



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

Customer Service History Report

Status of Data	1/8/2019
Sold To Month (MM/YYYY)	SAU 49 WOLFEBORO JUL 2017 - JUNE 2018

SPC Evaluation Report

Overall average response time is on par with the average 4-hour response time outlined in your service and supply contract. However, a couple of machines had rather high response and down times; these were addressed with the vendor and notes on these are in the yellow shaded comments below the table.

Considering the total number of copiers and printers in your fleet (271), the total number of calls (162) is not bad; up time is also good at 99.74%. It also appears that most machines are going approximately 5 months or more, on average, between service calls. There are a couple of copiers with higher service calls, and these are being monitored. Please see yellow highlighted box below the table with details of the service calls for each of these machines.

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
LAKES REGION TECH	384 S MAIN ST	WOLFEBORO	BIZ3320	A6WP011006305	Black Laser MFP	0	0	0.0	0.0	100.00 %	390
CRESCENT LAKE ELEM	75 MCMANUS RD	WOLFEBORO	BIZ3320	A6WP011006327	Black Laser MFP	0	0	0.0	0.0	100.00 %	682
TUFTONBORO CENTRAL	205 MIDDLE RD	CENTER TUFTONBORO	BIZ3320	A6WP011006339	Black Laser MFP	2	0	33.6	33.6	98.51 %	265
LAKES REGION TECH	384 S MAIN ST	WOLFEBORO	BIZ3320	A6WP011006366	Black Laser MFP	0	0	0.0	0.0	100.00 %	118
CARPENTER ELEM	102 S MAIN ST	WOLFEBORO	BIZ3320	A6WP011006371	Black Laser MFP	0	0	0.0	0.0	100.00 %	1,209
CARPENTER ELEM	102 S MAIN ST	WOLFEBORO	BIZ3320	A6WP011006373	Black Laser MFP	0	0	0.0	0.0	100.00 %	50
CRESCENT LAKE ELEM	75 MCMANUS RD	WOLFEBORO	BIZ3320	A6WP011006375	Black Laser MFP	0	0	0.0	0.0	100.00 %	940
EFFINGHAM ELEM	6 PARTRIDGE COVE RD	EFFINGHAM	BIZ3320	A6WP011006376	Black Laser MFP	0	0	0.0	0.0	100.00 %	91
KINGSWOOD REG HIGH	396 S MAIN ST	WOLFEBORO	BIZ3320	A6WP011006396	Black Laser MFP	0	0	0.0	0.0	100.00 %	248
NEW DURHAM ELEM	7 OLD BAY RD	NEW DURHAM	BIZ3320	A6WP011006531	Black Laser MFP	0	0	0.0	0.0	100.00 %	0
NEW DURHAM ELEM	7 OLD BAY RD	NEW DURHAM	BIZ3320	A6WP011006541	Black Laser MFP	1	19,581	2.3	2.8	99.85 %	1,317
NEW DURHAM ELEM	7 OLD BAY RD	NEW DURHAM	BIZ3320	A6WP011006563	Black Laser MFP	0	0	0.0	0.0	100.00 %	308
KINGSWOOD REG MIDDLE	404 S MAIN ST	WOLFEBORO	BIZ3320	A6WP011006568	Black Laser MFP	0	0	0.0	0.0	100.00 %	177
KINGSWOOD REG HIGH	396 S MAIN ST	WOLFEBORO	BIZ3320	A6WP011006570	Black Laser MFP	0	0	0.0	0.0	100.00 %	134
OSSIPEE CENTRAL	68 MAIN ST	CENTER OSSIPEE	BIZ3320	A6WP011006571	Black Laser MFP	0	0	0.0	0.0	100.00 %	613
TOTALS & AVERAGES FOR MODEL			BIZ3320		Black Laser MFP	3	19,581	18.0	36.5	99.89 %	436
KINGSWOOD REG MIDDLE	404 S MAIN ST	WOLFEBORO	BIZ3301P	A63P015000139	Black Printer	0	0	0.0	0.0	100.00 %	0
MIDDLETON ELEM	116 KINGS HWY	NEW DURHAM	BIZ3301P	A63P015000144	Black Printer	0	0	0.0	0.0	100.00 %	278
KINGSWOOD REG MIDDLE	404 S MAIN ST	WOLFEBORO	BIZ3301P	A63P015000146	Black Printer	0	0	0.0	0.0	100.00 %	128
KINGSWOOD REG MIDDLE	404 S MAIN ST	WOLFEBORO	BIZ3301P	A63P015000150	Black Printer	0	0	0.0	0.0	100.00 %	122
KINGSWOOD REG MIDDLE	404 S MAIN ST	WOLFEBORO	BIZ3301P	A63P015000151	Black Printer	0	0	0.0	0.0	100.00 %	307
KINGSWOOD REG MIDDLE	404 S MAIN ST	WOLFEBORO	BIZ3301P	A63P015000153	Black Printer	0	0	0.0	0.0	100.00 %	87
OSSIPEE CENTRAL	68 MAIN ST	CENTER OSSIPEE	BIZ3301P	A63P015000155	Black Printer	1	16,102	6.6	7.0	99.69 %	638
NEW DURHAM ELEM	7 OLD BAY RD	NEW DURHAM	BIZ3301P	A63P015000157	Black Printer	0	0	0.0	0.0	100.00 %	157
KINGSWOOD REG MIDDLE	404 S MAIN ST	WOLFEBORO	BIZ3301P	A63P015000158	Black Printer	0	0	0.0	0.0	100.00 %	305
OSSIPEE CENTRAL	68 MAIN ST	CENTER OSSIPEE	BIZ3301P	A63P015000161	Black Printer	0	0	0.0	0.0	100.00 %	554
KINGSWOOD REG MIDDLE	404 S MAIN ST	WOLFEBORO	BIZ3301P	A63P015000163	Black Printer	0	0	0.0	0.0	100.00 %	145
LAKES REGION TECH	102 S MAIN ST	WOLFEBORO	BIZ3301P	A63P015000171	Black Printer	0	0	0.0	0.0	100.00 %	83
NEW DURHAM ELEM	7 OLD BAY RD	NEW DURHAM	BIZ3301P	A63P015000181	Black Printer	0	0	0.0	0.0	100.00 %	306
LAKES REGION TECH	384 S MAIN ST	WOLFEBORO	BIZ3301P	A63P015000188	Black Printer	0	0	0.0	0.0	100.00 %	6
OSSIPEE CENTRAL	68 MAIN ST	CENTER OSSIPEE	BIZ3301P	A63P015000189	Black Printer	0	0	0.0	0.0	100.00 %	296
OSSIPEE CENTRAL	68 MAIN ST	CENTER OSSIPEE	BIZ3301P	A63P015000192	Black Printer	0	0	0.0	0.0	100.00 %	468
OSSIPEE CENTRAL	68 MAIN ST	CENTER OSSIPEE	BIZ3301P	A63P015000193	Black Printer	0	0	0.0	0.0	100.00 %	93
OSSIPEE CENTRAL	68 MAIN ST	CENTER OSSIPEE	BIZ3301P	A63P015000195	Black Printer	0	0	0.0	0.0	100.00 %	261
OSSIPEE CENTRAL	68 MAIN ST	CENTER OSSIPEE	BIZ3301P	A63P015000198	Black Printer	0	0	0.0	0.0	100.00 %	42
OSSIPEE CENTRAL	68 MAIN ST	CENTER OSSIPEE	BIZ3301P	A63P015000199	Black Printer	0	0	0.0	0.0	100.00 %	243
TUFTONBORO CENTRAL	205 MIDDLE RD	CENTER TUFTONBORO	BIZ3301P	A63P015000200	Black Printer	1	0	0.0	0.0	100.00 %	243
NEW DURHAM ELEM	7 OLD BAY RD	NEW DURHAM	BIZ3301P	A63P015000201	Black Printer	0	0	0.0	0.0	100.00 %	68
OSSIPEE CENTRAL	68 MAIN ST	CENTER OSSIPEE	BIZ3301P	A63P015000202	Black Printer	0	0	0.0	0.0	100.00 %	116
OSSIPEE CENTRAL	68 MAIN ST	CENTER OSSIPEE	BIZ3301P	A63P015000203	Black Printer	0	0	0.0	0.0	100.00 %	431
NEW DURHAM ELEM	7 OLD BAY RD	NEW DURHAM	BIZ3301P	A63P015000204	Black Printer	0	0	0.0	0.0	100.00 %	71
SAU 49 DISTRICT BLDG	140 PINE HILL RD	WOLFEBORO	BIZ3301P	A63P015000205	Black Printer	0	0	0.0	0.0	100.00 %	137
SAU 49 DISTRICT BLDG	140 PINE HILL RD	WOLFEBORO	BIZ3301P	A63P015000207	Black Printer	0	0	0.0	0.0	100.00 %	431
OSSIPEE CENTRAL	68 MAIN ST	CENTER OSSIPEE	BIZ3301P	A63P015000210	Black Printer	0	0	0.0	0.0	100.00 %	646
KINGSWOOD REG MIDDLE	404 S MAIN ST	WOLFEBORO	BIZ3301P	A63P015000211	Black Printer	0	0	0.0	0.0	100.00 %	50
TUFTONBORO CENTRAL	205 MIDDLE RD	CENTER TUFTONBORO	BIZ3301P	A63P015000213	Black Printer	0	0	0.0	0.0	100.00 %	214
MIDDLETON ELEM	116 KINGS HWY	NEW DURHAM	BIZ3301P	A63P015000222	Black Printer	0	0	0.0	0.0	100.00 %	50

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OSSIPEE CENTRAL	68 MAIN ST	CENTER OSSIPEE	BIZ3301P	A63P015000225	Black Printer	0	0	0.0	0.0	100.00 %	410
KINGSWOOD REG MIDDLE	404 S MAIN ST	WOLFEBORO	BIZ3301P	A63P015000229	Black Printer	0	0	0.0	0.0	100.00 %	0
CRESCENT LAKE ELEM	75 MCMANUS RD	WOLFEBORO	BIZ3301P	A63P015000230	Black Printer	1	0	0.0	0.0	100.00 %	103
SAU 49 DISTRICT BLDG	140 PINE HILL RD	WOLFEBORO	BIZ3301P	A63P015000233	Black Printer	1	11,399	2.6	3.1	99.86 %	559
KINGSWOOD REG MIDDLE	404 S MAIN ST	WOLFEBORO	BIZ3301P	A63P015000237	Black Printer	0	0	0.0	0.0	100.00 %	219
CARPENTER ELEM	102 S MAIN ST	WOLFEBORO	BIZ3301P	A63P015000238	Black Printer	0	0	0.0	0.0	100.00 %	285
MIDDLETON ELEM	116 KINGS HWY	NEW DURHAM	BIZ3301P	A63P015000239	Black Printer	0	0	0.0	0.0	100.00 %	715
MIDDLETON ELEM	116 KINGS HWY	NEW DURHAM	BIZ3301P	A63P015000240	Black Printer	0	0	0.0	0.0	100.00 %	82
SAU 49 DISTRICT BLDG	140 PINE HILL RD	WOLFEBORO	BIZ3301P	A63P015000241	Black Printer	1	2,279	5.8	6.8	99.70 %	147
KINGSWOOD REG MIDDLE	404 S MAIN ST	WOLFEBORO	BIZ3301P	A63P015000242	Black Printer	0	0	0.0	0.0	100.00 %	308
KINGSWOOD REG MIDDLE	404 S MAIN ST	WOLFEBORO	BIZ3301P	A63P015000243	Black Printer	0	0	0.0	0.0	100.00 %	272
KINGSWOOD REG MIDDLE	404 S MAIN ST	WOLFEBORO	BIZ3301P	A63P015000247	Black Printer	0	0	0.0	0.0	100.00 %	107
KINGSWOOD REG MIDDLE	404 S MAIN ST	WOLFEBORO	BIZ3301P	A63P015000248	Black Printer	0	0	0.0	0.0	100.00 %	11
KINGSWOOD REG MIDDLE	404 S MAIN ST	WOLFEBORO	BIZ3301P	A63P015000249	Black Printer	0	0	0.0	0.0	100.00 %	161
KINGSWOOD REG MIDDLE	404 S MAIN ST	WOLFEBORO	BIZ3301P	A63P015000250	Black Printer	0	0	0.0	0.0	100.00 %	129
KINGSWOOD REG MIDDLE	404 S MAIN ST	WOLFEBORO	BIZ3301P	A63P015000251	Black Printer	0	0	0.0	0.0	100.00 %	203
KINGSWOOD REG MIDDLE	404 S MAIN ST	WOLFEBORO	BIZ3301P	A63P015000275	Black Printer	0	0	0.0	0.0	100.00 %	27
KINGSWOOD REG MIDDLE	404 S MAIN ST	WOLFEBORO	BIZ3301P	A63P015000344	Black Printer	0	0	0.0	0.0	100.00 %	277
KINGSWOOD REG MIDDLE	404 S MAIN ST	WOLFEBORO	BIZ3301P	A63P015000349	Black Printer	0	0	0.0	0.0	100.00 %	0
KINGSWOOD REG MIDDLE	404 S MAIN ST	WOLFEBORO	BIZ3301P	A63P015000350	Black Printer	0	0	0.0	0.0	100.00 %	317
KINGSWOOD REG MIDDLE	404 S MAIN ST	WOLFEBORO	BIZ3301P	A63P015000354	Black Printer	0	0	0.0	0.0	100.00 %	197
KINGSWOOD REG MIDDLE	404 S MAIN ST	WOLFEBORO	BIZ3301P	A63P015000361	Black Printer	0	0	0.0	0.0	100.00 %	111
KINGSWOOD REG MIDDLE	404 S MAIN ST	WOLFEBORO	BIZ3301P	A63P015000365	Black Printer	0	0	0.0	0.0	100.00 %	11
KINGSWOOD REG HIGH	396 S MAIN ST	WOLFEBORO	BIZ3301P	A63P015000467	Black Printer	0	0	0.0	0.0	100.00 %	152
KINGSWOOD REG HIGH	396 S MAIN ST	WOLFEBORO	BIZ3301P	A63P015000477	Black Printer	0	0	0.0	0.0	100.00 %	307
KINGSWOOD REG HIGH	396 S MAIN ST	WOLFEBORO	BIZ3301P	A63P015000479	Black Printer	0	0	0.0	0.0	100.00 %	173
LAKES REGION TECH	384 S MAIN ST	WOLFEBORO	BIZ3301P	A63P015000493	Black Printer	0	0	0.0	0.0	100.00 %	379
KINGSWOOD REG HIGH	396 S MAIN ST	WOLFEBORO	BIZ3301P	A63P015000496	Black Printer	0	0	0.0	0.0	100.00 %	285
KINGSWOOD REG HIGH	396 S MAIN ST	WOLFEBORO	BIZ3301P	A63P015000497	Black Printer	0	0	0.0	0.0	100.00 %	529
KINGSWOOD REG HIGH	396 S MAIN ST	WOLFEBORO	BIZ3301P	A63P015000498	Black Printer	0	0	0.0	0.0	100.00 %	582
KINGSWOOD REG MIDDLE	404 S MAIN ST	WOLFEBORO	BIZ3301P	A63P015000500	Black Printer	0	0	0.0	0.0	100.00 %	299
KINGSWOOD REG MIDDLE	404 S MAIN ST	WOLFEBORO	BIZ3301P	A63P015000501	Black Printer	0	0	0.0	0.0	100.00 %	97
KINGSWOOD REG HIGH	396 S MAIN ST	WOLFEBORO	BIZ3301P	A63P015000503	Black Printer	0	0	0.0	0.0	100.00 %	252
EFFINGHAM ELEM	6 PARTRIDGE COVE RD	EFFINGHAM	BIZ3301P	A63P015000504	Black Printer	0	0	0.0	0.0	100.00 %	55
KINGSWOOD REG HIGH	396 S MAIN ST	WOLFEBORO	BIZ3301P	A63P015000505	Black Printer	0	0	0.0	0.0	100.00 %	144
KINGSWOOD REG HIGH	396 S MAIN ST	WOLFEBORO	BIZ3301P	A63P015000506	Black Printer	0	0	0.0	0.0	100.00 %	183
KINGSWOOD REG MIDDLE	404 S MAIN ST	WOLFEBORO	BIZ3301P	A63P015000507	Black Printer	1	2,169	3.0	4.2	99.81 %	155
TUFTONBORO CENTRAL	205 MIDDLE RD	CENTER TUFTONBORO	BIZ3301P	A63P015000508	Black Printer	0	0	0.0	0.0	100.00 %	266
KINGSWOOD REG HIGH	396 S MAIN ST	WOLFEBORO	BIZ3301P	A63P015000510	Black Printer	0	0	0.0	0.0	100.00 %	654
KINGSWOOD REG HIGH	396 S MAIN ST	WOLFEBORO	BIZ3301P	A63P015000511	Black Printer	0	0	0.0	0.0	100.00 %	286
KINGSWOOD REG HIGH	396 S MAIN ST	WOLFEBORO	BIZ3301P	A63P015000512	Black Printer	0	0	0.0	0.0	100.00 %	206
TUFTONBORO CENTRAL	205 MIDDLE RD	CENTER TUFTONBORO	BIZ3301P	A63P015000513	Black Printer	0	0	0.0	0.0	100.00 %	192
KINGSWOOD REG MIDDLE	404 S MAIN ST	WOLFEBORO	BIZ3301P	A63P015000514	Black Printer	0	0	0.0	0.0	100.00 %	82
KINGSWOOD REG HIGH	396 S MAIN ST	WOLFEBORO	BIZ3301P	A63P015000515	Black Printer	0	0	0.0	0.0	100.00 %	250
KINGSWOOD REG HIGH	396 S MAIN ST	WOLFEBORO	BIZ3301P	A63P015000516	Black Printer	0	0	0.0	0.0	100.00 %	403
KINGSWOOD REG HIGH	396 S MAIN ST	WOLFEBORO	BIZ3301P	A63P015000517	Black Printer	0	0	0.0	0.0	100.00 %	259
KINGSWOOD REG MIDDLE	404 S MAIN ST	WOLFEBORO	BIZ3301P	A63P015000518	Black Printer	0	0	0.0	0.0	100.00 %	48
KINGSWOOD REG MIDDLE	404 S MAIN ST	WOLFEBORO	BIZ3301P	A63P015000519	Black Printer	0	0	0.0	0.0	100.00 %	149
ART CENTER	396R S MAIN ST	WOLFEBORO	BIZ3301P	A63P015000520	Black Printer	0	0	0.0	0.0	100.00 %	51
KINGSWOOD REG HIGH	396 S MAIN ST	WOLFEBORO	BIZ3301P	A63P015000521	Black Printer	0	0	0.0	0.0	100.00 %	404
KINGSWOOD REG HIGH	396 S MAIN ST	WOLFEBORO	BIZ3301P	A63P015000523	Black Printer	0	0	0.0	0.0	100.00 %	429
KINGSWOOD REG HIGH	396 S MAIN ST	WOLFEBORO	BIZ3301P	A63P015000524	Black Printer	0	0	0.0	0.0	100.00 %	200
KINGSWOOD REG HIGH	396 S MAIN ST	WOLFEBORO	BIZ3301P	A63P015000525	Black Printer	0	0	0.0	0.0	100.00 %	355
SAU 49 DISTRICT BLDG	140 PINEHILL RD	WOLFEBORO	BIZ3301P	A63P015000526	Black Printer	1	4,627	3.8	4.3	99.81 %	519
KINGSWOOD REG HIGH	396 S MAIN ST	WOLFEBORO	BIZ3301P	A63P015000527	Black Printer	0	0	0.0	0.0	100.00 %	134
KINGSWOOD REG HIGH	396 S MAIN ST	WOLFEBORO	BIZ3301P	A63P015000528	Black Printer	0	0	0.0	0.0	100.00 %	59
KINGSWOOD REG HIGH	396 S MAIN ST	WOLFEBORO	BIZ3301P	A63P015000529	Black Printer	0	0	0.0	0.0	100.00 %	533
KINGSWOOD REG HIGH	396 S MAIN ST	WOLFEBORO	BIZ3301P	A63P015000530	Black Printer	0	0	0.0	0.0	100.00 %	467
KINGSWOOD REG HIGH	396 S MAIN ST	WOLFEBORO	BIZ3301P	A63P015000531	Black Printer	0	0	0.0	0.0	100.00 %	364
KINGSWOOD REG HIGH	396 S MAIN ST	WOLFEBORO	BIZ3301P	A63P015000534	Black Printer	0	0	0.0	0.0	100.00 %	124
KINGSWOOD REG HIGH	396 S MAIN ST	WOLFEBORO	BIZ3301P	A63P015000536	Black Printer	0	0	0.0	0.0	100.00 %	40

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
ART CENTER	396R S MAIN ST	WOLFEBORO	BIZ3301P	A63P015000537	Black Printer	0	0	0.0	0.0	100.00 %	39
CRESCENT LAKE ELEM	75 MCMANUS RD	WOLFEBORO	BIZ3301P	A63P015000583	Black Printer	0	0	0.0	0.0	100.00 %	90
EFFINGHAM ELEM	6 PARTRIDGE COVE RD	EFFINGHAM	BIZ3301P	A63P015000585	Black Printer	0	0	0.0	0.0	100.00 %	198
KINGSWOOD REG HIGH	396 S MAIN ST	WOLFEBORO	BIZ3301P	A63P015000626	Black Printer	0	0	0.0	0.0	100.00 %	158
TOTALS & AVERAGES FOR MODEL			BIZ3301P		Black Printer	7	7,315	4.4	25.5	99.99 %	231
KINGSWOOD REG HIGH	396 S MAIN ST	WOLFEBORO	BIZ4020	A6WD011004951	Black Laser MFP	1	37,261	11.2	11.9	99.47 %	1,987
TOTALS & AVERAGES FOR MODEL			BIZ4020		Black Laser MFP	1	37,261	11.2	11.9	99.47 %	1,987
SAU 49 DISTRICT BLDG	140 PINE HILL RD	WOLFEBORO	BIZ454E	A61E011025077	Black Photocopier	0	0	0.0	0.0	100.00 %	2,467
LAKES REGION TECH	384 S MAIN ST	WOLFEBORO	BIZ454E	A61E011025092	Black Photocopier	1	19,594	0.0	0.0	100.00 %	1,396
TUFTONBORO CENTRAL	205 MIDDLE RD	CENTER TUFTONBORO	BIZ454E	A61E011025110	Black Photocopier	0	0	0.0	0.0	100.00 %	3,215
TOTALS & AVERAGES FOR MODEL			BIZ454E		Black Photocopier	1	19,594	0.0	0.0	100.00 %	2,359
SAU 49 DISTRICT BLDG	140 PINE HILL RD	WOLFEBORO	BIZ4700P	A63N011014782	Black Printer	0	0	0.0	0.0	100.00 %	575
KINGSWOOD REG MIDDLE	404 S MAIN ST	WOLFEBORO	BIZ4700P	A63N011014863	Black Printer	0	0	0.0	0.0	100.00 %	50
KINGSWOOD REG HIGH	396 S MAIN ST	WOLFEBORO	BIZ4700P	A63N011014867	Black Printer	0	0	0.0	0.0	100.00 %	1,475
KINGSWOOD REG HIGH	396 S MAIN ST	WOLFEBORO	BIZ4700P	A63N011014868	Black Printer	0	0	0.0	0.0	100.00 %	286
OSSIPEE CENTRAL	68 MAIN ST	CENTER OSSIPEE	BIZ4700P	A63N011014869	Black Printer	0	0	0.0	0.0	100.00 %	296
ART CENTER	396R S MAIN ST	WOLFEBORO	BIZ4700P	A63N011014870	Black Printer	0	0	0.0	0.0	100.00 %	637
KINGSWOOD REG HIGH	396 S MAIN ST	WOLFEBORO	BIZ4700P	A63N011014871	Black Printer	0	0	0.0	0.0	100.00 %	2,033
SAU 49 DISTRICT BLDG	140 PINE HILL RD	WOLFEBORO	BIZ4700P	A63N011014872	Black Printer	0	0	0.0	0.0	100.00 %	165
KINGSWOOD REG HIGH	396 S MAIN ST	WOLFEBORO	BIZ4700P	A63N011014873	Black Printer	0	0	0.0	0.0	100.00 %	948
SAU 49 DISTRICT BLDG	140 PINE HILL RD	WOLFEBORO	BIZ4700P	A63N011014875	Black Printer	2	24,335	3.4	8.2	99.64 %	3,577
KINGSWOOD REG MIDDLE	404 S MAIN ST	WOLFEBORO	BIZ4700P	A63N011014876	Black Printer	0	0	0.0	0.0	100.00 %	650
KINGSWOOD REG HIGH	396 S MAIN ST	WOLFEBORO	BIZ4700P	A63N011014877	Black Printer	0	0	0.0	0.0	100.00 %	711
TOTALS & AVERAGES FOR MODEL			BIZ4700P		Black Printer	2	24,335	3.4	8.2	99.97 %	950
SAU 49 DISTRICT BLDG	140 PINE HILL RD	WOLFEBORO	BIZ552	A2WV011007627	Black Photocopier	3	17,685	2.5	10.5	99.53 %	4,400
TOTALS & AVERAGES FOR MODEL			BIZ552		Black Photocopier	3	17,685	2.5	10.5	99.53 %	4,400
KINGSWOOD REG HIGH	396 S MAIN ST	WOLFEBORO	BIZ754	A55V011000202	Black Photocopier	2	162,041	5.5	13.5	99.40 %	12,484
KINGSWOOD REG MIDDLE	404 S MAIN ST	WOLFEBORO	BIZ754	A55V011000267	Black Photocopier	2	51,120	4.8	6.2	99.73 %	9,996
KINGSWOOD REG HIGH	396 S MAIN ST	WOLFEBORO	BIZ754	A55V011000609	Black Photocopier	5	15,260	3.6	18.0	99.20 %	6,469
CRESCENT LAKE ELEM	75 MCMANUS RD	WOLFEBORO	BIZ754	A55V011000632	Black Photocopier	7	37,842	2.2	25.5	98.87 %	37,279
KINGSWOOD REG HIGH	396 S MAIN ST	WOLFEBORO	BIZ754	A55V011000913	Black Photocopier	1	123,581	1.7	2.9	99.87 %	11,836
EFFINGHAM ELEM	6 PARTRIDGE COVE RD	EFFINGHAM	BIZ754	A55V011000914	Black Photocopier	7	18,525	4.2	24.7	98.90 %	10,195
NEW DURHAM ELEM	7 OLD BAY RD	NEW DURHAM	BIZ754	A55V011000915	Black Photocopier	9	17,677	5.0	51.4	97.72 %	8,828
TOTALS & AVERAGES FOR MODEL			BIZ754		Black Photocopier	33	60,864	3.8	142.1	99.10 %	13,870
KINGSWOOD REG HIGH	396 S MAIN ST	WOLFEBORO	C308	A7PY011011294	Color Photocopier	0	0	0.0	0.0	100.00 %	402
TOTALS & AVERAGES FOR MODEL			C308		Color Photocopier	0	0	0.0	0.0	100.00 %	402
KINGSWOOD REG HIGH	396 S MAIN ST	WOLFEBORO	C3100P	A6DR012104170	Color Printer	0	0	0.0	0.0	100.00 %	90
KINGSWOOD REG HIGH	396 S MAIN ST	WOLFEBORO	C3100P	A6DR012104192	Color Printer	0	0	0.0	0.0	100.00 %	384
KINGSWOOD REG HIGH	396 S MAIN ST	WOLFEBORO	C3100P	A6DR012104194	Color Printer	0	0	0.0	0.0	100.00 %	485
EFFINGHAM ELEM	6 PARTRIDGE COVE RD	EFFINGHAM	C3100P	A6DR012104198	Color Printer	3	10,618	0.0	0.0	100.00 %	1,825
KINGSWOOD REG HIGH	396 S MAIN ST	WOLFEBORO	C3100P	A6DR012104200	Color Printer	0	0	0.0	0.0	100.00 %	291
KINGSWOOD REG HIGH	396 S MAIN ST	WOLFEBORO	C3100P	A6DR012104204	Color Printer	0	0	0.0	0.0	100.00 %	311
KINGSWOOD REG HIGH	396 S MAIN ST	WOLFEBORO	C3100P	A6DR012104205	Color Printer	0	0	0.0	0.0	100.00 %	587
KINGSWOOD REG HIGH	396 S MAIN ST	WOLFEBORO	C3100P	A6DR012104206	Color Printer	0	0	0.0	0.0	100.00 %	169
KINGSWOOD REG HIGH	396 S MAIN ST	WOLFEBORO	C3100P	A6DR012104207	Color Printer	0	0	0.0	0.0	100.00 %	160
KINGSWOOD REG HIGH	396 S MAIN ST	WOLFEBORO	C3100P	A6DR012104209	Color Printer	0	0	0.0	0.0	100.00 %	153
CRESCENT LAKE ELEM	75 MCMANUS RD	WOLFEBORO	C3100P	A6DR012104210	Color Printer	0	0	0.0	0.0	100.00 %	639
KINGSWOOD REG HIGH	396 S MAIN ST	WOLFEBORO	C3100P	A6DR012104223	Color Printer	0	0	0.0	0.0	100.00 %	180
KINGSWOOD REG HIGH	396 S MAIN ST	WOLFEBORO	C3100P	A6DR012104224	Color Printer	0	0	0.0	0.0	100.00 %	134
KINGSWOOD REG HIGH	396 S MAIN ST	WOLFEBORO	C3100P	A6DR012104228	Color Printer	0	0	0.0	0.0	100.00 %	172
EFFINGHAM ELEM	6 PARTRIDGE COVE RD	EFFINGHAM	C3100P	A6DR012104229	Color Printer	0	0	0.0	0.0	100.00 %	198
KINGSWOOD REG HIGH	396 S MAIN ST	WOLFEBORO	C3100P	A6DR012104231	Color Printer	0	0	0.0	0.0	100.00 %	281
KINGSWOOD REG HIGH	396 S MAIN ST	WOLFEBORO	C3100P	A6DR012104232	Color Printer	0	0	0.0	0.0	100.00 %	88
CARPENTER ELEM	102 S MAIN ST	WOLFEBORO	C3100P	A6DR012104272	Color Printer	2	14,102	1.9	2.5	99.89 %	1,293
CRESCENT LAKE ELEM	75 MCMANUS RD	WOLFEBORO	C3100P	A6DR012104280	Color Printer	2	23,122	4.0	5.3	99.77 %	1,474
KINGSWOOD REG HIGH	396 S MAIN ST	WOLFEBORO	C3100P	A6DR012104281	Color Printer	0	0	0.0	0.0	100.00 %	156
KINGSWOOD REG HIGH	396 S MAIN ST	WOLFEBORO	C3100P	A6DR012104285	Color Printer	0	0	0.0	0.0	100.00 %	283
EFFINGHAM ELEM	6 PARTRIDGE COVE RD	EFFINGHAM	C3100P	A6DR012104288	Color Printer	0	0	0.0	0.0	100.00 %	181

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
CRESCENT LAKE ELEM	75 MCMANUS RD	WOLFEBORO	C3100P	A6DR012104294	Color Printer	5	7,477	3.8	18.9	99.16 %	1,747
KINGSWOOD REG HIGH	396 S MAIN ST	WOLFEBORO	C3100P	A6DR012104296	Color Printer	0	0	0.0	0.0	100.00 %	250
KINGSWOOD REG HIGH	396 S MAIN ST	WOLFEBORO	C3100P	A6DR012104297	Color Printer	0	0	0.0	0.0	100.00 %	115
KINGSWOOD REG HIGH	396 S MAIN ST	WOLFEBORO	C3100P	A6DR012104298	Color Printer	0	0	0.0	0.0	100.00 %	810
EFFINGHAM ELEM	6 PARTRIDGE COVE RD	EFFINGHAM	C3100P	A6DR012104299	Color Printer	0	0	0.0	0.0	100.00 %	256
EFFINGHAM ELEM	6 PARTRIDGE COVE RD	EFFINGHAM	C3100P	A6DR012104300	Color Printer	0	0	0.0	0.0	100.00 %	73
KINGSWOOD REG HIGH	396 S MAIN ST	WOLFEBORO	C3100P	A6DR012104301	Color Printer	1	2,091	8.0	8.7	99.61 %	275
EFFINGHAM ELEM	6 PARTRIDGE COVE RD	EFFINGHAM	C3100P	A6DR012104302	Color Printer	1	1,866	0.0	0.0	100.00 %	600
KINGSWOOD REG HIGH	396 S MAIN ST	WOLFEBORO	C3100P	A6DR012104303	Color Printer	0	0	0.0	0.0	100.00 %	190
CRESCENT LAKE ELEM	75 MCMANUS RD	WOLFEBORO	C3100P	A6DR012104310	Color Printer	0	0	0.0	0.0	100.00 %	642
CARPENTER ELEM	102 S MAIN ST	WOLFEBORO	C3100P	A6DR012104338	Color Printer	0	0	0.0	0.0	100.00 %	1,221
CRESCENT LAKE ELEM	75 MCMANUS RD	WOLFEBORO	C3100P	A6DR012104347	Color Printer	1	2,407	0.2	0.4	99.98 %	183
CARPENTER ELEM	102 S MAIN ST	WOLFEBORO	C3100P	A6DR012104348	Color Printer	0	0	0.0	0.0	100.00 %	550
CARPENTER ELEM	102 S MAIN ST	WOLFEBORO	C3100P	A6DR012104352	Color Printer	3	10,204	3.7	13.2	99.41 %	2,273
CARPENTER ELEM	102 S MAIN ST	WOLFEBORO	C3100P	A6DR012104353	Color Printer	0	0	0.0	0.0	100.00 %	10
CARPENTER ELEM	102 S MAIN ST	WOLFEBORO	C3100P	A6DR012104357	Color Printer	0	0	0.0	0.0	100.00 %	913
CARPENTER ELEM	102 S MAIN ST	WOLFEBORO	C3100P	A6DR012104360	Color Printer	0	0	0.0	0.0	100.00 %	161
KINGSWOOD REG HIGH	396 S MAIN ST	WOLFEBORO	C3100P	A6DR012104912	Color Printer	0	0	0.0	0.0	100.00 %	503
KINGSWOOD REG HIGH	396 S MAIN ST	WOLFEBORO	C3100P	A6DR012105121	Color Printer	0	0	0.0	0.0	100.00 %	263
ART CENTER	396R S MAIN ST	WOLFEBORO	C3100P	A6DR012105202	Color Printer	0	0	0.0	0.0	100.00 %	577
KINGSWOOD REG HIGH	396 S MAIN ST	WOLFEBORO	C3100P	A6DR012105214	Color Printer	0	0	0.0	0.0	100.00 %	262
KINGSWOOD REG HIGH	396 S MAIN ST	WOLFEBORO	C3100P	A6DR012105228	Color Printer	0	0	0.0	0.0	100.00 %	91
KINGSWOOD REG HIGH	396 S MAIN ST	WOLFEBORO	C3100P	A6DR012105230	Color Printer	0	0	0.0	0.0	100.00 %	1,044
KINGSWOOD REG MIDDLE	404 S MAIN ST	WOLFEBORO	C3100P	A6DR012105231	Color Printer	0	0	0.0	0.0	100.00 %	356
LAKES REGION TECH	384 S MAIN ST	WOLFEBORO	C3100P	A6DR012105244	Color Printer	3	2,687	6.4	7.3	99.67 %	707
KINGSWOOD REG MIDDLE	404 S MAIN ST	WOLFEBORO	C3100P	A6DR012105245	Color Printer	0	0	0.0	0.0	100.00 %	341
KINGSWOOD REG MIDDLE	404 S MAIN ST	WOLFEBORO	C3100P	A6DR012105255	Color Printer	0	0	0.0	0.0	100.00 %	269
KINGSWOOD REG MIDDLE	404 S MAIN ST	WOLFEBORO	C3100P	A6DR012105257	Color Printer	0	0	0.0	0.0	100.00 %	100
KINGSWOOD REG MIDDLE	404 S MAIN ST	WOLFEBORO	C3100P	A6DR012105258	Color Printer	0	0	0.0	0.0	100.00 %	196
KINGSWOOD REG MIDDLE	404 S MAIN ST	WOLFEBORO	C3100P	A6DR012105259	Color Printer	0	0	0.0	0.0	100.00 %	159
KINGSWOOD REG MIDDLE	404 S MAIN ST	WOLFEBORO	C3100P	A6DR012105260	Color Printer	0	0	0.0	0.0	100.00 %	897
KINGSWOOD REG MIDDLE	404 S MAIN ST	WOLFEBORO	C3100P	A6DR012105262	Color Printer	0	0	0.0	0.0	100.00 %	179
KINGSWOOD REG HIGH	396 S MAIN ST	WOLFEBORO	C3100P	A6DR012105269	Color Printer	0	0	0.0	0.0	100.00 %	515
LAKES REGION TECH	384 S MAIN ST	WOLFEBORO	C3100P	A6DR012105272	Color Printer	0	0	0.0	0.0	100.00 %	238
KINGSWOOD REG MIDDLE	404 S MAIN ST	WOLFEBORO	C3100P	A6DR012105273	Color Printer	0	0	0.0	0.0	100.00 %	42
KINGSWOOD REG MIDDLE	404 S MAIN ST	WOLFEBORO	C3100P	A6DR012105274	Color Printer	0	0	0.0	0.0	100.00 %	174
KINGSWOOD REG MIDDLE	404 S MAIN ST	WOLFEBORO	C3100P	A6DR012105277	Color Printer	1	13,321	0.0	0.0	100.00 %	472
KINGSWOOD REG MIDDLE	404 S MAIN ST	WOLFEBORO	C3100P	A6DR012105278	Color Printer	0	0	0.0	0.0	100.00 %	386
LAKES REGION TECH	384 S MAIN ST	WOLFEBORO	C3100P	A6DR012105279	Color Printer	0	0	0.0	0.0	100.00 %	227
KINGSWOOD REG MIDDLE	404 S MAIN ST	WOLFEBORO	C3100P	A6DR012105280	Color Printer	0	0	0.0	0.0	100.00 %	164
KINGSWOOD REG MIDDLE	404 S MAIN ST	WOLFEBORO	C3100P	A6DR012105281	Color Printer	0	0	0.0	0.0	100.00 %	147
KINGSWOOD REG MIDDLE	404 S MAIN ST	WOLFEBORO	C3100P	A6DR012105285	Color Printer	0	0	0.0	0.0	100.00 %	147
KINGSWOOD REG MIDDLE	404 S MAIN ST	WOLFEBORO	C3100P	A6DR012105309	Color Printer	0	0	0.0	0.0	100.00 %	264
KINGSWOOD REG MIDDLE	404 S MAIN ST	WOLFEBORO	C3100P	A6DR012105312	Color Printer	0	0	0.0	0.0	100.00 %	109
SAU 49 DISTRICT BLDG	140 PINE HILL RD	WOLFEBORO	C3100P	A6DR012105313	Color Printer	1	7,573	4.7	5.3	99.77 %	606
NEW DURHAM ELEM	7 OLD BAY RD	NEW DURHAM	C3100P	A6DR012105318	Color Printer	0	0	0.0	0.0	100.00 %	145
KINGSWOOD REG MIDDLE	404 S MAIN ST	WOLFEBORO	C3100P	A6DR012105320	Color Printer	0	0	0.0	0.0	100.00 %	526
KINGSWOOD REG MIDDLE	404 S MAIN ST	WOLFEBORO	C3100P	A6DR012105321	Color Printer	0	0	0.0	0.0	100.00 %	213
KINGSWOOD REG MIDDLE	404 S MAIN ST	WOLFEBORO	C3100P	A6DR012105322	Color Printer	1	1,791	4.2	4.7	99.79 %	92
KINGSWOOD REG MIDDLE	404 S MAIN ST	WOLFEBORO	C3100P	A6DR012105324	Color Printer	0	0	0.0	0.0	100.00 %	71
KINGSWOOD REG MIDDLE	404 S MAIN ST	WOLFEBORO	C3100P	A6DR012105325	Color Printer	0	0	0.0	0.0	100.00 %	166
KINGSWOOD REG MIDDLE	404 S MAIN ST	WOLFEBORO	C3100P	A6DR012105326	Color Printer	0	0	0.0	0.0	100.00 %	311
SAU 49 DISTRICT BLDG	140 PINE HILL RD	WOLFEBORO	C3100P	A6DR012105341	Color Printer	0	0	0.0	0.0	100.00 %	510
SAU 49 DISTRICT BLDG	140 PINE HILL RD	WOLFEBORO	C3100P	A6DR012105342	Color Printer	0	0	0.0	0.0	100.00 %	465
SAU 49 DISTRICT BLDG	140 PINE HILL RD	WOLFEBORO	C3100P	A6DR012105343	Color Printer	0	0	0.0	0.0	100.00 %	1,429
SAU 49 DISTRICT BLDG	140 PINE HILL RD	WOLFEBORO	C3100P	A6DR012105346	Color Printer	0	0	0.0	0.0	100.00 %	517
SAU 49 DISTRICT BLDG	140 PINE HILL RD	WOLFEBORO	C3100P	A6DR012105349	Color Printer	1	0	0.0	0.1	99.99 %	1,482
MIDDLETON ELEM	116 KINGS HWY	MIDDLETON	C3100P	A6DR012105350	Color Printer	0	0	0.0	0.0	100.00 %	138
LAKES REGION TECH	384 S MAIN ST	WOLFEBORO	C3100P	A6DR012105351	Color Printer	2	10,937	3.6	8.5	99.62 %	1,207
LAKES REGION TECH	384 S MAIN ST	WOLFEBORO	C3100P	A6DR012105352	Color Printer	0	0	0.0	0.0	100.00 %	243
SAU 49 DISTRICT BLDG	140 PINE HILL RD	WOLFEBORO	C3100P	A6DR012105355	Color Printer	1	2,196	8.1	8.8	99.61 %	165

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
MIDDLETON ELEM	116 KINGS HWY	NEW DURHAM	C3100P	A6DR012105356	Color Printer	0	0	0.0	0.0	100.00%	94
OSSIPEE CENTRAL	68 MAIN ST	CENTER OSSIPEE	C3100P	A6DR012105361	Color Printer	0	0	0.0	0.0	100.00%	1,058
NEW DURHAM ELEM	7 OLD BAY RD	NEW DURHAM	C3100P	A6DR012105373	Color Printer	0	0	0.0	0.0	100.00%	133
NEW DURHAM ELEM	7 OLD BAY RD	NEW DURHAM	C3100P	A6DR012105379	Color Printer	0	0	0.0	0.0	100.00%	102
NEW DURHAM ELEM	7 OLD BAY RD	NEW DURHAM	C3100P	A6DR012105380	Color Printer	0	0	0.0	0.0	100.00%	191
TUFTONBORO CENTRAL	205 MIDDLE RD	CENTER TUFTONBORO	C3100P	A6DR012105381	Color Printer	0	0	0.0	0.0	100.00%	781
OSSIPEE CENTRAL	68 MAIN ST	CENTER OSSIPEE	C3100P	A6DR012105384	Color Printer	3	5,884	4.3	9.2	99.59%	1,633
TUFTONBORO CENTRAL	205 MIDDLE RD	CENTER TUFTONBORO	C3100P	A6DR012105385	Color Printer	3	18,900	0.0	0.1	99.99%	978
OSSIPEE CENTRAL	68 MAIN ST	CENTER OSSIPEE	C3100P	A6DR012105388	Color Printer	0	0	0.0	0.0	100.00%	723
TUFTONBORO CENTRAL	205 MIDDLE RD	CENTER TUFTONBORO	C3100P	A6DR012105394	Color Printer	0	0	0.0	0.0	100.00%	548
NEW DURHAM ELEM	7 OLD BAY RD	NEW DURHAM	C3100P	A6DR012105395	Color Printer	0	0	0.0	0.0	100.00%	370
LAKES REGION TECH	384 S MAIN ST	WOLFEBORO	C3100P	A6DR012105399	Color Printer	1	13,514	0.0	0.0	100.00%	735
OSSIPEE CENTRAL	68 MAIN ST	CENTER OSSIPEE	C3100P	A6DR012105407	Color Printer	2	13,661	5.2	11.6	99.49%	1,851
LAKES REGION TECH	384 S MAIN ST	WOLFEBORO	C3100P	A6DR012105408	Color Printer	2	6,851	0.0	0.0	100.00%	419
OSSIPEE CENTRAL	68 MAIN ST	CENTER OSSIPEE	C3100P	A6DR012105410	Color Printer	0	0	0.0	0.0	100.00%	27
LAKES REGION TECH	384 S MAIN ST	WOLFEBORO	C3100P	A6DR012105413	Color Printer	0	0	0.0	0.0	100.00%	21
OSSIPEE CENTRAL	68 MAIN ST	CENTER OSSIPEE	C3100P	A6DR012105414	Color Printer	0	0	0.0	0.0	100.00%	107
OSSIPEE CENTRAL	68 MAIN ST	CENTER OSSIPEE	C3100P	A6DR012105415	Color Printer	1	2,674	0.0	0.0	100.00%	259
OSSIPEE CENTRAL	68 MAIN ST	CENTER OSSIPEE	C3100P	A6DR012105416	Color Printer	0	0	0.0	0.0	100.00%	879
OSSIPEE CENTRAL	68 MAIN ST	CENTER OSSIPEE	C3100P	A6DR012105421	Color Printer	1	10,546	3.9	4.4	99.80%	212
OSSIPEE CENTRAL	68 MAIN ST	CENTER OSSIPEE	C3100P	A6DR012105424	Color Printer	0	0	0.0	0.0	100.00%	247
OSSIPEE CENTRAL	68 MAIN ST	CENTER OSSIPEE	C3100P	A6DR012105425	Color Printer	0	0	0.0	0.0	100.00%	110
OSSIPEE CENTRAL	68 MAIN ST	CENTER OSSIPEE	C3100P	A6DR012105427	Color Printer	1	3,056	3.2	4.6	99.80%	709
TOTALS & AVERAGES FOR MODEL			C3100P		Color Printer	42	8,431	3.3	113.5	99.95%	463
CARPENTER ELEM	102 S MAIN ST	WOLFEBORO	C3110	A6DT012100491	Color Laser MFP	0	0	0.0	0.0	100.00%	205
KINGSWOOD REG HIGH	396 S MAIN ST	WOLFEBORO	C3110	A6DT012101458	Color Laser MFP	1	1,532	0.0	0.0	100.00%	67
KINGSWOOD REG HIGH	396 S MAIN ST	WOLFEBORO	C3110	A6DT012102683	Color Laser MFP	0	0	0.0	0.0	100.00%	38
TOTALS & AVERAGES FOR MODEL			C3110		Color Laser MFP	1	511	0.0	0.0	100.00%	103
KINGSWOOD REG HIGH	396 S MAIN ST	WOLFEBORO	C3350	A4Y4011014026	Color Laser MFP	2	18,021	0.0	0.0	100.00%	969
KINGSWOOD REG MIDDLE	404 S MAIN ST	WOLFEBORO	C3350	A4Y4011014059	Color Laser MFP	0	0	0.0	0.0	100.00%	157
ART CENTER	396R S MAIN ST	WOLFEBORO	C3350	A4Y4011014121	Color Laser MFP	0	0	0.0	0.0	100.00%	337
LAKES REGION TECH	384 S MAIN ST	WOLFEBORO	C3350	A4Y4011014178	Color Laser MFP	1	12,968	0.0	0.0	100.00%	827
TOTALS & AVERAGES FOR MODEL			C3350		Color Laser MFP	3	7,747	0.0	0.0	100.00%	573
LAKES REGION TECH	384 S MAIN ST	WOLFEBORO	C454E	A5C0011000536	Color Photocopier	1	63,229	8.8	9	99.58%	1,341
KINGSWOOD REG HIGH	396 S MAIN ST	WOLFEBORO	C454E	A5C0011000596	Color Photocopier	1	0	0.0	0	100.00%	864
CRESCENT LAKE ELEM	75 MCMANUS RD	WOLFEBORO	C454E	A5C0011000611	Color Photocopier	1	79,903	0.7	1	99.96%	2,401
TOTALS & AVERAGES FOR MODEL			C454E		Color Photocopier	3	47,711	4.8	10	99.85%	1,535
EFFINGHAM ELEM	6 PARTRIDGE COVE RD	EFFINGHAM	C458	A79M011000383	Color Photocopier	1	177,824	2.8	3	99.85%	8,672
LAKES REGION TECH	384 S MAIN ST	WOLFEBORO	C458	A79M011000395	Color Photocopier	3	45,637	4.6	12	99.48%	12,569
CRESCENT LAKE ELEM	75 MCMANUS RD	WOLFEBORO	C458	A79M011000435	Color Photocopier	4	41,854	2.1	7	99.68%	9,545
TOTALS & AVERAGES FOR MODEL			C458		Color Photocopier	8	88,438	3.2	22.0	99.67%	10,262
SAU 49 DISTRICT BLDG	140 PINE HILL RD	WOLFEBORO FALLS	C554E	A5AY011000577	Color Photocopier	1	30,567	1.1	1.9	99.91%	6,887
CARPENTER ELEM	102 S MAIN ST	WOLFEBORO	C554E	A5AY011000594	Color Photocopier	3	33,861	5.2	6	99.72%	24,109
KINGSWOOD REG HIGH	396 S MAIN ST	WOLFEBORO	C554E	A5AY011000693	Color Photocopier	1	100,417	2.4	5	99.76%	8,233
TOTALS & AVERAGES FOR MODEL			C554E		Color Photocopier	5	54,948	2.9	14	99.80%	13,076
KINGSWOOD REG MIDDLE	404 S MAIN ST	WOLFEBORO	C654E	A2X1017016661	Color Photocopier	2	55,675	3.9	10	99.56%	18,644
OSSIPEE CENTRAL	68 MAIN ST	CENTER OSSIPEE	C654E	A2X1017017736	Color Photocopier	2	163,317	7.0	15	99.32%	19,638
TUFTONBORO CENTRAL	205 MIDDLE RD	CENTER TUFTONBORO	C654E	A2X1017017763	Color Photocopier	1	267,633	6.3	7	99.69%	19,147
NEW DURHAM ELEM	7 OLD BAY RD	NEW DURHAM	C654E	A2X1017017783	Color Photocopier	4	114,071	3.1	16	99.27%	21,287
MIDDLETON ELEM	116 KINGS HWY	MIDDLETON	C654E	A2X1017017792	Color Photocopier	1	211,990	4.2	6	99.73%	11,005
TOTALS & AVERAGES FOR MODEL			C654E		Color Photocopier	10	162,537	4.9	54	99.52%	17,944
KINGSWOOD REG HIGH	396 S MAIN ST	WOLFEBORO	PRO958	A796011000249	Black Photocopier	5	155,721	4.7	28	98.77%	51,991
KINGSWOOD REG HIGH	396 S MAIN ST	WOLFEBORO	PRO958	A796011000285	Black Photocopier	3	281,495	4.8	17.4	99.23%	63,623
KINGSWOOD REG MIDDLE	404 S MAIN ST	WOLFEBORO	PRO958	A796011000302	Black Photocopier	3	107,044	1.0	2.1	99.91%	21,360
CARPENTER ELEM	102 S MAIN ST	WOLFEBORO	PRO958	A796011000303	Black Photocopier	14	26,916	4.5	62	97.23%	19,881
CARPENTER ELEM	102 S MAIN ST	WOLFEBORO	PRO958	A796011000304	Black Photocopier	1	164,882	6.7	8	99.66%	16,355
OSSIPEE CENTRAL	68 MAIN ST	CENTER OSSIPEE	PRO958	A796011000337	Black Photocopier	3	99,846	2.8	11	99.52%	17,929
OSSIPEE CENTRAL	68 MAIN ST	CENTER OSSIPEE	PRO958	A796011000345	Black Photocopier	7	45,985	4.7	34	98.48%	26,667

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
MIDDLETON ELEM	116 KINGS HWY	MIDDLETON	PRO958	A796011000346	Black Photocopier	4	42,679	2.5	6	99.74%	11,546
TOTALS & AVERAGES FOR MODEL			PRO958		Black Photocopier	40	115,571	4.0	168	99.07%	28,669
TOTALS & AVERAGES						162	37,824	4.1	616.2	99.74%	6,079

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

A6WP011006339, BH3320. This MFP had a high down time in comparison to the 2 service calls. The two calls occurred within a day of each other, with the second call requiring the ordering and installation of an image unit.

A55V011000915, BH754. This black photocopier had 6 service calls for error codes related to electrical issues. Two were resolved with firmware updates; the others required resetting of electrical components. These were spaced out between October 2017 and April 2018. Prior to that, two paper jams occurred and one error code regarding the waste toner bottle. There have been no additional calls on this copier since April of 2018. However, we will continue to monitor this copier.

A6WD011004951, BH4020. This MFP had a very long down time for only one service call due to a toner spill by the client that took time for the technician to clean up over the course of 2 business days.

A6DR012104294, BHC3100. This printer started out with a printer controller issue that was resolved with user training. Since then, issues were the need to replace the drum cartridge, Toner Supply Unit, electrical components, and 2 issues for noise, which were resolved with the waste toner bottle replacement and later the clutch and fusing unit. No additional calls were placed on this copier since 9/27/18.

A6DR012105355, BHC3100 printer. Longer down time due to the call coming in before work hours at KMBS; call was completed by end of day.

A796011000303, BH958. This unit is a high-volume copier and will often have a number of service calls; however, since this copier had a higher number than others, we looked into the service history of the machine. From July 1, 2017 to January 31, 2019, this unit had 4 jams cleared in the Finisher, 2 in the document feeder, and 1 in the paper tray. Parts were replaced on some of the calls. There were 6 calls for error codes, 3 for the fusing unit and 3 for the Image Reading unit. Parts were replaced on some of those calls as well. One call was for copy quality, where the technician did a PM. We will continue to monitor this unit.