Last Default Meter Read:	5,690
Service Calls Lifetime:	3,150	946	2,204	Last Service Call:	
Service Calls From/To:	0				
Service Calls Last Year:	0				

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
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Customer:	Augusta, City of			Contract #:	MA6672-02
EquipmentNumber:	63685			Location:	Youth Services
Model:	bizhub C3300i			Serial Number:	AAJT011000326
Install Date:					
Avg Monthly Volume:	Total	BW	Color	Last Default Meter Read:	3,456
Service Calls Lifetime:	1,102	574	528	Last Service Call:	1/14/2020
Service Calls From/To:	4				
Service Calls Last Year:	4				

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
SC196038	Chris Gibson -- 207-	CQ	1/3/2020	When printing - leaving magenta smudges	0.65
		Call Notes:	Unable to duplicate problem due to out of magenta toner. Customer is trying		
SC196081	Chris Gibson -- 207-	CQ	1/7/2020	...When printing - leaving magenta smudges	0.75
		Call Notes:	Replaced magenta image unit for print quality issues. Cleaned and tested.		
SC196411	Chris Gibson -- 207-	EC-LU	1/13/2020	keeps popping error: C-0000...keeps cycling.	0.42
		Call Notes:	Machine operational on arrival, C0000 is a XML setting error, networking		
SC196466	Chris Gibson	EC-LU	1/14/2020	- keeps popping error: C-0000...keeps	0.00
		Call Notes:	Rolled back function version To 1. And reflashed firmware for c-0000 errors.		

Customer:	Augusta, City of	Contract #:	MA6672-02
EquipmentNumber:	63686	Location:	Tech Room
Model:	bizhub C3300i	Serial Number:	AAJT011000442
Install Date:			
Avg Monthly Volume:	Total 446	BW 259	Color 187
Service Calls Lifetime:	10	Last Default Meter Read:	1,562
Service Calls From/To:	6	Last Service Call:	2/19/2020
Service Calls Last Year:	4		

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
SC193049	Chris Gibson -- 207-	EC	10/22/2019	sometimes when printing, job will not print	0.05
		Call Notes:		Has to put envelope different way to make it work, It is a driver issue will talk	
SC193082	Chris Gibson -- 207-	EC	10/28/2019	Mon 10/28 8am....Chris cell 240-	6.67
		Call Notes:		Set "Power Consumption in Sleep Mode" to High. This setting was missed at	
SC197776	Chris Gibson -- 207-	CQ	2/12/2020	magenta streaking on prints (per Tony)	0.90
		Call Notes:		Checked and cleaned machine. Needs magenta image unit.	
SC197871	Chris Gibson	CQ	2/13/2020	tech has part....magenta streaking on prints	0.83
		Call Notes:		Replaced magenta image unit. Tested.	
SC197917	Chris Gibson	CQ	2/14/2020	magenta streaking on prints (per Tony)	0.88
		Call Notes:		Replaced M Image Unit. Tested. New unit is leaving magents marks on	
SC197944	Chris Gibson	CQ	2/19/2020	magenta streaking on prints (per Tony)	0.42
		Call Notes:		Replaced magenta image unit. Tested ok.	

Customer:	Augusta, City of	Contract #:	MA6672-02
EquipmentNumber:	63687	Location:	Audit Dept
Model:	bizhub 458e	Serial Number:	AA6U011014282
Install Date:	8/23/2019		
Avg Monthly Volume:	Total 9,838	BW 9,838	Color 0
Service Calls Lifetime:	0	Last Default Meter Read:	58,893
Service Calls From/To:	0	Last Service Call:	
Service Calls Last Year:	0		

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
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Customer:	Augusta, City of	Contract #:	MA6672-02
EquipmentNumber:	63689	Location:	Lunch Room 2nd
Model:	bizhub C458	Serial Number:	A79M011044807
Install Date:	8/23/2019		
Avg Monthly Volume:	Total 7,012	BW 4,210	Color 2,802
Service Calls Lifetime:	0	Last Default Meter Read:	25,332
Service Calls From/To:	0	Last Service Call:	
Service Calls Last Year:	0		

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
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Customer:	Augusta, City of	Contract #:	MA6672-02
EquipmentNumber:	63691	Location:	Hallway Outside
Model:	bizhub C458	Serial Number:	A79M011043565
Install Date:	8/23/2019		
Avg Monthly Volume:	Total 7,230	BW 4,922	Color 2,308
		Last Default Meter Read:	29,755

Service Calls Lifetime:	2	Last Service Call:	7/29/2020
Service Calls From/To:	0		
Service Calls Last Year:	0		

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
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Customer:	Augusta, City of			Contract #:	MA6672-02
EquipmentNumber:	63692			Location:	Administration Room
Model:	bizhub C458			Serial Number:	A79M011043540
Install Date:	8/27/2019				
	Total	BW	Color	Last Default Meter Read:	30,190
Avg Monthly Volume:	7,277	5,044	2,233	Last Service Call:	
Service Calls Lifetime:	0				
Service Calls From/To:	0				
Service Calls Last Year:	0				

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
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Customer:	Augusta, City of			Contract #:	MA6672-02
EquipmentNumber:	63693			Location:	Human Resources
Model:	bizhub 458e			Serial Number:	AA6U011015038
Install Date:	8/27/2019				
	Total	BW	Color	Last Default Meter Read:	24,759
Avg Monthly Volume:	4,115	4,115	0	Last Service Call:	
Service Calls Lifetime:	0				
Service Calls From/To:	0				
Service Calls Last Year:	0				

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
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Customer:	Augusta, City of			Contract #:	MA6672-02
EquipmentNumber:	63694			Location:	Mon-Fri 8-12pm,
Model:	bizhub 458e			Serial Number:	AA6U011015037
Install Date:	8/23/2019				
	Total	BW	Color	Last Default Meter Read:	27,179
Avg Monthly Volume:	4,517	4,517	0	Last Service Call:	8/18/2019
Service Calls Lifetime:	2				
Service Calls From/To:	2				
Service Calls Last Year:	2				

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
SC194346	BDT	BP	8/18/2019	broken parts..	0.00
		Call Notes:	svc call created per Matt G to cover parts replaced		

Customer:	Augusta, City of			Contract #:	MA6672-02
EquipmentNumber:	63695			Location:	Adult Services Desk
Model:	bizhub C360i			Serial Number:	AA2J011002165
Install Date:	8/21/2019				
	Total	BW	Color	Last Default Meter Read:	18,969
Avg Monthly Volume:	4,267	3,153	1,114	Last Service Call:	3/20/2020
Service Calls Lifetime:	4				
Service Calls From/To:	4				
Service Calls Last Year:	2				

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
SC193048	Chris Gibson -- 207-	EC	10/22/2019	when using adf: error says there is already a	0.78
		Call Notes:	Reloaded firmware,adjusted ADF height, tested		
SC196412	Chris Gibson -- 207-	CQ	1/13/2020	intermittantly pages come out snowy/fuzzy;	0.68
		Call Notes:	Set background removal to auto,showed customer when they scan to		
SC196926	Chris Gibson -- 207-	JAM-DUP	1/23/2020	when making copy, the duplex does single	1.15
		Call Notes:	Worked with client on training and creating copy shortcuts on the main		
SC199361	Chris Gibson -- 207-	CQ	3/20/2020	adf ..prints coming out with right side cut	1.48
		Call Notes:	Could not duplicate problem of intermittently cutting off a little on back edge		

Customer:	Augusta, City of				Contract #:	MA6672-02
EquipmentNumber:	63696				Location:	Room 130
Model:	bizhub C360i				Serial Number:	AA2J011002069
Install Date:	8/21/2019					
	Total	BW	Color			
Avg Monthly Volume:	3,659	1,328	2,331	Last Default Meter Read:	9,508	
Service Calls Lifetime:	0				Last Service Call:	
Service Calls From/To:	0					
Service Calls Last Year:	0					

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
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Customer:	Augusta, City of				Contract #:	MA6672-02
EquipmentNumber:	63697				Location:	City Clerk Tresurer
Model:	bizhub 458e				Serial Number:	AA6U011014956
Install Date:	8/21/2019					
	Total	BW	Color			
Avg Monthly Volume:	5	5	0	Last Default Meter Read:	39,512	
Service Calls Lifetime:	0				Last Service Call:	
Service Calls From/To:	0					
Service Calls Last Year:	0					

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
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Customer:	Augusta, City of				Contract #:	MA6672-02
EquipmentNumber:	63714				Location:	Treasury Bureau
Model:	M506dn				Serial Number:	PHBGQ48347
Install Date:						
	Total	BW	Color			
Avg Monthly Volume:	900	900	0	Last Default Meter Read:	20,769	
Service Calls Lifetime:	4				Last Service Call:	9/11/2020
Service Calls From/To:	2					
Service Calls Last Year:	0					

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
SC197318	Mike Hughes -- 207-	CQ	1/31/2020	smudging, has sample	0.48
		Call Notes:	Replaced toner cartridge for print quality issue using one from customer's		

Customer:	Augusta, City of				Contract #:	MA6672-02
EquipmentNumber:	63715				Location:	Treasury Bureau
Model:	M506dn				Serial Number:	PHBGQ48351
Install Date:						
	Total	BW	Color			

Avg Monthly Volume:	1,181	1,181	0	Last Default Meter Read:	17,676
Service Calls Lifetime:	0			Last Service Call:	
Service Calls From/To:	0				
Service Calls Last Year:	0				

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
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Customer:	Augusta, City of	Contract #:	MA6672-02
EquipmentNumber:	63716	Location:	Tresury Bureau
Model:	M506dn	Serial Number:	PHBGQ48339
Install Date:			

	Total	BW	Color		
Avg Monthly Volume:	1,289	1,289	0	Last Default Meter Read:	22,179
Service Calls Lifetime:	4			Last Service Call:	3/6/2020
Service Calls From/To:	4				
Service Calls Last Year:	4				

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
SC193918	Wesley -- 207-626-	JAM-PF	11/12/2019	won't print or if it prints the door opens up.	0.50
		Call Notes:		Checked unit. Tray 2 pops out just a little bit but far enough to cause the	
SC194026	Wesley	JAM-PF	11/15/2019won't print or if it prints the door opens up.	0.30
		Call Notes:		Replaced tray 2 cassette. Tested ok.	
SC198729	Erica Hutchings --	NOISE	3/5/2020	unable to use bottom tray , knocking sound	0.80
		Call Notes:		Tray 2 pulls multiple pages. Tray 3 makes knocking noise. General cleaning.	
SC198766	Erica Hutchings	NOISE	3/6/2020	...enduser is also having to manually choose	0.78
		Call Notes:		Replaced pickup roller assembly and separation roll for tray 2. Tray 3 rollers	

Customer:	Augusta, City of	Contract #:	MA6672-02
EquipmentNumber:	63717	Location:	Tresury Bureau
Model:	M506dn	Serial Number:	PHBGQ48350
Install Date:			

	Total	BW	Color		
Avg Monthly Volume:	845	845	0	Last Default Meter Read:	16,948
Service Calls Lifetime:	4			Last Service Call:	8/30/2019
Service Calls From/To:	4				
Service Calls Last Year:	4				

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
SC190494	Mike Schriver -- 207-	JAM-PF	8/26/2019	Mon 8/26....HP laser jet M506 (63717) ser #	0.90
		Call Notes:		Could not duplicate problem. Would like to order a new tray 2.	
SC190524	Mike Schriver	JAM-PF	8/30/2019HP laser jet M506 (63717) ser #	0.63
		Call Notes:			

Customer:	Augusta, City of	Contract #:	MA6672-02
EquipmentNumber:	63718	Location:	Tresury Bureau
Model:	M506dn	Serial Number:	PHPGQ48345
Install Date:			

	Total	BW	Color		
Avg Monthly Volume:	1,491	1,491	0	Last Default Meter Read:	24,195
Service Calls Lifetime:	2			Last Service Call:	9/11/2020
Service Calls From/To:	0				
Service Calls Last Year:	0				

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
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Customer:	Augusta, City of			Contract #:	MA6672-02
EquipmentNumber:	63719			Location:	Audit Dept 2nd floor
Model:	P3015DN			Serial Number:	AVB3441363
Install Date:					
	Total	BW	Color		
Avg Monthly Volume:	1,699	1,699	0	Last Default Meter Read:	54,550
Service Calls Lifetime:	0				Last Service Call:
Service Calls From/To:	0				
Service Calls Last Year:	0				

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
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Customer:	Augusta, City of			Contract #:	MA6672-02
EquipmentNumber:	63720			Location:	Assessng Bureau
Model:	M601dn			Serial Number:	CNBCD3M3C5
Install Date:					
	Total	BW	Color		
Avg Monthly Volume:	674	674	0	Last Default Meter Read:	33,030
Service Calls Lifetime:	0				Last Service Call:
Service Calls From/To:	0				
Service Calls Last Year:	0				

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
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Customer:	Augusta, City of			Contract #:	MA6672-02
EquipmentNumber:	63721			Location:	2nd floor Room 225
Model:	M402dn			Serial Number:	PHBQG11107
Install Date:					
	Total	BW	Color		
Avg Monthly Volume:	18	18	0	Last Default Meter Read:	208
Service Calls Lifetime:	0				Last Service Call:
Service Calls From/To:	0				
Service Calls Last Year:	0				

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
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Customer:	Augusta, City of			Contract #:	MA6672-02
EquipmentNumber:	63722			Location:	Alarm Room
Model:	M402dn			Serial Number:	PHBQG10462
Install Date:					
	Total	BW	Color		
Avg Monthly Volume:	288	288	0	Last Default Meter Read:	9,424
Service Calls Lifetime:	0				Last Service Call:
Service Calls From/To:	0				
Service Calls Last Year:	0				

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
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Customer:	Augusta, City of			Contract #:	MA6672-02
EquipmentNumber:	63726			Location:	Director's office
Model:	bizhub C3350i			Serial Number:	A93E011002410
Install Date:	9/10/2019				

Total	BW	Color
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Avg Monthly Volume:	2,546	1,675	871	Last Default Meter Read:	10,076
Service Calls Lifetime:	4			Last Service Call:	10/28/2019
Service Calls From/To:	4				
Service Calls Last Year:	4				

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
SC193050	Chris Gibson -- 207-	JAM-PF	10/22/2019	2 weeks ago they need to feed envelopes	0.03
		Call Notes:		She had to put envelopes opposite sides to work,driver issue,Tony will have	
SC193084	Chris Gibson	JAM-PF	10/22/2019	Problem not fix - 2 weeks ago they need to	0.05
		Call Notes:		All problems on desktop copiers are network related,Tony will have to	
SC193087	Chris Gibson	JAM-PF	10/28/2019	Wed 10/23 > 2pm-4pm.....Tony needs to	0.00
		Call Notes:		when envelope (paper type) is selected in bypass or tray1, images are	

Customer:	Augusta, City of			Contract #:	MA6672-02
EquipmentNumber:	EQ112969			Location:	Adult Services Desk
Model:	M402dn			Serial Number:	PHBVD48284
Install Date:					

	Total	BW	Color		
Avg Monthly Volume:	7,521	7,521	0	Last Default Meter Read:	42,580
Service Calls Lifetime:	0			Last Service Call:	
Service Calls From/To:	0				
Service Calls Last Year:	0				

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
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