



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

KONICA MINOLTA

Customer Service History Report

Status of Data 1/1/2019

Sold To Month (MM/YYYY) TOWN OF BRIDGTON
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
POLICE DEPARTMENT	8 IREDALE STREET	BRIDGTON	C454E	A5C0011025395	Color Photocopier	1	0	0.0	0.2	99.99 %	3,744
TOWN OFFICE	3 CHASE STREET	BRIDGTON	C654E	A2X1017012053	Color Photocopier	7	34,801	3.4	26.1	98.84 %	15,629
TOTALS AND AVERAGES						8	34,801	3.4	26.3	99.42 %	9,687

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

The vendor response time for the one machine having frequent service calls has been excellent, well within the four-hour response time as outlined in the bid specifications. However, the amount of down time for the copier in the Town Office is concerning. Please see the yellow box below the table that explains some of the service calls for that copier.

Of the issues on this machine, 4 were related to faxing, 2 for paper jams, and 1 for preventative maintenance.