

BUDGET BUSINESS MACHINES

Customer Service History Fleet Report

Status of Data

4/16/2020

Sold To
Month (MM/YYYY)

SAU 80 Shaker Region
APR 2019 to APR 2020

SPC Evaluation Report

Overall, your equipment is in excellent shape. Average response time came to right around four hours, well within the average response time outlined in your contract with the vendor. Uptime percentages are excellent as well.

Two of the BH808 copiers had six or more service calls. Both needed the ejector assembly replaced. Other than that, the other service calls were for random issues and codes that were addressed and corrected. A brief description of the service issues are highlighted in the yellow box below the main table.

Building	Address	Model	Serial #	Reprographic Type	Total Calls*	Avg Response Time*	Uptime %	Avg Mthly Volume
SAU Office	Front Office	KM BHC364	A161011007732	Color Photocopier	0	0.0	100.00 %	3,891
		KM BHC364		Color Photocopier	0	0.0	100.00 %	3,891
Belmont High	Media Center	KM BH654	A5YN011000324	Black Photocopier	2	3.6	99.18 %	11,293
Belmont Middle	Learning Center	KM BH654	A5YN011000559	Black Photocopier	0	0.0	100.00 %	3,480
Canterbury Elementary	Learning Center Upstairs	KM BH654	A5YN011000808	Black Photocopier	0	0.0	100.00 %	3,531
		KM BH654		Black Photocopier	2	3.6	99.73 %	6,101
Belmont Elementary	Main Office Front	KM BHC558	A79K011007015	Color Photocopier	2	5.9	98.26 %	16,210
Belmont High	Main Office	KM BHC558	A79K011007019	Color Photocopier	2	2.9	99.48 %	9,487
		KM BHC558		Color Photocopier	4	4.4	98.87 %	12,849
Canterbury Elementary	Main Office	KM BHC458	A79M011008604	Color Photocopier	1	7.6	97.05 %	6,954
		KM BHC458		Color Photocopier	1	7.6	97.05 %	6,954
Belmont Middle	Main Office	KM BHC754e	A2X0017008482	Color Photocopier	4	6.0	97.15 %	20,851
		KM BHC754e		Color Photocopier	4	6.0	97.15 %	20,851
Belmont Middle	Guidance Office	KM BH458	A9HH011004104	Black Photocopier	1	5.7	99.52 %	5,680
Belmont High	Guidance Office	KM BH458	A9HH011004114	Black Photocopier	2	6.2	99.25 %	5,977
		KM BH458		Black Photocopier	3	6.0	99.39 %	5,829
Belmont High	Library (not in use)	KM BH558	A9HG011002436	Black Photocopier	0	0.0	100.00 %	8,722
		KM BH558		Black Photocopier	0	0.0	100.00 %	8,722
Belmont High	Teachers' Room	KM BH808	A8KN011003635	Black Photocopier	6	4.6	97.17 %	26,995
Belmont Elementary	Main Office Rear	KM BH808	A8KN011003644	Black Photocopier	2	7.7	99.22 %	35,795
Belmont Elementary	Teachers' Room	KM BH808	A8KN011003648	Black Photocopier	2	5.7	98.44 %	36,677
Belmont Middle	Teachers' Room	KM BH808	A8KN011003657	Black Photocopier	7	2.8	90.90 %	33,548
SAU Office	Business Office	KM BH808	A8KN011003662	Black Photocopier	1	6.5	99.33 %	36,890
		KM BH808		Black Photocopier	18	5.4	97.01 %	33,981
SAU Office	Foyer	KM BH454e	A61E011000479	Black Photocopier	0	0.0	100.00 %	5,018
Canterbury Elementary	Library	KM BH454e	A61E011004409	Black Photocopier	0	0.0	100.00 %	1,283
Canterbury Elementary	Downstairs	KM BH454e	A61E011004550	Black Photocopier	1	2.6	99.82 %	523
		KM BH454e		Black Photocopier	1	2.6	99.94 %	2,275

Building	Address	Model	Serial #	Reprographic Type	Total Calls*	Avg Response Time*	Uptime %	Avg Mthly Volume
TOTALS & AVERAGES					27	4.0	98.30 %	17,301

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

A8KN011003657, BH808, Belmont High Teachers' Room: Three of the 6 service calls were for jamming in the exit pawls; ejector assembly was replaced on the 4th call. The other 2 calls were for miscellaneous error codes, with rollers replaced for one.

A8KN011003657, BH808, Belmont Middle Teachers' Room: Two service calls were for issues with the ejector assembly, which was replaced. For the other service calls, rollers were replaced in all four paper trays, a lock holder was needed on another, and hole punch overflow was affecting paper path.