



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

Customer Service History Report

Status of Data	2/1/2019
Sold To	NHSAU 61
Month (MM/YYYY)	JUL 2017 - JUNE 2018

SPC Evaluation Report

Overall, your fleet is running well and the statistics of service history are outstanding. Uptime on the equipment is at 99.86%, which is excellent, and average response time is 3.6 hours, which is well within the four-hour time frame required in your contract. Only two copiers have had 5 service calls, which is not significant and include regular preventative maintenance and the installation/set up.

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	2	246	5.1	7.4	99.64 %	267
Farmington High	40 THAYER DR	FARMINGTON	BIZ3301P	A63P015001458	Black Printer	0	0	0.0	0.0	100.00 %	93
Model Total & Average			BIZ3301P		Black Printer	2	246	5.1	7.4	99.82 %	180
HI SET Transportation	35 SCHOOL ST REAR	FARMINGTON	BIZ4020	A6WD011000551	Black Laser MFP	0	0	0.0	0.0	100.00 %	299
Valley View Community	79 THAYER DR	FARMINGTON	BIZ4020	A6WD011000695	Black Laser MFP	0	0	0.0	0.0	100.00 %	45
Farmington High	40 THAYER DR	FARMINGTON	BIZ4020	A6WD011000701	Black Laser MFP	0	0	0.0	0.0	100.00 %	412
Farmington High	40 THAYER DR	FARMINGTON	BIZ4020	A6WD011007125	Black Laser MFP	2	4,189	6.8	7.9	99.62 %	508
SAU 61 Distrct	35 SCHOOL ST	FARMINGTON	BIZ4020	A6WD011007225	Black Laser MFP	0	0	0.0	0.0	100.00 %	1,216
SAU 61 Distrct	35 SCHOOL ST	FARMINGTON	BIZ4020	A6WD011007226	Black Laser MFP	2	0	0.0	0.2	99.99 %	950
Valley View Community	79 THAYER DR	FARMINGTON	BIZ4020	A6WD011007248	Black Laser MFP	0	0	0.0	0.1	100.00 %	1,234
Farmington High	40 THAYER DR	FARMINGTON	BIZ4020	A6WD011007250	Black Laser MFP	2	0	0.0	0.1	99.99 %	1,174
Model Total & Average			BIZ4020		Black Laser MFP	6	4,189	6.8	8.3	99.95 %	730
Henry Wilson Memorial	51 SCHOOL ST	FARMINGTON	BIZ4700P	A63N011018550	Black Printer	0	0	0.0	0.0	100.00 %	2,387
Farmington High	40 THAYER DR	FARMINGTON	BIZ4700P	A63N011018552	Black Printer	0	0	0.0	0.0	100.00 %	231
SAU 61 Distrct	35 SCHOOL ST	FARMINGTON	BIZ4700P	A63N011018555	Black Printer	0	0	0.0	0.0	100.00 %	134
Valley View Community	79 THAYER DR	FARMINGTON	BIZ4700P	A63N011018557	Black Printer	0	0	0.0	0.0	100.00 %	524
Farmington High	40 THAYER DR	FARMINGTON	BIZ4700P	A63N011019587	Black Printer	2	3,542	7.3	10.9	99.47 %	1,145
Henry Wilson Memorial	51 SCHOOL ST	FARMINGTON	BIZ4700P	A63N011019627	Black Printer	0	0	0.0	0.0	100.00 %	606
Valley View Community	79 THAYER DR	FARMINGTON	BIZ4700P	A63N011019637	Black Printer	0	0	0.0	0.0	100.00 %	128
Model Total & Average			BIZ4700P		Black Printer	2	3,542	7.3	10.9	99.92 %	736
Henry Wilson Memorial	51 SCHOOL ST	FARMINGTON	BIZ554E	A61D011002545	Black Photocopier	2	3,673	3.8	4.9	99.76 %	2,385
Model Total & Average			BIZ554E		Black Photocopier	2	3,673	3.8	4.9	99.76 %	2,385
SAU 61 Distrct	35 SCHOOL ST REAR	FARMINGTON	BIZ558	A9HG011004334	Black Photocopier	2	950	4.6	5.4	99.74 %	3,205
Model Total & Average			BIZ558		Black Photocopier	2	950	4.6	5.4	99.74 %	3,205
Valley View Community	79 THAYER DR	FARMINGTON	BIZ754	A55V011000052	Black Photocopier	2	70,633	2.6	7.9	99.65 %	8,555
Model Total & Average			BIZ754		Black Photocopier	2	70,633	2.6	7.9	99.65 %	8,555
Henry Wilson Memorial	51 SCHOOL ST	FARMINGTON	BIZ808	A8KN011003817	Black Photocopier	3	97,831	0.9	3.4	99.84 %	23,790
Farmington High	40 THAYER DR	FARMINGTON	BIZ808	A8KN011003836	Black Photocopier	2	292,776	2.6	5.2	99.75 %	26,801
Farmington High	40 THAYER DR	FARMINGTON	BIZ808	A8KN011003931	Black Photocopier	0	0	0.0	0.0	100.00 %	13,158
Henry Wilson Memorial	51 SCHOOL ST	FARMINGTON	BIZ808	A8KN011004128	Black Photocopier	0	244,693	0.0	0.0	100.00 %	23,319
Henry Wilson Memorial	51 SCHOOL ST	FARMINGTON	BIZ808	A8KN011004174	Black Photocopier	0	0	0.0	0.0	100.00 %	9,924
Valley View Community	79 THAYER DR	FARMINGTON	BIZ808	A8KN011004208	Black Photocopier	0	0	0.0	0.0	100.00 %	22,853
Valley View Community	79 THAYER DR	FARMINGTON	BIZ808	A8KN011004213	Black Photocopier	3	80,734	3.2	9.8	99.53 %	34,207
Model Total & Average			BIZ808		Black Photocopier	8	179,008	2.2	18.4	99.87 %	22,007
Farmington High	40 THAYER DR	FARMINGTON	C3100P	A6DR012104772	Color Printer	2	5,217	3.1	4.0	99.81 %	957
Henry Wilson Memorial	51 SCHOOL ST	FARMINGTON	C3100P	A6DR012104782	Color Printer	0	0	0.0	0.0	100.00 %	0
Farmington High	40 THAYER DR	FARMINGTON	C3100P	A6DR012104784	Color Printer	0	0	0.0	0.0	100.00 %	294
Farmington High	40 THAYER DR	FARMINGTON	C3100P	A6DR012104786	Color Printer	0	0	0.0	0.0	100.00 %	131
Farmington High	40 THAYER DR	FARMINGTON	C3100P	A6DR012104788	Color Printer	5	762	2.5	21.9	98.94 %	385
Model Total & Average			C3100P		Color Printer	7	2,990	2.8	25.9	99.75 %	353
Tech Center	51 SCHOOL ST	FARMINGTON	C3110	A6DT012103553	Color Laser MFP	0	0	0.0	0.0	100.00 %	90

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
	Model Total & Average		C3110		Color Laser MFP	0	0	0.0	0.0	100.00 %	90
Farmington High	40 THAYER DR	FARMINGTON	C454	A4FJ011004865	Color Photocopier	3	15,162	3.1	11.0	99.51 %	1,650
Henry Wilson Memorial	51 SCHOOL ST	FARMINGTON	C454	A4FJ011006770	Color Photocopier	2	37,263	1.3	7.3	99.61 %	1,831
Henry Wilson Memorial	51 SCHOOL ST	FARMINGTON	C454	A4FJ011007127	Color Photocopier	0	0	0.0	0.0	100.00 %	821
	Model Total & Average		C454		Color Photocopier	5	26,212	2.2	18.3	99.71 %	1,434
Farmington High	40 THAYER DR	FARMINGTON	C458	A79M011013482	Color Photocopier	0	0	0.0	0.0	100.00 %	4,554
Valley View Community	79 THAYER DR	FARMINGTON	C458	A79M011013525	Color Photocopier	0	0	0.0	0.0	100.00 %	8,846
Henry Wilson Memorial	51 SCHOOL ST	FARMINGTON	C458	A79M011013976	Color Photocopier	0	0	0.0	0.0	100.00 %	7,275
	Model Total & Average		C458		Color Photocopier	0	0	0.0	0.0	100.00 %	6,892
SAU 61 Distrct	35 SCHOOL ST	FARMINGTON	C658	A79J013000028	Color Photocopier	0	0	0.0	0.0	100.00 %	6,389
Farmington High	40 THAYER DR	FARMINGTON	C658	A79J013000141	Color Photocopier	5	47,281	3.9	16.2	99.22 %	16,202
	Model Total & Average		C658		Color Photocopier	5	47,281	3.9	16.2	99.61%	11296
TOTALS & AVERAGES						41	60,330	3.6	123.4	99.86 %	5,585

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