



Konica Minolta Business Solutions U.S.A., Inc.

KONICA MINOLTA

Customer Service History Report

Status of Data

2/1/2019

Sold To

AUGUSTA SCHOOL DISTRICT

Month (MM/YYYY)

JUL 2017 - JUNE 2018

Building	Address	City	Model	Serial #	Reprographic Type	Total Calls*	Avg Copies between All Service Calls incl PM*	Avg Response Time*	Tot Hrs Down*	Uptime %	Avg Mthly Volume
CATC	40 Pierce Drive	Augusta	C5501	A0U1011000795	Color Photocopier	5	4,748	5.8	32.3	98.56 %	3,312
TOTALS & AVERAGES						5	4,748	5.8	32.3	98.56 %	3,312

This color represents TOTALS in these columns

This color represents totals and averages for a MODEL of machine

This color represents totals and averages for all equipment.

This color represents potential problem areas

* A "0" means there were no service calls during the 12-month period

SPC Evaluation Report

While your copier only had five service calls during the fiscal year, the average response time of 5.8 hours is quite high in comparison to the four-hour average response time outlined in your contract. We will address that with the vendor to see if that can be improved. You also experienced a lot of down time, about 6-1/2 hours on average per service call. Uptime was also much lower than the average, especially for one machine. After addressing this with the vendor it was determined that at least two service calls were received prior to school vacation weeks but could not be completed until school was back in session. Actual downtime where machine was unusable was considerably less.

CATC, BH5501, A0U011000795: This copier had 5 service calls during the fiscal year: 2 for jamming, 2 for poor quality, and 1 for error message. Since then, there have been 2 additional calls (December & February) resulting in parts being replaced. The excessive down time was due to at least one call having an error that needed to be corrected. This model is now 11 years old, making finding parts more difficult.