



## Customer Service History Report

Status of Data 7/15/2020

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

## 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.

Building	Address	Model	Serial #	Reprographic Type	Total Calls*	Avg Copies between All Service Calls incl PM	Avg Response Time#	Tot Hrs Down	Uptime %	Avg Mthly Volume	Model Intro Date	Model Age (years)
District Office	16 SCHOOL ST	BIZ284E	A61G011011949	Black Photocopier	0	0	0.0	0.0	100.00 %	2,043		
	<b>TOTALS FOR MODEL</b>	<b>BIZ284E</b>		<b>Black Photocopier</b>	<b>0</b>	<b>0</b>	<b>0.0</b>	<b>0.0</b>	<b>100.00 %</b>	<b>2,043</b>	<b>11/1/2013</b>	<b>6.75</b>
Boynton Middle	Room 215 Special Ed	BIZ4050	A6VF011011461	Black Laser MFP	0	0	0.0	0.0	100.00 %	225		
Highbridge Hill Elementary	Library	BIZ4050	A6VF011011467	Black Laser MFP	0	0	0.0	0.0	100.00 %	90		
Mascenic Regional High	Main Office	BIZ4050	A6VF011011470	Black Laser MFP	0	0	0.0	0.0	100.00 %	575		
	<b>TOTALS FOR MODEL</b>	<b>BIZ4050</b>		<b>Black Laser MFP</b>	<b>0</b>	<b>0</b>	<b>0.0</b>	<b>0.0</b>	<b>100.00 %</b>	<b>297</b>	<b>2/1/2014</b>	<b>6.50</b>
Mascenic Regional High	Library	BIZ501	A0R5011021344	Black Photocopier	1	16,741	0.0	0.0	100.00 %	2,107		
Boynton Middle	Library	BIZ501	A0R5011021408	Black Photocopier	0	0	0.0	0.0	100.00 %	899		
Mascenic Regional High	Room 342	BIZ501	A0R5011021553	Black Photocopier	1	27,965	4.9	5.5	99.72 %	4,413		
District Office	Admin Assistant	BIZ501	A0R5011022221	Black Photocopier	1	2,735	1.7	2.3	99.75 %	1,329		
	<b>TOTALS FOR MODEL</b>	<b>BIZ501</b>		<b>Black Photocopier</b>	<b>3</b>	<b>15,814</b>	<b>3.3</b>	<b>7.8</b>	<b>99.88 %</b>	<b>2,187</b>	<b>6/1/2008</b>	<b>12</b>
Highbridge Hill Elementary	3rd Grade Work Room	BIZ654E	A5YN017007632	Black Photocopier	2	41,932	20.5	41.8	98.24 %	11,620		
Science Building	Tech Building	BIZ654E	A5YN017007805	Black Photocopier	0	0	0.0	0.0	100.00 %	9,107		
Boynton Middle	Room 100 Guidance	BIZ654E	A5YN017007892	Black Photocopier	3	78,678	0.0	1.7	99.93 %	18,325		
Mascenic Regional High	Main Office Copy Room	BIZ654E	A5YN017007896	Black Photocopier	1	53,680	1.2	3.1	99.87 %	1,916		
	<b>TOTALS FOR MODEL</b>	<b>BIZ654E</b>		<b>Black Photocopier</b>	<b>6</b>	<b>58,097</b>	<b>10.9</b>	<b>46.6</b>	<b>98.51 %</b>	<b>10,242</b>	<b>2/1/2013</b>	<b>7.25</b>
Highbridge Hill Elementary	Room 207	BIZ754E	A55V017005288	Black Photocopier	3	33,020	15.4	49.1	97.92 %	15,247		
Boynton Middle	Room 200	BIZ754E	A55V017005302	Black Photocopier	2	65,066	8.3	19.2	99.19 %	20,751		
Highbridge Hill Elementary	Room 125	BIZ754E	A55V017005341	Black Photocopier	2	38,007	8.9	19.9	99.16 %	19,445		
Highbridge Hill Elementary	Copy Room Downstairs	BIZ754E	A55V017005368	Black Photocopier	3	53,755	11.4	12.2	99.48 %	23,603		
Mascenic Regional High	Room 380	BIZ754E	A55V017005506	Black Photocopier	6	82,145	3.8	18.0	99.24 %	38,944		
	<b>TOTALS FOR MODEL</b>	<b>BIZ754E</b>		<b>Black Photocopier</b>	<b>16</b>	<b>54,399</b>	<b>9.5</b>	<b>118.4</b>	<b>99.00 %</b>	<b>23,598</b>	<b>3/1/2013</b>	<b>7.25</b>
Boynton Middle	Room 115	C454	A4FJ011002531	Color Photocopier	0	0	0.0	0.0	100.00 %	2,245		
	<b>TOTALS FOR MODEL</b>	<b>C454</b>		<b>Color Photocopier</b>	<b>0</b>	<b>0</b>	<b>0.0</b>	<b>0.0</b>	<b>100.00 %</b>	<b>2,245</b>	<b>7/1/2012</b>	<b>8</b>
Mascenic Regional High	Guidance Office	C554E	A5AY011015749	Color Photocopier	3	24,416	1.0	3.3	99.86 %	8,349		
District Office	Main Office	C554E	A5AY011015759	Color Photocopier	1	103,739	0.0	0.0	100.00 %	5,476		
Boynton Middle	Room 101 Principal's Office	C554E	A5AY011015779	Color Photocopier	1	57,958	19.6	20.1	99.15 %	6,777		
Highbridge Hill Elementary	Main Office	C554E	A5AY011015788	Color Photocopier	5	33,459	4.6	22.0	99.07 %	11,978		
	<b>TOTALS FOR MODEL</b>	<b>C554E</b>		<b>Color Photocopier</b>	<b>10</b>	<b>54,893</b>	<b>6.3</b>	<b>45.4</b>	<b>99.52 %</b>	<b>8,145</b>	<b>8/1/2012</b>	<b>8</b>
<b>TOTALS &amp; AVERAGES</b>					<b>35</b>	<b>47,553</b>	<b>7.8</b>	<b>218.2</b>	<b>99.57 %</b>	<b>9,339</b>		

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's Bid Specs require vendor to arrive within 4 hours; however, each vendor calculates these figures differently

**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.