

**SAU 87 - KMBS
FLEET REPORT FY20**



KONICA MINOLTA



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 23%, which likely has an effect on the number of service calls on your equipment for FY20.

Out of 21 units under contract with KMBS, there were 33 service calls on 13 copiers and printers during the fiscal year. Uptime for your fleet was 99.57%, which is actually very good considering the age of your equipment. 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 8.44 hours, which is very high and will be addressed with the vendor.

The average model age of your equipment is 8.44 years from date of intro, with 18 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. You will want to consider replacing these machines before too long.

Two units had 5 or more service calls for a variety of issues. Details on those service calls can be seen on the next page.

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

Current Equipment	Location	Serial Number	# Service Calls	Current Total Meter	Avg Copies between all Service Calls (incl PM)	Avg Response Time	Uptime%	Avg Monthly Volume Total	Model Type	Model Age (years)	Reasons for service calls
Konica Minolta BH754E	MRHS Room 380	A55V017005506	6	2,359,458	82,145	3.80	99.24%	29,208	Black Photocopier	7.58	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.
Konica Minolta BHC554E	HHES Main Office	A5AY011015788	5	741,001	33,459	4.60	99.07%	11,978	Color Photocopier	8.17	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.
Konica Minolta BHC554E	BMS Room 101 Principal	A5AY011015779	1	289,565	57,958	19.6	99.15	5082	Color Photocopy	8.17	Extremely high response time was due to request for PM, which was not a priority call.
Konica Minolta BH654E	HHES 3rd Grade Work Room	A5YN017007632	2	512,525	41,932	20.5	98.24	8715	Black Photocopy	7.67	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.

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FLEET REPORT FY20**

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 Average Volume Black	Projected Monthly Average Volume Color	Actual Monthly Average Volume Black	Actual Monthly Average Volume Color	Model Intro Date	Model Age (years)	Model Type
Boynton Middle															
Konica Minolta BH4050	Room 215 Special Ed	A6VF011011461	9348-5934	0	0	0.00	0.00	100.00%	704	0	169	0	2/1/2014	6.67	Black Laser MFP
Konica Minolta BH501	Library	A0R5011021408	9348-5937	0	0	0.00	0.00	100.00%	533	0	675	0	6/1/2008	12.33	Black Photocopier
Konica Minolta BH654	Room 100 Guidance	A5YN017007892	9348-5942	3	78,678	0.00	1.70	99.93%	19,847	0	13,744	0	2/1/2013	7.67	Black Photocopier
Konica Minolta BH754	Room 200	A55V017005302	9348-5851	2	65,066	8.30	19.20	99.19%	24,118	0	15,563	0	3/1/2013	7.58	Black Photocopier
Konica Minolta BHC454	Room 115	A4FJ011002531	9348-5952	0	0	0.00	0.00	100.00%	2,656	1,365	1,312	372	7/1/2012	8.25	Color Photocopier
Konica Minolta BHC554	Room 101 Principal's Office	A5AY011015779	9348-5943	1	57,958	19.60	20.10	99.15%	4,015	1,064	4,097	985	8/1/2012	8.17	Color Photocopier
District Office															
Konica Minolta BH501	Admin Assistant	A0R5011022221	9348-5938	1	2,735	1.70	2.30	99.75%	1,725	0	665	0	6/1/2008	12.33	Black Photocopier
Konica Minolta BHC554	Main Office	A5AY011015759	9348-5944	0	103,739	0.00	0.00	100.00%	3,400	1,947	2,222	1,886	8/1/2012	8.17	Color Photocopier
Highbridge Hill Elementary															
Konica Minolta BH4050	Library	A6VF011011467	9348-5949	0	0	0.00	0.00	100.00%	189	0	68	0	2/1/2014	6.67	Black Laser MFP
Konica Minolta BH654	3rd Grade Work Room	A5YN017007632	9348-5939	2	41,932	20.50	41.80	98.24%	10,376	0	8,715	0	2/1/2013	7.67	Black Photocopier
Konica Minolta BH754	Room 207	A55V017005288	9348-5950	3	33,020	15.40	49.10	97.92%	14,068	0	11,436	0	3/1/2013	7.58	Black Photocopier
Konica Minolta BH754	Room 125	A55V017005341	9348-5948	2	38,007	8.90	19.90	99.16%	19,837	0	14,584	0	3/1/2013	7.58	Black Photocopier
Konica Minolta BH754	Copy Room Downstairs	A55V017005368	9348-5949	3	53,755	11.40	12.20	99.48%	18,976	0	17,703	0	3/1/2013	7.58	Black Photocopier
Konica Minolta BHC554	Main Office	A5AY011015788	9348-5945	5	33,459	4.60	22.00	99.07%	5,957	7,819	5,423	6,555	8/1/2012	8.17	Color Photocopier
Mascenic Regional High															
Konica Minolta BH4050	Main Office	A6VF011011470	9348-5960	0	0	0.00	0.00	100.00%	588	0	432	0	2/1/2014	6.67	Black Laser MFP
Konica Minolta BH501	Library	A0R5011021344	9348-5936	0	16,741	0.00	0.00	100.00%	2,412	0	1,580	0	6/1/2008	12.33	Black Photocopier
Konica Minolta BH501	Room 342	A0R5011021553	9348-5935	1	27,965	4.90	5.50	99.72%	4,526	0	3,310	0	6/1/2008	12.33	Black Photocopier
Konica Minolta BH654	Main Office Copy Room	A5YN017007896	9348-5940	1	53,680	1.20	3.10	99.87%	2,252	0	1,437	0	2/1/2013	7.67	Black Photocopier
Konica Minolta BH754	Room 380	A55V017005506	9348-5947	6	82,145	3.80	18.00	99.24%	47,094	0	29,208	0	3/1/2013	7.58	Black Photocopier
Konica Minolta BHC554	Guidance Office	A5AY011015749	9348-5936	3	24,416	1.00	3.30	99.86%	4,946	3,690	3,884	2,378	8/1/2012	8.17	Color Photocopier
Science Building															
Konica Minolta BH654	Tech Building	A5YN017007805	9348-9541	0	0	0.00	0.00	100.00%	11,662	0	6,830	0	2/1/2013	7.67	Black Photocopier
TOTALS & AVERAGES				33	47,553	8.44	218.2	99.55%	199,881	3,177	143,055	2,435		8.52	