Budget Document Technologies

SPC Evaluation Report

Overall, your fleet is running well. Your equipment is aging, with most of your machines at six years or older. The BH223 and BH283 are 10 years old (based on model date of introduction) where parts become more difficult to obtain for repairs. The BH808 units still have life left in them. Even though there are higher calls on these machines, they do get a lot of use in the Teachers' Rooms. Those machines with 5 or more service calls are explained in the yellow box below the main table. All of the calls were for different issues, with the exception being one machine where the technician had to return a number of times to resolve the issue.

Customer Service History Report

Status of Data	5/8/2020

Sold To Month (MM/YYYY)	KITTERY SCH DISTRICT JUL 2018 - JUNE 2019

Building	Location	Model	Serial #	Reprographic Type	Total Calls*	Avg Response Time	Repair Time	Avg Mthly Volume	Model Intro Date	Model Age as of 5/2020
District Office	Special Services	HP M401dne	PHGFC24174	Black Network Printer	0	0.00	0.00	952		
District Office	Payroll	HP M401dne	PHGFD09130	Black Network Printer	0	0.00	0.00	1,764		
District Office	Finance	HP M401dne	PHGFD37943	Black Network Printer	0	0.00	0.00	496		
Model Total & Average		**HP M401dne**		**Black Network Printer**	**0**	**0.00**	**0.00**	**1,071**	**1/1/2013**	**7.5**
District Office	Reception	Kyo P2135dn	LVK6241515	Black Network Printer	0	0.00	0.00	660		
District Office	Board Office	Kyo P2135dn	LVK6241516	Black Network Printer	0	0.00	0.00	547		
District Office	Business Manager	Kyo P2135dn	LVK6442348	Black Network Printer	0	0.00	0.00	296		
Model Total & Average		**HP P2135dn**		**Black Network Printer**	**0**	**0.00**	**0.00**	**501**	**3/1/2014**	**6**
Shapleigh Middle	Library	KM BH223	A1UG011106618	Black Photocopier	0	0.00	0.00	467		
Shapleigh Middle	5th Grade Wing	KM BH223	A1VG011015868	Black Photocopier	0	0.00	0.00	5,245		
Model Total & Average		**KM BH223**		**Black Photocopier**	**0**	**0.00**	**0.00**	**2,856**	**6/1/2010**	**10**
Horace Mitchell Primary	Nurse's Office	KM BH283	A1UF011105573	Black Photocopier	0	0.00	0.00	786		
Horace Mitchell Primary	Computer Lab	KM BH283	A1VF011007478	Black Photocopier	2	18.73	1.32	2,929		
Model Total & Average		**KM BH283**		**Black Photocopier**	**2**	**18.73**	**1.32**	**1,858**	**6/1/2010**	**10**
Traip Academy	Guidance Office	KM BH364e	A61F011027484	Black Photocopier	0	0.00	0.00	1,898		
Traip Academy	Library Hall	KM BH364e	A61F011027884	Black Photocopier	0	0.00	0.00	3,259		
Model Total & Average		**KM BH364e**		**Black Photocopier**	**0**	**0.00**	**0.00**	**2,579**	**11/1/2013**	**6.5**
Horace Mitchell Primary	3rd Grade Wing 1st Floor	KM BH454e	A61E011023353	Black Photocopier	3	19.22	2.20	17,948		
District Office	Copy Room	KM BH454e	A61E011023361	Black Photocopier	0	0.00	0.00	907		
Traip Academy	Server Room Hall	KM BH454e	A61E011023664	Black Photocopier	1	7.00	1.07	7,377		
Shapleigh Middle	7th/8th Grade Stairwell	KM BH454e	A61E011023698	Black Photocopier	0	0.00	0.00	3,736		
Model Total & Average		**KM BH454e**		**Black Photocopier**	**4**	**13.11**	**3.27**	**7,492**	**11/1/2013**	**6.5**
Traip Academy	Science Hall	KM BH554e	A61D011011759	Black Photocopier	2	11.35	4.16	5,761		
Horace Mitchell Primary	3rd Grade Wing 2nd Floor	KM BH554e	A61D011012375	Black Photocopier	4	6.48	2.20	16,303		
Model Total & Average		**KM BH554e**		**Black Photocopier**	**6**	**8.92**	**6.36**	**11,032**	**10/1/2013**	**6.5**
Traip Academy	Adult Education	KM BH808	A8KN011000100	Black Photocopier	0	0.00	0.00	7,774		
Horace Mitchell Primary	Teachers' Room 2nd Floor	KM BH808	A8KN011000166	Black Photocopier	8	4.69	12.31	15,277		
Shapleigh Middle	Teachers' Room 1st Floor	KM BH808	A8KN011000169	Black Photocopier	1	5.55	1.50	33,155		
Traip Academy	Main Office	KM BH808	A8KN011000171	Black Photocopier	3	8.76	2.05	6,760		
Shapleigh Middle	4th Grade Wing	KM BH808	A8KN011000180	Black Photocopier	2	6.52	1.97	64,209		
Traip Academy	Teachers' Room 2nd Floor	KM BH808	A8KN011000186	Black Photocopier	1	6.32	0.93	11,086		
Shapleigh Middle	Teachers' Room 2nd Floor	KM BH808	A8KN011000209	Black Photocopier	8	9.18	15.72	14,368		
Traip Academy	Cook Hall 2nd Floor	KM BH808	A8KN011000223	Black Photocopier	1	6.08	1.00	9,444		
Model Total & Average		**KM BH808**		**Black Photocopier**	**24**	**6.73**	**35.48**	**20,259**	**6/1/2016**	**4**

Building	Location	Model	Serial #	Reprographic Type	Total Calls*	Avg Response Time	Repair Time	Avg Mthly Volume	Model Intro Date	Model Age as of 5/2020
Traip Academy	Principal's Office	KM BHC454e	A5C011034985	Color Photocopier	0	0.00	0.00	1,612		
Horace Mitchell Primary	Principal's Office	KM BHC454e	A5C011034987	Color Photocopier	3	6.02	4.30	20		
	Model Total & Average	**KM BHC454e**		**Color Photocopier**	**3**	**6.02**	**4.30**	**816**	**11/1/2013**	**7.5**
Shapleigh Middle	Main Office Copy Room	KM BHC554e	A5AY011020938	Color Photocopier	6	10.65	6.39	10,544		
	Model Total & Average	**KM BHC554e**		**Color Photocopier**	**6**	**10.65**	**6.39**	**10,544**	**8/1/2012**	**7.75**
District Office	Main Office	KM BHC654e	A2X1017016934	Color Photocopier	1	6.68	1.62	10,307		
	Model Total & Average	**KM BHC654e**		**Color Photocopier**	**1**	**6.68**	**1.62**	**10,307**	**7/1/2013**	**7**
TOTALS & AVERAGES					**46**	**8.88**	**2.03**	**8,530**		

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

BH808, A8KN011000166 - Horace Mitchell Primary - Four calls were for jamming, 2 for error codes, 1 for broken paper tray, and 1 for condensation.. Some of the jamming calls resulted in rollers and exit drive gears being replaced.

BH808, A8KN011000209 - Shapleigh Middle - Six of the service calls were for the same issue of jamming that needed to be resolved. The technician was unable to access the building on the first call, follow up, parts replaced, parts ordered, more time needed for repair were all part of that one service call. The drum was replaced on a different service call, and different a jam was resolved with rollers, sensor and clutch being replaced.

BHC554e, A5AY011020938 - Shapleigh Middle - Unit had 2 calls in August for jamming, 3 calls in December all related to an Error Code with eventual fuser unit being replaced, and 1 call in March to replace a drum that had reached the end of its life.