



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

KONICA MINOLTA

Customer Service History Report

Status of Data

7/1/2019

Sold To

DUNBARTON ELEMENTARY

Month (MM/YYYY)

JUL 2018 - JUNE 2019

SPC Evaluation Report

The average response time of 5.8 hours is way over the 4 hour average response time outlined in the bid specifications, and the total hours down and total time up are very low. However, according to the vendor, the BH554 ran 59000 copies between service calls from 8/24/18 to 3/15/19, with the last call for cleaning and resolving a jam; the BH654 has over 1 million copies on it, so it is aging; the recent calls were for a scanning issue, an error message reset, and jamming with feed tires replaced; The BHC3350 has over 361,000 copies on it. The calls were primarily for cleaning and a fuser unit replacement. The vendor does not feel the calls are excessive given the age (about 6+ years) and volume on the machines.

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
Dunbarton Elementary	20 Robert Rogers Road	Dunbarton	BIZ554E	A61D011007915	Black Photocopier	5	43,186	5.9	30.2	98.53 %	6,611
	TOTALS FOR MODEL		BIZ554E		Black Photocopier	5	43,186	5.9	30.2	98.53 %	6,611
Dunbarton Elementary	20 Robert Rogers Road	Dunbarton	BIZ654E	A5YN017006904	Black Photocopier	5	31,994	5.2	18.9	99.09 %	23,684
	TOTALS FOR MODEL		BIZ654E		Black Photocopier	5	31,994	5.2	18.9	99.09 %	16,871
Dunbarton Elementary	20 Robert Rogers Road	Dunbarton	C3350	A4Y4011010894	Color Laser MFP	5	15,491	6.4	24.8	98.80 %	5,832
	TOTALS FOR MODEL		C3350		Color Laser MFP	5	15,491	6.4	24.8	98.80 %	5,832
TOTALS & AVERAGES						15	30,224	5.8	73.9	98.81 %	12,042

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