



KONICA MINOLTA

Customer Service History Report

Status of Data Sold To Month (MM/YYYY)	7/18/2019 NHS AU 30 LACONIA JUL 2018 - JUNE 2019
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SPC Evaluation Report

Because of the replacement of several BizHub Pro 951 copiers during the 2017-18 FY, your service calls have gone down from 159 to 139 for the 2018-19 FY. Of that total, two copiers represented 21 service calls; however, both copiers were replaced in April. Average uptime and average down time both improved slightly, although your average copies between calls decreased a bit and average response time is still over 5 hours, higher than the bid specifications request. Taking those two machines out of the equation improves your averages even further, so we anticipate next year's report to look even better. There were two replacement copiers that are showing high service calls. Reasons for those calls are shown in the yellow box below. Both of those copiers were placed into the Copy Center at the High School.

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
LACONIA HIGH	345 UNION AVE	LACONIA	BIZ25E	DD136120159018	Black Laser MFP	0	0	0.0	0.0	100.00 %	261
TOTALS FOR MODEL			BIZ25E		Black Laser MFP	0	0	0.0	0.0	100.00 %	261
HUOT TECH CTR	26 DEWEY ST	LACONIA	BIZ3300P	A63P011001673	Black Printer	0	0	0.0	0.0	100.00 %	2
DISTRICT OFFICE	39 HARVARD ST	LACONIA	BIZ3300P	A63P011001716	Black Printer	0	0	0.0	0.0	100.00 %	44
LACONIA MIDDLE	150 MCGRATH ST	LACONIA	BIZ3300P	A63P011002916	Black Printer	0	0	0.0	0.0	100.00 %	342
LACONIA MIDDLE	150 MCGRATH ST	LACONIA	BIZ3300P	A63P011003033	Black Printer	1	0	0.0	0.0	100.00 %	373
LACONIA MIDDLE	150 MCGRATH ST	LACONIA	BIZ3300P	A63P011003402	Black Printer	2	12,029	6.8	18.2	99.11 %	524
LACONIA MIDDLE	150 MCGRATH ST	LACONIA	BIZ3300P	A63P011003459	Black Printer	0	0	0.0	0.0	100.00 %	346
WOODLAND HTS ELEM	225 WINTER ST	LACONIA	BIZ3300P	A63P011003688	Black Printer	0	0	0.0	0.0	100.00 %	151
TOTALS FOR MODEL			BIZ3300P		Black Printer	3	12,029	6.8	18.2	99.87 %	255
LACONIA HIGH	345 UNION AVE	LACONIA	BIZ4700P	A63N011007886	Black Printer	0	0	0.0	0.0	100.00 %	164
LACONIA HIGH	345 UNION AVE	LACONIA	BIZ4700P	A63N011007892	Black Printer	0	0	0.0	0.0	100.00 %	527
TOTALS FOR MODEL			BIZ4700P		Black Printer	0	0	0.0	0.0	100.00 %	346
LACONIA HIGH	345 UNION AVE	LACONIA	BIZ754E	A55V017001530	Black Photocopier	7	35,779	6.1	53.6	97.15 %	29,148
LACONIA HIGH	345 UNION AVE	LACONIA	BIZ754E	A55V017001545	Black Photocopier	10	25,918	6.4	57.2	96.96 %	34,299
ELM STREET ELEM	478 ELM ST	LACONIA	BIZ754E	A55V017003916	Black Photocopier	4	61,854	6.4	13.7	99.33 %	26,733
PLEASANT STREET ELEM	350 PLEASANT ST	LACONIA	BIZ754E	A55V017004400	Black Photocopier	3	99,970	6.3	20.4	99.01 %	21,111
WOODLAND HTS ELEM	225 WINTER ST	LACONIA	BIZ754E	A55V017005557	Black Photocopier	2	0	2.4	3.4	99.41 %	14,138
TOTALS FOR MODEL			BIZ754E		Black Photocopier	28	55,880	5.5	148.4	98.37 %	25,086
WOODLAND HTS ELEM	225 WINTER ST	LACONIA	BIZ808	A8KN011001443	Black Photocopier	0	0	0.0	0.0	100.00 %	31,708
TOTALS FOR MODEL			BIZ808		Black Photocopier	0	0	0.0	0.0	100.00 %	31,708
HUOT TECH CTR	26 DEWEY ST	LACONIA	C3100P	A6DR011002416	Color Printer	0	0	0.0	0.0	100.00 %	200
HUOT TECH CTR	26 DEWEY ST	LACONIA	C3100P	A6DR011003429	Color Printer	0	0	0.0	0.0	100.00 %	243
DISTRICT OFFICE	39 HARVARD ST	LACONIA	C3100P	A6DR011003673	Color Printer	1	14,690	10.6	11.0	99.47 %	693
HUOT TECH CTR	26 DEWEY ST	LACONIA	C3100P	A6DR011003709	Color Printer	1	14,802	6.4	7.4	99.64 %	826
LACONIA HIGH	345 UNION AVE	LACONIA	C3100P	A6DR011003712	Color Printer	2	4,031	5.1	6.0	99.71 %	238
LACONIA MIDDLE	150 MCGRATH ST	LACONIA	C3100P	A6DR011003715	Color Printer	0	0	0.0	0.0	100.00 %	1,655
LACONIA HIGH	345 UNION AVE	LACONIA	C3100P	A6DR011003718	Color Printer	0	0	0.0	0.0	100.00 %	1,145
PLEASANT STREET ELEM	350 PLEASANT ST	LACONIA	C3100P	A6DR011003721	Color Printer	0	0	0.0	0.0	100.00 %	0
HUOT TECH CTR	26 DEWEY ST	LACONIA	C3100P	A6DR011003749	Color Printer	2	2,205	2.8	3.9	99.81 %	243
LACONIA HIGH	345 UNION AVE	LACONIA	C3100P	A6DR012107599	Color Printer	1	0	0.0	0.0	100.00 %	733
TOTALS FOR MODEL			C3100P		Color Printer	7	8,932	6.2	28.3	99.86 %	664
HUOT TECH CTR	26 DEWEY ST	LACONIA	C3350	A4Y4011011748	Color Laser MFP	1	14,530	0.0	0.0	100.00 %	448
LACONIA HIGH	345 UNION AVE	LACONIA	C3350	A4Y4011012363	Color Laser MFP	0	0	0.0	0.0	100.00 %	590
LACONIA HIGH	345 UNION AVE	LACONIA	C3350	A4Y4011012517	Color Laser MFP	4	7,149	3.3	15.8	99.23 %	1,608
TOTALS FOR MODEL			C3350		Color Laser MFP	5	10,839	3.3	15.8	99.74 %	882
DISTRICT OFFICE	39 HARVARD ST	LACONIA	C454E	A5C0011023517	Color Photocopier	2	49,966	0.7	0.8	99.96 %	5,336
LACONIA ALT ED	345 UNION AVE	LACONIA	C454E	A5C0011023538	Color Photocopier	0	0	0.0	0.0	100.00 %	400
LACONIA HIGH	345 UNION AVE	LACONIA	C454E	A5C0011023547	Color Photocopier	0	0	0.0	0.0	100.00 %	3,110
TOTALS FOR MODEL			C454E		Color Photocopier	2	49,966	0.7	0.8	99.99 %	2,949
LACONIA HIGH	345 UNION AVE	LACONIA	C554E	A5AY011012773	Color Photocopier	0	0	0.0	0.0	100.00 %	4,638
ELM STREET ELEM	478 ELM ST	LACONIA	C554E	A5AY011012927	Color Photocopier	0	0	0.0	0.0	100.00 %	5,624
LACONIA HIGH	345 UNION AVE	LACONIA	C554E	A5AY011012946	Color Photocopier	2	4,754	5.8	12.8	99.38 %	9,603
WOODLAND HTS ELEM	225 WINTER ST	LACONIA	C554E	A5AY011014680	Color Photocopier	5	29,240	2.0	10.4	99.49 %	11,369
LACONIA MIDDLE	150 MCGRATH ST	LACONIA	C554E	A5AY011014700	Color Photocopier	2	41,692	0.3	1.1	99.95 %	7,167
DISTRICT OFFICE	39 HARVARD ST	LACONIA	C554E	A5AY011014701	Color Photocopier	2	51,406	6.3	7.6	99.63 %	9,720
PLEASANT STREET ELEM	350 PLEASANT ST	LACONIA	C554E	A5AY011014713	Color Photocopier	5	34,067	6.7	32.3	98.43 %	8,214

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HUOT TECH CTR	26 DEWEY ST	LACONIA	C554E	A5AY011014735	Color Photocopier	4	32,586	5.3	24.0	98.83 %	10,313
LACONIA HIGH	345 UNION AVE	LACONIA	C554E	A5AY011014751	Color Photocopier	5	22,257	4.1	34.5	98.32 %	11,303
TOTALS FOR MODEL			C554E		Color Photocopier	25	30,857	4.3	122.8	99.34 %	8,661
LACONIA HIGH	345 UNION AVE	LACONIA	MC4750DN	A0VD012000101	Color Printer	0	0	0.0	0.0	100.00 %	974
LACONIA HIGH	345 UNION AVE	LACONIA	MC4750DN	A0VD012000482	Color Printer	4	16,016	6.9	30.4	98.52 %	2,803
ELM STREET ELEM	478 ELM ST	LACONIA	MC4750DN	A0VD012000492	Color Printer	0	0	0.0	0.0	100.00 %	166
LACONIA HIGH	345 UNION AVE	LACONIA	MC4750DN	A0VD012000560	Color Printer	5	6,113	5.0	23.2	98.87 %	2,020
ELM STREET ELEM	478 ELM ST	LACONIA	MC4750DN	A0VD012000895	Color Printer	3	5,561	11.5	24.3	98.82 %	2,245
LACONIA HIGH	345 UNION AVE	LACONIA	MC4750DN	A0VD012001141	Color Printer	1	8,419	7.7	8.3	99.60 %	1,580
LACONIA MIDDLE	150 MCGRATH ST	LACONIA	MC4750DN	A0VD012001142	Color Printer	0	0	0.0	0.0	100.00 %	161
LACONIA MIDDLE	150 MCGRATH ST	LACONIA	MC4750DN	A0VD012001148	Color Printer	0	0	0.0	0.0	100.00 %	523
LACONIA HIGH	345 UNION AVE	LACONIA	MC4750DN	A0VD012001151	Color Printer	0	0	0.0	0.0	100.00 %	430
LACONIA MIDDLE	150 MCGRATH ST	LACONIA	MC4750DN	A0VD012001152	Color Printer	0	0	0.0	0.0	100.00 %	396
LACONIA HIGH	345 UNION AVE	LACONIA	MC4750DN	A0VD012001154	Color Printer	2	0	4.9	11.9	99.42 %	429
WOODLAND HTS ELEM	225 WINTER STREET	LACONIA	MC4750DN	A0VD012001156	Color Printer	0	0	0.0	0.0	100.00 %	2,717
ELM STREET ELEM	478 ELM ST	LACONIA	MC4750DN	A0VD012001158	Color Printer	3	16,013	2.5	9.1	99.56 %	1,064
ELM STREET ELEM	478 ELM ST	LACONIA	MC4750DN	A0VD012001161	Color Printer	0	0	0.0	0.0	100.00 %	324
WOODLAND HTS ELEM	225 WINTER STREET	LACONIA	MC4750DN	A0VD012001162	Color Printer	4	4,452	4.9	17.4	99.16 %	1,616
WOODLAND HTS ELEM	225 WINTER ST	LACONIA	MC4750DN	A0VD012001166	Color Printer	0	0	0.0	0.0	100.00 %	529
ELM STREET ELEM	478 ELM ST	LACONIA	MC4750DN	A0VD012001169	Color Printer	1	0	0.6	0.9	99.95 %	1,601
LACONIA HIGH	345 UNION AVE	LACONIA	MC4750DN	A0VD012001171	Color Printer	2	0	9.0	10.0	99.52 %	1,002
LACONIA MIDDLE	150 MCGRATH ST	LACONIA	MC4750DN	A0VD012001175	Color Printer	0	0	0.0	0.0	100.00 %	534
PLEASANT STREET ELEM	350 PLEASANT ST	LACONIA	MC4750DN	A0VD012001176	Color Printer	3	9,852	5.2	18.2	99.12 %	1,621
ELM STREET ELEM	478 ELM ST	LACONIA	MC4750DN	A0VD012001177	Color Printer	1	45,177	13.3	13.7	99.33 %	879
LACONIA HIGH	345 UNION AVE	LACONIA	MC4750DN	A0VD012001178	Color Printer	0	0	0.0	0.0	100.00 %	1,567
PLEASANT STREET ELEM	350 PLEASANT ST	LACONIA	MC4750DN	A0VD012001179	Color Printer	0	0	0.0	0.0	100.00 %	88
HUOT TECH CTR	26 DEWEY ST	LACONIA	MC4750DN	A0VD012001181	Color Printer	0	0	0.0	0.0	100.00 %	635
PLEASANT STREET ELEM	350 PLEASANT ST	LACONIA	MC4750DN	A0VD012001182	Color Printer	2	32,479	4.7	11.3	99.45 %	3,257
HUOT TECH CTR	26 DEWEY ST	LACONIA	MC4750DN	A0VD012001183	Color Printer	0	0	0.0	0.0	100.00 %	200
LACONIA HIGH	345 UNION AVE	LACONIA	MC4750DN	A0VD012001185	Color Printer	2	28,432	0.0	0	100.00%	4,334
LACONIA MIDDLE	150 MCGRATH ST	LACONIA	MC4750DN	A0VD012001186	Color Printer	0	0	0.0	0	100.00 %	349
PLEASANT STREET ELEM	350 PLEASANT ST	LACONIA	MC4750DN	A0VD012001187	Color Printer	3	11,852	3.7	14	99.34%	1,939
LACONIA HIGH	345 UNION AVE	LACONIA	MC4750DN	A0VD012001188	Color Printer	1	0	0.0	0	99.99%	304
HUOT TECH CTR	26 DEWEY ST	LACONIA	MC4750DN	A0VD012002588	Color Printer	0	0	0.0	0	100.00%	1,486
LACONIA HIGH	345 UNION AVE	LACONIA	MC4750DN	A0VD012300158	Color Printer	0	0	0.0	0	100.00%	218
TOTALS FOR MODEL			MC4750DN		Color Printer	37	16,835	5.7	193.0	99.71%	1,187
HUOT TECH CTR	26 DEWEY ST	LACONIA	MC7450	322,700,619.00	Color Printer	2	10,017	1.6	2.3	99.89%	267
LACONIA HIGH	345 UNION AVE	LACONIA	MC7450	322,701,849.00	Color Printer	0	0	0.0	0.0	100.00%	406
TOTALS FOR MODEL			MC7450		Color Printer	2	10,017	1.6	2.3	99.95%	337
LACONIA MIDDLE	150 MCGRATH ST	LACONIA	PRO951	A4EW011040150	Black Photocopier	2	24,992	4.0	5.1	99.75%	23,633
WOODLAND HTS ELEM	225 WINTER ST	LACONIA	PRO951	A4EW011040156	Black Photocopier	6	23,500	4.6	31.8	97.86%	REPLACED
LACONIA MIDDLE	150 MCGRATH ST	LACONIA	PRO951	A4EW011040163	Black Photocopier	5	87,796	7.7	44.3	97.85%	33,045
WOODLAND HTS ELEM	225 WINTER ST	LACONIA	PRO951	A4EW011040164	Black Photocopier	15	24,564	5.3	85.8	95.84%	REPLACED
LACONIA MIDDLE	150 MCGRATH ST	LACONIA	PRO951	A4EW011040213	Black Photocopier	2	177,614	8.2	17.3	99.16%	27,929
TOTALS FOR MODEL			PRO951		Black Photocopier	30	67,693	6.0	184.3	98.09%	28,202
TOTALS & AVERAGES						139	30,697	5.4	595.9	99.61 %	4,505

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

Laconia High School, Copy Center, BH754E, A55V017001530: Unit had 7 service calls during fiscal year. One was for jamming in a paper tray, four were jamming issues in the sorter/finisher and 2 were error codes for issues in the sorter/finisher. There have been no service calls since March 2019.

Laconia High, Copy Center, BH754E, A55V017001545: Of the 10 service calls on this copier, 2 were for error codes in the 2nd tray, four were for jamming in various locations, one call required the replacement for the fusing unit, one call was for preventive maintenance, and one was for an error in how the toner bottle was installed. There have been no service calls since the end of March 2019.

Laconia High, BH951, A4EW011040156 and A4EW011040164 were both replaced under warranty in April 2019