



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

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. Average response time of 5.1 is higher than the four-hour response time outlined in your contract. We will address this with the vendor to try to close up the gap of down time and response time.

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	14,027	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	9,780	5.5	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	65,437	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	62,910	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

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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
TOTALS FOR MODEL			MC4750DN		Color Printer	32	27,803	4.4	115.3	99.84%	1,344
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
TOTALS FOR MODEL			MC7450		Color Printer	0	0	0.0	0.0	100.00%	342
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
TOTALS FOR MODEL			PRO951		Black Photocopier	64	106,975	4.7	297.5	98.11%	29,660
TOTALS & AVERAGES						159	53,518	5.1	705.7	99.56 %	5,360

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 does not appear to be an additional service calls at this time.