

**TOWN OF BRIDGTON - KMBS  
FLEET REPORT FY20**



**KONICA MINOLTA**



**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. Because of COVID-19, your volumes dropped by 11%; however, this did not affect the number of service calls on your equipment for FY20.

Service calls for your equipment dramatically increased this year, indicative of age. There were 14 service calls on the two copiers over the year. Last year there were only 2. Details for this year's calls can be found on the next page.

SPC's bid specs require vendor to arrive within an average of four hours for service calls. However, each vendor calculates these figures differently. KMBS notes their average response time from call to arrival as 3.25 hours, which is well within the required time frame.

The average model age of your equipment is 7.09 from date of intro. As models get more than 7 years out from date of introduction parts become harder to locate and repair times may be longer. You will want to consider replacing this equipment in the near future.

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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 Copies between all Service Calls (incl PM)	Avg Response Time	Uptime%	Avg Monthly Volume Total	Model Type	Reasons for service calls
Konica Minolta BHC454E	PD Dispatch	A5C011025395	6		34,978	3.70	99.08%	2,440	Color Photocopier	Five service calls were for jamming in different parts of the machine, with rollers replaced for the 4th paper tray in September; the last call, in June, was for an error code in the Image Reading Unit. Firmware was updated to resolve this issue.
Konica Minolta BHC654e	TH Office	A2X1017012053	8		53,237	2.80	98.28%	20,999	Color Photocopier	Service calls were from 7/18/19 to 5/21/20 with a variety of issues: On 7/18 an error code related to the drum resulted in a roller and smoke suction filter assembly being replaced; On 7/24 the machine was down due to a scan controller error; a firmware update resolved this issue; On 11/21 poor quality was reported, resulting in the black drum being replaced. On 12/13 poor quality was again reported with the Cyan drum, requiring cleaning to resolve. On 1/15 poor quality was reported again, with the smoke suction filter assembly, the 2nd transfer roller assembly and motor, and cyan imagingn unit all being replaced. On 2/11 there was a jam in the 3rd paper tray along with an error code that required a roller and the magenta imaging unit being replaced. Two additional calls were made in April and May relating to jamming in the document feeder.

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Make/Model	Location	Serial Number	Vendor ID	# Service Calls	Avg Copies between all Service Calls (incl PM)	Avg Response Time	Total Hrs Down	Uptime%	Projected Monthly Volume Black	Projected Monthly Volume Color	Actual Monthly Volume Black	Actual Monthly Volume Color	Model Intro Date	Model Age (years)	Model Type
<b>Police Department</b>															
Konica Minolta BHC454E	Dispatch Office	A5C0011025395	8800 5655	6	34,978	3.70	21.80	99.08%	2,723	799	1,901	539	11/1/2013	6.92	Color Photocopier
<b>Town Hall</b>															
Konica Minolta BHC654E	Main Office	A2X1017012053	9360 4086	8	53,237	2.80	40.70	98.28%	13,354	9,258	12,808	8,191	7/1/2013	7.25	Color Photocopier
<b>TOTALS &amp; AVERAGES</b>				<b>14</b>	<b>44,108</b>	<b>3.25</b>	<b>62.5</b>	<b>98.68%</b>	<b>16,077</b>	<b>10,057</b>	<b>14,709</b>	<b>8,730</b>		<b>7.09</b>	