



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

## Customer Service History Report

Status of Data

1/8/2019

Sold To  
Month (MM/YYYY)

NHSAU 67  
JUL 2017 - JUNE 2018

## SPC Evaluation Report

For the number of machines within your fleet of equipment, the number of service calls is certainly quite reasonable. Two machines do have higher call volumes, and one machine has a rather high down time despite having only four service calls. We will monitor those machines with the vendor to ensure that any serious problems are addressed right away and determine if warranty replacements are in order.

Average response time of 6.4 is higher than the contracted four-hour response time. We will address this with the vendor to try to close the gap of down time and response time. Average up time of 99.34% is also quite reasonable.

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
Bow Elementary	22 BOW CENTER RD	BOW	BIZ3300P	A63P011000655	Black Printer	0	0	0.0	0.0	100.00 %	255
Bow High	55 FALCON WAY	BOW	BIZ3300P	A63P011000662	Black Printer	0	0	0.0	0.0	100.00 %	523
Bow High	55 FALCON WAY	BOW	BIZ3300P	A63P011000672	Black Printer	0	0	0.0	0.0	100.00 %	1,099
Bow Memorial	20 BOW CENTER RD	BOW	BIZ3300P	A63P011000673	Black Printer	0	0	0.0	0.0	100.00 %	1,244
Bow Memorial	20 BOW CENTER RD	BOW	BIZ3300P	A63P011000678	Black Printer	0	0	0.0	0.0	100.00 %	51
Bow High	55 FALCON WAY	BOW	BIZ3300P	A63P011000680	Black Printer	0	0	0.0	0.0	100.00 %	717
Bow High	55 FALCON WAY	BOW	BIZ3300P	A63P011000689	Black Printer	0	0	0.0	0.0	100.00 %	444
Bow High	55 FALCON WAY	BOW	BIZ3300P	A63P011000690	Black Printer	0	0	0.0	0.0	100.00 %	492
Bow High	55 FALCON WAY	BOW	BIZ3300P	A63P011000691	Black Printer	0	0	0.0	0.0	100.00 %	1,675
Bow Elementary	22 BOW CENTER RD	BOW	BIZ3300P	A63P011000738	Black Printer	0	0	0.0	0.0	100.00 %	483
Bow Elementary	22 BOW CENTER RD	BOW	BIZ3300P	A63P011000776	Black Printer	1	0	0.0	0.0	100.00 %	225
Bow Memorial	20 BOW CENTER RD	BOW	BIZ3300P	A63P011000780	Black Printer	0	0	0.0	0.0	100.00 %	374
Bow Elementary	22 BOW CENTER RD	BOW	BIZ3300P	A63P011000784	Black Printer	0	0	0.0	0.0	100.00 %	716
Bow Elementary	22 BOW CENTER RD	BOW	BIZ3300P	A63P011000786	Black Printer	0	0	0.0	0.0	100.00 %	667
Bow Elementary	22 BOW CENTER RD	BOW	BIZ3300P	A63P011000794	Black Printer	1	17,846	0.0	0.0	100.00 %	552
Bow Elementary	22 BOW CENTER RD	BOW	BIZ3300P	A63P011000815	Black Printer	0	0	0.0	0.0	100.00 %	419
Bow High	55 FALCON WAY	BOW	BIZ3300P	A63P011000867	Black Printer	0	0	0.0	0.0	100.00 %	249
Bow Memorial	20 BOW CENTER RD	BOW	BIZ3300P	A63P011000920	Black Printer	0	0	0.0	0.0	100.00 %	28
Bow Elementary	22 BOW CENTER RD	BOW	BIZ3300P	A63P011000925	Black Printer	0	0	0.0	0.0	100.00 %	538
Bow Elementary	22 BOW CENTER RD	BOW	BIZ3300P	A63P011000939	Black Printer	0	0	0.0	0.0	100.00 %	966
SAU 67	TDB(CURRENTLY IN LIBRARY)	BOW	BIZ3300P	A63P011000952	Black Printer	1	0	0.0	0.0	100.00 %	0
Bow High	55 FALCON WAY	BOW	BIZ3300P	A63P011000955	Black Printer	1	5,471	6.9	7.6	98.68 %	568
	TOTALS FOR MODEL		BIZ3300P		Black Printer	4	11,659	6.9	7.6	99.94 %	558
Bus Garage	BOW CENTER ROAD	BOW	BIZ4050	A6VF011008073	Black Laser MFP	0	0	0.0	0.0	100.00 %	167
	TOTALS FOR MODEL		BIZ4050		Black Printer	0	0	0.0	0.0	100.00 %	167
Bow High	55 FALCON WAY	BOW	BIZ4700P	A63N011007880	Black Printer	0	0	0.0	0.0	100.00 %	418
Bow High	55 FALCON WAY	BOW	BIZ4700P	A63N011007894	Black Printer	0	0	0.0	0.0	100.00 %	0
Bow High	55 FALCON WAY	BOW	BIZ4700P	A63N011007897	Black Printer	1	49,323	6.2	8.0	99.64 %	1,770
Bow High	55 FALCON WAY	BOW	BIZ4700P	A63N011007903	Black Printer	0	0	0.0	0.0	100.00 %	1,279
	TOTALS FOR MODEL		BIZ4700P		Black Printer	1	49,323	6.2	8.0	99.91 %	867
Bow High	55 FALCON WAY	BOW	BIZ554E	A61D011008106	Black Photocopier	5	36,604	3.5	24.9	98.89 %	12,031
	TOTALS FOR MODEL		BIZ554E		Black Photocopier	5	36,604	3.5	24.9	98.89 %	12,031
Bow High	55 FALCON WAY	BOW	BIZ654E	A5YN017006232	Black Photocopier	0	0	0.0	0.0	100.00 %	7,069
	TOTALS FOR MODEL		BIZ654E		Black Photocopier	0	0	0.0	0.0	100.00 %	7,069
Bow Memorial	20 BOW CENTER RD	BOW	BIZ754E	A55V017004356	Black Photocopier	2	307,440	6.2	15.3	99.32 %	14,761
Bow Memorial	20 BOW CENTER RD	BOW	BIZ754E	A55V017004375	Black Photocopier	1	228,001	8.1	8.9	99.60 %	21,769
Bow Elementary	22 BOW CENTER RD	BOW	BIZ754E	A55V017004395	Black Photocopier	9	66,578	3.9	47.1	97.90 %	33,129
Bow Elementary	20 BOW CENTER RD	BOW	BIZ754E	A55V017004398	Black Photocopier	1	162,546	1.5	2.4	99.89 %	22,786
Bow Memorial	22 BOW CENTER RD	BOW	BIZ754E	A55V017004426	Black Photocopier	3	111,771	6.3	21.9	99.02 %	34,503
	TOTALS FOR MODEL		BIZ754E		Black Photocopier	16	175,267	5.2	95.8	99.15 %	126,948
Bow High	55 FALCON WAY	BOW	C3350	A4Y4011007359	Color Laser MFP	3	24,239	6.7	15.6	99.31 %	1,642
Bow Elementary	22 BOW CENTER RD	BOW	C3350	A4Y4011007427	Color Laser MFP	7	18,158	4.2	22.7	98.99 %	7,804

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Bow High	55 FALCON WAY	BOW	C3350	A4Y4011010974	Color Laser MFP	4	14,165	18.5	78.0	96.53 %	3,550
	TOTALS FOR MODEL		C3350		Color Laser MFP	14	18,854	9.8	116.3	98.28 %	4,332
Bow Memorial	20 BOW CENTER RD	BOW	C454E	A5C0011023519	Color Photocopier	3	123,630	8.6	17.9	99.20 %	13,213
	TOTALS FOR MODEL		C454E		Color Photocopier	3	123,630	8.6	17.9	99.20 %	13,213
Bow Memorial	20 BOW CENTER RD	BOW	C554E	A5AY011014611	Color Photocopier	8	51,477	2.9	28.9	98.72 %	27,011
Bow High	55 FALCON WAY	BOW	C554E	A5AY011014730	Color Photocopier	1	0	3.9	4.4	99.66 %	7,129
Bow Elementary	22 BOW CENTER RD	BOW	C554E	A5AY011014732	Color Photocopier	1	0	13.3	13.5	99.40 %	5,344
Bow High	55 FALCON WAY	BOW	C554E	A5AY011014863	Color Photocopier	2	0	2.8	5.2	99.77 %	5,115
	TOTALS FOR MODEL		C554E		Color Photocopier	12	51,477	5.7	52.0	99.39 %	11,150
Bow Elementary	22 BOW CENTER RD	BOW	MC3730DN	A0VD017002580	Color Network Printer	0	0	0.0	0.0	100.00 %	581
Bow Memorial	20 BOW CENTER RD	BOW	MC3730DN	A0VD017300248	Color Network Printer	0	0	0.0	0.0	100.00 %	109
Bow Memorial	20 BOW CENTER RD	BOW	MC3730DN	A0VD017300261	Color Network Printer	0	0	0.0	0.0	100.00 %	207
Bow Elementary	22 BOW CENTER RD	BOW	MC3730DN	A0VD017300280	Color Network Printer	1	5,066	7.4	8.7	98.49 %	140
Bow Elementary	22 BOW CENTER RD	BOW	MC3730DN	A0VD017300292	Color Network Printer	1	11,714	0.0	0.0	100.00 %	515
Bow Memorial	20 BOW CENTER RD	BOW	MC3730DN	A0VD017300299	Color Network Printer	1	13,562	0.0	0.0	100.00 %	933
Bow High	55 FALCON WAY	BOW	MC3730DN	A0VD017300305	Color Network Printer	0	0	0.0	0.0	100.00 %	172
Bow Memorial	20 BOW CENTER RD	BOW	MC3730DN	A0VD017300323	Color Network Printer	0	0	0.0	0.0	100.00 %	447
District Office	32 WHITE ROCK HILL RD	BOW	MC3730DN	A0VD017300325	Color Network Printer	0	0	0.0	0.0	100.00 %	1,302
	TOTALS FOR MODEL		MC3730DN		Color Network Printer	3	10,114	7.4	8.7	99.83 %	490
Bow High	55 FALCON WAY	BOW	PRO951	A4EW011004809	Black Photocopier	7	95,043	4.5	27.4	98.78 %	49,535
Bow High	55 FALCON WAY	BOW	PRO951	A4EW011040180	Black Photocopier	15	30,016	4.6	56.8	97.48 %	47,380
	TOTALS FOR MODEL		PRO951		Black Photocopier	22	62,530	4.5	84.2	98.13 %	48,458
TOTALS AND AVERAGES		53 machines				80	59,940	6.4	415.0	99.34 %	6,304

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

**A55V017004395** showed 9 service calls over the fiscal year. Eight of those calls were for jamming with parts replaced or adjustments made. One call was for an upgrade to the software. Only 1 additional service call in December 2018 for a paper jam.

**A4Y4011010974** While there were only four service calls, this copier had a significant amount of down time due to parts needing to be ordered and then replaced. In comparison to the other C3350 models, this unit has had some quality issues resulting in replacement of the scanner belt and the imaging unit twice in the one-year's time. Since July 2018, there have been four additional service calls for various minor issues, with one that did result in replacement of the Imaging Unit again. All four calls were in mid-July through mid-September. We will keep a very close watch on this machine and may consider replacing it under warranty if problems continue.

**A4EW011040180** Due to the high volume nature of this copier, a higher service call volume it is to be expected. However, this copier has had 7 calls for an error code related to the drum alone; there were also 5 calls for paper jams. The other calls were for error codes in the finisher, issues with the 3-hole punch, and error codes related to the developer. Since July 2018 to January 30, 2019, there have been an additional 5 service calls. Three were for poor copy quality that required cleaning, one for an error message, and one for a paper jam that resulted in replacement of parts. It is noted that four of the calls were between the end of August and the end of September; the 5th call was in January. We will continue to monitor this copier carefully and may consider replacing it under warranty if problems continue.