

BUDGET BUSINESS MACHINES

Customer Service History Fleet Report

Status of Data 1/20/2019

Sold To Greenbush School Department
Month (MM/YYYY) JUL 2017 - JANUARY 2019

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
Helen Dunn School	129 Military Road	Greenbush	KM BH552	A2WV011005296	Black Photocopier	4					6,961
Helen Dunn School	129 Military Road	Greenbush	Xerox WC7845	MX4758388	Color Photocopier	10					11,848
Helen Dunn School	129 Military Road	Greenbush	Xerox WC5875	EX9299371	Black Photocopier	5					6,483
TOTALS & AVERAGES						21					8,431

- 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

Overall, your equipment has been running very well. We do not have available response time, hours down, or uptime percentages from the vendor, but reviewing the individual service histories reflects minor calls or preventive maintenance calls in addition to some error codes and jamming. Over the period of 18 months this report is covering, your equipment appears to be holding up well. We will keep a close eye on the color photocopier due to the nature of the service calls and number of parts replaced, as highlighted in yellow below.

MX4758388, Xerox WorkCentre 7845: This copier has had a number of calls for error codes for the drum and waste toner, with parts being replaced several times. Other calls were for a faulty surge protector and power filters. The total number of calls includes service calls from 7/1/18 to 1/18/19: 3 calls for minor issues and one call from fuser error codes, with parts being replaced.