



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

## Customer Service History Report

Status of Data 1/3/2019

Sold To City of Biddeford  
Month (MM/YYYY) JUL 2017 - JUNE 2018

## SPC Evaluation Report

Fleet of equipment is doing very well, with an average total uptime of 99.85% and an average response time of 3.5 hours, which is within the 4-hour response time outlined in your contract. When comparing average monthly volume overall (Column M) to the average volume between service calls and maintenance (Column I), your equipment appears to be running very well for long periods of time between calls. Only 1 color copier seems to have more service calls (highlighted in yellow), but some of those calls include preventive maintenance, as the average volume between calls versus the average monthly volume is quite good. However, we will keep an eye on this copier to ensure no significant issues. Please see yellow box further below explaining some of the service calls.

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
City Hall	205 MAIN ST	BIDDEFORD	BIZ20	A32R012001506	Black Laser MFP	0	0	0.0	0.0	100.00 %	66
Police Department	39 ALFRED ST	BIDDEFORD	BIZ20	A32R012009424	Black Laser MFP	1	40,731	7.8	8.5	99.62 %	2,107
		<b>TOTALS FOR MODEL</b>	<b>BIZ20</b>		<b>Black Laser MFP</b>	<b>1</b>	<b>40,731</b>	<b>7.8</b>	<b>8.5</b>	<b>99.81 %</b>	<b>1,087</b>
City Hall	205 MAIN ST	BIDDEFORD	BIZ4050	A6VF011008574	Black Laser MFP	0	0	0.0	0.0	100.00 %	1,768
		<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>1,768</b>
City Hall	205 MAIN ST	BIDDEFORD	BIZ554E	A61D011005820	Black Photocopier	1	87,384	5.7	7.3	99.67 %	6,233
Fire Department	152 ALFRED ST	BIDDEFORD	BIZ554E	A61D011006419	Black Photocopier	2	17,803	1.0	5.6	99.75 %	1,308
		<b>TOTALS FOR MODEL</b>	<b>BIZ554E</b>		<b>Black Photocopier</b>	<b>3</b>	<b>52,594</b>	<b>3.3</b>	<b>13.0</b>	<b>99.71 %</b>	<b>3,771</b>
Police Department	39 ALFRED ST	BIDDEFORD	C454E	A5C0011023149	Color Photocopier	4	18,790	2.3	7.3	99.68 %	7,112
City Hall	205 MAIN ST	BIDDEFORD	C454E	A5C0011023313	Color Photocopier	0	0	0.0	0.0	100.00 %	3,619
Fire Department	152 ALFRED ST	BIDDEFORD	C454E	A5C0011023325	Color Photocopier	2	81,820	0.8	3.7	99.83 %	3,888
City Hall	205 MAIN ST	BIDDEFORD	C454E	A5C0011023385	Color Photocopier	0	0	0.0	0.0	100.00 %	2,625
Wastewater Plant	63 WATER ST	BIDDEFORD	C454E	A5C0011023432	Color Photocopier	0	0	0.0	0.0	100.00 %	1,197
City Hall	205 MAIN ST	BIDDEFORD	C454E	A5C0011023468	Color Photocopier	6	50,573	4.2	16.3	99.28 %	6,451
Housing Authority	22 SOUTH ST	BIDDEFORD	C454E	A5C0011023480	Color Photocopier	3	22,337	3.8	4.6	99.80 %	5,641
Public Works	371 HILL ST	BIDDEFORD	C454E	A5C0011023485	Color Photocopier	4	17,826	2.6	12.0	99.47 %	5,433
Police Department	39 ALFRED ST	BIDDEFORD	C454E	A5C0011023489	Color Photocopier	1	101,538	0.0	0.0	100.00 %	3,119
City Hall	205 MAIN ST	BIDDEFORD	C454E	A5C0011023516	Color Photocopier	1	25,740	3.6	4.4	99.80 %	4,101
City Hall	205 MAIN ST	BIDDEFORD	C454E	A5C0011023522	Color Photocopier	1	54,900	0.4	1.2	99.95 %	2,885
Police Department	39 ALFRED ST	BIDDEFORD	C454E	A5C0011023548	Color Photocopier	2	81,419	1.7	4.4	99.80 %	2,747
		<b>TOTALS FOR MODEL</b>	<b>C454E</b>		<b>Color Photocopier</b>	<b>24</b>	<b>50,549</b>	<b>2.4</b>	<b>53.8</b>	<b>99.80 %</b>	<b>4,068</b>
Recreation Department	189 ALFRED ST	BIDDEFORD	C554E	A5AY011013876	Color Photocopier	0	0	0.0	0.0	100.00 %	4,503
City Hall	205 MAIN ST	BIDDEFORD	C554E	A5AY011013899	Color Photocopier	1	89,650	4.2	4.7	99.79 %	6,421
City Hall	205 MAIN ST	BIDDEFORD	C554E	A5AY011014819	Color Photocopier	0	0	0.0	0.0	100.00 %	4,753
Police Department	39 ALFRED ST	BIDDEFORD	C554E	A5AY011014823	Color Photocopier	1	175,942	0.0	0.0	100.00 %	8,082
		<b>TOTALS FOR MODEL</b>	<b>C554E</b>		<b>Color Photocopier</b>	<b>2</b>	<b>132,796</b>	<b>4.2</b>	<b>4.7</b>	<b>99.95 %</b>	<b>5,940</b>
<b>TOTALS &amp; AVERAGES OVERALL</b>						<b>30</b>	<b>69,168</b>	<b>3.5</b>	<b>79.9</b>	<b>99.85%</b>	<b>3,327</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

Service calls on this copier were for firmware updating; drum replacement, fuser replacement and minor adjustments.

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