



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

## Customer Service History Report

Status of Data	7/18/2019
Sold To Month (MM/YYYY)	SAU 42 JUL 2018 - JUNE 2019

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%	3,868
	TOTALS FOR MODEL		C284		Color Photocopier	0	0	0.0	0.0	100.00%	3,868
FAIRGROUNDS MIDDLE	27 CLEVELAND ST	NASHUA	BIZ363	A1UE011002368	Black Photocopier	0	0	0.0	0.0	100.00%	219
NASHUA HIGH SOUTH	36 RIVERSIDE ST	NASHUA	BIZ363	A1UE011010432	Black Photocopier	0	0	0.0	0.0	100.00%	894
NASHUA HIGH NORTH	8 TITAN WAY	NASHUA	BIZ363	A1UE011013114	Black Photocopier	0	0	0.0	0.0	100.00%	491
CHARLOTTE AVE ELEM	48 CHARLOTTE AVE	NASHUA	BIZ363	A1UE012001238	Black Photocopier	3	57,190	2.4	16.8	99.19%	11,728
	TOTALS FOR MODEL		BIZ363		Black Photocopier	3	57,190	2.4	16.8	99.70%	3,333
NASHUA HIGH SOUTH	36 RIVERSIDE ST	NASHUA	BIZ4050	A6VF011015358	Black Laser MFP	0	0	0.0	0.0	100.00%	1,230
FAIRGROUNDS MIDDLE	27 CLEVELAND ST	NASHUA	BIZ4050	A6VF011015389	Black Laser MFP	2	49,339	1.7	4.6	99.78%	1,766
NEW SEARLES ELEM	39 SHADY LN	NASHUA	BIZ4050	A6VF011015426	Black Laser MFP	0	0	0.0	0.0	100.00%	238
ELM STREET MIDDLE	117 ELM ST	NASHUA	BIZ4050	A6VF011015439	Black Laser MFP	0	0	0.0	0.0	100.00%	2,334
	TOTALS FOR MODEL		BIZ4050		Black Laser MFP	2	49,339	1.7	4.6	99.94%	1,392
NASHUA HIGH NORTH	8 TITAN WAY	NASHUA	BIZ423	A1UD011001939	Black Photocopier	1	8,033	1.9	4.3	99.79%	220
NASHUA HIGH NORTH	8 TITAN WAY	NASHUA	BIZ423	A1UD011103395	Black Photocopier	2	269,462	0.0	0.0	100.00%	8,427
NASHUA HIGH SOUTH	36 RIVERSIDE ST	NASHUA	BIZ423	A1UD011103417	Black Photocopier	0	0	0.0	0.0	100.00%	4,502
PENNICHUCK MIDDLE	207 MANCHESTER ST	NASHUA	BIZ423	A1UD011111470	Black Photocopier	1	0	5.2	7.6	99.63%	2,122
	TOTALS FOR MODEL		BIZ423		Black Photocopier	4	138,748	3.6	11.9	99.86%	3,818
CHARLOTTE AVE MIDDLE	48 CHARLOTTE AVE	NASHUA	BIZ4700P	A63N011010681	Black Printer	0	0	0.0	0.0	100.00%	1,883
BROAD STREET ELEM	390 BROAD ST	NASHUA	BIZ4700P	A63N011012212	Black Printer	0	0	0.0	0.0	100.00%	1,500
FAIRGROUNDS ELEM	37 BLANCHARD ST	NASHUA	BIZ4700P	A63N011012527	Black Printer	0	0	0.0	0.0	100.00%	1,965
DR CRISP ELEM	50 ARLINGTON ST	NASHUA	BIZ4700P	A63N011012533	Black Printer	1	0	0.0	0.2	99.99%	1,354
PENNICHUCK MIDDLE	207 MANCHESTER ST	NASHUA	BIZ4700P	A63N011012575	Black Printer	3	55,381	2.2	17.4	99.16%	6,357
SAU 42 DISTRICT BLDG	141 LEDGE ST	NASHUA	BIZ4700P	A63N011012576	Black Printer	0	0	0.0	0.0	100.00%	4,480
PENNICHUCK MIDDLE	207 MANCHESTER ST	NASHUA	BIZ4700P	A63N011012579	Black Printer	1	54,123	13.2	13.1	99.37%	1,295
LEDGE STREET ELEM	139 LEDGE ST	NASHUA	BIZ4700P	A63N011012581	Black Printer	0	0	0.0	0.0	100.00%	1,667
NASHUA HIGH SOUTH	36 RIVERSIDE ST	NASHUA	BIZ4700P	A63N011012584	Black Printer	0	0	0.0	0.0	100.00%	167
BIRCH HILL ELEM	17 BIRCH HILL DR	NASHUA	BIZ4700P	A63N011012585	Black Printer	1	27,452	6.4	8.2	99.60%	8,834
SUNSET HEIGHTS ELEM	15 OSGOOD RD	NASHUA	BIZ4700P	A63N011012586	Black Printer	0	0	0.0	0.0	100.00%	1,490
MT PLEASANT ELEM	10 MANCHESTER ST	NASHUA	BIZ4700P	A63N011012587	Black Printer	0	31,340	0.0	0.0	100.00%	2,841
MAIN DUNSTABLE ELEM	20 WHITFORD RD	NASHUA	BIZ4700P	A63N011012588	Black Printer	1	0	0.0	0.2	99.99%	1,704
MAIN DUNSTABLE ELEM	20 WHITFORD RD	NASHUA	BIZ4700P	A63N011012591	Black Printer	1	0	0.0	0.4	99.98%	4,195
NEW SEARLES ELEM	39 SHADY LN	NASHUA	BIZ4700P	A63N011012592	Black Printer	1	68,055	0.0	1.0	99.95%	2,250
DR CRISP ELEM	50 ARLINGTON ST	NASHUA	BIZ4700P	A63N011012604	Black Printer	0	0	0.0	0.0	100.00%	2,793
CHARLOTTE AVE ELEM	48 CHARLOTTE AVE	NASHUA	BIZ4700P	A63N011012620	Black Printer	0	0	0.0	0.0	100.00%	598
ELM STREET MIDDLE	117 ELM ST	NASHUA	BIZ4700P	A63N011012622	Black Printer	0	0	0.0	0.0	100.00%	4,499
ELM STREET MIDDLE	117 ELM ST	NASHUA	BIZ4700P	A63N011012624	Black Printer	0	0	0.0	0.0	100.00%	2,435
AMHERST STREET ELEM	71 AMHERST ST	NASHUA	BIZ4700P	A63N011012625	Black Printer	0	0	0.0	0.0	100.00%	1,491
BICENTENNIAL ELEM	296 E DUNSTABLE RD	NASHUA	BIZ4700P	A63N011012626	Black Printer	0	0	0.0	0.0	100.00%	1,913
FAIRGROUNDS ELEM	37 BLANCHARD ST	NASHUA	BIZ4700P	A63N011012627	Black Printer	3	16,909	1.2	2.8	99.86%	1,316
BIRCH HILL ELEM	17 BIRCH HILL DR	NASHUA	BIZ4700P	A63N011012628	Black Printer	3	48,241	2.1	14.6	99.29%	3,831
BICENTENNIAL ELEM	296 E DUNSTABLE RD	NASHUA	BIZ4700P	A63N011012630	Black Printer	1	49,631	5.5	8.2	99.60%	4,293
BICENTENNIAL ELEM	296 E DUNSTABLE RD	NASHUA	BIZ4700P	A63N011012631	Black Printer	2	32,434	7.1	16.7	99.19%	2,260
	TOTALS FOR MODEL		BIZ4700P		Black Printer	18	42,618	5.4	82.7	99.84%	2,696
AMHERST STREET ELEM	71 AMHERST ST	NASHUA	BIZ554E	A61D011001323	Black Photocopier	5	98,903	3.9	22.0	98.93%	28,919
CHARLOTTE AVE ELEM	48 CHARLOTTE AVE	NASHUA	BIZ554E	A61D011001343	Black Photocopier	9	65,881	2.6	34.4	98.33%	51,776
FAIRGROUNDS MIDDLE	27 CLEVELAND ST	NASHUA	BIZ554E	A61D011001457	Black Photocopier	2	40,642	0.8	20.6	99.00%	3,304

## SPC Evaluation Report

Your total service calls were down only slightly (448 from 450 last year), the average response time decreased from 8.8 hours last year to 3.5 hours this year, well within the four-hour average time frame outlined in the bid specs.

You will note highlighted in yellow below, there were six copiers with 13 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. It should be noted that three copiers were replaced during the year under warranty or as gesture of goodwill by the vendor and SPC.

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	4	131,167	0.8	7.6	99.63%	21,984
NASHUA HIGH NORTH	8 TITAN WAY	NASHUA	BIZ554E	A61D011002029	Black Photocopier	9	45,385	5.3	41.3	98.00%	47,669
MT PLEASANT ELEM	10 MANCHESTER ST	NASHUA	BIZ554E	A61D011002407	Black Photocopier	6	0	1.3	11.8	99.43%	32,408
	TOTALS FOR MODEL		BIZ554E		Black Photocopier	35	76,396	2.4	137.7	98.89%	31,010
NASHUA HIGH NORTH	8 TITAN WAY	NASHUA	BIZ654	A5YN011002184	Black Photocopier	8	91,530	3.8	47.0	97.72%	58,137
	TOTALS FOR MODEL		BIZ654		Black Photocopier	8	91,530	3.8	47.0	97.72%	58,137
NEW SEARLES ELEM	39 SHADY LN	NASHUA	BIZ751	A0PN011000592	Black Photocopier	7	14,312	3.1	39.9	98.07%	14,818
BICENTENNIAL ELEM	296 E DUNSTABLE RD	NASHUA	BIZ751	A0PN011003518	Black Photocopier	2	39,156	7.7	17.8	98.39%	24,038
MT PLEASANT ELEM	10 MANCHESTER ST	NASHUA	BIZ751	A0PN011003844	Black Photocopier	0	763,302	0.0	0.0	100.00%	25,580
NASHUA HIGH NORTH	8 TITAN WAY	NASHUA	BIZ751	A0PN011005157	Black Photocopier	5	48,311	0.8	17.6	99.15%	18,170
FAIRGROUNDS MIDDLE	27 CLEVELAND ST	NASHUA	BIZ751	A0PN011006433	Black Photocopier	0	0	0.0	0.0	100.00%	10,558
NEW SEARLES ELEM	39 SHADY LN	NASHUA	BIZ751	A0PN011008914	Black Photocopier	14	30,730	6.0	70.3	96.59%	27,210
BIRCH HILL ELEM	17 BIRCH HILL DR	NASHUA	BIZ751	A0PN011009756	Black Photocopier	9	33,261	10.5	110.5	94.64%	18,653
	TOTALS FOR MODEL		BIZ751		Black Photocopier	37	154,845	5.6	256.0	98.12%	19,861
BIRCH HILL ELEM	17 BIRCH HILL DR	NASHUA	BIZ754E	A55V017000345	Black Photocopier	8	102,740	1.4	28.7	98.61%	51,240
NASHUA HIGH NORTH	8 TITAN WAY	NASHUA	BIZ754E	A55V017000348	Black Photocopier	9	59,093	1.8	37.3	98.19%	34,541
NASHUA HIGH NORTH	8 TITAN WAY	NASHUA	BIZ754E	A55V017000403	Black Photocopier	5	167,713	2.2	12.7	99.38%	52,030
NASHUA HIGH NORTH	8 TITAN WAY	NASHUA	BIZ754E REPLACED	A55V017000406	Black Photocopier	9	109,269	1.9	45.8	97.78%	59,045
FAIRGROUNDS ELEM	37 BLANCHARD ST	NASHUA	BIZ754E	A55V017001673	Black Photocopier	6	136,354	0.7	21.4	98.96%	44,339
MAIN DUNSTABLE ELEM	20 WHITFORD RD	NASHUA	BIZ754E	A55V017002472	Black Photocopier	6	73,087	0.7	20.4	98.43%	45,485
FAIRGROUNDS ELEM	37 BLANCHARD ST	NASHUA	BIZ754E	A55V017002479	Black Photocopier	0	0	0.0	0.0	100.00%	27,976
	TOTALS FOR MODEL		BIZ754E		Black Photocopier	43	108,042	1.5	166.4	98.76%	44,951
SAU 42 DISTRICT BLDG	141 LEDGE ST	NASHUA	C3100P	A6DR012102400	Color Printer	2	52,655	0.7	2.4	99.88%	3,422
ELM STREET MIDDLE	117 ELM ST	NASHUA	C3100P	A6DR012102419	Color Printer	0	134,222	0.0	0.0	100.00%	7,075
NASHUA HIGH NORTH	8 TITAN WAY	NASHUA	C3100P	A6DR012102420	Color Printer	3	29,394	3.4	19.7	99.04%	3,489
NASHUA HIGH NORTH	8 TITAN WAY	NASHUA	C3100P	A6DR012102424	Color Printer	2	14,014	6.9	7.4	99.64%	1,819
NASHUA HIGH SOUTH	36 RIVERSIDE ST	NASHUA	C3100P	A6DR012102428	Color Printer	0	0	0.0	0.0	100.00%	0
NASHUA HIGH NORTH	8 TITAN WAY	NASHUA	C3100P REPLACED	A6DR012102429	Color Printer	0	0	0.0	0.0	100.00%	2,618
NASHUA HIGH NORTH	8 TITAN WAY	NASHUA	C3100P	A6DR012102430	Color Printer	2	15,017	1.2	1.8	99.91%	2,541
NASHUA HIGH SOUTH	36 RIVERSIDE ST	NASHUA	C3100P	A6DR012102432	Color Printer	3	9,306	3.8	15.3	99.26%	1,785
FAIRGROUNDS ELEM	37 BLANCHARD ST	NASHUA	C3100P	A6DR012102433	Color Printer	1	0	0.0	0.0	100.00%	399
LEDGE STREET ELEM	139 LEDGE ST	NASHUA	C3100P	A6DR012102435	Color Printer	2	41,261	0.0	0.3	99.99%	4,167
NASHUA HIGH SOUTH	36 RIVERSIDE ST	NASHUA	C3100P	A6DR012102437	Color Printer	0	0	0.0	0.0	100.00%	865
NASHUA HIGH NORTH	8 TITAN WAY	NASHUA	C3100P	A6DR012102439	Color Printer	0	0	0.0	0.0	100.00%	1,182
NASHUA HIGH SOUTH	36 RIVERSIDE ST	NASHUA	C3100P	A6DR012102440	Color Printer	0	0	0.0	0.0	100.00%	747
AMHERST STREET ELEM	71 AMHERST ST	NASHUA	C3100P	A6DR012102441	Color Printer	1	0	3.6	6.9	99.67%	3,377
NASHUA HIGH SOUTH	36 RIVERSIDE ST	NASHUA	C3100P	A6DR012102443	Color Printer	2	21,007	0.0	6.5	99.68%	1,753
NASHUA HIGH NORTH	8 TITAN WAY	NASHUA	C3100P	A6DR012102444	Color Printer	1	0	1.5	4.0	99.80%	1,921
ELM STREET MIDDLE	117 ELM ST	NASHUA	C3100P	A6DR012102446	Color Printer	6	27,422	2.4	10.4	99.50%	5,575
MT PLEASANT ELEM	10 MANCHESTER ST	NASHUA	C3100P	A6DR012102458	Color Printer	0	0	0.0	0.0	100.00%	1,407
NEW SEARLES ELEM	39 SHADY LN	NASHUA	C3100P	A6DR012102473	Color Printer	3	18,192	6.8	33.5	98.38%	2,359
BROAD STREET ELEM	390 BROAD ST	NASHUA	C3100P	A6DR012102474	Color Printer	1	0	7.7	7.7	99.63%	2,342
SAU 42 DISTRICT BLDG	141 LEDGE ST	NASHUA	C3100P	A6DR012102476	Color Printer	2	5,305	3.9	4.9	99.76%	1,407
NASHUA HIGH SOUTH	36 RIVERSIDE ST	NASHUA	C3100P	A6DR012102477	Color Printer	0	0	0.0	0.0	100.00%	1,296
NASHUA HIGH NORTH	8 TITAN WAY	NASHUA	C3100P	A6DR012108742	Color Printer	4	3,837	3.4	13.1	98.62%	814
	TOTALS FOR MODEL		C3100P		Color Printer	35	30,969	3.8	133.8	99.69%	2,295
FAIRGROUNDS MIDDLE	27 CLEVELAND ST	NASHUA	C452	A0P2011016812	Color Photocopier	1	31,757	0.0	14.4	99.30%	12,249
ELM STREET MIDDLE	117 ELM ST	NASHUA	C452	A0P2011016898	Color Photocopier	6	10,075	1.3	17.8	99.14%	6,367
TITLE ONE	1 CONCORD ST	NASHUA	C452	A0P2011016908	Color Photocopier	0	35,926	0.0	0.0	100.00%	6,401
MAIN DUNSTABLE ELEM	20 WHITFORD RD	NASHUA	C452	A0P2011016911	Color Photocopier	6	22,051	1.7	27.0	98.69%	6,553
MT PLEASANT ELEM	10 MANCHESTER ST	NASHUA	C452	A0P2011016913	Color Photocopier	2	170,024	3.4	10.6	99.49%	14,937
PENNICHUCK MIDDLE	207 MANCHESTER ST	NASHUA	C452	A0P2011016984	Color Photocopier	1	153,044	3.4	6.3	99.69%	6,355
ELM STREET MIDDLE	117 ELM ST	NASHUA	C452	A0P2011016992	Color Photocopier	0	78,258	0.0	0.0	100.00%	6,268
	TOTALS FOR MODEL		C452		Color Photocopier	16	71,591	2.5	76.1	99.47%	8,447
NASHUA HIGH SOUTH	36 RIVERSIDE ST	NASHUA	C454E	A5C0011031883	Color Photocopier	3	29,556	3.0	10.2	99.51%	12,563
SUNSET HEIGHTS ELEM	15 OSGOOD RD	NASHUA	C454E	A5C0011031966	Color Photocopier	0	0	0.0	0.0	100.00%	17,463
	TOTALS FOR MODEL		C454E		Color Photocopier	3	29,556	3.0	10.2	99.75%	15,013
NASHUA PROGRAM	1 BRENTWOOD DR	MERRIMACK	C458	A79M011001533	Color Photocopier	0	0	0.0	0.0	100.00%	3,823

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
	<b>TOTALS FOR MODEL</b>		<b>C458</b>		<b>Color Photocopier</b>	<b>0</b>	<b>0</b>	<b>0.0</b>	<b>0.0</b>	<b>100.00%</b>	<b>3,823</b>
BIRCH HILL ELEM	17 BIRCH HILL DR	NASHUA	C554E	A5AY011017414	Color Photocopier	5	54,676	0.1	5.5	99.73%	18,750
NASHUA HIGH NORTH	8 TITAN WAY	NASHUA	C554E	A5AY011017462	Color Photocopier	3	48,234	3.1	9.4	99.54%	17,779
NASHUA HIGH SOUTH	36 RIVERSIDE ST	NASHUA	C554E	A5AY011017498	Color Photocopier	5	78,877	0.7	22.0	98.93%	17,760
NEW SEARLES ELEM	39 SHADY LANE	NASHUA	C554E	A5AY011017586	Color Photocopier	6	55,527	5.0	28.9	98.60%	19,951
BROAD STREET ELEM	390 BROAD ST	NASHUA	C554E	A5AY011017642	Color Photocopier	2	83,425	1.4	4.3	99.79%	17,621
SAU 42 DISTRICT BLDG	141 LEDGE ST	NASHUA	C554E	A5AY011017977	Color Photocopier	3	96,263	3.0	9.9	99.52%	23,877
NASHUA HIGH NORTH	8 TITAN WAY	NASHUA	C554E	A5AY011018045	Color Photocopier	1	386,357	0.4	1.7	99.92%	16,381
LEDGE STREET ELEM	139 LEDGE ST	NASHUA	C554E	A5AY011018056	Color Photocopier	5	102,917	2.2	25.4	98.77%	50,683
DR CRISP ELEM	50 ARLINGTON ST	NASHUA	C554E	A5AY011018141	Color Photocopier	3	19,584	5.0	11.8	99.43%	13,934
FAIRGROUNDS ELEM	37 BLANCHARD ST	NASHUA	C554E	A5AY011019034	Color Photocopier	5	154,382	3.2	15.3	99.26%	14,813
	<b>TOTALS FOR MODEL</b>		<b>C554E</b>		<b>Color Photocopier</b>	<b>38</b>	<b>108,024</b>	<b>2.4</b>	<b>134.0</b>	<b>99.35%</b>	<b>21,155</b>
AMHERST ELEM	71 AMHERST ST	NASHUA	C654E	A2X1017012022	Color Photocopier	9	0	3.8	62.5	96.97%	38,383
BICENTENNIAL ELEM	296 E DUNSTABLE RD	NASHUA	C654E	A2X1017013204	Color Photocopier	3	127,212	1.8	7.7	99.63%	32,020
CHARLOTTE AVE ELEM	48 CHARLOTTE AVE	NASHUA	C654E	A2X1017013289	Color Photocopier	5	169,124	5.0	30.5	98.52%	36,856
	<b>TOTALS FOR MODEL</b>		<b>C654E</b>		<b>Color Photocopier</b>	<b>17</b>	<b>148,168</b>	<b>3.5</b>	<b>33.6</b>	<b>98.37%</b>	<b>35,753</b>
MAIN DUNSTABLE ELEM	20 WHITFORD RD	NASHUA	PRO951	A4EW011000348	Black Photocopier	18	36,212	5.0	96.8	95.30%	73,971
SAU 42 DISTRICT BLDG	141 LEDGE ST	NASHUA	PRO951	A4EW011000389	Black Photocopier	5	26,953	4.2	25.2	97.73%	18,593
BROAD STREET ELEM	390 BROAD ST	NASHUA	PRO951	A4EW011005162	Black Photocopier	16	52,327	4.4	80.4	96.10%	68,675
ELM STREET MIDDLE	117 ELM ST	NASHUA	PRO951	A4EW011005331	Black Photocopier	7	164,905	4.4	38.2	98.15%	85,543
LEDGE STREET ELEM	139 LEDGE ST	NASHUA	PRO951	A4EW011040527	Black Photocopier	7	112,273	2.3	27.5	98.67%	42,861
NASHUA HIGH SOUTH	36 RIVERSIDE ST	NASHUA	PRO951	A4EW011040675	Black Photocopier	18	46,382	4.7	97.5	95.27%	91,744
NASHUA HIGH SOUTH	36 RIVERSIDE ST	NASHUA	PRO951	A4EW011040710	Black Photocopier	6	166,439	8.2	38.3	98.14%	68,196
DR CRISP ELEM	50 ARLINGTON ST	NASHUA	PRO951	A4EW011040775	Black Photocopier	14	70,379	2.0	72.7	96.47%	75,621
NASHUA HIGH SOUTH	36 RIVERSIDE ST	NASHUA	PRO951	A4EW011040807	Black Photocopier	6	157,423	3.5	43.9	97.87%	72,384
PENNICHUCK MIDDLE	207 MANCHESTER ST	NASHUA	PRO951	A4EW011040811	Black Photocopier	6	232,165	4.3	38.5	98.13%	84,815
PENNICHUCK MIDDLE	207 MANCHESTER ST	NASHUA	PRO951	A4EW011040814	Black Photocopier	6	133,665	1.4	22.0	98.93%	55,570
SUNSET HEIGHTS ELEM	15 OSGOOD RD	NASHUA	PRO951	A4EW011040817	Black Photocopier	6	167,762	7.8	37.2	98.19%	64,125
ELM STREET MIDDLE	117 ELM ST	NASHUA	PRO951	A4EW011040818	Black Photocopier	3	224,510	7.3	20.5	99.00%	78,551
FAIRGROUNDS MIDDLE	27 CLEVELAND ST	NASHUA	PRO951	A4EW011040819	Black Photocopier	10	83,347	4.4	54.2	97.37%	65,357
FAIRGROUNDS ELEM	37 BLANCHARD ST	NASHUA	PRO951	A4EW011040823	Black Photocopier	2	59,346	2.0	11.1	97.00%	38,467
BICENTENNIAL ELEM	296 E DUNSTABLE RD	NASHUA	PRO951	A4EW011040832	Black Photocopier	13	74,661	2.8	59.2	97.13%	95,306
MAIN DUNSTABLE ELEM	20 WHITFORD RD	NASHUA	PRO951 REPLACED	A4EW011040839	Black Photocopier	9	36,210	5.0	73.0	93.41%	46,990
ELM STREET MIDDLE	117 ELM ST	NASHUA	PRO951	A4EW011040938	Black Photocopier	5	91,798	4.4	24.2	98.83%	40,383
FAIRGROUNDS MIDDLE	27 CLEVELAND ST	NASHUA	PRO951	A4EW011040939	Black Photocopier	19	52,163	3.0	85.0	95.88%	68,778
NASHUA HIGH SOUTH	36 RIVERSIDE ST	NASHUA	PRO951	A4EW011040990	Black Photocopier	6	217,765	0.3	8.7	99.58%	69,781
	<b>TOTALS FOR MODEL</b>		<b>PRO951</b>		<b>Black Photocopier</b>	<b>182</b>	<b>110,334</b>	<b>4.1</b>	<b>954.1</b>	<b>97.36%</b>	<b>65,286</b>
LEDGE STREET ELEM	141 LEDGE ST	NASHUA	PRO958	A796011002053	Black Photocopier	7	34,032	5.8	26.0	98.45%	18,658
	<b>TOTALS FOR MODEL</b>		<b>PRO958</b>		<b>Black Photocopier</b>	<b>7</b>	<b>34,032</b>	<b>5.8</b>	<b>26.02</b>	<b>98.45%</b>	<b>18,658</b>
<b>TOTALS &amp; AVERAGES</b>						<b>448</b>	<b>87,358</b>	<b>3.5</b>	<b>2,158.0</b>	<b>99.10%</b>	<b>20,570</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

**A0PN011008914- BH751, New Searles Elementary Room 261 Copy Room:** There were 14 calls on this copier: 10 calls were for jamming in various locations (1st tray, 2nd tray, drum, duplexer, document feeder). Three calls were for quality issues resulting in cleaning and parts replaced; one other call was for preventative maintenance.

**A4EW011000348- BH951, Main Dunstable Room 203 Office Work Area:** Three calls on this copier were for quality issues relating to the drum; four calls were for jamming in the 1st tray and document feeder, and the remainder of the calls were error codes primarily related to the drum and developer. Those parts were adjusted and/or replaced several times during the year. There have been three calls since the new fiscal year started for unrelated issues.

**A4EW011005162- BH951, Broad Street Teachers Room:** The service calls for this copier were for quality or jamming issues relating to the fusing unit or the drum. Cleaning and parts were replaced to keep the copier running. However, this copier has since had 11 more service calls for the new fiscal year for jamming, poor quality and error codes in the drum, fusing unit, and developer, with parts being replaced. This copier should be considered for possible replacement soon.

**A4EW011040939 - BH951, Fairgrounds Middle School Main Office:** This copier had 10 service calls for error codes, 1 for poor quality, and 8 for jamming. All issues were primarily in related to the drum and developer, with some in the duplexer or document feeder. A number of times the drum was replaced, along with a transfer belt and rollers. This copier should be considered for possible replacement soon. Since the new fiscal year, there have only been 3 service calls for unrelated issues, and nothing since

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
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September.

**A4EW011040832 - BH951, Bicentennial Elementary Room 148 Staff Work Room:** On this copier, half the calls were for jamming in the finisher and half the calls were for error codes for problems with the drum and developer. Parts have been replaced. Since the new year started there have been an additional 7 service calls for jamming and error codes in various parts of the copier. This copier should be considered for possible replacement soon.