



KONICA MINOLTA

Customer Service History Report

Status of Data 1/1/2019

Sold To TOWN OF BRIDGTON
Month (MM/YYYY) JUL 2017 - JUNE 2018

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.

Table with 12 columns: 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. Rows include POLICE DEPARTMENT, TOWN OFFICE, and TOTALS AND AVERAGES.

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

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

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