



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

Customer Service History Report

Status of Data	2/1/2019
Sold To Month (MM/YYYY)	NHSAU 68 JUL 2017 - JUNE 2018

SPC Evaluation Report

Since this was the first full year after your equipment upgrade, we would expect your equipment to be running well, which appears to be the case. We are concerned about the high number of calls on one of the BH808s, as highlighted in yellow below. Additional comments are noted in the yellow box below the table.

Otherwise, overall, everything is running excellent, with the average response time of 3.6 falling well within the four-hour response time outlined in your contract, and downtime has also been minimal overall, with the exception being that one BH808 as mentioned above. Average uptime of 99.8% is also excellent.

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
Lin-Wood Public Elementary	72 LINWOOD DR	LINCOLN	BIZ3301P	A63P015000832	Black Printer	0	0	0.0	0.0	100.00 %	0
	Model Totals & Averages		BIZ3301P		Black Printer	0	0	0.0	0.0	100.00 %	0
Lin-Wood Public Elementary	72 LINWOOD DR	LINCOLN	C3100P	A6DR012105776	Color Printer	0	0	0.0	0.0	100.00 %	3,985
Lin-Wood Public Middle/High	72 LINWOOD DR	LINCOLN	C3100P	A6DR012105791	Color Printer	0	0	0.0	0.0	100.00 %	3,537
Lin-Wood Public Middle/High	72 LINWOOD DR	LINCOLN	C3100P	A6DR012105809	Color Printer	0	0	0.0	0.0	100.00 %	1,507
SAU 68 District	72 LINWOOD DR	LINCOLN	C3100P	A6DR012105882	Color Printer	0	0	0.0	0.0	100.00 %	411
Lin-Wood Public Middle/High	72 LINWOOD DR	LINCOLN	C3100P	A6DR012105892	Color Printer	1	30	2.8	3.8	99.82 %	2,119
	Model Totals & Averages		C3100P		Color Printer	1	30	2.8	3.8	99.96 %	2,312
Lin-Wood Public Middle/High	72 LINWOOD DR	LINCOLN	C458	A79M011013509	Color Photocopier	1	112	6.8	7.7	99.63 %	2,527
Lin-Wood Public Middle/High	72 LINWOOD DR	LINCOLN	C458	A79M011013517	Color Photocopier	0	0	0.0	0.0	100.00 %	2,635
	Model Totals & Averages		C458		Color Photocopier	1	112	6.8	7.7	99.81 %	2,581
Lin-Wood Public Elementary	72 LINWOOD DR	LINCOLN	C558	A79K011007574	Color Photocopier	1	24,500	3.8	4.5	99.78 %	7,364
Lin-Wood Public Middle/High	72 LINWOOD DR	LINCOLN	C558	A79K011007589	Color Photocopier	2	0	0.0	0.1	99.99 %	8,587
SAU 68 District	78 MAIN ST	LINCOLN	C558	A79K011007603	Color Photocopier	1	4,501	2.1	3.0	99.86 %	7,010
	Model Totals & Averages		C558		Color Photocopier	4	14,501	3.0	7.6	99.88 %	7,654
Lin-Wood Public Elementary	72 LINWOOD DR	LINCOLN	BIZ808	A8KN011003839	Black Photocopier	7	39,086	4.7	33.0	98.41 %	19,758
Lin-Wood Public Middle/High	72 LINWOOD DR	LINCOLN	BIZ808	A8KN011003854	Black Photocopier	3	10,459	1.6	2.2	99.89 %	9,492
	Model Totals & Averages		BIZ808		Black Photocopier	10	24,773	3.1	35.2	99.15 %	14,625
TOTALS & AVERAGES						16	13,115	3.6	54.2	99.80 %	5,302

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

Lin-Wood Public Elementary Teachers' Room, BH808, A8KN011003839: This copier had 7 calls during the school year: 5 calls were for error codes in the fusing unit, 1 was for a jam in the finisher, and 1 was a firmware update. There has only been one call since then, 9/6/18, for a code with the fusing unit.