



Konica Minolta Business Solutions U.S.A., Inc.

KONICA MINOLTA

Customer Service History Report

Status of Data 12/13/2018

Sold To Town of Kittery
Month (MM/YYYY) JUL 2017 - JUNE 2018

SPC Evaluation Report

Overall, there have been only two total service calls over the past fiscal year on your equipment with no real downtime. These calls represent either preventive maintenance or installation of equipment. That is excellent as it means your equipment is running very well.

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
KITTERY FIRE	3 GORGES RD	KITTERY	BIZ25E	DD136120136007	Black Photocopier	0	0	0.0	0.0	100.00 %	92
KITTERY FIRE	3 GORGES RD	KITTERY	BIZ25E	DD136120137027	Black Photocopier	0	0	0.0	0.0	100.00 %	304
	TOTALS FOR MODEL		BIZ25E		Black Photocopier	0	0	0.0	0.0	100.00 %	198
KITTERY MUNICIPAL	200 ROGERS RD	KITTERY	BIZ4050	A6VF011005286	Black Printer	0	0	0.0	0.0	100.00 %	6
	TOTALS FOR MODEL		BIZ4050		Black Printer	0	0	0.0	0.0	100.00 %	6
KITTERY SEWER	18 DENNETT RD	KITTERY	BIZ454E	A61E011006489	Black Photocopier	0	0	0.0	0.0	100.00 %	542
	TOTALS FOR MODEL		BIZ454E		Black Photocopier	0	0	0.0	0.0	100.00 %	542
KITTERY HIGHWAY	200 ROGERS RD	KITTERY	C368	A7PU011001435	Color Photocopier	1	0	0.0	0.0	100.00 %	1,860
	TOTALS FOR MODEL				Color Photocopier	1	0	0.0	0.0	100.00 %	1,860
KITTERY POLICE	200 ROGERS RD	KITTERY	C454E	A5C0011023858	Color Photocopier	1	0	0.0	0.1	100.00 %	5,433
KITTERY RECREATION	120 ROGERS RD EXT	KITTERY	C454E	A5C0011023909	Color Photocopier	0	0	0.0	0.0	100.00 %	7,010
			C454E		Color Photocopier	1	0	0.0	0.1	100.00 %	2,970
KITTERY MUNICIPAL	200 ROGERS RD	KITTERY	C654E	A2X1017011637	Color Photocopier	0	0	0.0	0.0	100.00 %	11,482
KITTERY MUNICIPAL	200 ROGERS RD	KITTERY	C654E	A2X1017011741	Color Photocopier	0	0	0.0	0.0	100.00 %	7,798
	TOTALS FOR MODEL		C654E		Color Photocopier	0	0	0.0	0.0	100.00 %	9,640
KITTERY SEWER	18 DENNETT RD	KITTERY	MC4750DN	A0VD012000165	Color Printer	0	0	0.0	0.0	100.00 %	2
	TOTALS FOR MODEL		MC4750DN		Color Printer	0	0	0.0	0.0	100.00 %	2
GRAND TOTALS						2	0	0.0	0.1	100.00 %	3,453

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