



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

KONICA MINOLTA

Customer Service History Report

Status of Data 7/18/2019

Sold To SAU 83
Month (MM/YYYY) JUL 2018 - JUNE 2019

SPC Evaluation Report

Your new equipment is running very well. No issues stand out as unusual or excessive. Some of the service calls were courtesy calls or preventive maintenance that did not result in any down time for the machine. Average response time was 3.4 hours, well within the 4-hour average outlined in the bid specifications. Several copiers had some longer down times, which brought the overall average up time down, but the copiers did require some additional parts that took time to get. Overall, though, the average volume of copies between service calls is 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
SAU 83 District Office	432 MAIN ST	FREMONT	BIZ3301P	A63P015001701	Black Network Printer	0	0	0.0	0.0	100.00 %	0
Ellis School	432 MAIN ST	FREMONT	BIZ3301P	A63P015001850	Black Network Printer	0	0	0.0	0.0	100.00 %	309
	MODEL SUBTOTALS		BIZ3301P		Black Network Printer	0	0	0.0	0.0	100.00 %	309
Fremont Town Office	295 MAIN ST	FREMONT	BIZ368	A9HJ011008801	Black Photocopier	0	0	0.0	0.0	100.00 %	9,521
	MODEL SUBTOTALS		BIZ368		Black Photocopier	0	0	0.0	0.0	100.00 %	9,521
Ellis School	432 MAIN ST	FREMONT	BIZ4020	A6WD011007776	Black Laser MFP	0	0	0.0	0.0	100.00 %	682
Ellis School	432 MAIN ST	FREMONT	BIZ4020	A6WD011007780	Black Laser MFP	0	0	0.0	0.0	100.00 %	3,002
Ellis School	432 MAIN ST	FREMONT	BIZ4020	A6WD011007781	Black Laser MFP	1	0	2.1	5.0	99.76 %	278
	MODEL SUBTOTALS		BIZ4020		Black Laser MFP	1	0	2.1	5.0	99.92 %	1,321
Ellis School	432 MAIN ST	FREMONT	BIZ4700P	A63N011021721	Black Network Printer	0	0	0.0	0.0	100.00 %	829
Ellis School	432 MAIN ST	FREMONT	BIZ4700P	A63N011021731	Black Network Printer	0	0	0.0	0.0	100.00 %	80
Ellis School	432 MAIN ST	FREMONT	BIZ4700P	A63N011021734	Black Network Printer	0	0	0.0	0.0	100.00 %	1,229
Ellis School	432 MAIN ST	FREMONT	BIZ4700P	A63N011021738	Black Network Printer	0	0	0.0	0.0	100.00 %	1,751
Ellis School	432 MAIN ST	FREMONT	BIZ4700P	A63N011022035	Black Network Printer	0	0	0.0	0.0	100.00 %	330
	MODEL SUBTOTALS		BIZ4700P		Black Network Printer	0	0	0.0	0.0	100.00 %	4,218
Ellis School	432 MAIN ST	FREMONT	BIZ808	A8KN011005375	Black Photocopier	2	325,955	5.8	14.4	99.30 %	28,936
Ellis School	432 MAIN ST	FREMONT	BIZ808	A8KN011005382	Black Photocopier	4	64,996	4.3	24.5	98.81 %	20,593
	MODEL SUBTOTALS		BIZ808		Black Photocopier	6	195,475	5.0	38.9	99.06 %	24,764
Ellis School	432 MAIN ST	FREMONT	C458	A79M011018437	Color Photocopier	2	0	0.0	0.0	100.00 %	7,339
	MODEL SUBTOTALS		C458		Color Photocopier	2	0	0.0	0.0	100.00 %	7,339
Ellis School	432 MAIN ST	FREMONT	C558	A79K011009978	Color Photocopier	2	0	0.0	0.0	100.00 %	5,451
	MODEL SUBTOTALS		C558		Color Photocopier	2	0	0.0	0.0	100.00 %	5,451
SAU 83 District Office	432 MAIN ST	FREMONT	C658	A79J013002677	Color Photocopier	4	52,108	1.3	7.6	99.63 %	12,863
	MODEL SUBTOTALS		C658		Color Photocopier	4	52,108	1.3	7.6	99.63 %	12,863
TOTALS & AVERAGES						15	147,686	3.4	51.0	99.84 %	6,213

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