

Franklin Northeast Supervisory Union - SymQuest
FLEET REPORT FY22



SPC SUMMARY

This annual fleet 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.

Out of 62 units under contract with SymQuest, there were 78 service calls on 21 copiers and 3 printers during the fiscal year. Uptime for your fleet was 99.7%, which is excellent for the size of your fleet. SPC's bid specs require vendor to arrive within an average of four hours for service calls. However, each vendor calculates these figures differently. SymQuest notes their average response time from call to arrival as 7.07 hours, which is higher than the specified average and will be discussed with the client.

Your last upgrade was on 7/1/2020. All machines are under a five-year+ warranty and service contract that expires on 6/30/2025. The average model age of your fleet is 5.32 years. One unit, an HP, is over ten years from date of model introduction. We monitor this detail because as models get more than 10 years out from date of introduction parts become harder to locate and repair times may be longer.

Eight copiers have 5 or more service calls for a variety of issues. Details on those service calls can be seen on the last page.

Definitions

Response time: Time from when service call was created at SymQuest until the onsite technician arrives. Proactive calls are not counted in this column

Closed in 1 or 2 visits: There can be multiple visits for one call; example would be a second visit to install a part that was ordered.

Cycle Time: Time from when service call was created until SymQuest closed the call.

Up Time: Time being serviced divided by number of business hours available between date range of report

Average volume between calls: Total volume from service call to service call (does not include from install to first call)

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Location	Make/Model	Serial Number	Vendor ID	# Service Calls	Avg Volume between Service Calls	Avg Response Time	Closed in 1 or 2 visits	Cycle Time (hrs)	Uptime%	Projected Monthly Volume Black	Actual Monthly Volume Black	Projected Monthly Volume Color	Actual Monthly Volume Color	Model Intro Date	Model Age (years)	Model Type
Bakersfield Elementary School																
Main Office	Konica Minolta BHC360I	AA2J011013433	215419	1	No Calls	No Calls	100.00%	1.72	100.00%	3,340	2,579	83	1,467	4/1/19	3.42	Color Photocopier
Staff Room	Konica Minolta BH808	A8KN012000173	214238	2	136,710	3.08	100.00%	4.27	100.00%	25,967	18,705	0	0	6/1/16	6.25	Black Photocopier
Berkshire Elementary School																
Main Office	Konica Minolta BHC550I	AA7P011002035	215416	4	38,385	2.69	100.00%	8.52	99.00%	12,159	13,192	2,633	4,572	2/1/20	2.58	Color Photocopier
Mechanical Room	Konica Minolta BH658E	AA6R011007103	215415	7	30,372	5.96	100.00%	57.14	98.00%	22,680	17,441	0	0	5/1/17	5.33	Black Photocopier
Sped	Konmca Minolta BH4052	AA1R011011728	142304	0	No Calls	No Calls	No Calls	No Calls	100.00%	118	487	0	0	8/1/18	4.08	Black Laser MFP
Cold Hollow Career Center																
DVC	Konica Minolta BHC368	A7PU011017251	210321	0	No Calls	No Calls	No Calls	No Calls	100.00%	2,247	179	2,683	2,128	8/1/15	7.08	Color Photocopier
Main Office	Konica Minolta BH458	A9HH011001268	210332	2	290	9.83	100.00%	10.79	99.00%	5,680	4,020	0	0	8/1/16	6.08	Black Photocopier
Enosburg Falls Elementary School																
Hallway	Konica Minolta BH658E	AA6R011007098	215411	2	148,338	4.53	100.00%	5.49	99.00%	20,770	14,746	0	0	5/1/17	5.33	Black Photocopier
Main Office	Konica Minolta BH4422	AAFM011000726	137624	0	No Calls	No Calls	No Calls	No Calls	100.00%	1,000	3,454	0	0	8/1/18	4.08	Black Laser MFP
Staff Room	Konica Minolta BHC659	A9K6011000469	211184	7	17,479	7.91	85.71%	29.51	98.00%	12,159	17,237	5,499	15,610	5/1/17	5.33	Color Photocopier
Enosburg Falls Middle/High School																
Spare	Konica Minolta BH4702P	AAFH011001788	135365	0	No Calls	No Calls	No Calls	No Calls	100.00%	88	0	0	0	8/1/18	4.08	Black Network Printer
Guidance	Konica Minolta BHC300I	AA2K011003004	211603	2	4,674	1.53	100.00%	4.23	100.00%	2,370	745	939	772	6/1/19	3.25	Color Photocopier
Library	Konica Minolta BH368E	AA6V017009091	215409	0	No Calls	No Calls	No Calls	No Calls	100.00%	1,449	1,081	0	0	8/1/18	4.08	Black Photocopier
Main Office	Konica Minolta BHC308	A7PY017016693	211829	2	32,476	1.48	100.00%	1.71	100.00%	140	994	394	792	6/1/16	6.25	Color Photocopier
Main Office	Konica Minolta BH558E	AA6T011011293	215410	1	No Calls	No Calls	100.00%	0.27	100.00%	13,703	5,817	0	0	2/1/17	5.58	Black Photocopier
Main Office	Konica Minolta BH808	A8KN011004492	209081	1	No Calls	1.07	100.00%	2.62	100.00%	13,742	13,891	0	0	6/1/16	6.25	Black Photocopier
Peace Room	Konica Minolta BH4402P	AAFK011001594	137404	0	No Calls	No Calls	No Calls	No Calls	100.00%	152	40	0	0	8/1/18	4.08	Black Network Printer
Staff Room	Konica Minolt BH808	A8KN011004513	209082	5	29,360	4.59	60.00%	163.26	98.00%	39,683	28,418	0	0	6/1/16	6.25	Black Photocopier
FNESU Office																
Business Office	Konica Minolta BHC550I	AA7P011002033	215414	5	5,926	4.78	100.00%	5.88	99.00%	9,333	8,158	3,167	2,163	2/1/20	2.58	Color Photocopier
Business Office	HP Laser Jet Pro M402dn	PHBQD65202	141831	0	No Calls	No Calls	No Calls	No Calls	100.00%	83	1,068	0	0	10/1/15	6.92	Black Network Printer
Montieth House 2nd Floor	HP Laser Jet M402d	PHBQC19396	125688	0	No Calls	No Calls	No Calls	No Calls	100.00%	0	0	0	0	10/1/15	6.92	Black Network Printer
Payroll	HP Laser Jet Pro M404dn	JPBDM10819	140737	0	No Calls	No Calls	No Calls	No Calls	100.00%	862	978	0	0	10/1/15	6.92	Black Network Printer
Payroll	HP Laser Jet Pro M404dn	JPBDM10816	140736	0	No Calls	No Calls	No Calls	No Calls	100.00%	250	221	0	0	10/1/15	6.92	Black Network Printer
Student Services	Konica Minolta BH3602P	AAFK011001587	140735	0	No Calls	No Calls	No Calls	No Calls	100.00%	83	44	0	0	8/1/18	4.08	Black Network Printer
Superintendent	HP Laser Jet Pro M402dn	PHBQD064878	141834	0	No Calls	No Calls	No Calls	No Calls	100.00%	83	42	0	0	10/1/15	6.92	Black Network Printer
Upstairs Hall	Konica Minolta BH308	AA6W011003397	213499	0	No Calls	No Calls	No Calls	No Calls	100.00%	5,000	4,390	0	0	6/1/16	6.25	Black Photocopier
Montgomery Elementary																
Library	Konica Minolta BH3602P	AAFK011001593	140729	0	No Calls	No Calls	No Calls	No Calls	100.00%	83	144	0	0	8/1/18	4.08	Black Network Printer
Main Office	Konica Minolta BHC450I	AA7R011004214	215417	5	2,765	4.50	80.00%	46.14	98.00%	5,382	3,428	1,057	1,693	9/1/20	2.00	Color Photocopier
SPED	Konica Minolta BHC3300I	AAJT011001721	142306	0	No Calls	No Calls	No Calls	No Calls	100.00%	83	251	83	153	4/1/19	3.42	Color Network Printer
WorkRoom	Konica Minolta BH808	A8KN012000175	214194	5	26,129	2.89	100.00%	2.71	99.00%	24,560	17,078	0	0	6/1/16	6.25	Black Photocopier
Richford Elementary School																
Lunch Room	Konica Minolta BH3602P	AAFK011001595	140731	0	No Calls	No Calls	No Calls	No Calls	100.00%	83	116	0	0	8/1/18	4.08	Black Network Printer
Main Office	Konica Minolta BH368E	AA6V017009112	214234	3	4,616	No Calls	100.00%	1.44	99.00%	1,934	1,634	0	0	8/1/18	4.08	Black Photocopier
Room 17	Konica Minolta BH808	A8KN011008549	212514	5	67,055	9.59	100.00%	10.99	99.00%	19,449	25,999	0	0	6/1/16	6.25	Black Photocopier
Richford Junior Senior High School																
Library	Konica Minolta BH368E	AA6V017009178	215529	2	4,683	No Calls	100.00%	0.61	99.00%	1,057	2,144	0	0	8/1/18	4.08	Black Photocopier
Library	Konica Minolta BHC3300I	AAJT011001377	142301	2	415	10.52	100.00%	19.49	100.00%	42	47	42	261	4/1/19	3.42	Color Network Printer
Lunch Office	Konica Minolta BH3602P	AAFK011001603	140730	0	No Calls	No Calls	No Calls	No Calls	100.00%	83	18	0	0	8/1/18	4.08	Black Network Printer
Main Office	Konica Minolta BHC450I	AA7R011004227	214235	0	No Calls	No Calls	No Calls	No Calls	100.00%	4,763	3,425	250	395	9/1/20	2.00	Color Photocopier
Nurse	Konica Minolta BH3602P	AAFK011001598	140733	0	No Calls	No Calls	No Calls	No Calls	100.00%	83	42	0	0	8/1/18	4.08	Black Network Printer
Room 131	Konica Minolta BH3602P	AAFK011001601	140732	0	No Calls	No Calls	No Calls	No Calls	100.00%	83	119	0	0	8/1/18	4.08	Black Network Printer
Room 234	Konica Minolta BH3602P	AAFK011001600	140727	0	No Calls	No Calls	No Calls	No Calls	100.00%	83	10	0	0	8/1/18	4.08	Black Network Printer

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Room 245	Konica Minolta BH3602P	AAFK011001596	140728	0	No Calls	No Calls	No Calls	No Calls	100.00%	83	126	0	0	8/1/18	4.08	Black Network Printer
Room 262	Konica Minolta BH3602P	AAFK011001591	140726	0	No Calls	No Calls	No Calls	No Calls	100.00%	83	126	0	0	8/1/18	4.08	Black Network Printer
Teachers' Room	Konica Minolta BH808	A8KN012000191	214192	2	72,968	4.98	100.00%	6.10	100.00%	40,246	39,922	0	0	6/1/16	6.25	Black Photocopier
Sheldon Elementary School																
Art Room Color Printer	HP Color Laser Jet M452dw	VNB3P10638	141845	0	No Calls	No Calls	No Calls	No Calls	100.00%	152	72	428	311	10/1/15	6.92	Color Network Printer
Bookkeeper	HP Laser Jet Pro M404dn	JPBDM10831	140738	0	No Calls	No Calls	No Calls	No Calls	100.00%	0	95	0	0	10/1/15	6.92	Black Network Printer
Bourbeau Printer	HP Laser Jet Pro M402dw	PHGDF34902	141844	0	No Calls	No Calls	No Calls	No Calls	100.00%	234	193	0	0	10/1/15	6.92	Black Network Printer
Grade 7/8 Math	HP Laser Jet Pro M402dw	PHBVB07171	141843	0	No Calls	No Calls	No Calls	No Calls	100.00%	55	117	0	0	10/1/15	6.92	Black Network Printer
Grade 7/8 Science	Konica Minolta BH3602P	AAFK011001586	140740	0	No Calls	No Calls	No Calls	No Calls	100.00%	223	138	0	0	8/1/18	4.08	Black Network Printer
Library	Konica Minolta BH558E	AA6T011011335	215412	0	No Calls	No Calls	No Calls	No Calls	100.00%	10,699	4,976	0	0	2/1/17	5.58	Black Photocopier
Library Color Printer	HP Color Laser Jet M452dw	VNB3P13903	141837	0	No Calls	No Calls	No Calls	No Calls	100.00%	376	119	1,559	367	10/1/15	6.92	Color Network Printer
Main Office	Konica Minolta BHC650I	AA7N011000694	215418	8	16,676	12.48	100.00%	14.52	98.00%	8,399	15,905	6,563	10,178	2/1/20	2.58	Color Photocopier
Math Intervention Room	HP Laser Jet Pro M402dw	PHBVF09040	141842	0	No Calls	No Calls	No Calls	No Calls	100.00%	87	123	0	0	10/1/15	6.92	Black Network Printer
Psychologist	Konica Minolta BH3602P	AAFK011001575	140734	0	No Calls	No Calls	No Calls	No Calls	100.00%	83	634	0	0	8/1/18	4.08	Black Network Printer
Room 1/3	HP Laser Jet Pro M402dw	PHBVF09038	141840	0	No Calls	No Calls	No Calls	No Calls	100.00%	374	684	0	0	10/1/15	6.92	Black Network Printer
Room 13	HP Laser Jet Pro M402dw	PHBVB07120		0	No Calls	No Calls	No Calls	No Calls	100.00%	485	1,028	0	0	10/1/15	6.92	Black Network Printer
Room 5/7	HP Laser Jet Pro M402dw	PHBVB07102	141839	0	No Calls	No Calls	No Calls	No Calls	100.00%	940	151	0	0	10/1/15	6.92	Black Network Printer
Room 7/8 Literacy	HP Laser Jet Pro M402dw	PHBVB07114		0	No Calls	No Calls	No Calls	No Calls	100.00%	405	374	0	0	10/1/15	6.92	Black Network Printer
Room 8	HP Laser Jet Pro M402dw	PHBVB07644	141838	0	No Calls	No Calls	No Calls	No Calls	100.00%	284	278	0	0	10/1/15	6.92	Black Network Printer
Special Ed Department	HP Color Laser Jet M451dw	CNDF522708	141836	1	No Calls	11.83	100.00%	12.60	100.00%	0	181	0	246	2/1/12	10.58	Color Network Printer
Special Ed Office	HP Laser Jet Pro M402dw	PHBVB07639	141835	1	No Calls	15.42	100.00%	15.85	100.00%	1,832	1,116	0	0	10/1/15	6.92	Black Network Printer
Staff Work Room	Konica Minolta BH808	A8KN012000154	214195	3	17,565	21.82	100.00%	17.69	100.00%	29,590	18,276	0	0	6/1/16	6.25	Black Photocopier
Storage Closet	HP Laser Jet Pro M402dw	PHBVB07631	141841	0	No Calls	No Calls	No Calls	No Calls	100.00%	0	5	0	0	10/1/15	6.92	Black Network Printer
Tech Office	HP Laser Jet Pro M402dw	PHBVF09032		0	No Calls	No Calls	No Calls	No Calls	100.00%	370	291	0	0	10/1/15	6.92	Black Network Printer
Totals and Averages				78	34,573	7.07		18.48	99.71%	5,491	4,719	1,746	2,784		5.35	

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Equipment with 5 or more calls for the reporting period July 1, 2021 to June 30, 2022

Location	Current Equipment	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
Sheldon Main Office	Konica Minolta BHC650i	AA7N011000694	8	568,179	16,676	12.48	98%	26,083	Color Photocopier	Report shows 2 calls were for noise; tech replaced fusing unit, cleaned and lubricated; removed torn paper attached to gears in top cassette; 4 calls for jamming; tech replaced black drum, repaired finisher eject section, cleaned & tested; 2 calls for poor quality; tech cleaned on one call and replaced drum on 2nd call.
Berkshire Mechanical Rm	Konica Minolta BH658e	AA6R011007103	7	441,156	30,372	5.96	98%	17,441	Black Photocopier	Unit had 4 service calls due to poor quality; tech cleaned and calibrated; replaced drum on last service call; 1 call was for jamming in duplex; tech replaced developer; 1 call was for error code with paper sizes; tech replaced large capacity paper deck and cleaned well. One additional service call was for PM to clean, adjust, and calibrate.
Enosburg Elem Staff Rm	Konica Minolta BHC659	A9K6011000469	7	1,046,006	17,479	7.91	98%	32,847	Color Photocopier	All 7 calls were due to reports of poor quality. Tech replaced magenta drum, paper sensor flag in Deck 4, fuser and drums, and feed tires as well as cleaning, adjustments, and calibrating over each of the 7 calls.
Enosburg Jr/Sr Staff Rm	Konica Minolta BH808	A8KN011004513	5	1,765,524	29,360	4.59	98%	28,418	Black Photocopier	The most recent service call was a PM where drum and filters were replaced and doc feeder was rebuilt and copier cleaned; the remaining 4 calls were for jamming from paper trays. Tech replaced paper deck and feed tires. Also removed paper scraps from various locations.
Montgomery Main Office	Konica Minolta BHC450i	AA7R011004214	5	128,984	2,765	4.50	98%	5,121	Color Photocopier	Two calls on this copier were related to the scan feature; tech cleaned sensors, reset settings, and provided some training. One call was for noise and jamming; tech ordered exit assembly and replaced; the 2nd jam call required just a cleaning in the feeder; final call was for report of poor quality. Feeder replaced.
Montgomery Workroom	Konica Minolta BH808	A8KN012000175	5	467,883	26,129	2.89	99%	17,078	Black Photocopier	1st call on this machine was a PM to clean and adjust. 3 calls were for jamming; tech removed paper scraps from fusing unit and replaced feed tires; paper was damp; replaced with fresh paper and copier worked fine. One additional call was another PM for cleaning and testing.
FNESU Business Office	Konica Minolta BHC550i	AA7P011002033	5	169,938	5,926	4.78	99%	10,321	Color Photocopier	Four calls were for jamming; tech calibrated and tested, replaced feed tires, replaced rollers, and disassembled and reassembled hole punch assembly to resolve; also updated firmware. One additional call was for noise; tech removed and lubricated fusing unit to resolve.
Richford	Konica Minolta BH808	A8KN011008549	5	1,384,699	67,055	9.59	99%	25,999	Black Photocopier	The 1st two calls on this machine were error messages related to adding toner and closing door; tech replaced fuser, feed tires, drum and filters; cleaned contacts; removed folded paper in cassette. Two calls were for noise. Tech replaced fusing unit and cleaned on 1 call and lubricated exit assembly and fuser drive assembly on the 2nd call; The last call showed a code to replace transfer roller unit.