



Customer Service History Report

Status of Data 7/18/2019**Sold To** NHS AU 40
Month (MM/YYYY) JUL 2018 - JUNE 2019

SPC Evaluation Report

For a fleet of 102 machines, there were 88 service calls. Your uptime was 99.8%, which is very good for a fleet of this size and the volume run. The vendor averaged a 4.4 hour response time, which is slightly higher than the four-hour average outlined in your bid specs. Your equipment was installed new in August 2018. There are two machines with more than 6 service calls during the fiscal year. Details of those calls are in the yellow box below. We will continue to monitor your equipment but overall everything seems to be running well.

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
Milford Middle School	33 OSGOOD RD	MILFORD	BIZ308E	AA6W011000915	Black Photocopier	0	0	0.0	0.0	100.00 %	1,652
Milford High School	100 WEST ST	MILFORD	BIZ308E	AA6W011000981	Black Photocopier	0	0	0.0	0.0	100.00 %	3,614
Milford High School	100 WEST ST	MILFORD	BIZ308E	AA6W011000988	Black Photocopier	0	0	0.0	0.0	100.00 %	3,309
TOTALS FOR MODEL			BIZ308E		Black Photocopier	0	0	0.0	0.0	100.00 %	2,858
Milford High School	100 WEST ST	MILFORD	BIZ3300P	A63P011000659	Black Network Printer	0	0	0.0	0.0	100.00 %	266
TOTALS FOR MODEL			BIZ3300P		Black Network Printer	0	0	0.0	0.0	100.00 %	266
Milford Middle School	33 OSGOOD RD	MILFORD	BIZ3301P	A63P015001739	Black Network Printer	0	0	0.0	0.0	100.00 %	353
Milford Middle School	33 OSGOOD RD	MILFORD	BIZ3301P	A63P015001772	Black Network Printer	0	0	0.0	0.0	100.00 %	725
Milford Middle School	33 OSGOOD RD	MILFORD	BIZ3301P	A63P015001794	Black Network Printer	0	0	0.0	0.0	100.00 %	851
Milford Middle School	33 OSGOOD RD	MILFORD	BIZ3301P	A63P015001797	Black Network Printer	0	0	0.0	0.0	100.00 %	103
Milford Middle School	33 OSGOOD RD	MILFORD	BIZ3301P	A63P015001827	Black Network Printer	0	0	0.0	0.0	100.00 %	133
Milford Middle School	33 OSGOOD RD	MILFORD	BIZ3301P	A63P015001833	Black Network Printer	0	0	0.0	0.0	100.00 %	1,372
Milford Middle School	33 OSGOOD RD	MILFORD	BIZ3301P	A63P015001843	Black Network Printer	0	0	0.0	0.0	100.00 %	137
Milford Middle School	33 OSGOOD RD	MILFORD	BIZ3301P	A63P015001846	Black Network Printer	2	5,405	0.0	0.0	100.00 %	1,308
Milford Middle School	33 OSGOOD RD	MILFORD	BIZ3301P	A63P015001849	Black Network Printer	0	0	0.0	0.0	100.00 %	0
Heron Pond Elementary	80 HERON POND RD	MILFORD	BIZ3301P	A63P015002026	Black Network Printer	0	0	0.0	0.0	100.00 %	331
Milford Middle School	33 OSGOOD RD	MILFORD	BIZ3301P	A63P015002027	Black Network Printer	0	0	0.0	0.0	100.00 %	296
Milford High School	100 WEST ST	MILFORD	BIZ3301P	A63P015002031	Black Network Printer	0	0	0.0	0.0	100.00 %	388
Milford Middle School	33 OSGOOD RD	MILFORD	BIZ3301P	A63P015002032	Black Network Printer	0	0	0.0	0.0	100.00 %	608
Milford High School	100 WEST ST	MILFORD	BIZ3301P	A63P015002033	Black Network Printer	0	0	0.0	0.0	100.00 %	170
Milford High School	100 WEST ST	MILFORD	BIZ3301P	A63P015002034	Black Network Printer	0	0	0.0	0.0	100.00 %	357
Heron Pond Elementary	80 HERON POND RD	MILFORD	BIZ3301P	A63P015002036	Black Network Printer	0	0	0.0	0.0	100.00 %	571
SAU 40 District Office	100 WEST ST	MILFORD	BIZ3301P	A63P015002037	Black Network Printer	0	0	0.0	0.0	100.00 %	1
Jacques Memorial	9 ELM ST	MILFORD	BIZ3301P	A63P015002038	Black Network Printer	0	0	0.0	0.0	100.00 %	60
Jacques Memorial	9 ELM ST	MILFORD	BIZ3301P	A63P015002040	Black Network Printer	0	0	0.0	0.0	100.00 %	334
Jacques Memorial	5 ELM ST	MILFORD	BIZ3301P	A63P015002044	Black Network Printer	0	0	0.0	0.0	100.00 %	775
Milford High School	100 WEST ST	MILFORD	BIZ3301P	A63P015002045	Black Network Printer	2	1,340	2.6	2.9	99.86 %	322
Milford High School	100 WEST ST	MILFORD	BIZ3301P	A63P015002047	Black Network Printer	0	0	0.0	0.0	100.00 %	1,933
Milford High School	100 WEST ST	MILFORD	BIZ3301P	A63P015002048	Black Network Printer	0	0	0.0	0.0	100.00 %	61
Milford High School	100 WEST ST	MILFORD	BIZ3301P	A63P015002050	Black Network Printer	0	0	0.0	0.0	100.00 %	471
Milford High School	100 WEST ST	MILFORD	BIZ3301P	A63P015002051	Black Network Printer	0	0	0.0	0.0	100.00 %	400
Milford High School	100 WEST ST	MILFORD	BIZ3301P	A63P015002054	Black Network Printer	0	0	0.0	0.0	100.00 %	41
Milford High School	100 WEST ST	MILFORD	BIZ3301P	A63P015002055	Black Network Printer	0	0	0.0	0.0	100.00 %	564
Milford High School	100 WEST ST	MILFORD	BIZ3301P	A63P015002057	Black Network Printer	0	0	0.0	0.0	100.00 %	56
Milford High School	100 WEST ST	MILFORD	BIZ3301P	A63P015002060	Black Network Printer	0	0	0.0	0.0	100.00 %	538
Milford High School	100 WEST ST	MILFORD	BIZ3301P	A63P015002062	Black Network Printer	0	0	0.0	0.0	100.00 %	1,317
Milford High School	100 WEST ST	MILFORD	BIZ3301P	A63P015002063	Black Network Printer	0	0	0.0	0.0	100.00 %	229
TOTALS FOR MODEL			BIZ3301P		Black Network Printer	4	3,373	2.6	2.9	100.00 %	478
Milford High School	100 WEST ST	MILFORD	BIZ4020	A6WD011008307	Black Laser MFP	0	0	0.0	0.0	100.00 %	296
TOTALS FOR MODEL			BIZ4020		Black Laser MFP	0	0	0.0	0.0	100.00 %	296
Jacques Memorial	9 ELM ST	MILFORD	BIZ4050	A6VF011003289	Black Laser MFP	0	0	0.0	0.0	100.00 %	305
Milford Middle School	33 OSGOOD RD	MILFORD	BIZ4050	A6VF011003302	Black Laser MFP	0	1,954	0.0	0.0	100.00 %	284
Milford High School	100 WEST ST	MILFORD	BIZ4050	A6VF011003706	Black Laser MFP	2	2,881	6.3	17.6	99.15 %	1,413
Heron Pond Elementary	80 HERON POND RD	MILFORD	BIZ4050	A6VF011003713	Black Laser MFP	0	0	0.0	0.0	100.00 %	365
TOTALS FOR MODEL			BIZ4050		Black Laser MFP	2	4,835	6.3	17.6	99.79 %	591
Milford High School	100 WEST ST	MILFORD	BIZ454E	A61E011001843	Black Photocopier	0	0	0.0	0.0	100.00 %	7,130

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SAU 40 District Office	100 WEST ST	MILFORD	BIZ454E	A61E011001863	Black Photocopier	0	37,805	0.0	0.0	100.00 %	5,725
TOTALS FOR MODEL			BIZ454E		Black Photocopier	0	37,805	0.0	0.0	100.00 %	6,427
Milford High School	100 WEST ST	MILFORD	BIZ458E	AA6U011005162	Black Photocopier	0	0	0.0	0.0	100.00 %	3,897
TOTALS FOR MODEL			BIZ458E		Black Photocopier	0	0	0.0	0.0	100.00 %	3,897
Heron Pond Elementary	80 HERON POND RD	MILFORD	BIZ4700P	A63N011022683	Black Network Printer	0	0	0.0	0.0	100.00 %	2,063
Milford High School	100 WEST ST	MILFORD	BIZ4700P	A63N011022784	Black Network Printer	0	0	0.0	0.0	100.00 %	1,378
Milford Middle School	33 OSGOOD RD	MILFORD	BIZ4700P	A63N011022793	Black Network Printer	0	0	0.0	0.0	100.00 %	1,071
Milford High School	100 WEST ST	MILFORD	BIZ4700P	A63N011022799	Black Network Printer	0	0	0.0	0.0	100.00 %	1,042
Heron Pond Elementary	80 HERON POND RD	MILFORD	BIZ4700P	A63N011022804	Black Network Printer	0	0	0.0	0.0	100.00 %	1,548
Heron Pond Elementary	80 HERON POND RD	MILFORD	BIZ4700P	A63N011022806	Black Network Printer	0	0	0.0	0.0	100.00 %	1,768
Milford High School	100 WEST ST	MILFORD	BIZ4700P	A63N011022808	Black Network Printer	0	0	0.0	0.0	100.00 %	217
Heron Pond Elementary	80 HERON POND RD	MILFORD	BIZ4700P	A63N011022811	Black Network Printer	0	0	0.0	0.0	100.00 %	2,845
Heron Pond Elementary	80 HERON POND RD	MILFORD	BIZ4700P	A63N011022812	Black Network Printer	0	0	0.0	0.0	100.00 %	2,552
Heron Pond Elementary	80 HERON POND RD	MILFORD	BIZ4700P	A63N011022815	Black Network Printer	0	0	0.0	0.0	100.00 %	1,286
Milford Middle School	33 OSGOOD RD	MILFORD	BIZ4700P	A63N011022819	Black Network Printer	0	0	0.0	0.0	100.00 %	935
Milford Middle School	33 OSGOOD RD	MILFORD	BIZ4700P	A63N011022821	Black Network Printer	0	0	0.0	0.0	100.00 %	736
Heron Pond Elementary	80 HERON POND RD	MILFORD	BIZ4700P	A63N011022843	Black Network Printer	0	0	0.0	0.0	100.00 %	943
Heron Pond Elementary	80 HERON POND RD	MILFORD	BIZ4700P	A63N011022861	Black Network Printer	0	0	0.0	0.0	100.00 %	176
Milford Middle School	33 OSGOOD RD	MILFORD	BIZ4700P	A63N011022878	Black Network Printer	3	199	0.1	1.3	99.94 %	2,037
Milford Middle School	33 OSGOOD RD	MILFORD	BIZ4700P	A63N011023123	Black Network Printer	0	0	0.0	0.0	100.00 %	2,459
Milford High School	100 WEST ST	MILFORD	BIZ4700P	A63N011023134	Black Network Printer	0	0	0.0	0.0	100.00 %	1,239
Project DRIVE	5 ELM ST	MILFORD	BIZ4700P	A63N011023414	Black Network Printer	0	0	0.0	0.0	100.00 %	2,201
Milford Middle School	33 OSGOOD RD	MILFORD	BIZ4700P	A63N011023415	Black Network Printer	0	0	0.0	0.0	100.00 %	2,029
Milford High School	100 WEST ST	MILFORD	BIZ4700P	A63N011023418	Black Network Printer	0	0	0.0	0.0	100.00 %	667
Milford High School	100 WEST ST	MILFORD	BIZ4700P	A63N011024231	Black Network Printer	0	0	0.0	0.0	100.00 %	1,459
Milford High School	100 WEST ST	MILFORD	BIZ4700P	A63N011024344	Black Network Printer	0	30,348	0.0	0.0	100.00 %	4,479
Milford Middle School	33 OSGOOD RD	MILFORD	BIZ4700P	A63N011024379	Black Network Printer	0	0	0.0	0.0	100.00 %	0
Heron Pond Elementary	80 HERON POND RD	MILFORD	BIZ4700P	A63N011024399	Black Network Printer	0	0	0.0	0.0	100.00 %	640
TOTALS FOR MODEL			BIZ4700P		Black Network Printer	3	15,274	0.1	1.3	100.00 %	1,490
Project DRIVE	5 ELM ST	MILFORD	BIZ554E	A61D011002457	Black Photocopier	2	32,688	2.7	3.3	99.84 %	3,256
TOTALS FOR MODEL			BIZ554E		Black Photocopier	2	32,688	2.7	3.3	99.84 %	3,256
Milford High School	100 WEST ST	MILFORD	BIZ658E	AA6R011001556	Black Photocopier	4	64,043	3.5	9.7	99.42 %	35,599
Milford High School	100 WEST ST	MILFORD	BIZ658E	AA6R011001557	Black Photocopier	0	0	0.0	0.0	100.00 %	9,079
Milford Middle School	33 OSGOOD RD	MILFORD	BIZ658E	AA6R011001608	Black Photocopier	4	23,879	2.2	10.5	99.37 %	11,570
TOTALS FOR MODEL			BIZ658E		Black Photocopier	8	43,961	2.8	20.2	99.60 %	18,750
Heron Pond Elementary	80 HERON POND RD	MILFORD	BIZ808	A8KN011007416	Black Photocopier	3	63,957	1.2	7.3	99.56 %	32,985
Jacques Memorial	9 ELM ST	MILFORD	BIZ808	A8KN011007436	Black Photocopier	0	219,834	0.0	0.0	100.00 %	27,614
Heron Pond Elementary	80 HERON POND RD	MILFORD	BIZ808	A8KN011007448	Black Photocopier	0	240,757	0.0	0.0	100.00 %	32,776
Jacques Memorial	9 ELM ST	MILFORD	BIZ808	A8KN011007455	Black Photocopier	3	67,589	3.5	12.9	99.23 %	23,537
Milford Middle School	33 OSGOOD RD	MILFORD	BIZ808	A8KN011007768	Black Photocopier	2	123,221	5.5	14.8	99.12 %	26,872
Milford Middle School	33 OSGOOD RD	MILFORD	BIZ808	A8KN011007825	Black Photocopier	7	43,702	12.2	12.7	99.24 %	32,977
TOTALS FOR MODEL			BIZ808		Black Photocopier	15	126,510	5.6	47.7	99.53 %	29,460
Milford High School	100 WEST ST	MILFORD	C308	A7PY017005623	Color Photocopier	0	0	0.0	0.0	100.00 %	3,606
TOTALS FOR MODEL			C308		Color Photocopier	0	0	0.0	0.0	100.00 %	3,606
Milford Middle School	33 OSGOOD RD	MILFORD	C3100P	A6DR012108197	Color Network Printer	0	0	0.0	0.0	100.00 %	297
Milford High School	100 WEST ST	MILFORD	C3100P	A6DR012108246	Color Network Printer	0	0	0.0	0.0	100.00 %	636
Milford High School	100 WEST ST	MILFORD	C3100P	A6DR012108248	Color Network Printer	4	753	5.8	20.3	98.79 %	795
Heron Pond Elementary	80 HERON POND RD	MILFORD	C3100P	A6DR012108249	Color Network Printer	5	3,109	1.9	9.4	99.44 %	2,016
Milford High School	100 WEST ST	MILFORD	C3100P	A6DR012108250	Color Network Printer	0	0	0.0	0.0	100.00 %	766
Milford Middle School	33 OSGOOD RD	MILFORD	C3100P	A6DR012108252	Color Network Printer	0	0	0.0	0.0	100.00 %	679
Milford Middle School	33 OSGOOD RD	MILFORD	C3100P	A6DR012108260	Color Network Printer	0	0	0.0	0.0	100.00 %	653
Milford High School	100 WEST ST	MILFORD	C3100P	A6DR012108284	Color Network Printer	0	0	0.0	0.0	100.00 %	898
Milford Middle School	33 OSGOOD RD	MILFORD	C3100P	A6DR012108388	Color Network Printer	0	0	0.0	0.0	100.00 %	372
Heron Pond Elementary	80 HERON POND RD	MILFORD	C3100P	A6DR012108633	Color Network Printer	0	0	0.0	0.0	100.00 %	809
Heron Pond Elementary	80 HERON POND RD	MILFORD	C3100P	A6DR012108659	Color Network Printer	0	0	0.0	0.0	100.00 %	698
TOTALS FOR MODEL			C3100P		Color Network Printer	9	1,931	3.8	29.7	99.84 %	783
Milford Middle School	33 OSGOOD RD	MILFORD	C558	A79K011015695	Color Photocopier	2	35,843	3.6	3.8	99.78 %	8,445
Project DRIVE	5 ELM ST	MILFORD	C558	A79K011016204	Color Photocopier	2	82,251	7.3	8.2	99.51 %	8,882

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Jacques Memorial	9 ELM ST	MILFORD	C558	A79K011016210	Color Photocopier	5	42,431	4.1	14.6	99.13 %	29,748
TOTALS FOR MODEL			C558		Color Photocopier	9	53,508	5.0	26.6	99.47 %	15,692
Milford High School	100 WEST ST	MILFORD	C658	A79J013004321	Color Photocopier	1	0	5.2	7.9	99.53 %	13,444
Heron Pond Elementary	80 HERON POND RD	MILFORD	C658	A79J013004343	Color Photocopier	3	51,185	1.6	2.3	99.86 %	15,044
SAU 40 District Office	100 WEST ST	MILFORD	C658	A79J013004393	Color Photocopier	4	36,015	2.1	5.5	99.71 %	11,819
TOTALS FOR MODEL			C658		Color Photocopier	8	43,600	3.0	15.6	99.70 %	13,436
Milford High School	100 WEST ST	MILFORD	HPLJ5100	CNGN141761	Black Network Printer	0	0	0.0	0.0	100.00 %	83
TOTALS FOR MODEL			HPLJ5100		Black Network Printer	0	0	0.0	0.0	100.00 %	83
Milford High School	100 WEST ST	MILFORD	PRO958	A796011001777	Black Photocopier	5	166,417	5.1	18.1	98.92 %	65,782
Milford High School	100 WEST ST	MILFORD	PRO958	A796011001828	Black Photocopier	4	118,102	4.3	20.4	98.78 %	35,176
Milford Middle School	33 OSGOOD RD	MILFORD	PRO958	A796011001913	Black Photocopier	2	130,358	9.5	21.6	96.26 %	76,600
Milford High School	100 WEST ST	MILFORD	PRO958	A796011001921	Black Photocopier	10	59,601	5.3	50.2	97.00 %	52,867
Heron Pond Elementary	80 HERON POND RD	MILFORD	PRO958	A796011001932	Black Photocopier	2	44,638	4.2	5.8	99.65 %	42,463
Heron Pond Elementary	80 HERON POND RD	MILFORD	PRO958	A796011001935	Black Photocopier	5	70,862	5.2	19.0	98.87 %	38,016
TOTALS FOR MODEL			PRO958		Black Photocopier	28	98,330	5.6	135.0	98.25 %	51,817
TOTALS & AVERAGES						88	62,109	4.4	299.8	99.80 %	7,115

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

BH958, A796011001921, MHS, Room 314 Teachers' Lounge: Reasons for service calls on this copier: 3 calls for error codes in unknown areas, one of those resulted in a security update on the hard drive. Six calls were for jamming issues in various parts of the machine (3rd tray, duplexer, document feeder, finisher, stapler); another call was for the copier being down, but no reason was given. Copier does not seem to have consistent issues, but we will keep an eye on this machine and monitor the calls.

BH808, A8KN011007825, MMS, Teachers' Room 2nd Floor : Reasons for service calls: There were 3 calls for jamming (stapler, 1st tray, document feeder) and four calls for error codes (finisher, electrical, fusing unit). Since then, there have been two additional calls in November 2019 for jamming in the paper transport area and the fusing unit and duplexer where parts were replaced.