



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

KONICA MINOLTA

Customer Service History Report

Status of Data	5/7/2020
Sold To	NHSAU 30 LACONIA
Month (MM/YYYY)	JUL 2019 to APR 2020

SPC Evaluation Report

Service calls continue to go down, which is a good thing. Last year's calls amounted to 137 for 44 machines while this year it is down to 127 for 54 machines. Last year there were 37 service calls on 15 of your MC4750 printers; this year there are 53 calls on 29 machines. This reflects the fact that these printers are getting old (based on model introduction date) and nearing the end of their model life. In fact, almost all of your equipment is aging and should be considered for replacement in the near future, at least those that are 7 years or older. Model intro date can be found in your annual report. Response time is still around 5 hours, even though bid specs request a 4-hour average response time. Uptime is about the same as last year, but usage between service calls has improved dramatically. Equipment with greater than 5 service calls are described in further detail in the yellow box below.

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	Model Intro Date	Model Age as of May 2020
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	9/1/2013	6.75
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	0	0	0.0	0.0	100.00 %	373		
LACONIA MIDDLE	150 MCGRATH ST	LACONIA	BIZ3300P	A63P011003402	Black Printer	0	0	0.0	0.0	100.00 %	524		
LACONIA MIDDLE	150 MCGRATH ST	LACONIA	BIZ3300P	A63P011003459	Black Printer	1	0	3.2	3.5	99.82 %	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	1	0	3.2	3.5	99.97 %	255	4/1/2013	7.00
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	4/1/2013	7.00
LACONIA HIGH	345 UNION AVE	LACONIA	BIZ754E	A55V017001530	Black Photocopier	6	50,465	6.2	35.7	98.21 %	29,148		
LACONIA HIGH	345 UNION AVE	LACONIA	BIZ754E	A55V017001545	Black Photocopier	4	108,221	7.2	23.2	98.83 %	34,299		
ELM STREET ELEM	478 ELM ST	LACONIA	BIZ754E	A55V017003916	Black Photocopier	1	238,943	0.0	1.8	99.91 %	26,733		
PLEASANT STREET ELEM	350 PLEASANT ST	LACONIA	BIZ754E	A55V017004400	Black Photocopier	7	33,503	6.2	50.0	97.49 %	21,111		
WOODLAND HTS ELEM	225 WINTER ST	LACONIA	BIZ754E	A55V017005557	Black Photocopier	6	0	4.1	24.1	98.79 %	14,138		
TOTALS FOR MODEL			BIZ754E		Black Photocopier	24	107,783	4.7	134.8	98.64 %	25,086	3/1/2013	7.00
WOODLAND HTS ELEM	225 WINTER ST	LACONIA	BIZ808	A8KN011001443	Black Photocopier	6	80,470	2.7	21.3	98.93 %	31,708		
TOTALS FOR MODEL			BIZ808		Black Photocopier	6	80,470	2.7	21.3	98.93 %	31,708	6/1/2016	4.00
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	2	11,828	0.0	0.0	100.00 %	243		
DISTRICT OFFICE	39 HARVARD ST	LACONIA	C3100P	A6DR011003673	Color Printer	0	0	0.0	0.0	100.00 %	693		
HUOT TECH CTR	26 DEWEY ST	LACONIA	C3100P	A6DR011003709	Color Printer	1	2,942	2.7	3.3	99.83 %	826		
LACONIA HIGH	345 UNION AVE	LACONIA	C3100P	A6DR011003712	Color Printer	0	0	0.0	0.0	100.00 %	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	3	17,521	5.9	23.1	98.84 %	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	0	0	0.0	0.0	100.00 %	243		
LACONIA HIGH	345 UNION AVE	LACONIA	C3100P	A6DR012107599	Color Printer	0	0	0.0	0.0	100.00 %	733		
TOTALS FOR MODEL			C3100P		Color Printer	6	10,764	4.3	26.4	99.87 %	598	6/1/2014	6.00
HUOT TECH CTR	26 DEWEY ST	LACONIA	C3350	A4Y4011011748	Color Laser MFP	0	0	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	5	1,511	3.4	15.3	99.23 %	1,608		
TOTALS FOR MODEL			C3350		Color Laser MFP	5	1,511	3.4	15.3	99.74 %	882	4/1/2014	6.00
DISTRICT OFFICE	39 HARVARD ST	LACONIA	C454E	A5C0011023517	Color Photocopier	3	289,107	3.8	13.0	99.34 %	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	1	0	7.6	8.1	99.59 %	3,110		
TOTALS FOR MODEL			C454E		Color Photocopier	4	289,107	5.7	21.2	99.65 %	2,949	7/1/2012	7.75
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	3	89,557	6.3	20.0	98.99 %	5,624		
LACONIA HIGH	345 UNION AVE	LACONIA	C554E	A5AY011012946	Color Photocopier	2	0	6.3	13.8	99.31 %	9,603		
WOODLAND HTS ELEM	225 WINTER ST	LACONIA	C554E	A5AY011014680	Color Photocopier	3	45,190	4.7	16.5	99.17 %	11,369		
LACONIA MIDDLE	150 MCGRATH ST	LACONIA	C554E	A5AY011014700	Color Photocopier	1	40,399	9.9	10.8	99.46 %	7,167		
DISTRICT OFFICE	39 HARVARD ST	LACONIA	C554E	A5AY011014701	Color Photocopier	1	0	2.9	4.4	99.78 %	9,720		
PLEASANT STREET ELEM	350 PLEASANT ST	LACONIA	C554E	A5AY011014713	Color Photocopier	4	20,351	4.8	23.0	98.84 %	8,214		
HUOT TECH CTR	26 DEWEY ST	LACONIA	C554E	A5AY011014735	Color Photocopier	1	92,821	3.6	4.8	99.76 %	10,313		
LACONIA HIGH	345 UNION AVE	LACONIA	C554E	A5AY011014751	Color Photocopier	4	20,999	2.5	12.6	99.37 %	11,303		
TOTALS FOR MODEL			C554E		Color Photocopier	19	51,553	5.1	106.0	99.41 %	8,661	8/1/2012	7.75
LACONIA HIGH	345 UNION AVE	LACONIA	MC4750DN	A0VD012000101	Color Printer	3	7,614	2.5	3.5	99.82 %	974		
LACONIA HIGH	345 UNION AVE	LACONIA	MC4750DN	A0VD012000482	Color Printer	1	6,794	3.9	4.3	99.79 %	2,803		

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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	1	15,103	3.7	4.3	99.78 %	2,020		
ELM STREET ELEM	478 ELM ST	LACONIA	MC4750DN	A0VD012000895	Color Printer	2	0	7.5	15.6	99.21 %	2,245		
LACONIA HIGH	345 UNION AVE	LACONIA	MC4750DN	A0VD012001141	Color Printer	2	4,375	10.1	11.0	99.45 %	1,580		
LACONIA MIDDLE	150 MCGRATH ST	LACONIA	MC4750DN	A0VD012001142	Color Printer	2	0	0.0	0.3	99.99 %	161		
LACONIA MIDDLE	150 MCGRATH ST	LACONIA	MC4750DN	A0VD012001148	Color Printer	1	0	0.0	0.0	100.00 %	523		
LACONIA HIGH	345 UNION AVE	LACONIA	MC4750DN	A0VD012001151	Color Printer	1	10,625	4.5	4.7	99.76 %	430		
LACONIA MIDDLE	150 MCGRATH ST	LACONIA	MC4750DN	A0VD012001152	Color Printer	1	0	0.0	0.0	100.00 %	396		
LACONIA HIGH	345 UNION AVE	LACONIA	MC4750DN	A0VD012001154	Color Printer	2	0	9.0	9.3	99.53 %	429		
WOODLAND HTS ELEM	225 WINTER STREET	LACONIA	MC4750DN	A0VD012001156	Color Printer	2	143,081	13.4	15.3	99.23 %	2,717		
ELM STREET ELEM	478 ELM ST	LACONIA	MC4750DN	A0VD012001158	Color Printer	0	0	0.0	0.0	100.00 %	1,064		
ELM STREET ELEM	478 ELM ST	LACONIA	MC4750DN	A0VD012001161	Color Printer	2	20,111	1.5	1.9	99.91 %	324		
WOODLAND HTS ELEM	225 WINTER STREET	LACONIA	MC4750DN	A0VD012001162	Color Printer	5	1,350	2.7	13.1	99.34 %	1,616		
WOODLAND HTS ELEM	225 WINTER ST	LACONIA	MC4750DN	A0VD012001166	Color Printer	1	0	0.0	0.0	100.00 %	529		
ELM STREET ELEM	478 ELM ST	LACONIA	MC4750DN	A0VD012001169	Color Printer	1	23,903	0.2	0.7	99.96 %	1,601		
LACONIA HIGH	345 UNION AVE	LACONIA	MC4750DN	A0VD012001171	Color Printer	1	0	0.0	0.0	100.00 %	1,002		
LACONIA MIDDLE	150 MCGRATH ST	LACONIA	MC4750DN	A0VD012001175	Color Printer	3	0	6.2	20.8	98.95 %	534		
PLEASANT STREET ELEM	350 PLEASANT ST	LACONIA	MC4750DN	A0VD012001176	Color Printer	1	8,457	1.3	2.9	99.85 %	1,621		
ELM STREET ELEM	478 ELM ST	LACONIA	MC4750DN	A0VD012001177	Color Printer	3	10,533	3.6	13.4	99.33 %	3,045		
LACONIA HIGH	345 UNION AVE	LACONIA	MC4750DN	A0VD012001178	Color Printer	1	0	0.0	0.0	100.00 %	1,567		
PLEASANT STREET ELEM	350 PLEASANT ST	LACONIA	MC4750DN	A0VD012001179	Color Printer	3	7,274	2.6	5.9	99.71 %	88		
HUOT TECH CTR	26 DEWEY ST	LACONIA	MC4750DN	A0VD012001181	Color Printer	1	0	0.0	0.0	100.00 %	635		
PLEASANT STREET ELEM	350 PLEASANT ST	LACONIA	MC4750DN	A0VD012001182	Color Printer	1	0	0.0	0.0	100.00 %	3,257		
HUOT TECH CTR	26 DEWEY ST	LACONIA	MC4750DN	A0VD012001183	Color Printer	4	126	6.4	14.4	99.28 %	200		
LACONIA HIGH	345 UNION AVE	LACONIA	MC4750DN	A0VD012001185	Color Printer	1	0	0.0	0	100.00%	4,334		
LACONIA MIDDLE	150 MCGRATH ST	LACONIA	MC4750DN	A0VD012001186	Color Printer	1	0	0.0	0	100.00 %	349		
PLEASANT STREET ELEM	350 PLEASANT ST	LACONIA	MC4750DN	A0VD012001187	Color Printer	4	11,879	3.7	19	99.06%	1,939		
LACONIA HIGH	345 UNION AVE	LACONIA	MC4750DN	A0VD012001188	Color Printer	1	0	0.0	0	100.00%	304		
HUOT TECH CTR	26 DEWEY ST	LACONIA	MC4750DN	A0VD012002588	Color Printer	1	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	53	19,373	4.9	160.0	99.75%	1,255	9/1/2010	9.75
HUOT TECH CTR	26 DEWEY ST	LACONIA	MC7450	322700619	Color Printer	2	1,402	4.2	12.1	99.39%	267		
LACONIA HIGH	345 UNION AVE	LACONIA	MC7450	322701849	Color Printer	0	0	0.0	0.0	100.00%	406		
TOTALS FOR MODEL			MC7450		Color Printer	2	1,402	4.2	12.1	99.70%	337	1/1/2009	11.50
LACONIA MIDDLE	150 MCGRATH ST	LACONIA	PRO951	A4EW011040150	Black Photocopier	3	123,149	3.8	15.8	99.21%	23,633		
LACONIA MIDDLE	150 MCGRATH ST	LACONIA	PRO951	A4EW011040163	Black Photocopier	2	126,333	7.8	17.9	99.10%	33,045		
LACONIA MIDDLE	150 MCGRATH ST	LACONIA	PRO951	A4EW011040213	Black Photocopier	2	135,739	8.2	18.6	99.07%	27,929		
TOTALS FOR MODEL			PRO951		Black Photocopier	7	128,407	6.6	52.3	99.12%	28,202	6/1/2012	8.00
TOTALS & AVERAGES						127	52,990	5.0	553.0	99.65 %	4,881		

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

BH754 - A55V017001530 - Laconia High School: Of the six service calls for this copier, 5 calls were for jamming, primarily in the finisher/sorter. One additional call was for a software update. All calls were done between 9/24/2019 and 1/29/2020.

BH754 - A55V017004400 - Pleasant Street Elementary: This unit had 7 service calls between 7/10/2019 and 3/5/2020. Five calls were for jamming, primarily in the finisher/sorter, with clutch and rollers being replaced; 1 call was for an Error Code in the fusing unit, and 1 call was for poor printing quality, which was resolved with the drum being replaced.

BH754 - A55V017005557 - Woodland Heights Elementary: Five of the six service calls were for jamming in various locations, with two in the document feeder. Rollers were replaced on one of the calls. A software update was done on 7/1/2019. The last service call was 4/3/2020.

BH808 - A8KN011001443 - Woodland Heights Elementary: Copier had a scheduled PM done on 9/17/19. There were four service calls for jamming in the 1st paper tray, and one error code in the Drive System, resulting in the drum being replaced. The last service call was 4/3/2020.

BHC3350 - A4Y4011012517 - Laconia High School: Unit had 5 calls between 9/3/2019 and 1/28/2020. There were 3 reports of jamming, 2 being in the fusing unit; 2 calls were for paper not feeding properly. A PM was performed on one of the service calls.