

Milton Town School District - SymQuest  
Fleet Service Report FY23



## SPC SUMMARY

This annual fleet 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.

Out of 52 units under contract with SymQuest, there were 62 service calls on 20 copiers (A-3 devices) and 4 printers and MFPs (A-4 devices) during the fiscal year. Uptime for your fleet was 99.74%, which is average for the size and age of your fleet. SPC's bid specs require vendor to arrive within an average of four hours for service calls. However, each vendor calculates these figures differently. SymQuest notes their average response time from call to arrival as 7.22 hours, which is higher than expected and will be addressed with the vendor.

Your last upgrade was on 7/1/2020. All machines are under a five-year+ warranty and service contract that expires on 6/30/2025. The average model in your fleet was introduced about 5 years ago. Nine units are more than 7 years from date of intro. We monitor this detail because as models get more than 10 years out from date of introduction parts become harder to locate and repair times may be longer.

Four units have 5 or more service calls for a variety of issues. Details on those service calls can be seen on the last page.

### Definitions

**Response time:** Time from when service call was created at SymQuest until the onsite technician arrives. Proactive calls are not counted in this column

**Closed in 1 or 2 visits:** There can be multiple visits for one call, example would be a second visit to install a part that was ordered.

**Cycle Time:** Time from when service call was created until SymQuest closed the call.

**Up Time:** Time being serviced divided by number of business hours available between date range of report

**Average volume between calls:** Total volume from service call to service call (does not include from install to first call)

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Location	Make/Model	Serial Number	Vendor ID	# Service Calls	Avg Volume between Service Calls	Avg Response Time	Closed in 1 or 2 visits	Cycle Time (hrs)	Uptime%	Projected Monthly Volume Black	Actual Monthly Volume Black	Projected Monthly Volume Color	Actual Monthly Volume Color	Model Intro Date	Model Age (years)	Model Type
<b>MTSD Offices</b>																
Building & Grounds Maintenance	Konica Minolta BHC3320I	AAJP011209113	144036	0	No Calls	No Calls	No Calls	No Calls	100.00%	0	34	0	40	5/1/19	4.33	Color Laser MFP A-4 8.5x14
Business Administrator	Konica Minolta BH4402P	AAFJ011002928	137788	0	No Calls	No Calls	No Calls	No Calls	100.00%	110	357	0	0	8/1/18	5.08	Black Printer A-4
Copy Room	Konica Minolta BH458	AA6U011021636	215532	2	1,468	6.08	100.00%	5.26	99.37%	2,952	2,708	0	0	8/1/16	7.08	Black MFP A-3 11x17
Copy Room	Konica Minolta BHC450I	AA7R011003381	215533	7	7,795	5.48	85.71%	8.43	98.32%	5,562	4,986	3,631	5,612	9/1/20	3.00	Color MFP A-3 11x17
HR	Konica Minolta BHC3320I	AAJP011000697	141064	2	2,325	5.94	100.00%	6.86	99.56%	987	1,205	1,084	1,109	5/1/19	4.33	Color Laser MFP A-4 8.5x14
Milton Town School District	Konica Minolta BHC3300I	AAJT011001456	142313	0	No Calls	No Calls	No Calls	No Calls	100.00%	1	0	4	0	4/1/19	4.42	Color Printer A-4
Milton Town School District - DST-SPED	Konica Minolta BH4402P	AAFJ011002917	137790	0	No Calls	No Calls	No Calls	No Calls	100.00%	1,704	457	0	0	8/1/18	5.08	Black Printer A-4
Room 110 Julie Talley	Konica Minolta BH4402P	AAFJ011002914	137787	0	No Calls	No Calls	No Calls	No Calls	100.00%	166	234	0	0	8/1/18	5.08	Black Printer A-4
<b>Milton High School</b>																
Admin Assistant	Konica Minolta BHC3300I	AAJT011001619	141068	0	No Calls	No Calls	No Calls	No Calls	100.00%	298	351	265	431	4/1/19	4.42	Color Printer A-4
Athletics Offices	Konica Minolta BH658	AA6R011007074	215537	0	No Calls	No Calls	No Calls	No Calls	100.00%	822	894	0	0	5/1/17	6.33	Black MFP A-3 11x17
Boys PE Office	Konica Minolta BH4402P	AAFJ011002929	137792	0	No Calls	No Calls	No Calls	No Calls	100.00%	3	8	0	0	8/1/18	5.08	Black Printer A-4
Hall	Konica Minolta BH658	AA6R011007071	215536	3	48,335	0.69	100.00%	24.15	99.25%	14,903	10,398	0	0	5/1/17	6.33	Black MFP A-3 11x17
Room 101 Admin Office	Konica Minolta BHC650I	AA7N011000509	215420	2	18,897	0.00	100.00%	0.11	99.70%	3,289	2,852	1,037	3,365	2/1/20	3.58	Color MFP A-3 11x17
Room 114 IT	Konica Minolta BH4402P	AAFJ011002934	137795	0	No Calls	No Calls	No Calls	No Calls	100.00%	123	143	0	0	8/1/18	5.08	Black Printer A-4
Room 116 Guidance	Konica Minolta BH658	AA6R011007091	214246	1	No Calls	No Calls	100.00%	2.20	99.89%	5,635	6,401	0	0	5/1/17	6.33	Black MFP A-3 11x17
Room 127 Nurse	Konica Minolta BH4052	AA1R011013092	141070	0	No Calls	No Calls	No Calls	No Calls	100.00%	108	48	0	0	8/1/18	5.08	Black Laser MFP A-4 8.5x14
Room 132 Art	Konica Minolta BHC3300I	AAJT011001817	141063	0	No Calls	No Calls	No Calls	No Calls	100.00%	203	72	498	289	4/1/19	4.42	Color Printer A-4
Room 136 Music Office	Konica Minolta BHC3300I	AAJT011001760	137567	0	No Calls	No Calls	No Calls	No Calls	100.00%	354	479	330	361	4/1/19	4.42	Color Printer A-4
Room 148 Art	Konica Minolta BHC3300I	AAJT011001304	142318	0	No Calls	No Calls	No Calls	No Calls	100.00%	111	10	135	6	4/1/19	4.42	Color Printer A-4
Room 151 Maintenance	Konica Minolta BH4402P	AAFJ011002822	137797	0	No Calls	No Calls	No Calls	No Calls	100.00%	55	24	0	0	8/1/18	5.08	Black Printer A-4
Room 165 Kitchen	Konica Minolta BH4402P	AAFJ011002923	137793	0	No Calls	No Calls	No Calls	No Calls	100.00%	42	168	0	0	8/1/18	5.08	Black Printer A-4
Room 194 SPED	Konica Minolta BH458	AA6U011021819	215534	1	No Calls	No Calls	100.00%	1.47	99.72%	8,366	10,496	0	0	8/1/16	7.08	Black MFP A-3 11x17
Room 195 Library	Konica Minolta BHC650I	AA7N011000505	215430	3	18,435	1.93	100.00%	2.77	99.57%	9,308	5,494	5,031	4,006	2/1/20	3.58	Color MFP A-3 11x17
Room 306	Konica Minolta BH4402P	AAFJ011002897	137791	0	No Calls	No Calls	No Calls	No Calls	100.00%	22	47	0	0	8/1/18	5.08	Black Printer A-4
Room 321 Science	Konica Minolta BH458	AA6U011021850	215423	1	No Calls	14.77	100.00%	15.83	99.82%	13,650	9,974	0	0	8/1/16	7.08	Black MFP A-3 11x17
Room 324	Konica Minolta BH458	AA6U011021813	215424	0	No Calls	No Calls	No Calls	No Calls	100.00%	828	152	0	0	8/1/16	7.08	Black MFP A-3 11x17
Room 347 Faculty Left	Konica Minolta BH808	A8KN012000334	214197	1	No Calls	20.43	100.00%	21.60	99.83%	18,455	12,006	0	0	6/1/16	7.25	Black MFP A-3 11x17
Room 347 Faculty Right	Konica Minolta BHC650I	AA7N011000504	215421	3	36,734	6.06	100.00%	14.13	99.66%	18,559	14,671	6,449	14,584	2/1/20	3.58	Color MFP A-3 11x17
<b>Milton Elementary/Middle School</b>																
MES 5th Grade Team	Konica Minolta BHC3300I	AAJT011001447	142317	1	No Calls	4.70	100.00%	8.25	100.31%	174	201	103	186	4/1/19	4.42	Color Printer A-4
MES Hall-A	Konica Minolta BH808	A8KN012000269	215428	3	130,267	1.88	100.00%	14.53	99.46%	19,332	20,075	0	0	6/1/16	7.25	Black MFP A-3 11x17
MES k-5 Office	Konica Minolta BHC550I	AA7P011001908	215431	2	188	0.44	100.00%	1.59	99.72%	2,759	2,218	3,580	2,481	2/1/20	3.58	Color MFP A-3 11x17
MES Room 313 Kitchen	Konica Minolta BH4052	AA1R011011663	137798	1	No Calls	7.02	100.00%	7.67	99.73%	2,037	1,584	0	0	8/1/18	5.08	Black Laser MFP A-4 8.5x14
MES Room 405 EEE	Konica Minolta BH4402P	AAFJ011003017	137789	0	No Calls	No Calls	No Calls	No Calls	100.00%	272	413	0	0	8/1/18	5.08	Black Printer A-4
MES Room 447	Konica Minolta BHC3300I	AAJT011001437	140753	0	No Calls	No Calls	No Calls	No Calls	100.00%	436	571	452	529	4/1/19	4.42	Color Printer A-4
MES Room 451 Art	Konica Minolta BHC3300I	AAJT011001462	140752	0	No Calls	No Calls	No Calls	No Calls	100.00%	41	46	13	125	4/1/19	4.42	Color Printer A-4
MES White House	Konica Minolta BHC360I	AA2J011011592	214248	0	No Calls	No Calls	No Calls	No Calls	100.00%	365	282	291	240	4/1/19	4.42	Color MFP A-3 11x17
MES-Hall-A-	Konica Minolta BHC550I	AA7P011001885	215432	9	16,307	6.68	88.89%	13.27	98.17%	13,483	14,319	18,852	19,698	2/1/20	3.58	Color MFP A-3 11x17
MES-Hall-C	Konica Minolta BH808	A8KN012000296	214304	2	121,442	12.86	100.00%	13.83	99.59%	19,804	20,197	0	0	6/1/16	7.25	Black MFP A-3 11x17

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MES-IT Office	Konica Minolta BH4402P	AAFJ011002908	137796	0	No Calls	No Calls	No Calls	No Calls	100.00%	32	34	0	0	8/1/18	5.08	Black Printer A-4
MES-Library	Konica Minolta BHC650I	AA7N011000128	214244	6	36,100	3.74	100.00%	7.49	98.20%	11,673	11,548	15,686	18,114	2/1/20	3.58	Color MFP A-3 11x17
MES-Room 441	Konica Minolta BH458	AA6U011021719	215535	1	No Calls	0.12	100.00%	1.65	99.90%	6,073	5,046	0	0	8/1/16	7.08	Black MFP A-3 11x17
MMS Office	Konica Minolta BHC650I	AA7N011000260	215422	1	No Calls	7.13	100.00%	8.03	99.78%	5,370	6,381	2,632	5,073	2/1/20	3.58	Color MFP A-3 11x17
MMS Room 128 Art	Konica Minolta BHC3300I	AAJT011001800	141065	0	No Calls	No Calls	No Calls	No Calls	100.00%	360	921	523	528	4/1/19	4.42	Color Printer A-4
MMS Room 165 Nurse	Konica Minolta BH458	AA6U011022081	214245	0	No Calls	No Calls	No Calls	No Calls	100.00%	543	910	0	0	8/1/16	7.08	Black MFP A-3 11x17
MMS Room 205	Konica Minolta BHC3300I	AAJT011001471	141067	0	No Calls	No Calls	No Calls	No Calls	100.00%	103	67	102	76	4/1/19	4.42	Color Printer A-4
MMS Room 209	Konica Minolta BH458	AA6U011021826	215427	1	No Calls	5.10	100.00%	6.67	99.91%	10,603	7,533	0	0	8/1/16	7.08	Black MFP A-3 11x17
MMS Room 212	Konica Minolta BHC3300I	AAJT011001488	142315	0	No Calls	No Calls	No Calls	No Calls	100.00%	570	544	425	500	4/1/19	4.42	Color Printer A-4
MMS Room 215	Konica Minolta BHC3300I	AAJT011001734	142316	2	2,259	29.22	50.00%	54.99	98.91%	143	275	364	628	4/1/19	4.42	Color Printer A-4
MMS Room 224	Konica Minolta BHC3300I	AAJT011001778	142314	0	No Calls	No Calls	No Calls	No Calls	100.00%	99	181	0	56	4/1/19	4.42	Color Printer A-4
MMS Room 229	Konica Minolta BHC650I	AA7N011000083	215429	6	29,845	9.22	83.33%	22.95	98.50%	16,996	17,808	8,922	13,602	2/1/20	3.58	Color MFP A-3 11x17
MMS Room 229 Hall	Konica Minolta BHC3300I	AAJT011001270	141066	0	No Calls	No Calls	No Calls	No Calls	100.00%	342	319	480	630	4/1/19	4.42	Color Printer A-4
MMS Room 229 Hall	Konica Minolta BH808	A8KN012000325	214196	1	No Calls	9.40	100.00%	9.98	99.72%	12,913	14,800	0	0	6/1/16	7.25	Black MFP A-3 11x17
<b>Totals and Averages</b>				<b>62</b>	<b>33,600</b>	<b>7.22</b>	<b>96%</b>	<b>13.14</b>	<b>99.74%</b>	<b>4,445</b>	<b>4,057</b>	<b>2,184</b>	<b>3,691</b>		<b>5.10</b>	

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Equipment with 5 or more calls for the reporting period July 1, 2022 to June 30, 2023

Location	Current Equipment	Serial Number	# Service Calls	Current Total Meter	Avg Copies between all Service Calls (incl PM)	Avg Response Time	Uptime%	Avg Monthly Volume Total	Model Type	Reasons for service calls
MES-Hall-A	Konica Minolta BHC550I	AA7P011001885	9	1,228,483	34,017	6.68	98.17%	16,588	Color MFP A-3 11x17	Four service calls were for jamming issues where feed tires were cleaned and replaced, with the fuser unit being replaced on one of the calls; four calls were for poor quality (i.e., streaks, dots, lines, etc.); technician replaced drums and/or developer units in each case. One call was a courtesy follow-up where the technician replaced the image transfer belt assembly (ITB). This unit should be monitored since the calls were sometimes less than a month apart. for either jamming or poor quality. Last year this machine experienced 10 service calls in the fiscal year, with six of those calls for poor quality issues..
Copy Room	Konica Minolta BHC450I	AA7R011003381	7	332,606	10,598	5.48	98.32%	4,948	Color MFP A-3 11x17	This copier had four service calls for poor quality - streaks, etc. In most cases the technician only had to clean the unit; on one call the developer was replaced, on another the black drum was replaced; on a 3rd call the ITB assembly and waste toner bottle were replaced. Two additional calls were proactive follow-ups and cleaning.
MMS Room 229	Konica Minolta BHC650I	AA7N011000083	6	937,068	31,410	9.22	98.50%	14,332	Color MFP A-3 11x17	Two calls were for poor quality, with the technician replacing the drums on both calls; one call was for jamming, where the 2nd transfer assembly and the fuser drive assembly were replaced; one call was for error codes, and one call was for squeaking -fuser assembly was replaced. One call was a courtesy follow up. Last year this copier also had six service calls for a wide variety of issues.
MES-Library	Konica Minolta BHC650I	AA7N011000128	6	1,086,102	29,662	3.74	98.20%	14,255	Color MFP A-3 11x17	Two calls were for poor quality, with black drums, developer and lift assembly replaced on one call, and all drums replaced on the second call. Two calls were for jamming; feed tires were replaced on one call and firmware updated on another; one call was to clear the toner filter counter, and another was an issue of not printing jobs; the technician replaced the fuser.