

KITTERY SCHOOL DISTRICT FLEET REPORT FY20



SPC SUMMARY

This fleet service 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. Because of COVID-19, your volumes dropped by 36%, which likely has an effect on the number of service calls on your equipment for FY20.

Out of 30 units under contract with Budget, there were 30 service calls on 16 copiers and printers during the fiscal year. SPC's bid specs require vendor to arrive within an average of four hours for service calls. However, each vendor calculates these figures differently. Budget does not indicate an average response time in their documentation. One copier had 5 service calls for a variety of issues. Details of those calls can be seen on the 2nd page.

The average model age of your equipment is 6.84 from date of intro, with 11 units more than 7 years from intro and another 7 that will reach that model age next month. As models get more than 7 years out from date of introduction parts become harder to locate and repair times may be longer.

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Equipment with 5 or more calls for the reporting period July 1, 2019 to June 30, 2020

Current Equipment	Location	Serial Number	# Service Calls	Current Total Meter	Avg Monthly Volume Total	Model Type	Reasons for service calls
Konica Minolta BH808 / ID #60506	HMPS Teachers' Room	A8KN011000166	5	1,172,936	12,759	Black Photocopier	4 calls were for error codes in 4 different locations - fusing unit (replaced), jam in 3rd paper tray (rollers replaced), jam in fuser unit, transfer roller error; 1 call was to remove a paper clip from finisher that was causing jamming

KITTERY SCHOOL DISTRICT FLEET REPORT FY20

Make/Model	Location	Serial Number	Vendor ID	# Service Calls	Projected Monthly Volume Black	Projected Monthly Volume Color	Actual Monthly Volume Black	Actual Monthly Volume Color	Model Intro Date	Model Age (years)	Model Type
Horace Mitchell Primary											
Konica Minolta BH454E	3rd Grade Wing 1st Floor	A61E011023353	60514	4	11,039	0	10,754	0	11/1/2013	6.92	Black Photocopier
Konica Minolta BH554E	3rd Grade Wing 2nd Floor	A61D011012375	60517	0	17,220	0	16,737	0	10/1/2013	7.00	Black Photocopier
Konica Minolta BH283	Computer Lab	A1UF011007478	60936	1	3,342	0	2,219	0	6/1/2010	10.33	Black Photocopier
Konica Minolta BH283	Nurse's Office	A1UF011105573	17860	0	790	0	328	0	6/1/2010	10.33	Black Photocopier
Konica Minolta BHC454E	Principal's Office	A5C0011034987	60525	4	5,102	2,184	5,105	1,945	11/1/2013	6.92	Color Photocopier
Konica Minolta BH808	Teachers' Room 2nd Floor	A8KN011000166	60506	5	23,285	0	12,759	0	6/1/2016	4.33	Black Photocopier
Kittery District Office											
Kyocera P2135dn	Board Office	LVK6241516	60519	1	476	0	432	0	3/1/2014	6.58	Black Network Printer
Kyocera FS-2100dn	Business Manager	LVK6442348	60520	0	429	0	204	0	10/1/2012	8.00	Black Network Printer
Konica Minolta BH454E	Copy/Storage Room	A61E011023361	60526	1	1,661	0	1,106	0	11/1/2013	6.92	Black Photocopier
HP Laser Jet Pro M401dne	Finance Desk	PHGFD37943	20267	0	499	0	475	0	1/1/2013	7.75	Black Network Printer
Konica Minolta BHC654E	Office	A2X1017016934	60238	1	7,467	1,332	6,105	1,383	7/1/2013	7.25	Color Photocopier
HP Laser Jet Pro M401dne	Payroll	PHGFD09130	20266	0	1,774	0	978	0	1/1/2013	7.75	Black Network Printer
Kyocera P2135dn	Reception Desk	LVK6241515	60521	0	733	0	466	0	3/1/2014	6.58	Black Network Printer
HP Laser Jet Pro M401dne	Special Services	PHGFC24174	20265	0	957	0	1,027	0	1/1/2013	7.75	Black Network Printer
Robert W. Traip Academy											
Konica Minolta BH808	Adult Ed Hall	A8KN011000100	60507	1	3,383	0	2,002	0	6/1/2016	4.33	Black Photocopier
Konica Minolta BH808	Cook Hall 2nd Floor	A8KN011000223	60508	3	12,635	0	8,299	0	6/1/2016	4.33	Black Photocopier
Konica Minolta BH364E	Guidance Office	A61F011027484	60515	0	1,908	0	1,357	0	11/1/2013	6.92	Black Photocopier
Konica Minolta BH364E	Library Hall	A61F011027884	60516	0	3,842	0	2,680	0	11/1/2013	6.92	Black Photocopier
Konica Minolta BHC454E	Principal's Office	A5C0011034985	60524	1	416	791	492	629	11/1/2013	6.92	Color Photocopier
Konica Minolta BH808	Rear of Office	A8KN011000171	60513	0	10,272	0	7,681	0	6/1/2016	4.33	Black Photocopier
Konica Minolta BH554E	Science Hall	A61D011011759	60518	2	13,620	0	6,913	0	10/1/2013	7.00	Black Photocopier
Konica Minolta BH454E	Server Room Hall	A61E011023664	60527	1	6,674	0	5,243	0	11/1/2013	6.92	Black Photocopier
Konica Minolta BH808	Teachers' Room 2nd Floor	A8KN011000186	60509	0	17,252	0	11,617	0	6/1/2016	4.33	Black Photocopier
Shapleigh Middle School											
Konica Minolta BH808	4th Grade Wing	A8KN011000180	60510	1	9,889	0	5,175	0	6/1/2016	4.33	Black Photocopier
Konica Minolta BH223	5th Grade Wing	A1UG011015868	61202	1	0	0	4,305	0	6/1/2010	10.33	Black Photocopier
Konica Minolta BH454E	7th & 8th Grade Stairwell	A61E011023698	60528	0	3,757	0	2,422	0	11/1/2013	6.92	Black Photocopier
Konica Minolta BH223	Library	A1UG011106618	19038	0	470	0	691	0	6/1/2010	10.33	Black Photocopier
Konica Minolta BHC554	Main Office Copy Room	A5AY011020938	60523	0	9,050	1,531	7,251	1,112	8/1/2012	8.17	Color Photocopier
Konica Minolta BH808	Teachers' Room 1st Floor	A8KN011000169	60511	2	29,633	0	20,995	0	6/1/2016	4.33	Black Photocopier
Konica Minolta BH808	Teachers' Room 2nd Floor	A8KN011000209	60512	1	18,443	0	11,990	0	6/1/2016	4.33	Black Photocopier
TOTALS & AVERAGES											
				30	7,201	1,460	5,260	1,367		6.84	



Budget Document Technology

Customer Service Summary

This report is filtered on the following criteria:

Date: 7/1/2019 to 6/30/2020
Parent Customer: kittery School
Customer:
Location:
Equipment:
Make:
Contract: MA4882
Display all Equipment: Yes
Group by: Contract Type
Show service call details: Yes

Customer Group:

Contract Type: Gold Preferred, Customer: KS03: Kittery School Department					
Address: 200 Rogers Road		City: Kittery		State: ME	Zip: 03904-1458
	Total	BW	Color		
Avg Monthly Volume:	325,672	277,084	48,588	Number of Equipment:	60

Equipment:

Customer:	Kittery School Department			Contract #:	MA4882-04
EquipmentNumber:	17860			Location:	Teacher's Room 2nd
Model:	bizhub 283			Serial Number:	A1UF011105573
Install Date:	7/12/2017				
	Total	BW	Color		
Avg Monthly Volume:	325	325	0	Last Default Meter Read:	460,426
Service Calls Lifetime:	0				Last Service Call:
Service Calls From/To:	0				
Service Calls Last Year:	0				

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
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Customer:	Kittery School Department			Contract #:	MA4882-04
EquipmentNumber:	19038			Location:	
Model:	bizhub 223			Serial Number:	A1UG011106618
Install Date:	5/24/2017				
	Total	BW	Color		
Avg Monthly Volume:	686	686	0	Last Default Meter Read:	109,512
Service Calls Lifetime:	0				Last Service Call:
Service Calls From/To:	0				
Service Calls Last Year:	0				

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
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Customer: Kittery School Department
EquipmentNumber: 20265
Model: M401dne
Install Date:

Contract #: MA4882-04
Location:
Serial Number: PHGFC24174

	Total	BW	Color		
Avg Monthly Volume:	1,018	1,018	0	Last Default Meter Read:	75,764
Service Calls Lifetime:	0			Last Service Call:	
Service Calls From/To:	0				
Service Calls Last Year:	0				

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
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Customer: Kittery School Department
EquipmentNumber: 20266
Model: M401dne
Install Date:

Contract #: MA4882-04
Location:
Serial Number: PHGFD09130

	Total	BW	Color		
Avg Monthly Volume:	970	970	0	Last Default Meter Read:	132,283
Service Calls Lifetime:	1			Last Service Call:	6/20/2017
Service Calls From/To:	0				
Service Calls Last Year:	0				

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
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Customer: Kittery School Department
EquipmentNumber: 20267
Model: M401dne
Install Date:

Contract #: MA4882-04
Location:
Serial Number: PHGFD37943

	Total	BW	Color		
Avg Monthly Volume:	471	471	0	Last Default Meter Read:	39,239
Service Calls Lifetime:	1			Last Service Call:	7/11/2018
Service Calls From/To:	0				
Service Calls Last Year:	0				

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
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Customer: Kittery School Department
EquipmentNumber: 60238
Model: bizhub C654e
Install Date: 7/12/2016

Contract #: MA4882-04
Location: Office
Serial Number: A2X1017016934

	Total	BW	Color		
Avg Monthly Volume:	53,091	31,915	21,176	Last Default Meter Read:	394,320
Service Calls Lifetime:	7			Last Service Call:	7/1/2020
Service Calls From/To:	1				
Service Calls Last Year:	2				

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
SC194738	Donna Schoff -- 603-	JAM-ADF	11/26/2019	adf not feeding; may have a broken piece	1.03
		Call Notes:	Cleaned,checked mylar in adf reversed. Repaired and tested. Replaced k		

Customer: Kittery School Department
EquipmentNumber: 60506
Model: bizhub 808

Contract #: MA4882-04
Location: Teacher's Room 2nd

Install Date:	7/12/2016	Serial Number:	A8KN011000166
Avg Monthly Volume:	Total 9,668	BW 9,668	Color 0
Service Calls Lifetime:	15	Last Default Meter Read:	1,172,936
Service Calls From/To:	5	Last Service Call:	9/16/2020
Service Calls Last Year:	6		

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
SC191316	Leslie Patterson -- 207- JAM		9/12/2019	paper jam..code 3....also my need transfer	0.75
	Call Notes:			Cleaned,checked removed paper from tray three replaced rollers.	
SC195584	Leslie Patterson -- 207- EC		12/23/2019	MON 12/23...internal error: C-3102... may	0.37
	Call Notes:			Cleaned,checked paper jammed in fuser.	
SC196122	Leslie Patterson -- 207- JAM-DUP		1/6/2020	consistant jamming believed to be in	0.62
	Call Notes:			Cleaned,checked removed paper clip from finisher and tested.	
SC197401	Leslie Patterson -- 207- EC		2/3/2020	internal error : C-3102 (fuser?)	1.53
	Call Notes:			Cleaned,checked replaced fusing unit due to noise,jamming, errors.	
SC198264	Leslie Patterson -- 207- EC		2/24/2020	internal error: C-2151...open - close door but	2.32
	Call Notes:			Error 2151 2nd transfer roller error.	

Customer:	Kittery School Department	Contract #:	MA4882-04
EquipmentNumber:	60507	Location:	Wilde Wing
Model:	bizhub 808	Serial Number:	A8KN011000100
Install Date:	7/12/2016		
Avg Monthly Volume:	Total 1,365	BW 1,365	Color 0
Service Calls Lifetime:	3	Last Default Meter Read:	159,657
Service Calls From/To:	1	Last Service Call:	1/9/2020
Service Calls Last Year:	0		

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
SC196272	Don Harkin -- 207-439- JAM		1/9/2020	jamming	1.25
	Call Notes:			Cleaned,checked replaced rollers in tray three and four.	

Customer:	Kittery School Department	Contract #:	MA4882-04
EquipmentNumber:	60508	Location:	Cook Hallway 2nd
Model:	bizhub 808	Serial Number:	A8KN011000223
Install Date:	7/12/2016		
Avg Monthly Volume:	Total 1,686	BW 1,686	Color 0
Service Calls Lifetime:	8	Last Default Meter Read:	495,724
Service Calls From/To:	3	Last Service Call:	9/17/2020
Service Calls Last Year:	2		

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
SC190941	Don Harkin -- 207-439- EC		9/5/2019	Error: C3102..tried hard reboot but did	1.60
	Call Notes:			C3102 error would not reset! Cleaned,checked replaced fusing unit.	
SC196920	Carol Lombardi -- 603- EC		1/22/2020	Bottom drawer saying out of paper and it's	1.53
	Call Notes:			Cleaned,checked machine in stairhallway vary dirty, tray four sensor was	
SC198759	Don Harkin -- 207-439- EC		3/6/2020	tray 3 is disabled with error: 0206	1.08
	Call Notes:			Cleaned,checked removed paper from behind trays, replaced rollers in tray	

Customer:	Kittery School Department	Contract #:	MA4882-04
EquipmentNumber:	60509	Location:	Teacher's Room 2nd
Model:	bizhub 808	Serial Number:	A8KN011000186
Install Date:	7/12/2016		
Avg Monthly Volume:	Total 11,522	BW 11,522	Color 0
		Last Default Meter Read:	744,494

Service Calls Lifetime:	3	Last Service Call:	4/24/2019
Service Calls From/To:	0		
Service Calls Last Year:	1		

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
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Customer:	Kittery School Department			Contract #:	MA4882-04
EquipmentNumber:	60510			Location:	5th Grade Wing end
Model:	bizhub 808			Serial Number:	A8KN011000180
Install Date:	7/12/2016				
	Total	BW	Color		
Avg Monthly Volume:	5,132	5,132	0	Last Default Meter Read:	462,508
Service Calls Lifetime:	5			Last Service Call:	9/18/2019
Service Calls From/To:	1				
Service Calls Last Year:	1				

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
SC191613	Seth Cole -- 802-734-	BP	9/18/2019the finisher doesn't seem to want to	0.35
		Call Notes:	Attach finisher with screw, clean & test, adj exit pawls to line up		

Customer:	Kittery School Department			Contract #:	MA4882-04
EquipmentNumber:	60511			Location:	Teacher's room
Model:	bizhub 808			Serial Number:	A8KN011000169
Install Date:	7/12/2016				
	Total	BW	Color		
Avg Monthly Volume:	5,783	5,783	0	Last Default Meter Read:	1,145,906
Service Calls Lifetime:	6			Last Service Call:	3/12/2020
Service Calls From/To:	2				
Service Calls Last Year:	2				

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
SC191168	Seth Cole -- 802-734-	EC	9/11/2019	Error code: 3..jam but Seth cannot find	1.60
		Call Notes:	Found small piece of paper in jam sensors. Cleaned,checked replaced		
SC199003	Seth Cole -- 802-734-	CQ	3/12/2020	working but the paper is creasing....	1.78
		Call Notes:	Cleaned,checked replaced fusing unit, and rollers in tray three and four.		

Customer:	Kittery School Department			Contract #:	MA4882-04
EquipmentNumber:	60512			Location:	Teacher's Room 2nd
Model:	bizhub 808			Serial Number:	A8KN011000209
Install Date:	7/12/2016				
	Total	BW	Color		
Avg Monthly Volume:	11,892	11,892	0	Last Default Meter Read:	1,052,190
Service Calls Lifetime:	3			Last Service Call:	4/28/2020
Service Calls From/To:	1				
Service Calls Last Year:	1				

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
SC200191	Seth Cole -- 802-734-	JAM-PF	4/28/2020	misfeed, cannot find it. says its in area 3,	1.67
		Call Notes:	removed paper tag from tray 3 feed unit..gc..tested cleaned..replaced tray		

Customer:	Kittery School Department			Contract #:	MA4882-04
EquipmentNumber:	60513			Location:	Principals Office
Model:	bizhub 808			Serial Number:	A8KN011000171
Install Date:	7/11/2016				

	Total	BW	Color		
Avg Monthly Volume:	10,213	10,213	0	Last Default Meter Read:	479,838
Service Calls Lifetime:	6			Last Service Call:	9/10/2020
Service Calls From/To:	0				
Service Calls Last Year:	0				

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
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Customer:	Kittery School Department				
EquipmentNumber:	60514			Contract #:	MA4882-04
Model:	bizhub 454e			Location:	3rd Grade Wing 1st
Install Date:	7/13/2016			Serial Number:	A61E011023353
	Total	BW	Color		
Avg Monthly Volume:	8,416	8,416	0	Last Default Meter Read:	581,904
Service Calls Lifetime:	6			Last Service Call:	3/19/2020
Service Calls From/To:	4				
Service Calls Last Year:	2				

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
SC196190	Leslie Patterson -- 207-CQ		1/8/2020	copying very light; changed toner but has not	1.68
	Call Notes:	Cleaned,checked replaced drum,developer,rollers in tray one, two and three.			
SC197544	Lauren Lawson -- 603-CQ		2/7/2020	Thurs is fine..no rush..poor dull copies &	0.85
	Call Notes:	Cleaned,checked needs fuser			
SC197659	Lauren Lawson	CQ	2/10/2020Needs fuser - Thurs is fine..no rush..poor	0.80
	Call Notes:	Cleaned,checked replaced fusing unit.			
SC199274	Leslie Patterson -- 207-JAM		3/19/2020	Thurs please....printing unusually fast then	1.90
	Call Notes:	Cleaned,checked replaced rollers in tray three and adf. Updated firmware.			

Customer:	Kittery School Department				
EquipmentNumber:	60515			Contract #:	MA4882-04
Model:	bizhub 364e			Location:	Guidance
Install Date:	7/13/2016			Serial Number:	A61F011027484
	Total	BW	Color		
Avg Monthly Volume:	848	848	0	Last Default Meter Read:	79,592
Service Calls Lifetime:	4			Last Service Call:	9/30/2016
Service Calls From/To:	0				
Service Calls Last Year:	0				

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
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Customer:	Kittery School Department				
EquipmentNumber:	60516			Contract #:	MA4882-04
Model:	bizhub 364e			Location:	Library Hall
Install Date:	7/13/2016			Serial Number:	A61F011027884
	Total	BW	Color		
Avg Monthly Volume:	1,015	1,015	0	Last Default Meter Read:	176,786
Service Calls Lifetime:	0			Last Service Call:	
Service Calls From/To:	0				
Service Calls Last Year:	0				

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
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Customer:	Kittery School Department				
EquipmentNumber:	60517			Contract #:	MA4882-04

Model:	bizhub 554e	Location:	2nd floor 3rd grade
Install Date:	7/12/2016	Serial Number:	A61D011012375
	Total	BW	Color
Avg Monthly Volume:	6,491	6,491	0
Service Calls Lifetime:	7		
Service Calls From/To:	0		
Service Calls Last Year:	4		
		Last Default Meter Read:	784,433
		Last Service Call:	9/2/2020

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
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Customer:	Kittery School Department	Contract #:	MA4882-04
EquipmentNumber:	60518	Location:	Science Hall
Model:	bizhub 554e	Serial Number:	A61D011011759
Install Date:	7/12/2016		
	Total	BW	Color
Avg Monthly Volume:	763	763	0
Service Calls Lifetime:	5		
Service Calls From/To:	2		
Service Calls Last Year:	1		
		Last Default Meter Read:	600,063
		Last Service Call:	1/9/2020

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
SC195409	Don Harkin -- 207-439-	JAM	12/16/2019	excessive jamming	0.68
		Call Notes:	Paper in tray three wrong causing error. Corrected. Cleaned, replaced rollers		
SC196271	Don Harkin -- 207-439-	JAM	1/9/2020	jamming; tried to clear but keeps coming	1.00
		Call Notes:	Cleaned,checked replaced rollers in tray two, removed paper clip from		

Customer:	Kittery School Department	Contract #:	MA4882-04
EquipmentNumber:	60519	Location:	Super intendant
Model:	P2135DN	Serial Number:	LVK6241516
Install Date:	7/11/2016		
	Total	BW	Color
Avg Monthly Volume:	262	262	0
Service Calls Lifetime:	1		
Service Calls From/To:	1		
Service Calls Last Year:	0		
		Last Default Meter Read:	25,509
		Last Service Call:	1/29/2020

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
SC197171	Donna Schoff -- 603-	JAM	1/29/2020	Constantly jamming. Leaves at 2:45	0.53
		Call Notes:	Cleaned,checked removed paper jams built up in front of fuser, feed rollers		

Customer:	Kittery School Department	Contract #:	MA4882-04
EquipmentNumber:	60520	Location:	Business Manager's
Model:	P2135DN	Serial Number:	LVK6442348
Install Date:	7/11/2016		
	Total	BW	Color
Avg Monthly Volume:	70	70	0
Service Calls Lifetime:	0		
Service Calls From/To:	0		
Service Calls Last Year:	0		
		Last Default Meter Read:	39,887
		Last Service Call:	

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
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Customer:	Kittery School Department	Contract #:	MA4882-04
EquipmentNumber:	60521		

Model:	P2135DN	Location:	Receptions Desk
Install Date:	7/11/2016	Serial Number:	LVK6241515
	Total	BW	Color
Avg Monthly Volume:	184	184	0
Service Calls Lifetime:	0		
Service Calls From/To:	0		
Service Calls Last Year:	0		
		Last Default Meter Read:	37,607
		Last Service Call:	

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
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Customer:	Kittery School Department	Contract #:	MA4882-04
EquipmentNumber:	60523	Location:	Main Office
Model:	bizhub C554e	Serial Number:	A5AY011020938
Install Date:	7/11/2016		
	Total	BW	Color
Avg Monthly Volume:	8,294	7,191	1,103
Service Calls Lifetime:	3		
Service Calls From/To:	0		
Service Calls Last Year:	1		
		Last Default Meter Read:	421,638
		Last Service Call:	3/7/2019

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
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Customer:	Kittery School Department	Contract #:	MA4882-04
EquipmentNumber:	60524	Location:	Principals Office
Model:	bizhub C454e	Serial Number:	A5C0011034985
Install Date:	7/12/2016		
	Total	BW	Color
Avg Monthly Volume:	298	212	86
Service Calls Lifetime:	5		
Service Calls From/To:	1		
Service Calls Last Year:	0		
		Last Default Meter Read:	35,984
		Last Service Call:	1/22/2020

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
SC196936	Jack	CQ	1/22/2020	cq	0.67
		Call Notes:	Machine was just very dirty! Cleaned,checked and tested.		

Customer:	Kittery School Department	Contract #:	MA4882-04
EquipmentNumber:	60525	Location:	Principal's Office
Model:	bizhub C454e	Serial Number:	A5C0011034987
Install Date:	7/12/2016		
	Total	BW	Color
Avg Monthly Volume:	6,992	5,063	1,929
Service Calls Lifetime:	9		
Service Calls From/To:	4		
Service Calls Last Year:	7		
		Last Default Meter Read:	242,366
		Last Service Call:	12/26/2019

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
SC189142	Leslie Patterson -- 207-	CQ	7/24/2019	Wed 7/24 1st call.....color copies / prints are	0.70
		Call Notes:	Needs dv's image transfer. And OEM toner.		
SC189186	Leslie Patterson	CQ	7/29/2019	Needs dv's image transfer and all OEM	3.50
		Call Notes:	Cleaned,checked, replaced all dv units, due to cq, transfer belt/ end of life.		
SC195583	Leslie Patterson -- 207-	CQ	12/23/2019	Mon 12/23....prints CQ is terrible; has	0.52
		Call Notes:	Cleaned,checked needs cyan developer and drum, magenta developer and		
SC195758	Leslie Patterson	CQ	12/26/2019Cleaned,checked needs cyan developer	2.70
		Call Notes:	Cleaned,checked replaced c,m developer, drums, and hopper assembly.		

Customer:	Kittery School Department			Contract #:	MA4882-04
EquipmentNumber:	60526			Location:	Copy/Storage Room
Model:	bizhub 454e			Serial Number:	A61E011023361
Install Date:	7/12/2016				
	Total	BW	Color		
Avg Monthly Volume:	1,309	1,309	0	Last Default Meter Read:	77,478
Service Calls Lifetime:	1				Last Service Call: 1/9/2020
Service Calls From/To:	1				
Service Calls Last Year:	0				

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
SC196266	Michele Sawtelle --	JAM	1/9/2020	keeps stating jam; reboot did not work	0.98
		Call Notes:	Cleaned,checked replaced adf sep roller, plugged in finisher connector.		

Customer:	Kittery School Department			Contract #:	MA4882-04
EquipmentNumber:	60527			Location:	
Model:	bizhub 454e			Serial Number:	A61E011023664
Install Date:	7/13/2016				
	Total	BW	Color		
Avg Monthly Volume:	5,200	5,200	0	Last Default Meter Read:	268,786
Service Calls Lifetime:	5				Last Service Call: 12/12/2019
Service Calls From/To:	1				
Service Calls Last Year:	1				

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
SC195254	-- --	JAM	12/12/2019	ADF is jamming - message left no name	1.07
		Call Notes:	Cleaned,checked removed tape from adf,replaced rollers in tray one and		

Customer:	Kittery School Department			Contract #:	MA4882-04
EquipmentNumber:	60528			Location:	
Model:	bizhub 454e			Serial Number:	A61E011023698
Install Date:	7/13/2016				
	Total	BW	Color		
Avg Monthly Volume:	2,402	2,402	0	Last Default Meter Read:	150,115
Service Calls Lifetime:	0				Last Service Call:
Service Calls From/To:	0				
Service Calls Last Year:	0				

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
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Customer:	Kittery School Department			Contract #:	MA4882-04
EquipmentNumber:	60936			Location:	Computer Lab
Model:	bizhub 283			Serial Number:	A1VF011007478
Install Date:	7/12/2017				
	Total	BW	Color		
Avg Monthly Volume:	2,201	2,201	0	Last Default Meter Read:	411,043
Service Calls Lifetime:	7				Last Service Call: 12/12/2019
Service Calls From/To:	1				
Service Calls Last Year:	3				

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
SC195267	Leslie Patterson --	207- JAM-PF	12/12/2019	manually feed throught the bypass	0.70
		Call Notes:	Cleaned,checked both feed tray were programmed for special paper? So		

Customer:	Kittery School Department	Contract #:	MA4882-04
EquipmentNumber:	61202	Location:	
Model:	bizhub 223	Serial Number:	A1VG011015868
Install Date:	5/24/2017		

	Total	BW	Color		
Avg Monthly Volume:	4,269	4,269	0	Last Default Meter Read:	363,783
Service Calls Lifetime:	1			Last Service Call:	12/26/2019
Service Calls From/To:	1				
Service Calls Last Year:	1				

Call Number	Caller	Call Type	Close Date	Description	Repair Hours
SC195549	Seth Cole -- 802-734-	JAM	12/26/2019	per Seth custodian is there until	1.97
		Call Notes:	Cleaned,checked replaced rollers in tray one and two plus feed cluch and		

















