



KONICA MINOLTA

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

Customer Service History Report

Status of Data 7/18/2019

Sold To NHSAU 87
Month (MM/YYYY) JUL 2018 - JUNE 2019

SPC Evaluation Report

Overall, service calls are down slightly from last year, though one of the BH754 copiers did have 9 service calls, up from 6 last year. It also increased your total down time by 10 hours because of the high down time repairing that copier, as well as decreasing your average uptime slightly as well. Overall average response time of 4.1 hours is better than last year's 5.3, only slightly higher than the 4 hour average response time outlined in the bid specifications.

Considering your copiers are all about 6 to 7 years from date of model introduction (with the exception of the BH501s, which have reached 11 years since date of model introduction), your fleet is holding up very well. It is expected that the BH754 would have higher service calls, as that particular copier has over 2 millions copies on it. It is being well used.

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
Boynton Middle	500 TURNPIKE RD	NEW IPSWICH	BIZ4050	A6VF011011461	Black Laser MFP	2	0	13.3	26.7	98.70 %	704
Highbridge Hill Elementary	171 TURNPIKE RD	NEW IPSWICH	BIZ4050	A6VF011011467	Black Laser MFP	0	0	0.0	0.0	100.00 %	189
Mascenic Regional High	175 TURNPIKE RD	NEW IPSWICH	BIZ4050	A6VF011011470	Black Laser MFP	0	0	0.0	0.0	100.00 %	588
TOTALS FOR MODEL			BIZ4050		Black Laser MFP	2	0	13.3	26.7	99.57 %	494
Mascenic Regional High	175 TURNPIKE RD	NEW IPSWICH	BIZ501	A0R5011021344	Black Photocopier	2	27,865	2.8	8.2	99.60 %	2,412
Boynton Middle	500 TURNPIKE RD	NEW IPSWICH	BIZ501	A0R5011021408	Black Photocopier	1	15,818	3.1	3.7	99.82 %	533
Mascenic Regional High	175 TURNPIKE RD	NEW IPSWICH	BIZ501	A0R5011021553	Black Photocopier	3	19,660	2.0	2.5	99.88 %	4,526
District Office	16 SCHOOL ST	GREENVILLE	BIZ501	A0R5011022221	Black Photocopier	1	19,426	2.0	3.0	99.85 %	1,725
TOTALS FOR MODEL			BIZ501		Black Photocopier	7	20,692	2.5	17.4	99.79 %	2,299
Highbridge Hill Elementary	171 TURNPIKE RD	NEW IPSWICH	BIZ654E	A5YN017007632	Black Photocopier	3	21,824	3.1	9.0	99.56 %	10,376
Science Building	175 TURNPIKE RD	NEW IPSWICH	BIZ654E	A5YN017007805	Black Photocopier	1	104,275	3.7	4.6	99.78 %	11,662
Boynton Middle	500 TURNPIKE RD	NEW IPSWICH	BIZ654E	A5YN017007892	Black Photocopier	2	148,785	3.5	9.5	99.54 %	19,846
Mascenic Regional High	175 TURNPIKE RD	NEW IPSWICH	BIZ654E	A5YN017007896	Black Photocopier	0	0	0.0	0.0	100.00 %	2,252
TOTALS FOR MODEL			BIZ654E		Black Photocopier	6	91,628	3.4	23.1	99.72 %	11,034
Highbridge Hill Elementary	171 TURNPIKE RD	NEW IPSWICH	BIZ754E	A55V017005288	Black Photocopier	3	87,827	2.0	6.2	99.70 %	14,068
Boynton Middle	500 TURNPIKE RD	NEW IPSWICH	BIZ754E	A55V017005302	Black Photocopier	4	89,622	2.7	11.1	99.46 %	24,118
Highbridge Hill Elementary	171 TURNPIKE RD	NEW IPSWICH	BIZ754E	A55V017005341	Black Photocopier	5	48,592	3.6	19.3	99.06 %	19,837
Highbridge Hill Elementary	171 TURNPIKE RD	NEW IPSWICH	BIZ754E	A55V017005368	Black Photocopier	5	48,043	6.6	37.0	98.21 %	18,976
Mascenic Regional High	175 TURNPIKE RD	NEW IPSWICH	BIZ754E	A55V017005506	Black Photocopier	9	56,126	4.6	46.4	97.75 %	47,094
TOTALS FOR MODEL			BIZ754E		Black Photocopier	26	66,042	3.9	120.0	98.84 %	24,819
Boynton Middle	500 TURNPIKE RD	NEW IPSWICH	C454	A4FJ011002531	Color Photocopier	1	162,534	4.1	4.9	99.76 %	4,021
TOTALS FOR MODEL			C454		Color Photocopier	1	162,534	4.1	4.9	99.76 %	4,021
Mascenic Regional High	175 TURNPIKE RD	NEW IPSWICH	C554E	A5AY011015749	Color Photocopier	4	52,489	4.4	17.5	99.15 %	8,636
District Office	16 SCHOOL ST	GREENVILLE	C554E	A5AY011015759	Color Photocopier	0	0	0.0	0.0	100.00 %	5,347
Boynton Middle	500 TURNPIKE RD	NEW IPSWICH	C554E	A5AY011015779	Color Photocopier	1	3,680	0.0	0.0	100.00 %	5,078
Highbridge Hill Elementary	171 TURNPIKE RD	NEW IPSWICH	C554E	A5AY011015788	Color Photocopier	1	47,223	4.5	5.2	99.75 %	13,776
TOTALS FOR MODEL			C554E		Color Photocopier	6	34,464	4.5	22.7	99.73 %	8,209
TOTALS & AVERAGES						48	59,612	4.1	215.0	99.50 %	10,274

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

MRHS - BH754 copier A55V017005506 - Unit had 6 calls for jamming, at least 3 in the 3rd paper tray, where technician cleaned and ultimately replaced some worn parts; 3 calls were for error codes resolved without parts being replaced. Copier typically ran 50,000-100,000 copies between calls, with only a few exceptions, which brings the average down. There have been no service calls since April.

* A "0" means there were no service calls during the 12-month period