



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

Customer Service History Report

Status of Data 1/8/2019

Sold To DUNBARTON ELEMENTARY
Month (MM/YYYY) 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
Dunbarton Elementary	20 Robert Rogers Road	Dunbarton	BIZ554E	A61D011007915	Black Photocopier	1	0	2.0	3.8	99.83 %	8,340
	TOTALS FOR MODEL		BIZ554E		Black Photocopier	1	0	2.0	3.8	99.83 %	8,340
Dunbarton Elementary	20 Robert Rogers Road	Dunbarton	BIZ654E	A5YN017006904	Black Photocopier	6	68,229	9.0	50.6	97.75 %	21,641
	TOTALS FOR MODEL		BIZ654E		Black Photocopier	6	68,229	9.0	50.6	97.75 %	21,641
Dunbarton Elementary	20 Robert Rogers Road	Dunbarton	C3350	A4Y4011010894	Color Laser MFP	8	25,738	5.6	35.1	98.44 %	7,646
	TOTALS FOR MODEL		C3350		Color Laser MFP	8	25,738	5.6	35.1	98.44 %	7,646
TOTALS & AVERAGES						15	46,984	5.5	89.5	98.67 %	12,542

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

For such a small fleet, it is concerning that the average response time is 1.5 hours over the contract average of 4 hours, down time is very high, and up time is quite low. Service calls are high as well, especially for models that typically do not have the need for much service. Please see yellow box below the table regarding the service calls for each individual machine. We will monitor these machines every six months to determine if they will need to be replaced under warranty in the near future.

A61D011007915 While this copier only had 1 service call in the 2017-18 fiscal year, it is noted that the fusing unit failed and had to be replaced, which resulted in a longer down time than would be typical for such a low usage unit. Since then, there have been four service calls over the summer of 2018, where two were related to poor print quality, and two were for a paper jam. All were able to be resolved with cleaning, but it caused even more and lengthy down time on this copier. There have been no service calls since 8/22/18 on this copier.

A5YN017006904 This copier had 6 service calls for the 17-18 fiscal year, and all were related to paper jams or error messages. It doesn't appear that any parts were replaced, but it is apparent the technician had trouble locating the source of the issues based on the length of down time o this copier. Since 7/1/18 there have been an additional 3 service calls, 2 for error messages and one for cleaning needed.

A4Y4011010894 We are surprised by the number of service calls on this color copier. In reviewing the service history, several parts were replaced, such as cables, scanner belt, toner filter, fusing unit, and separator roller assembly. Since July 2018, there were two more calls on this machine, one in August requiring cleaning, and one in January 2019 due to poor print quality, which necessitated replacement of the imaging unit, transfer unit, and roller assembly. This copier appears to be getting more usage than it is designed