



Customer Service History Report

Status of Data	1/8/2019
Sold To	SAU 42
Month (MM/YYYY)	JUL 2017 - JUNE 2018

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
PLANT OPERATIONS	38 RIVERSIDE ST	NASHUA	C284	A4FK011004753	Color Photocopier	0	0	0.0	0.0	100.00%	2,329
	TOTALS FOR MODEL		C284		Color Photocopier	0	0	0.0	0.0	100.00%	2,329
FAIRGROUNDS MIDDLE	27 CLEVELAND ST	NASHUA	BIZ363	A1UE011002368	Black Photocopier	0	0	0.0	0.0	100.00%	254
NASHUA HIGH SOUTH	36 RIVERSIDE ST	NASHUA	BIZ363	A1UE011010432	Black Photocopier	1	11,498	11.3	12.0	99.47%	497
NASHUA HIGH NORTH	8 TITAN WAY	NASHUA	BIZ363	A1UE011013114	Black Photocopier	0	0	0.0	0.0	100.00%	617
CHARLOTTE AVE ELEM	48 CHARLOTTE AVE	NASHUA	BIZ363	A1UE012001238	Black Photocopier	2	7,508	3.3	4.1	99.82%	8,187
	TOTALS FOR MODEL		BIZ363		Black Photocopier	3	9,503	7.3	16.1	99.82%	2,389
NASHUA HIGH SOUTH	36 RIVERSIDE ST	NASHUA	BIZ4050	A6VF011015358	Black Laser MFP	1	0	58.1	58.2	97.41%	1,167
FAIRGROUNDS MIDDLE	27 CLEVELAND ST	NASHUA	BIZ4050	A6VF011015389	Black Laser MFP	0	0	0.0	0.0	100.00%	1,438
NEW SEARLES ELEM	39 SHADY LN	NASHUA	BIZ4050	A6VF011015426	Black Laser MFP	0	0	0.0	0.0	100.00%	205
ELM STREET MIDDLE	117 ELM ST	NASHUA	BIZ4050	A6VF011015439	Black Laser MFP	0	0	0.0	0.0	100.00%	2,420
	TOTALS FOR MODEL		BIZ4050		Black Laser MFP	1	0	58.1	58.2	99.35%	1,308
NASHUA HIGH NORTH	8 TITAN WAY	NASHUA	BIZ423	A1UD011001939	Black Photocopier	2	267	3.2	4.2	99.77%	711
NASHUA HIGH NORTH	8 TITAN WAY	NASHUA	BIZ423	A1UD011010395	Black Photocopier	0	0	0.0	0.0	100.00%	8,122
NASHUA HIGH SOUTH	36 RIVERSIDE ST	NASHUA	BIZ423	A1UD0110103417	Black Photocopier	0	63,010	0.0	0.0	100.00%	3,046
PENNICHUCK MIDDLE	207 MANCHESTER ST	NASHUA	BIZ423	A1UD011111470	Black Photocopier	1	77,461	1.5	3.3	99.82%	3,463
	TOTALS FOR MODEL		BIZ423		Black Photocopier	3	46,913	2.4	7.5	99.90%	3,836
CHARLOTTE AVE MIDDLE	48 CHARLOTTE AVE	NASHUA	BIZ4700P	A63N011010681	Black Printer	0	0	0.0	0.0	100.00%	1,407
BROAD STREET ELEM	390 BROAD ST	NASHUA	BIZ4700P	A63N011012212	Black Printer	0	28,889	0.0	0.0	100.00%	1,764
FAIRGROUNDS ELEM	37 BLANCHARD ST	NASHUA	BIZ4700P	A63N011012527	Black Printer	0	0	0.0	0.0	100.00%	2,173
DR CRISP ELEM	50 ARLINGTON ST	NASHUA	BIZ4700P	A63N011012533	Black Printer	0	0	0.0	0.0	100.00%	1,555
PENNICHUCK MIDDLE	207 MANCHESTER ST	NASHUA	BIZ4700P	A63N011012575	Black Printer	1	0	3.9	4.0	99.82%	5,792
SAU 42 DISTRICT BLDG	141 LEDGE ST	NASHUA	BIZ4700P	A63N011012576	Black Printer	2	8,352	6.9	8.0	99.65%	4,112
PENNICHUCK MIDDLE	207 MANCHESTER ST	NASHUA	BIZ4700P	A63N011012579	Black Printer	0	0	0.0	0.0	100.00%	1,798
LEDGE STREET ELEM	139 LEDGE ST	NASHUA	BIZ4700P	A63N011012581	Black Printer	0	0	0.0	0.0	100.00%	1,915
NASHUA HIGH SOUTH	36 RIVERSIDE ST	NASHUA	BIZ4700P	A63N011012584	Black Printer	0	0	0.0	0.0	100.00%	260
BIRCH HILL ELEM	17 BIRCH HILL DR	NASHUA	BIZ4700P	A63N011012585	Black Printer	1	142,482	0.0	1.0	99.95%	6,277
SUNSET HEIGHTS ELEM	15 OSGOOD RD	NASHUA	BIZ4700P	A63N011012586	Black Printer	0	0	0.0	0.0	100.00%	947
MT PLEASANT ELEM	10 MANCHESTER ST	NASHUA	BIZ4700P	A63N011012587	Black Printer	0	61,367	0.0	0.0	100.00%	2,921
MAIN DUNSTABLE ELEM	20 WHITFORD RD	NASHUA	BIZ4700P	A63N011012588	Black Printer	0	0	0.0	0.0	100.00%	1,479
MAIN DUNSTABLE ELEM	20 WHITFORD RD	NASHUA	BIZ4700P	A63N011012591	Black Printer	2	8,178	2.1	7.0	99.69%	3,889
NEW SEARLES ELEM	39 SHADY LN	NASHUA	BIZ4700P	A63N011012592	Black Printer	0	0	0.0	0.0	100.00%	2,016
DR CRISP ELEM	50 ARLINGTON ST	NASHUA	BIZ4700P	A63N011012604	Black Printer	0	0	0.0	0.0	100.00%	1,688
CHARLOTTE AVE ELEM	48 CHARLOTTE AVE	NASHUA	BIZ4700P	A63N011012620	Black Printer	0	0	0.0	0.0	100.00%	695
ELM STREET MIDDLE	117 ELM ST	NASHUA	BIZ4700P	A63N011012622	Black Printer	0	0	0.0	0.0	100.00%	2,885
ELM STREET MIDDLE	117 ELM ST	NASHUA	BIZ4700P	A63N011012624	Black Printer	0	0	0.0	0.0	100.00%	2,059
AMHERST STREET ELEM	71 AMHERST ST	NASHUA	BIZ4700P	A63N011012625	Black Printer	0	0	0.0	0.0	100.00%	1,354
BICENTENNIAL ELEM	296 E DUNSTABLE RD	NASHUA	BIZ4700P	A63N011012626	Black Printer	0	55,446	0.0	0.0	100.00%	2,145
FAIRGROUNDS ELEM	37 BLANCHARD ST	NASHUA	BIZ4700P	A63N011012627	Black Printer	0	0	0.0	0.0	100.00%	823
BIRCH HILL ELEM	17 BIRCH HILL DR	NASHUA	BIZ4700P	A63N011012628	Black Printer	4	20,598	9.2	31.2	98.62%	3,458
BICENTENNIAL ELEM	296 E DUNSTABLE RD	NASHUA	BIZ4700P	A63N011012630	Black Printer	3	60,273	4.7	7.0	99.69%	3,403
BICENTENNIAL ELEM	296 E DUNSTABLE RD	NASHUA	BIZ4700P	A63N011012631	Black Printer	0	0	0.0	0.0	100.00%	3,580
	TOTALS FOR MODEL		BIZ4700P		Black Printer	13	48,198	5.4	58.2	99.90%	2,416
AMHERST STREET ELEM	71 AMHERST ST	NASHUA	BIZ554E	A61D011001323	Black Photocopier	6	9,014	0.7	3.5	99.77%	13,670
CHARLOTTE AVE ELEM	48 CHARLOTTE AVE	NASHUA	BIZ554E	A61D011001343	Black Photocopier	8	49,415	6.3	30.6	97.95%	28,082
FAIRGROUNDS MIDDLE	27 CLEVELAND ST	NASHUA	BIZ554E	A61D011001457	Black Photocopier	1	0	0.0	0.0	100.00%	5,271

SPC Evaluation Report

While your uptime average is excellent for the number of service calls, the average response time to service calls is very high (8.8 hours) compared with the four-hour average response time outlined in your contract. According to the vendor, average response time is dependent on when a call comes in (i.e., before or after regular business hours) in addition to the travel time to get to the call from another service call the technician may be on at that time.

You will note highlighted in yellow below, there were four copiers with 15 or more service calls during the past fiscal year. Details of those calls are in the yellow box below the table. These will be closely monitored for improvement. The box below also notes any additional service calls for the current fiscal year (2018-19).

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
LEDGE STREET ELEM	139 LEDGE ST	NASHUA	BIZ554E	A61D011001476	Black Photocopier	2	0	0.0	0.3	99.98%	10,855
NASHUA HIGH NORTH	8 TITAN WAY	NASHUA	BIZ554E	A61D011002029	Black Photocopier	7	134,427	18.7	59.7	96.00%	33,005
MT PLEASANT ELEM	10 MANCHESTER ST	NASHUA	BIZ554E	A61D011002407	Black Photocopier	5	0	4.2	10.8	99.27%	22,101
	TOTALS FOR MODEL		BIZ554E		Black Photocopier	29	64,285	5.0	104.6	98.83%	18,831
NASHUA HIGH NORTH	8 TITAN WAY	NASHUA	BIZ654	A5YN011002184	Black Photocopier	7	116,611	6.9	24.4	98.69%	51,736
	TOTALS FOR MODEL		BIZ654		Black Photocopier	7	116,611	6.9	24.4	98.69%	51,736
NEW SEARLES ELEM	39 SHADY LN	NASHUA	BIZ751	A0PN011000592	Black Photocopier	13	20,125	5.1	47.8	97.88%	19,116
BICENTENNIAL ELEM	296 E DUNSTABLE RD	NASHUA	BIZ751	A0PN011003518	Black Photocopier	8	138,797	10.8	25.4	98.87%	33,701
MT PLEASANT ELEM	10 MANCHESTER ST	NASHUA	BIZ751	A0PN011003844	Black Photocopier	0	0	0.0	0.0	100.00%	32,645
NASHUA HIGH NORTH	8 TITAN WAY	NASHUA	BIZ751	A0PN011005157	Black Photocopier	8	46,721	2.7	24.7	98.90%	20,493
FAIRGROUNDS MIDDLE	27 CLEVELAND ST	NASHUA	BIZ751	A0PN011006433	Black Photocopier	3	50,099	4.1	14.2	99.37%	8,362
NEW SEARLES ELEM	39 SHADY LN	NASHUA	BIZ751	A0PN011008914	Black Photocopier	7	40,044	4.5	29.7	98.68%	27,264
BIRCH HILL ELEM	17 BIRCH HILL DR	NASHUA	BIZ751	A0PN011009756	Black Photocopier	8	38,975	6.3	37.2	98.35%	37,997
	TOTALS FOR MODEL		BIZ751		Black Photocopier	26	55,794	5.6	179.0	98.86%	25,654
BIRCH HILL ELEM	17 BIRCH HILL DR	NASHUA	BIZ754E	A55V017000345	Black Photocopier	4	140,049	0.0	0.0	100.00%	29,011
NASHUA HIGH NORTH	8 TITAN WAY	NASHUA	BIZ754E	A55V017000348	Black Photocopier	7	55,459	4.8	19.2	98.71%	22,489
NASHUA HIGH NORTH	8 TITAN WAY	NASHUA	BIZ754E	A55V017000403	Black Photocopier	2	318,561	0.0	0.0	100.00%	31,507
NASHUA HIGH NORTH	8 TITAN WAY	NASHUA	BIZ754E	A55V017000406	Black Photocopier	5	85,652	1.6	9.5	99.36%	30,499
FAIRGROUNDS ELEM	37 BLANCHARD ST	NASHUA	BIZ754E	A55V017001673	Black Photocopier	8	114,239	3.7	34.2	98.48%	47,914
	TOTALS FOR MODEL		BIZ754E		Black Photocopier	24	142,792	3.4	62.9	99.31%	32,284
SAU 42 DISTRICT BLDG	141 LEDGE ST	NASHUA	C3100P	A6DR012102400	Color Printer	0	0	0.0	0.0	100.00%	3,371
ELM STREET MIDDLE	117 ELM ST	NASHUA	C3100P	A6DR012102419	Color Printer	1	0	0.0	0.2	99.99%	4,798
NASHUA HIGH NORTH	8 TITAN WAY	NASHUA	C3100P	A6DR012102420	Color Printer	4	17,578	4.0	14.3	99.37%	2,871
NASHUA HIGH NORTH	8 TITAN WAY	NASHUA	C3100P	A6DR012102424	Color Printer	1	26,091	9.5	10.2	99.55%	1,355
NASHUA HIGH SOUTH	36 RIVERSIDE ST	NASHUA	C3100P	A6DR012102428	Color Printer	0	0	0.0	0.0	100.00%	18
NASHUA HIGH NORTH	8 TITAN WAY	NASHUA	C3100P	A6DR012102429	Color Printer	1	20,093	0.0	0.0	100.00%	1,218
NASHUA HIGH NORTH	8 TITAN WAY	NASHUA	C3100P	A6DR012102430	Color Printer	7	6,741	6.7	37.4	98.34%	2,333
NASHUA HIGH SOUTH	36 RIVERSIDE ST	NASHUA	C3100P	A6DR012102432	Color Printer	2	21,980	3.8	4.6	99.80%	1,218
FAIRGROUNDS ELEM	37 BLANCHARD ST	NASHUA	C3100P	A6DR012102433	Color Printer	0	0	0.0	0.0	100.00%	425
LEDGE STREET ELEM	139 LEDGE ST	NASHUA	C3100P	A6DR012102435	Color Printer	3	24,496	0.6	2.7	99.88%	2,168
NASHUA HIGH SOUTH	36 RIVERSIDE ST	NASHUA	C3100P	A6DR012102437	Color Printer	1	0	0.0	0.0	100.00%	772
NASHUA HIGH NORTH	8 TITAN WAY	NASHUA	C3100P	A6DR012102439	Color Printer	1	22,330	0.0	0.0	100.00%	1,058
NASHUA HIGH SOUTH	36 RIVERSIDE ST	NASHUA	C3100P	A6DR012102440	Color Printer	1	24,379	0.0	0.0	100.00%	935
AMHERST STREET ELEM	71 AMHERST ST	NASHUA	C3100P	A6DR012102441	Color Printer	3	24,708	6.1	20.6	99.08%	3,802
NASHUA HIGH SOUTH	36 RIVERSIDE ST	NASHUA	C3100P	A6DR012102443	Color Printer	5	23,481	4.4	12.2	99.46%	1,753
NASHUA HIGH NORTH	8 TITAN WAY	NASHUA	C3100P	A6DR012102444	Color Printer	1	36,623	0.0	0.0	100.00%	1,624
ELM STREET MIDDLE	117 ELM ST	NASHUA	C3100P	A6DR012102446	Color Printer	2	49,915	1.8	5.8	99.74%	7,690
MT PLEASANT ELEM	10 MANCHESTER ST	NASHUA	C3100P	A6DR012102458	Color Printer	1	8,504	0.3	5.1	99.77%	2,118
NEW SEARLES ELEM	39 SHADY LN	NASHUA	C3100P	A6DR012102473	Color Printer	1	21,291	0.0	0.0	100.00%	2,528
BROAD STREET ELEM	390 BROAD ST	NASHUA	C3100P	A6DR012102474	Color Printer	1	27,190	0.0	0.0	100.00%	2,160
SAU 42 DISTRICT BLDG	141 LEDGE ST	NASHUA	C3100P	A6DR012102476	Color Printer	2	22,166	6.9	16.1	99.28%	1,513
NASHUA HIGH SOUTH	36 RIVERSIDE ST	NASHUA	C3100P	A6DR012102477	Color Printer	3	19,178	0.0	0.0	100.00%	1,276
	TOTALS FOR MODEL		C3100P		Color Printer	30	23,541	4.4	129.2	99.74%	2,137
FAIRGROUNDS MIDDLE	27 CLEVELAND ST	NASHUA	C452	A0P2011016812	Color Photocopier	0	0	0.0	0.0	100.00%	15,833
ELM STREET MIDDLE	117 ELM ST	NASHUA	C452	A0P2011016898	Color Photocopier	2	41,353	13.9	15.0	99.33%	4,749
TITLE ONE	1 CONCORD ST	NASHUA	C452	A0P2011016908	Color Photocopier	5	38,363	10.1	22.6	98.99%	8,359
MAIN DUNSTABLE ELEM	20 WHITFORD RD	NASHUA	C452	A0P2011016911	Color Photocopier	1	62,616	0.0	0.0	100.00%	6,996
MT PLEASANT ELEM	10 MANCHESTER ST	NASHUA	C452	A0P2011016913	Color Photocopier	3	280,835	3.8	13.8	99.39%	12,761
PENNICHUCK MIDDLE	207 MANCHESTER ST	NASHUA	C452	A0P2011016984	Color Photocopier	0	0	0.0	0.0	100.00%	5,855
ELM STREET MIDDLE	117 ELM ST	NASHUA	C452	A0P2011016992	Color Photocopier	1	98,301	2.0	4.9	99.78%	6,157
	TOTALS FOR MODEL		C452		Color Photocopier	11	104,294	7.5	56.3	99.64%	8,673
NASHUA HIGH SOUTH	36 RIVERSIDE ST	NASHUA	C454E	A5C0011031883	Color Photocopier	2	142,800	7.1	16.4	99.27%	12,371
SUNSET HEIGHTS ELEM	15 OSGOOD RD	NASHUA	C454E	A5C0011031966	Color Photocopier	4	98,984	6.6	15.1	99.33%	16,347
	TOTALS FOR MODEL		C454E		Color Photocopier	6	120,892	6.9	31.5	99.30%	14,359
NASHUA PROGRAM	1 BRENTWOOD DR	MERRIMACK	C458	A79M011001533	Color Photocopier	1	56,285	8.1	9.3	99.59%	2,751
	TOTALS FOR MODEL		C458		Color Photocopier	1	56,285	8.1	9.3	99.59%	2,751
BIRCH HILL ELEM	17 BIRCH HILL DR	NASHUA	C554E	A5AY011017414	Color Photocopier	7	56,334	2.8	15.6	99.31%	18,625
NASHUA HIGH NORTH	8 TITAN WAY	NASHUA	C554E	A5AY011017462	Color Photocopier	9	35,658	3.6	26.5	98.82%	13,281

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NASHUA HIGH SOUTH	36 RIVERSIDE ST	NASHUA	C554E	A5AY011017498	Color Photocopier	2	159,480	0.0	0.0	100.00%	17,295
NEW SEARLES ELEM	39 SHADY LANE	NASHUA	C554E	A5AY011017586	Color Photocopier	2	132,837	3.8	4.6	99.79%	11,846
BROAD STREET ELEM	390 BROAD ST	NASHUA	C554E	A5AY011017642	Color Photocopier	4	61,126	0.8	4.4	99.81%	16,378
SAU 42 DISTRICT BLDG	141 LEDGE ST	NASHUA	C554E	A5AY011017977	Color Photocopier	2	236,381	3.5	9.4	99.58%	22,115
NASHUA HIGH NORTH	8 TITAN WAY	NASHUA	C554E	A5AY011018045	Color Photocopier	0	0	0.0	0.0	100.00%	14,005
LEDGE STREET ELEM	139 LEDGE ST	NASHUA	C554E	A5AY011018056	Color Photocopier	3	175,074	0.0	0.0	100.00%	44,025
DR CRISP ELEM	50 ARLINGTON ST	NASHUA	C554E	A5AY011018141	Color Photocopier	1	218,974	7.7	8.5	99.62%	12,888
FAIRGROUNDS ELEM	37 BLANCHARD ST	NASHUA	C554E	A5AY011019034	Color Photocopier	2	318,145	2.8	8.0	99.64%	21,723
	TOTALS FOR MODEL		C554E		Color Photocopier	27	154,890	3.6	77.0	99.66%	19,218
AMHERST ELEM	71 AMHERST ST	NASHUA	C654E	A2X1017012022	Color Photocopier	8	326,129	4.5	23.7	98.95%	45,696
BICENTENNIAL ELEM	296 E DUNSTABLE RD	NASHUA	C654E	A2X1017013204	Color Photocopier	5	99,723	1.6	2.0	99.91%	32,706
CHARLOTTE AVE ELEM	48 CHARLOTTE AVE	NASHUA	C654E	A2X1017013289	Color Photocopier	4	109,833	3.5	15.0	99.33%	49,798
	TOTALS FOR MODEL		C654E		Color Photocopier	17	178,562	3.2	40.7	99.40%	42,733
MT PLEASANT ELEM	10 MANCHESTER ST	NASHUA	PRO950 REPLACED	A0Y5011004592	Black Photocopier	0	59,653	0.0	0.0	100.00%	10,866
NASHUA HIGH NORTH	8 TITAN WAY	NASHUA	PRO950 REPLACED	A0Y5011005273	Black Photocopier	5	31,770	5.9	20.2	99.10%	13,403
	TOTALS FOR MODEL		PRO950		Black Photocopier	5	45,712	5.9	20.2	99.55%	12,135
MAIN DUNSTABLE ELEM	20 WHITFORD RD	NASHUA	PRO951	A4EW011000348	Black Photocopier	12	49,547	6.3	46.80	97.92%	53,259
SAU 42 DISTRICT BLDG	141 LEDGE ST	NASHUA	PRO951	A4EW011000389	Black Photocopier	5	43,180	7.2	29.70	98.68%	23,881
FAIRGROUNDS MIDDLE	27 CLEVELAND ST	NASHUA	PRO951 REPLACED	A4EW011000467	Black Photocopier	0	0	0.0	0.00	100.00%	5,981
NASHUA HIGH NORTH	8 TITAN WAY	NASHUA	PRO951 REPLACED	A4EW011000515	Black Photocopier	2	107,920	7.3	20.30	99.10%	15,875
AMHERST STREET ELEM	71 AMHERST ST	NASHUA	PRO951 REPLACED	A4EW011001538	Black Photocopier	4	19,491	3.8	20.70	99.08%	8,645
NASHUA HIGH NORTH	8 TITAN WAY	NASHUA	PRO951 REPLACED	A4EW011001579	Black Photocopier	3	61,839	4.8	17.80	99.21%	19,147
LEDGE STREET ELEM	139 LEDGE ST	NASHUA	PRO951 REPLACED	A4EW011002252	Black Photocopier	8	15,471	5.0	50.60	97.75%	6,910
CHARLOTTE AVE ELEM	48 CHARLOTTE AVE	NASHUA	PRO951 REPLACED	A4EW011002265	Black Photocopier	5	59,103	5.7	22.80	98.99%	17,794
FAIRGROUNDS MIDDLE	27 CLEVELAND ST	NASHUA	PRO951 REPLACED	A4EW011004431	Black Photocopier	7	61,496	4.9	16.40	99.37%	18,596
NASHUA HIGH NORTH	8 TITAN WAY	NASHUA	PRO951 REPLACED	A4EW011004445	Black Photocopier	6	31,510	3.7	12.10	99.46%	1,530
BROAD STREET ELEM	390 BROAD ST	NASHUA	PRO951	A4EW011005162	Black Photocopier	11	117,492	4.9	51.50	97.71%	63,111
ELM STREET MIDDLE	117 ELM ST	NASHUA	PRO951	A4EW011005331	Black Photocopier	6	124,292	5.0	17.70	99.21%	72,671
LEDGE STREET ELEM	139 LEDGE ST	NASHUA	PRO951	A4EW011040527	Black Photocopier	9	42,050	5.4	50.40	97.76%	46,691
NASHUA HIGH SOUTH	36 RIVERSIDE ST	NASHUA	PRO951	A4EW011040675	Black Photocopier	16	83,434	4.3	32.70	98.55%	87,051
NASHUA HIGH SOUTH	36 RIVERSIDE ST	NASHUA	PRO951	A4EW011040710	Black Photocopier	7	91,633	7.9	10.00	99.55%	51,856
DR CRISP ELEM	50 ARLINGTON ST	NASHUA	PRO951	A4EW011040775	Black Photocopier	5	236,238	7.0	32.70	98.55%	8,066
NASHUA HIGH SOUTH	36 RIVERSIDE ST	NASHUA	PRO951	A4EW011040807	Black Photocopier	14	73,701	4.1	43.10	98.08%	70,371
PENNICHUCK MIDDLE	207 MANCHESTER ST	NASHUA	PRO951	A4EW011040811	Black Photocopier	2	420,002	12.5	16.20	99.28%	84,079
PENNICHUCK MIDDLE	207 MANCHESTER ST	NASHUA	PRO951	A4EW011040814	Black Photocopier	2	237,736	3.5	9.00	99.60%	65,647
SUNSET HEIGHTS ELEM	15 OSGOOD RD	NASHUA	PRO951	A4EW011040817	Black Photocopier	4	123,321	2.1	9.90	99.56%	62,130
ELM STREET MIDDLE	117 ELM ST	NASHUA	PRO951	A4EW011040818	Black Photocopier	7	127,067	2.9	19.40	99.14%	62,695
FAIRGROUNDS MIDDLE	27 CLEVELAND ST	NASHUA	PRO951	A4EW011040819	Black Photocopier	24	22,582	4.2	95.30	95.51%	43,153
FAIRGROUNDS ELEM	37 BLANCHARD ST	NASHUA	PRO951	A4EW011040823	Black Photocopier	13	31,170	3.0	29.30	98.70%	12,541
BICENTENNIAL ELEM	296 E DUNSTABLE RD	NASHUA	PRO951	A4EW011040832	Black Photocopier	20	61,263	3.1	47.10	97.91%	77,817
MAIN DUNSTABLE ELEM	20 WHITFORD RD	NASHUA	PRO951 REPLACED	A4EW011040839	Black Photocopier	13	54,852	3.8	40.90	98.18%	60,346
ELM STREET MIDDLE	117 ELM ST	NASHUA	PRO951	A4EW011040938	Black Photocopier	5	177,040	5.0	18.50	99.18%	72,056
FAIRGROUNDS MIDDLE	27 CLEVELAND ST	NASHUA	PRO951	A4EW011040939	Black Photocopier	15	61,752	3.2	29.50	98.69%	76,628
NASHUA HIGH SOUTH	36 RIVERSIDE ST	NASHUA	PRO951	A4EW011040990	Black Photocopier	4	142,689	6.3	16.90	99.25%	69,606
	TOTALS FOR MODEL		PRO951		Black Photocopier	229	99,180	5.1	807.30	98.71%	44,933
TOTALS & AVERAGES						450	84,153	8.8	1,682.4	99.43%	16,925

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

A4EW011040675 - BH951, Nashua High South. This unit had 16 service calls between 8/7/17 and 6/14/18. Eight of those calls were for jamming within the Finisher, 1st tray and ADF. Four calls were for quality issues, 2 calls were for the copier not working but cause unknown, and 1 call was for damage to the ADF. Since then, there have been an additional 12 service calls from 7/17/18 to 3/20/19, with 7 of those calls for jamming, 3 for poor quality prints, 1 error code, and 1 for noise. Various parts have been replaced throughout the year. **For FY 17-18: 16 service calls; for 18-19 YTD: 12 service calls.**

A4EW011040819 - BH951, Fairgrounds Middle School. This unit had 14 service calls from 7/7/17 to 11/14/17 while it was still at Birch Hill Elementary (13 of those calls were for jamming, 1 for quality). Since then, it had 10 service calls between 12/12/17 to 4/16/18, with 9 of those calls for jamming and 1 call for error code. From 8/29/18 to 3/26/19 this copier had an additional 9 service calls (4 for jamming, 3 for poor quality, 1 for error code, and 1 unknown issue). The jamming has been primarily in the 1st tray, finisher, and duplexer, with parts replaced several times. **For FY17-18: 24 service calls; for 18-19 YTD: 9 service calls.**

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
					A4EW011040832 - BH951, Bicentennial Elementary: Between 8/14/17 and 6/5/18, this copier experienced 8 service calls for jamming, 7 for error codes, 1 for poor quality, 2 for not working, and 1 for unknown reason. It also had 1 PM. Since 8/21/18 to 3/12/19 this copier has had 7 calls for jamming and 4 for error codes. For FY 17-18: 20 service calls; for 18-19 YTD: 11 service calls. A4EW011040939 - BH951, Fairgrounds Middle School: Between 7/24/17 and 5/21/18, this copier experienced 15 service calls: 7 for jamming, 3 for error codes, 2 for poor quality, and 3 for not working-parts replaced. Since then, between 8/29/18 and 3/13/19, it has had an additional 12 service calls: 4 for jammin, and 8 for error codes with drums, developers, and feed rollers being replaced. For FY 17-18: 15 service calls; for 18-19 YTD: 12 service calls.						