



Customer Service History Report

Status of Data 7/18/2019

Sold To NHS AU 61
Month (MM/YYYY) JUL 2018 - JUNE 2019

SPC Evaluation Report

Overall, your fleet is running well and the statistics of service history are outstanding. Uptime on the equipment is at 99.88%, which is a slight improvement over last year, and average response time is 3.2 hours, well within the four-hour average response time outlined in the bid specifications. Only two copiers have had 5 or more service calls, but their uptime remains high, average copies between calls is excellent, and the issues were minor and unrelated. Please see yellow box below the table for details of the service calls for those two copiers.

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
Farmington High	40 THAYER DR	FARMINGTON	BIZ3301P	A63P015000849	Black Printer	0	0	0.0	0.0	100.00 %	220
Farmington High	40 THAYER DR	FARMINGTON	BIZ3301P	A63P015001458	Black Printer	0	0	0.0	0.0	100.00 %	102
	Model Total & Average		BIZ3301P		Black Printer	0	0	0.0	0.0	100.00 %	161
HI SET Transportation	35 SCHOOL ST REAR	FARMINGTON	BIZ4020	A6WD011000551	Black Laser MFP	0	0	0.0	0.0	100.00 %	604
Valley View Community	79 THAYER DR	FARMINGTON	BIZ4020	A6WD011000695	Black Laser MFP	0	0	0.0	0.0	100.00 %	298
Farmington High	40 THAYER DR	FARMINGTON	BIZ4020	A6WD011000701	Black Laser MFP	1	0	2.0	2.2	99.89 %	170
Farmington High	40 THAYER DR	FARMINGTON	BIZ4020	A6WD011007125	Black Laser MFP	0	0	0.0	0.0	100.00 %	1,071
SAU 61 Distrct	35 SCHOOL ST	FARMINGTON	BIZ4020	A6WD011007225	Black Laser MFP	0	0	0.0	0.0	100.00 %	877
SAU 61 Distrct	35 SCHOOL ST	FARMINGTON	BIZ4020	A6WD011007226	Black Laser MFP	2	30,453	2.6	3.2	99.84 %	1,037
Valley View Community	79 THAYER DR	FARMINGTON	BIZ4020	A6WD011007248	Black Laser MFP	0	0	0.0	0.0	100.00 %	653
Farmington High	40 THAYER DR	FARMINGTON	BIZ4020	A6WD011007250	Black Laser MFP	0	0	0.0	0.0	100.00 %	726
	Model Total & Average		BIZ4020		Black Laser MFP	3	30,453	2.3	5.4	99.97 %	680
Henry Wilson Memorial	51 SCHOOL ST	FARMINGTON	BIZ4700P	A63N011018550	Black Printer	0	0	0.0	0.0	100.00 %	1,620
Farmington High	40 THAYER DR	FARMINGTON	BIZ4700P	A63N011018552	Black Printer	0	0	0.0	0.0	100.00 %	471
SAU 61 Distrct	35 SCHOOL ST	FARMINGTON	BIZ4700P	A63N011018555	Black Printer	1	0	3.1	3.3	99.84 %	0
Valley View Community	79 THAYER DR	FARMINGTON	BIZ4700P	A63N011018557	Black Printer	0	0	0.0	0.0	100.00 %	364
Farmington High	40 THAYER DR	FARMINGTON	BIZ4700P	A63N011019587	Black Printer	0	0	0.0	0.0	100.00 %	1,295
Henry Wilson Memorial	51 SCHOOL ST	FARMINGTON	BIZ4700P	A63N011019627	Black Printer	0	0	0.0	0.0	100.00 %	555
Valley View Community	79 THAYER DR	FARMINGTON	BIZ4700P	A63N011019637	Black Printer	0	0	0.0	0.0	100.00 %	183
	Model Total & Average		BIZ4700P		Black Printer	1	0	3.1	3.3	99.98 %	641
Henry Wilson Memorial	51 SCHOOL ST	FARMINGTON	BIZ554E	A61D011002545	Black Photocopier	0	0	0.0	0.0	100.00 %	3,630
	Model Total & Average		BIZ554E		Black Photocopier	0	0	0.0	0.0	100.00 %	3,630
SAU 61 Distrct	35 SCHOOL ST REAR	FARMINGTON	BIZ558	A9HG011004334	Black Photocopier	1	0	5.7	6.5	99.69 %	3,957
	Model Total & Average		BIZ558		Black Photocopier	1	0	5.7	6.5	99.69 %	3,957
Valley View Community	79 THAYER DR	FARMINGTON	BIZ754	A55V011000052	Black Photocopier	2	29,536	4.3	11.0	99.47 %	8,244
	Model Total & Average		BIZ754		Black Photocopier	2	29,536	4.3	11.0	99.47 %	8,244
Henry Wilson Memorial	51 SCHOOL ST	FARMINGTON	BIZ808	A8KN011003817	Black Photocopier	2	200,898	3.8	9.8	99.52 %	29,430
Farmington High	40 THAYER DR	FARMINGTON	BIZ808	A8KN011003836	Black Photocopier	5	84,549	2.7	7.5	99.64 %	34,096
Farmington High	40 THAYER DR	FARMINGTON	BIZ808	A8KN011003931	Black Photocopier	1	228,817	5.1	6.2	99.70 %	11,994
Henry Wilson Memorial	51 SCHOOL ST	FARMINGTON	BIZ808	A8KN011004128	Black Photocopier	1	271,646	1.3	2.1	99.90 %	23,172
Henry Wilson Memorial	51 SCHOOL ST	FARMINGTON	BIZ808	A8KN011004174	Black Photocopier	1	226,475	0.5	1.3	99.94 %	10,037
Valley View Community	79 THAYER DR	FARMINGTON	BIZ808	A8KN011004208	Black Photocopier	2	240,110	6.8	15.8	99.23 %	19,653
Valley View Community	79 THAYER DR	FARMINGTON	BIZ808	A8KN011004213	Black Photocopier	6	88,261	2.4	10.1	99.51 %	31,999
	Model Total & Average		BIZ808		Black Photocopier	18	191,537	3.2	52.8	99.63 %	22,912
Farmington High	40 THAYER DR	FARMINGTON	C3100P	A6DR012104772	Color Printer	0	0	0.0	0.0	100.00 %	740
Henry Wilson Memorial	51 SCHOOL ST	FARMINGTON	C3100P	A6DR012104782	Color Printer	0	0	0.0	0.0	100.00 %	661
Farmington High	40 THAYER DR	FARMINGTON	C3100P	A6DR012104784	Color Printer	0	0	0.0	0.0	100.00 %	380
Farmington High	40 THAYER DR	FARMINGTON	C3100P	A6DR012104786	Color Printer	0	0	0.0	0.0	100.00 %	192
Farmington High	40 THAYER DR	FARMINGTON	C3100P	A6DR012104788	Color Printer	0	0	0.0	0.0	100.00 %	536
	Model Total & Average		C3100P		Color Printer	0	0	0.0	0.0	100.00 %	502

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
Tech Center	51 SCHOOL ST	FARMINGTON	C3110	A6DT012103553	Color Laser MFP	0	0	0.0	0.0	100.00 %	150
	Model Total & Average		C3110		Color Laser MFP	0	0	0.0	0.0	100.00 %	150
Farmington High	40 THAYER DR	FARMINGTON	C454	A4FJ011004865	Color Photocopier	3	2,541	0.0	0.0	100.00 %	838
Henry Wilson Memorial	51 SCHOOL ST	FARMINGTON	C454	A4FJ011006770	Color Photocopier	1	29,623	0.4	1.4	99.93 %	1,824
Henry Wilson Memorial	51 SCHOOL ST	FARMINGTON	C454	A4FJ011007127	Color Photocopier	0	0	0.0	0.0	100.00 %	340
	Model Total & Average		C454		Color Photocopier	4	16,082	0.4	1.4	99.98 %	1,001
Farmington High	40 THAYER DR	FARMINGTON	C458	A79M011013482	Color Photocopier	0	0	0.0	0.0	100.00 %	321
Valley View Community	79 THAYER DR	FARMINGTON	C458	A79M011013525	Color Photocopier	4	53,133	1.6	3.1	99.85 %	9,225
Henry Wilson Memorial	51 SCHOOL ST	FARMINGTON	C458	A79M011013976	Color Photocopier	0	0	0.0	0.0	100.00 %	7,744
Farmington High	40 THAYER DR	FARMINGTON	C458	A79M011031024	Color Photocopier	3	0	0.0	0.0	100.00 %	3,985
	Model Total & Average		C458		Color Photocopier	7	53,133	1.6	3.1	99.96 %	5,319
SAU 61 Distrct	35 SCHOOL ST	FARMINGTON	C658	A79J013000028	Color Photocopier	2	87,371	3.8	11.4	99.44 %	8,120
Farmington High	40 THAYER DR	FARMINGTON	C658	A79J013000141	Color Photocopier	1	197,433	5.8	6.8	99.67 %	16,592
	Model Total & Average		C658		Color Photocopier	3	142,402	4.8	18.2	99.56 %	12,356
TOTALS & AVERAGES						39	126,489	3.2	101.7	99.88 %	5,807

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

BH808, A8KN011003836 - Farmington High School - The service calls for this copier ran from August 14 through May 8, with 3 jams noted in 3 different locations, one adjustment to the finisher, and a scheduled maintenance call.

BH808, A8KN011004213 - Valley View Community School - All 6 service calls were for different issues and covered time between August 22 and March 5. Issues included paper quality, 2 jams, feeder noise, sorter noise, and a scanning issue. Rollers were replaced in different locations on 3 of the calls, and a drum was replaced at one of the calls. One required