



KONICA MINOLTA

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

## Customer Service History Report

Status of Data 7/15/2020

Sold To City of Biddeford  
Month (MM/YYYY) JULY 2019 - JUNE 2020

Building	Room	Model	Serial #	Reprographic Type	Total Calls*	Avg Copies between All Service Calls incl PM*	Avg Response Time*	Tot Hrs Down*	Uptime %	Avg Mthly Volume	Model Intro Date	Model Age (years)
City Hall	Council Chambers	BIZ20	A32R012001506	Black Laser MFP	0	0	0.0	0.0	100.00 %	8		
Police Department	Dispatch	BIZ20	A32R012009424	Black Laser MFP	1	12,683	0.0	3.8	99.84 %	1,155		
	<b>TOTALS FOR MODEL</b>	<b>BIZ20</b>		<b>Black Laser MFP</b>	<b>1</b>	<b>12,683</b>	<b>0.0</b>	<b>3.8</b>	<b>99.92 %</b>	<b>582</b>	<b>8/1/2010</b>	<b>10.00</b>
City Hall	Tax Collector's Office	BIZ4050	A6VF011008574	Black Laser MFP	0	0	0.0	0.0	100.00 %	2,044		
	<b>TOTALS FOR MODEL</b>	<b>BIZ4050</b>		<b>Black Laser MFP</b>	<b>0</b>	<b>0</b>	<b>0.0</b>	<b>0.0</b>	<b>100.00 %</b>	<b>2,044</b>	<b>2/1/2014</b>	<b>6.50</b>
City Hall	Finance Office	BIZ554E	A61D011005820	Black Photocopier	0	0	0.0	0.0	100.00 %	5,317		
Fire Department	Administration Office	BIZ554E	A61D011006419	Black Photocopier	6	2,417	1.2	15.0	99.37 %	1,740		
	<b>TOTALS FOR MODEL</b>	<b>BIZ554E</b>		<b>Black Photocopier</b>	<b>6</b>	<b>2,417</b>	<b>1.2</b>	<b>15.0</b>	<b>99.68 %</b>	<b>3,529</b>	<b>10/1/2013</b>	<b>6.75</b>
Police Department	1st Floor Records	C454E	A5C0011023149	Color Photocopier	9	24,912	4.6	11.7	99.50 %	4,857		
City Hall	Code Enforcement	C454E	A5C0011023313	Color Photocopier	1	42,740	3.1	4.5	99.81 %	2,989		
Fire Department	Chief's Office	C454E	A5C0011023325	Color Photocopier	1	85,115	1.0	2.4	99.90 %	4,121		
City Hall	Assessor's Office Room 207	C454E	A5C0011023385	Color Photocopier	0	0	0.0	0.0	100.00 %	2,550		
Wastewater Plant	Main Office	C454E	A5C0011023432	Color Photocopier	0	0	0.0	0.0	100.00 %	708		
City Hall	City Clerk	C454E	A5C0011023468	Color Photocopier	7	14,114	1.9	17.3	99.27 %	6,415		
Housing Authority	Main Office	C454E	A5C0011023480	Color Photocopier	1	35,374	3.9	5.1	99.78 %	4,476		
Public Works	Main Office	C454E	A5C0011023485	Color Photocopier	7	11,788	3.7	31.5	98.67 %	5,432		
Police Department	Chief's Office	C454E	A5C0011023489	Color Photocopier	1	0	0.8	2.6	99.89 %	2,343		
City Hall	Mayor's Office	C454E	A5C0011023516	Color Photocopier	3	15,474	2.3	12.4	99.48 %	4,334		
City Hall	Welfare Office Room 107	C454E	A5C0011023522	Color Photocopier	2	71,915	3.1	5.1	99.78 %	2,784		
Police Department	Detectives' Office 2nd Floor	C454E	A5C0011023548	Color Photocopier	0	66,107	0.0	0.0	100.00 %	1,774		
	<b>TOTALS FOR MODEL</b>	<b>C454E</b>		<b>Color Photocopier</b>	<b>32</b>	<b>40,838</b>	<b>2.7</b>	<b>92.7</b>	<b>99.67 %</b>	<b>3,565</b>	<b>11/1/2013</b>	<b>6.75</b>
Recreation Department	Main Office	C554E	A5AY011013876	Color Photocopier	3	40,994	1.8	6.2	99.74 %	4,040		
City Hall	Planning Room 209	C554E	A5AY011013899	Color Photocopier	2	120,213	3.9	9.9	99.58 %	4,893		
City Hall	Engineering 3rd Floor	C554E	A5AY011014819	Color Photocopier	0	47,777	0.0	0.0	100.00 %	3,833		
Police Department		C554E	A5AY011014823	Color Photocopier	2	79,641	3.4	8.6	99.64 %	5,463		
	<b>TOTALS FOR MODEL</b>	<b>C554E</b>		<b>Color Photocopier</b>	<b>7</b>	<b>72,156</b>	<b>3.0</b>	<b>24.6</b>	<b>99.74 %</b>	<b>4,557</b>	<b>8/1/2012</b>	<b>8.00</b>
<b>TOTALS &amp; AVERAGES OVERALL</b>					<b>46</b>	<b>44,751</b>	<b>2.7</b>	<b>136.1</b>	<b>99.73%</b>	<b>3,394</b>		

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's Bid Specs require vendor to arrive within 4 hours; however, each vendor calculates these figures differently

## SPC Evaluation Report

We did see a slight improvement between the report we ran in April and the current report as far as copies between calls and average uptime percent. However, one copier at the Police Department had an additional 6 service calls (bringing the calls to 9 for that one copier) since April. Details of those calls are in the yellow box below the table. Four other machines each had one more service call, with two other problem locations increasing their overall totals for the year. Details for those with more than 5 service calls are described in the yellow box below the table. You would do well to consider updating some of your equipment as it is aging and parts will be harder to locate for repairs.

**BH554E, A61D011006419, Fire Department:** Unit had 5 service calls between July 30 and February 19. These calls were for paper jams (3) and error codes (2). Each call was for a different issue or code. The last service call was at the end of May for a paper jam in the duplex unit.

**BHC454E, A5C0011023149, Police Department:** This unit had 9 service calls within the fiscal year, which is quite high for a machine with such relatively low volume. The service history revealed a service call in July for an error code due to a paper jam in the 1st paper tray, with rollers being replaced; the next call was for a paper jam in April and an error code in the Fusing Unit later in the month. There were 7 service calls between June 10 and June 25 for Error codes in the Image Reading Unit and the Document Feeder - 4 for the former and 3 for the latter. Parts were ultimately replaced on the last two calls.

**BHC454E, A5C0011023468, City Hall:** This unit experienced 7 service calls between October 15 and March 4. At least 2 calls took place and were resolved on the same day. Three calls were for jamming, while the others were toner issues, failure to print, and error codes for various issues.

**BHC454E, A5C0011023485, Public Works:** There were 7 service calls for this copier. The first call was in July for a jam in the document feeder; there were two calls in November for different issues, two calls for noise in December/January, another call for a jam with the drum and Fusing Unit being replaced in April, and one call for an issue with the fax controller, which was replaced.