



KONICA MINOLTA

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

## Customer Service History Report

Status of Data 5/5/2020

Sold To NHS AU 87  
Month (MM/YYYY) JUL 2019 - APRIL 2020

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
District Office	16 SCHOOL ST	GREENVILLE	BIZ284E	A61G011011949	Black Photocopier	0	0	0.0	0.0	100.00 %	1,312
TOTALS FOR MODEL			BIZ284E		Black Photocopier	0	0	0.0	0.0	100.00 %	1,312
Boynton Middle	500 TURNPIKE RD	NEW IPSWICH	BIZ4050	A6VF011011461	Black Laser MFP	0	0	0.0	0.0	100.00 %	147
Highbridge Hill Elementary	171 TURNPIKE RD	NEW IPSWICH	BIZ4050	A6VF011011467	Black Laser MFP	0	0	0.0	0.0	100.00 %	96
Mascenic Regional High	175 TURNPIKE RD	NEW IPSWICH	BIZ4050	A6VF011011470	Black Laser MFP	0	0	0.0	0.0	100.00 %	699
TOTALS FOR MODEL			BIZ4050		Black Laser MFP	0	0	0.0	0.0	100.00 %	314
Mascenic Regional High	175 TURNPIKE RD	NEW IPSWICH	BIZ501	A0R5011021344	Black Photocopier	1	16,741	0.0	0.0	100.00 %	2,909
Boynton Middle	500 TURNPIKE RD	NEW IPSWICH	BIZ501	A0R5011021408	Black Photocopier	0	0	0.0	0.0	100.00 %	872
Mascenic Regional High	175 TURNPIKE RD	NEW IPSWICH	BIZ501	A0R5011021553	Black Photocopier	1	27,965	4.9	5.5	99.72 %	4,388
District Office	16 SCHOOL ST	GREENVILLE	BIZ501	A0R5011022221	Black Photocopier	1	2,735	1.7	2.3	99.75 %	1,833
TOTALS FOR MODEL			BIZ501		Black Photocopier	3	15,814	3.3	7.8	99.87 %	2,501
Highbridge Hill Elementary	171 TURNPIKE RD	NEW IPSWICH	BIZ654E	A5YN017007632	Black Photocopier	2	41,932	20.5	41.8	97.90 %	11,509
Science Building	175 TURNPIKE RD	NEW IPSWICH	BIZ654E	A5YN017007805	Black Photocopier	0	0	0.0	0.0	100.00 %	2,018
Boynton Middle	500 TURNPIKE RD	NEW IPSWICH	BIZ654E	A5YN017007892	Black Photocopier	3	78,678	0.0	1.7	99.91 %	20,157
Mascenic Regional High	175 TURNPIKE RD	NEW IPSWICH	BIZ654E	A5YN017007896	Black Photocopier	1	53,680	1.2	3.1	99.84 %	2,114
TOTALS FOR MODEL			BIZ654E		Black Photocopier	6	58,097	10.9	46.6	99.41 %	8,950
Highbridge Hill Elementary	171 TURNPIKE RD	NEW IPSWICH	BIZ754E	A55V017005288	Black Photocopier	3	33,020	15.4	49.1	97.53 %	14,769
Boynton Middle	500 TURNPIKE RD	NEW IPSWICH	BIZ754E	A55V017005302	Black Photocopier	2	65,066	8.3	19.2	99.03 %	25,139
Highbridge Hill Elementary	171 TURNPIKE RD	NEW IPSWICH	BIZ754E	A55V017005341	Black Photocopier	2	38,007	8.9	19.9	99.00 %	20,157
Highbridge Hill Elementary	171 TURNPIKE RD	NEW IPSWICH	BIZ754E	A55V017005368	Black Photocopier	3	53,755	11.4	12.2	99.39 %	20,502
Mascenic Regional High	175 TURNPIKE RD	NEW IPSWICH	BIZ754E	A55V017005506	Black Photocopier	6	82,145	3.8	18.0	99.10 %	43,197
TOTALS FOR MODEL			BIZ754E		Black Photocopier	16	54,399	9.6	118.4	98.81 %	24,753
Boynton Middle	500 TURNPIKE RD	NEW IPSWICH	C454	A4FJ011002531	Color Photocopier	0	0	0.0	0.0	100.00 %	1,332
TOTALS FOR MODEL			C454		Color Photocopier	0	0	0.0	0.0	100.00 %	1,332
Mascenic Regional High	175 TURNPIKE RD	NEW IPSWICH	C554E	A5AY011015749	Color Photocopier	2	5,104	1.0	2.1	99.89 %	8,947
District Office	16 SCHOOL ST	GREENVILLE	C554E	A5AY011015759	Color Photocopier	1	103,739	0.0	0.0	100.00 %	4,786
Boynton Middle	500 TURNPIKE RD	NEW IPSWICH	C554E	A5AY011015779	Color Photocopier	1	57,958	19.6	20.1	98.99 %	4,889
Highbridge Hill Elementary	171 TURNPIKE RD	NEW IPSWICH	C554E	A5AY011015788	Color Photocopier	5	33,700	5.2	18.6	99.07 %	13,510
TOTALS FOR MODEL			C554E		Color Photocopier	9	50,125	8.6	40.8	99.49 %	8,033
TOTALS & AVERAGES						34	46,282	8.5	213.6	99.51 %	9,331

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

## SPC Evaluation Report

Overall, your copiers appear to be running quite well. Despite the unusual circumstances of a short school year, the number of service calls seems to be on par with the age and use of the equipment. Two machines are highlighted below in yellow with 5 or more service calls along with several showing a high average response time for service. These are addressed below the main table.

It would definitely be worth your while to consider upgrading your equipment as all of your equipment is either approaching or past the 7 year mark where vendors have a harder time finding replacement parts and machines begin to break down. Since SPC's recent bid has equipment coming in at 12-17% of retail (lower than ever before), you would benefit from updating your fleet.

**BH754, A55V017005506, MRHS:** Unit had six service calls for six different issues. One call in July was for poor quality, which was resolved with the replacement of the drum and rollers; two calls in August were for a print failure and a jam in the 2nd paper tray. The first call was resolved with user training, the second was resolved with a PM and replacement of rollers. In September, another jam took place in the sorter/finisher. The next service call was not until January for an unspecified issue, and the last call was in February for a cleaning in the paper transport section.

**BHC554E, A5AY011015788, HHES:** Unit had five service calls, all for jamming: document feeder and 1st paper tray; a drum and rollers were replaced at some of the calls.

**BHC554E, A5AY011015779, BMS:** Extremely high response time was due to request for PM, which was not a priority call.

**BH654E, A5YN017007632, HHES:** Unit only had 2 service calls, but extremely high response time. The first call was for PM, initiated on 6/26 but not done until 7/2, as it was for regular maintenance and not a down machine. The second service call was for a paper feed issue in November, which had a response time of 8 hours. The average between the two calls was 20.5.