



SAU 83 Fremont



SPC SUMMARY

This fleet service report is a service SPC offers in order to stay ahead of problem or aging units under contract. It is designed to highlight areas of concern as well as determine how well your vendor is managing your fleet. Because of COVID-19, your volumes dropped by 32%, which likely has an effect on the number of service calls on your equipment for FY20.

Out of 16 units under contract with KMBS, there were 20 service calls on 8 copiers and printers during the fiscal year of July 1, 2019 to June 30, 2020. Uptime for your fleet was 99.82%, which is fair for the size of your fleet. However, the average of copies between service calls is excellent in comparison to your average monthly usage.

SPC's bid specs require vendor to arrive within an average of four hours for service calls. However, each vendor calculates these figures differently. KMBS notes their average response time from call to arrival as 5.1 hours, which is higher than the expected average; this was due to a PM call that was postponed. There is one copier with more than five service calls during the fiscal year; details on that call are on the next page.

The average model age of your equipment is just under six years from date of intro, with five units more than 7 years from intro. As models get more than 7 years out from date of introduction parts become harder to locate and repair times may be longer.

NHSAU 83

Equipment with 5 or more calls for the reporting period July 1, 2019 to June 30, 2020

Current Equipment Details	Location	Serial Number	# Service Calls	Avg Copies between all Service Calls (incl PM)	Avg Response Time	Uptime%	Actual Avg Monthly Volume Black	Actual Avg Monthly Volume Color	Model Type	Reasons for service calls
Konica Minolta BHC658	Room 415	A79J013002677	6	37,081	3.8	99.14%	6,967	3,554	Color Photocopier	6/5/20 - Poor print quality; replaced drum unit all colors
										6/1/20 - Image density too high - sorter/finisher
										4/28/20 - Lines on print and copies; replaced black drum
										11/22/19 - Lines on copies; replaced rum all colors
										11/7/19 - Paper jam - document feeder; rollers replaced
										10/2/19 - Paper jam - unknown source

NHSAU 83

Make/Model	Location	Serial Number	Vendor ID	# Service Calls	Avg Copies between all Service Calls (incl PM)	Avg Response Time	Total Hrs Down	Uptime%	Projected Monthly Volume Black	Projected Monthly Volume Color	Actual Avg Monthly Volume Black	Actual Avg Monthly Volume Color	Model Intro Date	Model Age (years)	Model Type
Ellis School															
Konica Minolta BH4700P	Main Office	A63N011021721	9467-2057	0	0	0.0	0.00	100.00%	829	0	344	0	4/1/2013	7.42	Black Network Printer
Konica Minolta BHC558	Main Office	A79K011009978	9489-1738	0	0	0.0	0.00	100.00%	4,301	1,150	3,380	382	8/1/2016	4.08	Color Photocopier
Konica Minolta BH3301P	Room 109	A63P015001850	9467-2060	0	0	0.0	0.00	100.00%	309	0	409	0	11/1/2015	4.83	Black Network Printer
Konica Minolta BHC458	Room 209- Library	A79M011018437	9467-1975	3	40,817	4.0	15.90	99.33%	3,779	3,561	2,824	981	8/1/2016	4.08	Color Photocopier
Konica Minolta BH4700P	Room 411	A63N011021734	9489-2191	1	0	2.1	2.40	99.90%	1,229	0	525	0	4/1/2013	7.42	Black Network Printer
Konica Minolta BH4020	Room 420 Nurses' Office	A6WD011007781	9467-2056	2	2,692	0.0	2.70	99.89%	278	0	159	0	2/1/2014	6.58	Black Laser MFP
Konica Minolta BH4700P	Room 501	A63N011022035	9467-2095	0	0	0.0	0.00	100.00%	330	0	761	0	4/1/2013	7.42	Black Network Printer
Konica Minolta BH4020	Room 502 Portable	A6WD011007776	9467-2054	0	0	0.0	0.00	100.00%	683	0	635	0	2/1/2014	6.58	Black Laser MFP
Konica Minolta BH4700P	Room 503	A63N011021738	9489-2190	0	0	0.0	0.00	100.00%	1,751	0	999	0	4/1/2013	7.42	Black Network Printer
Konica Minolta BH4700P	Room 509	A63N011021731	9467-2058	0	0	0.0	0.00	100.00%	80	0	147	0	4/1/2013	7.42	Black Network Printer
Konica Minolta BH4020	Room 602 Modular	A6WD011007780	9467-2055	1	0	0.0	0.30	99.99%	3,002	0	1,991	0	2/1/2014	6.58	Black Laser MFP
Konica Minolta BH808	Teacher's Work Room	A8KN011005375	9482-9103	3	152,610	3.9	4.90	99.79%	28,936	0	15,015	0	6/1/2016	4.25	Black Photocopier
Konica Minolta BH808	Teacher's Work Room	A8KN011005382	9482-9104	2	163,659	13.7	14.80	99.38%	20,594	0	22,344	0	6/1/2016	4.25	Black Photocopier
SAU 83 District Offices															
Konica Minolta BHC658	Room 415	A79J013002677	9482-9077	6	37,081	3.8	20.30	99.14%	8,252	4,611	6,967	3,554	5/1/2017	3.33	Color Photocopier
Konica Minolta BH3301P	SAU Office -SPARE	A63P015001701	9489-2189	0	0	0.0	0.00	100.00%	0	0	265	0	11/1/2015	4.83	Black Network Printer
Fremont Town Office															
Konica Minolta BH368	Main Office	A9HJ011008801	9482-9058	2	70,230	3.0	8.70	99.63%	9,521	0	8,979	0	8/1/2015	5.08	Black Photocopier
TOTALS & AVERAGES				20	77,848	5.1	70.00	99.82%	5,242	583	4,109	307		5.72	