

Budget Document Technologies

Customer Service History Report

Status of Data 5/13/2020

Sold To KITTERY SCH DISTRICT
Month (MM/YYYY) JUL 2019 - APR 2020

SPC Evaluation Report

Because this was a short year, service calls were significantly down, with only one copier having 5 service calls. This is excellent considering the age and use of some of the equipment. This machine has consistently had jamming issues and may need a full servicing to bring it back up to par. There were about half the service calls for this partial year than there were for last year. Only three total service calls took place in March prior to schools closing down. The majority of the calls took place in November and December of 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	1	7.23	0.53	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	7.23	0.53	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	1	1.98	1.97	5,245		
	Model Total & Average	KM BH223		Black Photocopier	0	1.98	1.97	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	1	9.10	0.70	2,929		
	Model Total & Average	KM BH283		Black Photocopier	1	9.10	0.70	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	4	8.65	5.23	17,948		
District Office	Copy Room	KM BH454e	A61E011023361	Black Photocopier	1	3.83	0.98	907		
Traip Academy	Server Room Hall	KM BH454e	A61E011023664	Black Photocopier	1	9.13	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	6	7.20	7.28	7,492	11/1/2013	6.5
Traip Academy	Science Hall	KM BH554e	A61D011011759	Black Photocopier	2	4.45	1.68	5,761		
Horace Mitchell Primary	3rd Grade Wing 2nd Floor	KM BH554e	A61D011012375	Black Photocopier	0	0.00	0.00	16,303		
	Model Total & Average	KM BH554e		Black Photocopier	2	4.45	1.68	11,032	10/1/2013	6.5
Traip Academy	Adult Education	KM BH808	A8KN011000100	Black Photocopier	1	5.75	1.25	7,774		
Horace Mitchell Primary	Teachers' Room 2nd Floor	KM BH808	A8KN011000166	Black Photocopier	5	6.90	5.59	15,277		
Shapleigh Middle	Teachers' Room 1st Floor	KM BH808	A8KN011000169	Black Photocopier	2	9.70	3.38	33,155		
Traip Academy	Main Office	KM BH808	A8KN011000171	Black Photocopier	0	0.00	0.00	6,760		
Shapleigh Middle	4th Grade Wing	KM BH808	A8KN011000180	Black Photocopier	1	0.95	0.35	64,209		
Traip Academy	Teachers' Room 2nd Floor	KM BH808	A8KN011000186	Black Photocopier	0	0.00	0.00	11,086		
Shapleigh Middle	Teachers' Room 2nd Floor	KM BH808	A8KN011000209	Black Photocopier	0	0.00	0.00	14,368		
Traip Academy	Cook Hall 2nd Floor	KM BH808	A8KN011000223	Black Photocopier	3	4.41	4.21	9,444		
	Model Total & Average	KM BH808		Black Photocopier	12	5.54	14.78	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	1	0.02	0.67	1,612		
Horace Mitchell Primary	Principal's Office	KM BHC454e	A5C011034987	Color Photocopier	4	12.49	7.42	20		
	Model Total & Average	KM BHC454e		Color Photocopier	5	6.26	8.09	816	11/1/2013	7.5
Shapleigh Middle	Main Office Copy Room	KM BHC554e	A5AY011020938	Color Photocopier	0	0.00	0.00	10,544		
	Model Total & Average	KM BHC554e		Color Photocopier	0	0.00	0.00	10,544	8/1/2012	7.75
District Office	Main Office	KM BHC654e	A2X1017016934	Color Photocopier	1	1.28	1.03	10,307		
	Model Total & Average	KM BHC654e		Color Photocopier	1	1.28	1.03	10,307	7/1/2013	7
TOTALS & AVERAGES					27	5.72	36.06	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

BH808, A8KN011000166 - Horace Mitchell Primary - All five calls on this copier were for jamming. Three were error codes with one requiring the fuser unit being replaced. One jam was found to have a paper clip stuck in the finisher. The fifth call had the rollers replaced.

* A "0" means there were no service calls during the 12-month period