



## Customer Service History Report

Status of Data 1/8/2019  
Sold To NHS AU 30 LACONIA  
Month (MM/YYYY) JUL 2017 - JUNE 2018

## SPC Evaluation Report

Overall, for the majority of your equipment, average copies between service calls and average up time is very good. However, we do see several problem areas with high calls, high down time, and low average copies between service calls. We are addressing those four machines highlighted below with the vendor. We will continue to monitor those machines to determine if they need to be moved to lower volume locations or should be replaced. Details on those specific machines are in the yellow box below the table.

| 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 % | 96               |
| TOTALS FOR MODEL     |                 |         | BIZ25E   |                | Black Laser MFP   | 0           | 0                                             | 0.0               | 0.0          | 100.00 % | 96               |
| 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 % | 3                |
| LACONIA MIDDLE       | 150 MCGRATH ST  | LACONIA | BIZ3300P | A63P011002916  | Black Printer     | 0           | 0                                             | 0.0               | 0.0          | 100.00 % | 400              |
| LACONIA MIDDLE       | 150 MCGRATH ST  | LACONIA | BIZ3300P | A63P011003033  | Black Printer     | 0           | 0                                             | 0.0               | 0.0          | 100.00 % | 284              |
| LACONIA MIDDLE       | 150 MCGRATH ST  | LACONIA | BIZ3300P | A63P011003402  | Black Printer     | 0           | 0                                             | 0.0               | 0.0          | 100.00 % | 621              |
| LACONIA MIDDLE       | 150 MCGRATH ST  | LACONIA | BIZ3300P | A63P011003459  | Black Printer     | 0           | 0                                             | 0.0               | 0.0          | 100.00 % | 6                |
| WOODLAND HTS ELEM    | 225 WINTER ST   | LACONIA | BIZ3300P | A63P011003688  | Black Printer     | 0           | 0                                             | 0.0               | 0.0          | 100.00 % | 182              |
| TOTALS FOR MODEL     |                 |         | BIZ3300P |                | Black Printer     | 0           | 0                                             | 0.0               | 0.0          | 100.00 % | 214              |
| LACONIA HIGH         | 345 UNION AVE   | LACONIA | BIZ4700P | A63N011007886  | Black Printer     | 1           | 14,027                                        | 2.0               | 2.4          | 99.89 %  | 312              |
| LACONIA HIGH         | 345 UNION AVE   | LACONIA | BIZ4700P | A63N011007892  | Black Printer     | 0           | 0                                             | 0.0               | 0.0          | 100.00 % | 11               |
| TOTALS FOR MODEL     |                 |         | BIZ4700P |                | Black Printer     | 1           | 7,014                                         | 2.0               | 2.4          | 99.95 %  | 162              |
| ELM STREET ELEM      | 478 ELM ST      | LACONIA | BIZ754E  | A55V017003916  | Black Photocopier | 12          | 29,608                                        | 5.7               | 58.3         | 97.41 %  | 29,813           |
| PLEASANT STREET ELEM | 350 PLEASANT ST | LACONIA | BIZ754E  | A55V017004400  | Black Photocopier | 5           | 53,749                                        | 4.8               | 29.1         | 98.71 %  | 26,273           |
| TOTALS FOR MODEL     |                 |         | BIZ754E  |                | Black Photocopier | 17          | 41,679                                        | 5.3               | 87.4         | 98.06 %  | 28,043           |
| HUOT TECH CTR        | 26 DEWEY ST     | LACONIA | C3100P   | A6DR011002416  | Color Printer     | 1           | 3,712                                         | 8.3               | 8.5          | 99.62 %  | 148              |
| HUOT TECH CTR        | 26 DEWEY ST     | LACONIA | C3100P   | A6DR011003429  | Color Printer     | 0           | 0                                             | 0.0               | 0.0          | 100.00 % | 238              |
| DISTRICT OFFICE      | 39 HARVARD ST   | LACONIA | C3100P   | A6DR011003673  | Color Printer     | 1           | 22,232                                        | 5.1               | 6.0          | 99.73 %  | 1,325            |
| HUOT TECH CTR        | 26 DEWEY ST     | LACONIA | C3100P   | A6DR011003709  | Color Printer     | 1           | 3,853                                         | 5.7               | 5.9          | 99.74 %  | 561              |
| LACONIA HIGH         | 345 UNION AVE   | LACONIA | C3100P   | A6DR011003712  | Color Printer     | 0           | 0                                             | 0.0               | 0.0          | 100.00 % | 249              |
| LACONIA MIDDLE       | 150 MCGRATH ST  | LACONIA | C3100P   | A6DR011003715  | Color Printer     | 2           | 17,020                                        | 1.5               | 6.6          | 99.71 %  | 850              |
| LACONIA HIGH         | 345 UNION AVE   | LACONIA | C3100P   | A6DR011003718  | Color Printer     | 0           | 0                                             | 0.0               | 0.0          | 100.00 % | 612              |
| PLEASANT STREET ELEM | 350 PLEASANT ST | LACONIA | C3100P   | A6DR011003721  | Color Printer     | 0           | 0                                             | 0.0               | 0.0          | 100.00 % | 26               |
| HUOT TECH CTR        | 26 DEWEY ST     | LACONIA | C3100P   | A6DR011003749  | Color Printer     | 1           | 2,082                                         | 7.0               | 8.5          | 99.62 %  | 372              |
| LACONIA HIGH         | 345 UNION AVE   | LACONIA | C3100P   | A6DR012107599  | Color Printer     | 1           | 0                                             | 0.0               | 0.0          | 100.00 % | 312              |
| TOTALS FOR MODEL     |                 |         | C3100P   |                | Color Printer     | 7           | 4,890                                         | 2.8               | 35.5         | 99.84 %  | 469              |
| HUOT TECH CTR        | 26 DEWEY ST     | LACONIA | C3350    | A4Y4011011748  | Color Laser MFP   | 0           | 0                                             | 0.0               | 0.0          | 100.00 % | 431              |
| LACONIA HIGH         | 345 UNION AVE   | LACONIA | C3350    | A4Y4011012363  | Color Laser MFP   | 1           | 109,351                                       | 0.0               | 0.0          | 100.00 % | 409              |
| LACONIA HIGH         | 345 UNION AVE   | LACONIA | C3350    | A4Y4011012517  | Color Laser MFP   | 1           | 21,523                                        | 0.0               | 0.0          | 100.00 % | 2,134            |
| TOTALS FOR MODEL     |                 |         | C3350    |                | Color Laser MFP   | 2           | 43,625                                        | 0.0               | 0.0          | 100.00 % | 991              |
| DISTRICT OFFICE      | 39 HARVARD ST   | LACONIA | C454E    | A5C0011023517  | Color Photocopier | 2           | 110,824                                       | 0.0               | 0.0          | 100.00 % | 5,025            |
| LACONIA ALT ED       | 345 UNION AVE   | LACONIA | C454E    | A5C0011023538  | Color Photocopier | 2           | 49,658                                        | 15.6              | 16.9         | 99.25 %  | 34               |
| LACONIA HIGH         | 345 UNION AVE   | LACONIA | C454E    | A5C0011023547  | Color Photocopier | 1           | 138,110                                       | 4.2               | 5.2          | 99.77 %  | 3,393            |
| TOTALS FOR MODEL     |                 |         | C454E    |                | Color Photocopier | 5           | 99,531                                        | 9.9               | 22.1         | 99.67 %  | 2,817            |
| LACONIA HIGH         | 345 UNION AVE   | LACONIA | C554E    | A5AY011012773  | Color Photocopier | 2           | 0                                             | 5.1               | 11.6         | 99.49 %  | 4,261            |
| ELM STREET ELEM      | 478 ELM ST      | LACONIA | C554E    | A5AY011012927  | Color Photocopier | 1           | 0                                             | 0.5               | 0.6          | 99.97 %  | 9,587            |
| LACONIA HIGH         | 345 UNION AVE   | LACONIA | C554E    | A5AY011012946  | Color Photocopier | 9           | 49,574                                        | 5.1               | 48.8         | 97.83 %  | 9,672            |
| WOODLAND HTS ELEM    | 225 WINTER ST   | LACONIA | C554E    | A5AY011014680  | Color Photocopier | 3           | 39,387                                        | 4.0               | 13.6         | 99.40 %  | 11,553           |
| LACONIA MIDDLE       | 150 MCGRATH ST  | LACONIA | C554E    | A5AY011014700  | Color Photocopier | 3           | 46,597                                        | 5.3               | 17.9         | 99.21 %  | 7,335            |
| DISTRICT OFFICE      | 39 HARVARD ST   | LACONIA | C554E    | A5AY011014701  | Color Photocopier | 3           | 51,894                                        | 1.3               | 4.8          | 99.79 %  | 10,198           |
| PLEASANT STREET ELEM | 350 PLEASANT ST | LACONIA | C554E    | A5AY011014713  | Color Photocopier | 1           | 99,712                                        | 8.4               | 8.7          | 99.62 %  | 12,019           |
| HUOT TECH CTR        | 26 DEWEY ST     | LACONIA | C554E    | A5AY011014735  | Color Photocopier | 5           | 90,607                                        | 5.5               | 24.6         | 98.91 %  | 12,400           |
| LACONIA HIGH         | 345 UNION AVE   | LACONIA | C554E    | A5AY011014751  | Color Photocopier | 4           | 62,599                                        | 2.4               | 14.9         | 99.34 %  | 15,668           |
| TOTALS FOR MODEL     |                 |         | C554E    |                | Color Photocopier | 31          | 48,930                                        | 4.2               | 145.5        | 99.28 %  | 10,299           |
| LACONIA HIGH         | 345 UNION AVE   | LACONIA | MC4750DN | A0VD012000101  | Color Printer     | 1           | 8,033                                         | 11.4              | 12.3         | 99.45 %  | 752              |
| LACONIA HIGH         | 345 UNION AVE   | LACONIA | MC4750DN | A0VD012000482  | Color Printer     | 0           | 0                                             | 0.0               | 0.0          | 100.00 % | 2,431            |

| 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 |
|------------------------------|-------------------|---------|-----------------|----------------|--------------------------|-------------|-----------------------------------------------|-------------------|--------------|----------------|------------------|
| ELM STREET ELEM              | 478 ELM ST        | LACONIA | MC4750DN        | A0VD012000492  | Color Printer            | 0           | 0                                             | 0.0               | 0.0          | 100.00 %       | 204              |
| LACONIA HIGH                 | 345 UNION AVE     | LACONIA | MC4750DN        | A0VD012000560  | Color Printer            | 1           | 42,872                                        | 4.2               | 4.6          | 99.79 %        | 4,110            |
| ELM STREET ELEM              | 478 ELM ST        | LACONIA | MC4750DN        | A0VD012000895  | Color Printer            | 2           | 16,981                                        | 3.5               | 8.6          | 99.62 %        | 2,768            |
| LACONIA HIGH                 | 345 UNION AVE     | LACONIA | MC4750DN        | A0VD012001141  | Color Printer            | 2           | 44,104                                        | 2.4               | 6.7          | 99.70 %        | 1,777            |
| LACONIA MIDDLE               | 150 MCGRATH ST    | LACONIA | MC4750DN        | A0VD012001142  | Color Printer            | 0           | 0                                             | 0.0               | 0.0          | 100.00 %       | 130              |
| LACONIA MIDDLE               | 150 MCGRATH ST    | LACONIA | MC4750DN        | A0VD012001148  | Color Printer            | 0           | 0                                             | 0.0               | 0.0          | 100.00 %       | 471              |
| LACONIA HIGH                 | 345 UNION AVE     | LACONIA | MC4750DN        | A0VD012001151  | Color Printer            | 0           | 0                                             | 0.0               | 0.0          | 100.00 %       | 360              |
| LACONIA MIDDLE               | 150 MCGRATH ST    | LACONIA | MC4750DN        | A0VD012001152  | Color Printer            | 0           | 0                                             | 0.0               | 0.0          | 100.00 %       | 284              |
| LACONIA HIGH                 | 345 UNION AVE     | LACONIA | MC4750DN        | A0VD012001154  | Color Printer            | 4           | 0                                             | 3.4               | 8.3          | 99.63 %        | 241              |
| WOODLAND HTS ELEM            | 225 WINTER STREET | LACONIA | MC4750DN        | A0VD012001156  | Color Printer            | 0           | 0                                             | 0.0               | 0.0          | 100.00 %       | 2,188            |
| ELM STREET ELEM              | 478 ELM ST        | LACONIA | MC4750DN        | A0VD012001158  | Color Printer            | 1           | 17,712                                        | 1.3               | 1.8          | 99.92 %        | 669              |
| ELM STREET ELEM              | 478 ELM ST        | LACONIA | MC4750DN        | A0VD012001161  | Color Printer            | 0           | 0                                             | 0.0               | 0.0          | 100.00 %       | 384              |
| WOODLAND HTS ELEM            | 225 WINTER STREET | LACONIA | MC4750DN        | A0VD012001162  | Color Printer            | 4           | 6,538                                         | 3.5               | 14.4         | 99.36 %        | 1,864            |
| WOODLAND HTS ELEM            | 225 WINTER ST     | LACONIA | MC4750DN        | A0VD012001166  | Color Printer            | 0           | 0                                             | 0.0               | 0.0          | 100.00 %       | 366              |
| ELM STREET ELEM              | 478 ELM ST        | LACONIA | MC4750DN        | A0VD012001169  | Color Printer            | 0           | 0                                             | 0.0               | 0.0          | 100.00 %       | 990              |
| LACONIA HIGH                 | 345 UNION AVE     | LACONIA | MC4750DN        | A0VD012001171  | Color Printer            | 0           | 0                                             | 0.0               | 0.0          | 100.00 %       | 1,273            |
| LACONIA MIDDLE               | 150 MCGRATH ST    | LACONIA | MC4750DN        | A0VD012001175  | Color Printer            | 4           | 8,419                                         | 5.9               | 19.1         | 99.15 %        | 3,207            |
| PLEASANT STREET ELEM         | 350 PLEASANT ST   | LACONIA | MC4750DN        | A0VD012001176  | Color Printer            | 1           | 21,250                                        | 3.8               | 4.8          | 99.78 %        | 2,432            |
| ELM STREET ELEM              | 478 ELM ST        | LACONIA | MC4750DN        | A0VD012001177  | Color Printer            | 1           | 96,535                                        | 2.3               | 3.2          | 99.86 %        | 2,958            |
| LACONIA HIGH                 | 345 UNION AVE     | LACONIA | MC4750DN        | A0VD012001178  | Color Printer            | 1           | 0                                             | 6.6               | 7.4          | 99.67 %        | 1,339            |
| PLEASANT STREET ELEM         | 350 PLEASANT ST   | LACONIA | MC4750DN        | A0VD012001179  | Color Printer            | 0           | 0                                             | 0.0               | 0.0          | 100.00 %       | 508              |
| HUOT TECH CTR                | 26 DEWEY ST       | LACONIA | MC4750DN        | A0VD012001181  | Color Printer            | 2           | 1,911                                         | 6.9               | 15.2         | 99.33 %        | 462              |
| PLEASANT STREET ELEM         | 350 PLEASANT ST   | LACONIA | MC4750DN        | A0VD012001182  | Color Printer            | 2           | 23,333                                        | 1.0               | 2.2          | 99.90 %        | 3,196            |
| HUOT TECH CTR                | 26 DEWEY ST       | LACONIA | MC4750DN        | A0VD012001183  | Color Printer            | 0           | 0                                             | 0.0               | 0.0          | 100.00 %       | 332              |
| LACONIA HIGH                 | 345 UNION AVE     | LACONIA | MC4750DN        | A0VD012001185  | Color Printer            | 0           | 0                                             | 0.0               | 0            | 100.00 %       | 1,464            |
| LACONIA MIDDLE               | 150 MCGRATH ST    | LACONIA | MC4750DN        | A0VD012001186  | Color Printer            | 0           | 0                                             | 0.0               | 0            | 100.00 %       | 494              |
| PLEASANT STREET ELEM         | 350 PLEASANT ST   | LACONIA | MC4750DN        | A0VD012001187  | Color Printer            | 1           | 31,344                                        | 0.0               | 0            | 100.00 %       | 2,083            |
| LACONIA HIGH                 | 345 UNION AVE     | LACONIA | MC4750DN        | A0VD012001188  | Color Printer            | 3           | 37,812                                        | 5.6               | 7            | 99.70 %        | 343              |
| HUOT TECH CTR                | 26 DEWEY ST       | LACONIA | MC4750DN        | A0VD012002588  | Color Printer            | 0           | 0                                             | 0.0               | 0            | 100.00 %       | 1,688            |
| LACONIA HIGH                 | 345 UNION AVE     | LACONIA | MC4750DN        | A0VD012300158  | Color Printer            | 2           | 32,391                                        | 0.0               | 0            | 100.00 %       | 243              |
| <b>TOTALS FOR MODEL</b>      |                   |         | <b>MC4750DN</b> |                | <b>Color Printer</b>     | <b>32</b>   | <b>12,164</b>                                 | <b>4.4</b>        | <b>115.3</b> | <b>99.84%</b>  | <b>1,344</b>     |
| HUOT TECH CTR                | 26 DEWEY ST       | LACONIA | MC7450          | 322,700,619.00 | Color Printer            | 0           | 0                                             | 0.0               | 0.0          | 100.00 %       | 197              |
| LACONIA HIGH                 | 345 UNION AVE     | LACONIA | MC7450          | 322,701,849.00 | Color Printer            | 0           | 0                                             | 0.0               | 0.0          | 100.00 %       | 486              |
| <b>TOTALS FOR MODEL</b>      |                   |         | <b>MC7450</b>   |                | <b>Color Printer</b>     | <b>0</b>    | <b>0</b>                                      | <b>0.0</b>        | <b>0.0</b>   | <b>100.00%</b> | <b>342</b>       |
| LACONIA HIGH                 | 345 UNION AVE     | LACONIA | PRO951          | A4EW011040064  | Black Photocopier        | 21          | 28,075                                        | 5.0               | 97.8         | 95.65 %        | 32,318           |
| LACONIA HIGH                 | 345 UNION AVE     | LACONIA | PRO951          | A4EW011040131  | Black Photocopier        | 20          | 32,342                                        | 5.4               | 101.1        | 95.51 %        | 35,651           |
| LACONIA MIDDLE               | 150 MCGRATH ST    | LACONIA | PRO951          | A4EW011040150  | Black Photocopier        | 2           | 1                                             | 4.7               | 11.7         | 99.48 %        | 21,658           |
| WOODLAND HTS ELEM            | 225 WINTER ST     | LACONIA | PRO951          | A4EW011040156  | Black Photocopier        | 5           | 33,795                                        | 3.6               | 16.8         | 99.25 %        | 13,309           |
| LACONIA MIDDLE               | 150 MCGRATH ST    | LACONIA | PRO951          | A4EW011040163  | Black Photocopier        | 4           | 443,851                                       | 4.6               | 20.7         | 99.08 %        | 32,847           |
| WOODLAND HTS ELEM            | 225 WINTER ST     | LACONIA | PRO951          | A4EW011040164  | Black Photocopier        | 8           | 56,396                                        | 3.2               | 25.2         | 98.88 %        | 43,284           |
| LACONIA MIDDLE               | 150 MCGRATH ST    | LACONIA | PRO951          | A4EW011040213  | Black Photocopier        | 4           | 154,368                                       | 4.7               | 24.2         | 98.92 %        | 28,553           |
| <b>TOTALS FOR MODEL</b>      |                   |         | <b>PRO951</b>   |                | <b>Black Photocopier</b> | <b>64</b>   | <b>106,975</b>                                | <b>4.7</b>        | <b>297.5</b> | <b>98.11%</b>  | <b>29,660</b>    |
| <b>TOTALS &amp; AVERAGES</b> |                   |         |                 |                |                          | <b>159</b>  | <b>33,164</b>                                 | <b>4.7</b>        | <b>705.7</b> | <b>99.56 %</b> | <b>5,360</b>     |

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

**A55V017003916:** This copier had 9 service calls for jamming issues alone, which resulted in parts being replaced in the finisher, stapler, and paper tray. Since the end of June 2018, there has been 1 paper jam in the finisher, and an error code for the fusing unit, where parts were replaced.

**A5AY011012946:** This machine had 3 calls for poor copy quality, necessitating some parts being replaced; 2 calls were for electrical error codes, which also required parts to be replaced. One call required a firmware update, 1 was for a PM, 1 for a noise, and 1 for jamming. Since the end of June 2018 there has been 1 additional service call for a firmware update.

**A4EW011040064,** a BH951, had 9 service calls for jamming in various locations that eventually resulted in parts being replaced; there were also about 6 calls for error codes related to the charging unit, which also was eventually replaced. Other calls were for drum replacement, a firmware update, poor copy quality, and a PM call.

**A4EW011040131,** a BH951, has had service calls for a variety of issues; There have been 5 jamming issues in the finisher, 4 calls for issues with the drum, 3 errors for the transfer belt and fusing unit, 3 issues with copy quality, and 2 calls for damage to the cabinet and the duplex unit, which simply required an adjustment by the technician. Since the end of the fiscal school year, there