



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

Customer Service History Report

Status of Data	3/1/2019
Sold To Month (MM/YYYY)	NHSAU 57 JUL 2017 - JUNE 2018

SPC Evaluation Report

Average response time at 4.2 hours is close to the average required response time of 4 hours outlined in your contract. Uptime is reasonable at 99.6% but total down time is quite high for some individual machines. This is typically due to the need to order parts that may take several days to come in. The number of service calls for the number of machines in your fleet is quite good. There are only four machines that have more than 5 service calls, which are highlighted in yellow in the table below. Explanations for each are in the yellow box below the table. SPC will monitor those machines to see if there are any consistent issues that might lead to the need for an early replacement.

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
FISK ELEMENTARY	14 MAIN ST	SALEM	BIZ3300P	A63P011000097	Black Printer	0	0	0.0	0.0	100.00 %	565
WOODBURY MIDDLE	206 MAIN ST	SALEM	BIZ3300P	A63P011000113	Black Printer	0	0	0.0	0.0	100.00 %	411
NORTH SALEM ELEM	140 ZION HILL RD	SALEM	BIZ3300P	A63P011000436	Black Printer	0	0	0.0	0.0	100.00 %	190
SALEM HIGH	44 GEREMONTY DR	SALEM	BIZ3300P	A63P011000460	Black Printer	1	5,651	8.0	9.2	99.59 %	121
SALEM HIGH	44 GEREMONTY DR	SALEM	BIZ3300P	A63P011000462	Black Printer	0	0	0.0	0.0	100.00 %	154
SALEM HIGH	44 GEREMONTY DR	SALEM	BIZ3300P	A63P011000463	Black Printer	0	0	0.0	0.0	100.00 %	106
BARRON ELEMENTARY	55 BUTLER ST	SALEM	BIZ3300P	A63P011000464	Black Printer	0	0	0.0	0.0	100.00 %	460
NORTH SALEM ELEM	140 ZION HILL RD	SALEM	BIZ3300P	A63P011000465	Black Printer	0	0	0.0	0.0	100.00 %	55
SALEM HIGH	44 GEREMONTY DR	SALEM	BIZ3300P	A63P011000468	Black Printer	1	0	0.1	19.0	91.48 %	41
LANCASTER ELEM	54 MILLVILLE ST	SALEM	BIZ3300P	A63P011000470	Black Printer	0	0	0.0	0.0	100.00 %	220
WOODBURY MIDDLE	206 MAIN ST	SALEM	BIZ3300P	A63P011000472	Black Printer	1	0	5.0	5.3	99.74 %	69
BARRON ELEMENTARY	55 BUTLER ST	SALEM	BIZ3300P	A63P011000473	Black Printer	0	0	0.0	0.0	100.00 %	104
SALEM HIGH	44 GEREMONTY DR	SALEM	BIZ3300P	A63P011000496	Black Printer	0	0	0.0	0.0	100.00 %	0
WOODBURY MIDDLE	206 MAIN ST	SALEM	BIZ3300P	A63P011000606	Black Printer	0	0	0.0	0.0	100.00 %	498
SALEM HIGH	44 GEREMONTY DR	SALEM	BIZ3300P	A63P011000619	Black Printer	0	0	0.0	0.0	100.00 %	305
SOULE ELEMENTARY	173 S POLICY ST	SALEM	BIZ3300P	A63P011000629	Black Printer	0	0	0.0	0.0	100.00 %	260
SOULE ELEMENTARY	173 S POLICY ST	SALEM	BIZ3300P	A63P0110003066	Black Printer	0	0	0.0	0.0	100.00 %	215
SUBTOTALS/AVERAGES			BIZ3300P		Black Printer	3	5,651	4.4	33.5	99.46 %	222
SALEM HIGH	44 GEREMONTY DR	SALEM	BIZ3301P	A63P015000012	Black Printer	5	0	6.1	13.2	99.11 %	268
SALEM HIGH	44 GEREMONTY DR	SALEM	BIZ3301P	A63P015000627	Black Printer	0	0	0.0	0.0	100.00 %	600
BARRON ELEMENTARY	55 BUTLER ST	SALEM	BIZ3301P	A63P015000732	Black Printer	2	27	9.2	10.9	99.35 %	232
SOULE ELEMENTARY	173 S POLICY ST	SALEM	BIZ3301P	A63P015001573	Black Printer	0	0	0.0	0.0	100.00 %	21
SUBTOTALS/AVERAGES			BIZ3301P		Black Printer	7	27	7.6	24.2	99.62 %	280
DISTRICT OFFICE	38 GEREMONTY DR	SALEM	BIZ4000P	A63R011002399	Black Printer	2	173,831	0.0	0.0	100.00 %	2,185
SALEM HIGH	44 GEREMONTY DR	SALEM	BIZ4000P	A63R011002417	Black Printer	0	0	0.0	0.0	100.00 %	207
SALEM HIGH	44 GEREMONTY DR	SALEM	BIZ4000P	A63R011002420	Black Printer	0	0	0.0	0.0	100.00 %	0
FISK ELEMENTARY	14 MAIN ST	SALEM	BIZ4000P	A63R011002426	Black Printer	1	70,748	0.0	0.0	100.00 %	155
WOODBURY MIDDLE	206 MAIN ST	SALEM	BIZ4000P	A63R011002452	Black Printer	1	0	3.2	4.3	99.81 %	380
SUBTOTALS/AVERAGES			BIZ4000P		Black Printer	4	122,290	3.2	4.3	99.96 %	585
SALEM HIGH	44 GEREMONTY DR	SALEM	BIZ4020	A6WD011005175	Black Laser MFP	0	0	0.0	0.0	100.00 %	0
LANCASTER ELEM	54 MILLVILLE ST	SALEM	BIZ4020	A6WD011006454	Black Laser MFP	0	0	0.0	0.0	100.00 %	485
SALEM HIGH	44 GEREMONTY DR	SALEM	BIZ4020	A6WD011007754	Black Laser MFP	2	0	7.6	112.3	91.46 %	701
WOODBURY MIDDLE	206 MAIN ST	SALEM	BIZ4020	A6WD011007763	Black Laser MFP	0	0	0.0	0.0	100.00 %	1,685
WOODBURY MIDDLE	206 MAIN ST	SALEM	BIZ4020	A6WD011007764	Black Laser MFP	1	0	0.0	0.1	99.99 %	691
WOODBURY MIDDLE	206 MAIN ST	SALEM	BIZ4020	A6WD011007794	Black Laser MFP	1	0	0.0	0.2	99.99 %	286
SUBTOTALS/AVERAGES			BIZ4020		Black Laser MFP	4	0	2.5	112.6	98.57 %	641
SALEM HIGH	44 GEREMONTY DR	SALEM	BIZ454E	A61E011000257	Black Photocopier	3	75,205	7.4	24.9	98.89 %	3,936
BARRON ELEMENTARY	55 BUTLER ST	SALEM	BIZ454E	A61E011000365	Black Photocopier	0	0	0.0	0.0	100.00 %	720
SOULE ELEMENTARY	173 S POLICY ST	SALEM	BIZ454E	A61E011000376	Black Photocopier	1	0	19.1	19.6	99.13 %	1,656
SUBTOTALS/AVERAGES			BIZ454E		Black Photocopier	4	75,025	13.2	44.5	99.34 %	2,104
FISK ELEMENTARY	14 MAIN ST	SALEM	BIZ458	A9HH011007207	Black Photocopier	0	0	0.0	0.0	100.00 %	7,171
SALEM HIGH	44 GEREMONTY DR	SALEM	BIZ458	A9HH011007212	Black Photocopier	0	0	0.0	0.0	100.00 %	538
SUBTOTALS/AVERAGES			BIZ458		Black Photocopier	0	0	0.0	0.0	100.00 %	3,855
WOODBURY MIDDLE	206 MAIN ST	SALEM	BIZ4700P	A63N011020773	Black Printer	2	0	0.3	0.4	99.98 %	419
WOODBURY MIDDLE	206 MAIN ST	SALEM	BIZ4700P	A63N011020783	Black Printer	0	0	0.0	0.0	100.00 %	232
DISTRICT OFFICE	38 GEREMONTY DR	SALEM	BIZ4700P	A63N011020785	Black Printer	2	0	0.4	4.2	99.75 %	793
WOODBURY MIDDLE	206 MAIN ST	SALEM	BIZ4700P	A63N011020794	Black Printer	2	0	12.9	13.8	99.18 %	620

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WOODBURY MIDDLE	206 MAIN ST	SALEM	BIZ4700P	A63N011020798	Black Printer	0	0	0.0	0.0	100.00 %	1,645
DISTRICT OFFICE	38 GEREMONTY DR	SALEM	BIZ4700P	A63N011020800	Black Printer	0	0	0.0	0.0	100.00 %	913
FISK ELEMENTARY	14 MAIN ST	SALEM	BIZ4700P	A63N011020803	Black Printer	0	0	0.0	0.0	100.00 %	172
NORTH SALEM ELEM	140 ZION HILL RD	SALEM	BIZ4700P	A63N011020805	Black Printer	0	0	0.0	0.0	100.00 %	1,679
SALEM HIGH	44 GEREMONTY DR	SALEM	BIZ4700P	A63N011020869	Black Printer	0	0	0.0	0.0	100.00 %	1
SALEM HIGH	44 GEREMONTY DR	SALEM	BIZ4700P	A63N011020906	Black Printer	0	0	0.0	0.0	100.00 %	2,337
SUBTOTALS/AVERAGES			BIZ4700P		Black Printer	6	0	4.5	18.4	99.89 %	881
BARRON ELEMENTARY	55 BUTLER ST	SALEM	BIZ654E	A5YN017014182	Black Photocopier	0	0	0.0	0.0	100.00 %	15,089
LANCASTER ELEM	54 MILLVILLE ST	SALEM	BIZ654E	A5YN017014234	Black Photocopier	0	0	0.0	0.0	100.00 %	9,683
LANCASTER ELEM	54 MILLVILLE ST	SALEM	BIZ654E	A5YN017014247	Black Photocopier	0	0	0.0	0.0	100.00 %	8,760
FISK ELEMENTARY	14 MAIN ST	SALEM	BIZ654E	A5YN017014269	Black Photocopier	1	154,933	5.0	6.0	99.60 %	14,643
BARRON ELEMENTARY	55 BUTLER ST	SALEM	BIZ654E	A5YN017014277	Black Photocopier	0	0	0.0	0.0	100.00 %	12,763
NORTH SALEM ELEM	140 ZION HILL RD	SALEM	BIZ654E	A5YN017014288	Black Photocopier	1	58,592	3.9	5.3	99.65 %	11,188
SUBTOTALS/AVERAGES			BIZ654E		Black Photocopier	2	106,763	4.5	11.2	99.87 %	12,021
SOULE ELEMENTARY	173 S POLICY ST	SALEM	BIZ754	A55V011000181	Black Photocopier	10	24,636	2.4	31.4	98.60 %	6,277
FISK ELEMENTARY	14 MAIN ST	SALEM	BIZ754E	A55V017000389	Black Photocopier	1	0	0.0	0.0	100.00 %	6,199
DISTRICT OFFICE	38 GEREMONTY DR	SALEM	BIZ754E	A55V017000395	Black Photocopier	1	108,625	0.0	0.0	100.00 %	4,458
SALEM HIGH	44 GEREMONTY DR	SALEM	BIZ754E	A55V017000412	Black Photocopier	1	0	8.4	9.6	99.53 %	24,649
SALEM HIGH	44 GEREMONTY DR	SALEM	BIZ754E	A55V017000413	Black Photocopier	5	0	3.5	16.6	99.26 %	21,468
SALEM HIGH	44 GEREMONTY DR	SALEM	BIZ754E	A55V017000420	Black Photocopier	3	144,283	3.9	14.7	99.35 %	7,812
SUBTOTALS/AVERAGES			BIZ754E		Black Photocopier	21	92,514	4.6	72.3	99.46 %	11,811
LANCASTER ELEM	54 MILLVILLE ST	SALEM	BIZ808	A8KN011004792	Black Photocopier	0	0	0.0	0.0	100.00 %	8,011
WOODBURY MIDDLE	206 MAIN ST	SALEM	BIZ808	A8KN011004840	Black Photocopier	0	0	0.0	0.0	100.00 %	25,561
WOODBURY MIDDLE	206 MAIN ST	SALEM	BIZ808	A8KN011004962	Black Photocopier	2	0	3.8	10.3	99.31 %	33,250
SUBTOTALS/AVERAGES			BIZ808		Black Photocopier	2	0	3.8	10.3	99.77 %	22,274
SALEM HIGH	44 GEREMONTY DR	SALEM	C2060	A85E011000649	Color Photocopier	1	0	6.2	8.2	99.45 %	1,883
SUBTOTALS/AVERAGES					Color Photocopier	1	0	6.2	8.2	99.45 %	1,883
SALEM HIGH	44 GEREMONTY DR	SALEM	C308	A7PY011021196	Color Photocopier	1	17,109	2.3	3.2	99.76 %	4,958
SALEM HIGH	44 GEREMONTY DR	SALEM	C308	A7PY011021233	Color Photocopier	0	0	0.0	0.0	100.00 %	9,684
SALEM HIGH	44 GEREMONTY DR	SALEM	C308	A7PY011021308	Color Photocopier	0	0	0.0	0.0	100.00 %	15
SALEM HIGH	44 GEREMONTY DR	SALEM	C308	A7PY011021780	Color Photocopier	0	0	0.0	0.0	100.00 %	1,863
SALEM HIGH	44 GEREMONTY DR	SALEM	C308	A7PY011021829	Color Photocopier	0	0	0.0	0.0	100.00 %	111
SALEM HIGH	44 GEREMONTY DR	SALEM	C308	A7PY011022193	Color Photocopier	0	0	0.0	0.0	100.00 %	433
WOODBURY MIDDLE	206 MAIN ST	SALEM	C308	A7PY011022196	Color Photocopier	0	0	0.0	0.0	100.00 %	7,071
SUBTOTALS/AVERAGES			C308		Color Photocopier	1	17,109	2.3	3.2	99.97 %	3,448
SALEM HIGH	44 GEREMONTY DR	SALEM	C3100P	A6DR012104750	Color Printer	1	0	0.0	0.0	100.00 %	1,372
SALEM HIGH	44 GEREMONTY DR	SALEM	C3100P	A6DR012104815	Color Printer	0	0	0.0	0.0	100.00 %	938
SALEM HIGH	44 GEREMONTY DR	SALEM	C3100P	A6DR012104820	Color Printer	0	0	0.0	0.0	100.00 %	210
SALEM HIGH	44 GEREMONTY DR	SALEM	C3100P	A6DR012104825	Color Printer	0	0	0.0	0.0	100.00 %	502
SALEM HIGH	44 GEREMONTY DR	SALEM	C3100P	A6DR012104828	Color Printer	0	0	0.0	0.0	100.00 %	61
SALEM HIGH	44 GEREMONTY DR	SALEM	C3100P	A6DR012104830	Color Printer	2	0	6.1	14.3	98.91 %	631
SALEM HIGH	44 GEREMONTY DR	SALEM	C3100P	A6DR012106446	Color Printer	1	0	3.4	5.1	99.61 %	1,714
SALEM HIGH	44 GEREMONTY DR	SALEM	C3100P	A6DR012106449	Color Printer	2	0	0.9	5.8	99.56 %	1,188
LANCASTER ELEM	54 MILLVILLE ST	SALEM	C3100P	A6DR012106451	Color Printer	0	0	0.0	0.0	100.00 %	418
WOODBURY MIDDLE	206 MAIN ST	SALEM	C3100P	A6DR012106468	Color Printer	0	0	0.0	0.0	100.00 %	46
SUBTOTALS/AVERAGES			C3100P		Color Printer	6	0	3.5	25.2	99.81 %	708
SALEM HIGH	44 GEREMONTY DR	SALEM	C3351	A92F011002742	Color Laser MFP	0	0	0.0	0.0	100.00 %	143
WOODBURY MIDDLE	206 MAIN ST	SALEM	C3351	A92F011002759	Color Laser MFP	3	18,159	3.5	15.6	98.96 %	3,144
SALEM HIGH	44 GEREMONTY DR	SALEM	C3351	A92F011003544	Color Laser MFP	3	5,753	1.9	4.8	99.68 %	1,232
DISTRICT OFFICE	38 GEREMONTY DR	SALEM	C3351	A92F011003684	Color Laser MFP	0	0	0.0	0.0	100.00 %	387
SUBTOTALS/AVERAGES			C3351		Color Laser MFP	6	14,024	2.7	20.4	99.66 %	1,277
SALEM HIGH	44 GEREMONTY DR	SALEM	C454E (TRADED)	A5C0011003255	Color Photocopier	1	0	1.1	2.3	99.90 %	2,254
FISK ELEMENTARY	14 MAIN ST	SALEM	C454E	A5C0011005978	Color Photocopier	0	0	0.0	0.0	100.00 %	4,041
SUBTOTALS/AVERAGES			C454E		Color Photocopier	1	0	1.1	2.3	99.95 %	3,148
BARRON ELEMENTARY	55 BUTLER ST	SALEM	C458	A79M011017110	Color Photocopier	0	0	0.0	0.0	100.00 %	2,742
SOULE ELEMENTARY	173 S POLICY ST	SALEM	C458	A79M011017385	Color Photocopier	0	0	0.0	0.0	100.00 %	2,955
SUBTOTALS/AVERAGES			C458		Color Photocopier	0	0	0.0	0.0	100.00 %	2,849
BARRON ELEMENTARY	55 BUTLER ST	SALEM	C654E	A2X1017002013	Color Photocopier	2	297,592	1.3	5.3	99.76 %	17,685
DISTRICT OFFICE	38 GEREMONTY DR	SALEM	C654E	A2X1017002022	Color Photocopier	2	2,208	8.1	20.2	99.10 %	4,704
SUBTOTALS/AVERAGES			C654E		Color Photocopier	4	149,900	4.7	25.6	99.43 %	11,195

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SALEM HIGH	44 GEREMONTY DR	SALEM	C658	A79J013001558	Color Photocopier	2	0	6.1	6.9	99.54 %	2,982
FISK ELEMENTARY	14 MAIN ST	SALEM	C658	A79J013001568	Color Photocopier	0	0	0.0	0.0	100.00 %	12,891
SALEM HIGH	44 GEREMONTY DR	SALEM	C658	A79J013001590	Color Photocopier	7	135,677	3.6	15.0	99.00 %	12,101
NORTH SALEM ELEM	140 ZION HILL RD	SALEM	C658	A79J013001606	Color Photocopier	2	214,872	4.0	10.0	99.33 %	22,639
SALEM HIGH	44 GEREMONTY DR	SALEM	C658	A79J013001614	Color Photocopier	2	0	0.5	1.4	99.90 %	690
SALEM HIGH	44 GEREMONTY DR	SALEM	C658	A79J013001618	Color Photocopier	4	403,886	10.6	23.1	98.45 %	33,563
SALEM HIGH	44 GEREMONTY DR	SALEM	C658	A79J013001640	Color Photocopier	6	0	3.6	10.1	99.23 %	27,658
LANCASTER ELEM	54 MILLVILLE ST	SALEM	C658	A79J013001650	Color Photocopier	2	0	4.8	6.4	99.57 %	18,362
SOULE ELEMENTARY	173 S POLICY ST	SALEM	C658	A79J013001653	Color Photocopier	4	179,644	3.8	11.1	99.26 %	8,744
	SUBTOTALS/AVERAGES		C658		Color Photocopier	29	233,520	4.6	84.0	99.36 %	15,514
WOODBURY MIDDLE	206 MAIN ST	SALEM	PRO958	A796011001169	Black Photocopier	4	47,908	13.9	59.0	96.05 %	15,838
SALEM HIGH	44 GEREMONTY DR	SALEM	PRO958	A796011001194	Black Photocopier	0	0	0.0	0.0	100.00 %	46,571
WOODBURY MIDDLE	206 MAIN ST	SALEM	PRO958	A796011001195	Black Photocopier	5	84,595	5.4	36.2	97.58 %	32,767
NORTH SALEM ELEM	140 ZION HILL RD	SALEM	PRO958	A796011001196	Black Photocopier	0	0	0.0	0.0	100.00 %	20,772
WOODBURY MIDDLE	206 MAIN ST	SALEM	PRO958	A796011001201	Black Photocopier	9	80,550	3.5	40.8	97.27 %	40,961
SALEM HIGH	44 GEREMONTY DR	SALEM	PRO958	A796011001204	Black Photocopier	4	83,922	4.3	5.2	99.65 %	21,187
SALEM HIGH	44 GEREMONTY DR	SALEM	PRO958	A796011001232	Black Photocopier	0	0	0.0	0.0	100.00 %	0
SALEM HIGH	44 GEREMONTY DR	SALEM	PRO958	A796011001236	Black Photocopier	3	124,989	0.0	0.0	100.00 %	15,623
	SUBTOTALS/AVERAGES		PRO958		Black Photocopier	25	84,393	6.8	141.2	98.82 %	24,215
TOTALS & AVERAGES						126	47,432	4.2	641.4	99.60 %	6,258

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

BH754, A55V011000181 @ Soule Elementary: This unit has had 7 calls for jamming during the 17/18 FY, with 3 additional calls for error codes, and 1 call for copy quality. For the 18/19 FY through 3/1/19, there have been 2 calls for jamming and 1 call for an error code. It doesn't appear parts have been replaced. We will watch this unit, but it appears to be doing fine now.

BHC658, A79J013001590 @Salem High: This copier appears to have 7 service calls, but in reality 2 of those calls were for assistance with installation; the remaining calls were for error codes (2), jamming (2), and copy quality (1). Since the new fiscal year, there has been 1 call for each of those issues as well with a paper feed assembly, a black drum, and a cyan developer being replaced during the 1/29/19 call.

BHC658, A79J013001640 @ Salem High: This unit had 4 calls for error codes, 1 call for jamming, and 1 call for copy quality during the FY17/18. Since then there have been 1 call for error code and 2 calls for copy quality, which resulted in the black drum being replaced in October 2018 and February 2019.

PRO 958, A796011001201 @Woodbury Middle: This unit has had 9 service calls during the FY17/18 time frame: 4 for error codes, 4 for jams, and 1 miscellaneous; however, since the new fiscal year of 18/19 there have been 2 additional calls for jamming, 2 calls for poor copy quality, and 4 calls for error codes, with a fusing unit replaced. This unit can handle high volume, but will need to be watched.