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 47 units under contract with KMBS, there were 41 service calls on 17 copiers and printers during the fiscal year of July 1, 2019 to June 30, 2020. Uptime for your fleet was 99.89%, which is excellent for the size of your fleet. 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 3.51 hours, which is very good for the size of your fleet and number of service calls.

The average model age of your equipment is 5.69 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.

One unit has 5 or more service calls for a variety of issues. Details on the five calls can be seen on the NEXT page.

	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**	**Reasons for service calls**
Konica Minolta BHC458	LMS Main Office	A79M011027647	5	165,726	75,769	1.18	99.66%	3,411	Color Photocopier	There were five service calls for this copier for this fiscal year. The first call was in October with a jam in the 3rd paper tray; in November one call showed the machine was down and required firmware or software update; the second call was due to an error code that required a reset and cleaning of the Image Reading Unit. In January, another call took place regarding poor quality. This also resulted in a cleaning of the Image Reading Unit. The last service call was for issues with noise, which was determined to be caused by a work image transfer unit in the Fusing Unit area.

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 Monthly Volume Black	Actual Monthly Volume Color	Model Intro Date	Model Age (years)	Model Type
Jameson Elementary School															
Konica Minolta BH3301P	Kitchen Office	A63P015001989	9499-5753	0	0	0.00	0.00	100.00%	31	0	54	0	11/1/2015	4.83	Black Network Printer
Konica Minolta BH4020	Library	A6WD011001646	9499-5717	2	0	1.22	6.36	99.73%	1,047	0	339	0	2/1/2014	6.58	Black Laser MFP
Konica Minolta BH4000P	Main Office	A63R011016090	9499-5743	0	0	0.00	0.00	100.00%	500	0	354	0	4/1/2013	7.42	Black Network Printer
Konica Minolta BHC458	Main Office	A79M011028737	9486-1403	3	27,052	2.73	12.66	99.47%	1,255	2,203	2,115	2,506	8/1/2016		Color Photocopier
Konica Minolta BH454E	Media Center Hallway	A61E011012131	9355-6668	4	1,015	1.16	5.12	99.78%	0	0	3,808	0	11/1/2013	6.83	Black Photocopier
Konica Minolta BH3301P	Nurse's Office	A63P015001979	9499-5752	0	0	0.00	0.00	100.00%	101	0	103	0	11/1/2015	4.83	Black Network Printer
Konica Minolta BH658	Pre-K Hallway	AA6R011001685	9486-1419	0	0	0.00	0.00	100.00%	19,347	0	12,498	0	5/1/2017	3.33	Black Photocopier
Konica Minolta BH4000P	Room 26 SPED	A63R011016162	9499-5784	0	0	0.00	0.00	100.00%	387	0	371	0	4/1/2013	7.42	Black Network Printer
Loranger Middle School															
Konica Minolta BH3301P	Band Room	A63P015001975	9499-5746	0	0	0.00	0.00	100.00%	136	0	150	0	11/1/2015	4.83	Black Network Printer
Konica Minolta BH658	Ground Floor Hall	AA6R011001646	9486-1423	2	0	0.96	4.48	99.81%	8,810	0	6,238	0	5/1/2017	3.33	Black Photocopier
Konica Minolta BH4000P	Kitchen Office	A63R011016168	9499-5751	0	0	0.00	0.00	100.00%	240	0	154	0	4/1/2013	7.42	Black Network Printer
Konica Minolta BH3301P	Library	A63P015002211	9499-5749	0	0	0.00	0.00	100.00%	60	0	116	0	11/1/2015	4.83	Black Network Printer
Konica Minolta BHC3351	Library	A92F011009582	9486-1436	3	0	2.26	3.39	99.86%	1,011	859	465	479	4/1/2017	3.42	Color Laser MFP
Konica Minolta BH4000P	Library	A63R011016086	9499-5748	0	0	0.00	0.00	100.00%	388	0	325	0	4/1/2013	7.42	Black Network Printer
Konica Minolta BH3301P	Life Skills	A63P015001995	9499-5744	0	0	0.00	0.00	100.00%	458	0	281	0	11/1/2015	4.83	Black Network Printer
Konica Minolta BH4000P	Lower Hall	A63R011016182	9499-5747	0	0	0.00	0.00	100.00%	725	0	240	0	4/1/2013	7.42	Black Network Printer
Konica Minolta BHC458	Main Office	A79M011027647	9486-1428	5	75,769	1.18	7.99	99.66%	5,137	1,823	4,691	2,130	8/1/2016	4.08	Color Photocopier
Konica Minolta BH3301P	Room 11	A63P015001969	9499-5781	0	0	0.00	0.00	100.00%	198	0	148	0	11/1/2015	4.83	Black Network Printer
Konica Minolta BH3301P	Room 2	A63P015002161	9499-5750	0	0	0.00	0.00	100.00%	376	0	177	0	11/1/2015	4.83	Black Network Printer
Konica Minolta BH4000P	Room 6	A63R011016184	9499-5782	0	0	0.00	0.00	100.00%	1,021	0	841	0	4/1/2013	7.42	Black Network Printer
Konica Minolta BH4000P	Room 7B	A63R011016175	9499-5783	0	0	0.00	0.00	100.00%	1,219	0	1,445	0	4/1/2013	7.42	Black Network Printer
Konica Minolta BH658	Room 7B- 8th Grade Prep 3rd Floor	AA6R011001579	9486-1417	1	75,437	9.49	10.93	99.54%	12,090	0	8,964	0	5/1/2017	3.33	Black Photocopier
Konica Minolta BH3301P	Room 9L	A63P015001965	9499-5745	0	0	0.00	0.00	100.00%	529	0	440	0	11/1/2015	4.83	Black Network Printer
Konica Minolta BH4000P	Supply Room 1st Floor	A63R011016160	9599-5710	0	0	0.00	0.00	100.00%	1,660	0	938	0	4/1/2013	7.42	Black Network Printer
Konica Minolta BH658	Supply Room 1st Floor	AA6R011001647	9486-1422	4	38,748	1.68	12.27	99.48%	10,517	0	7,139	0	5/1/2017	3.33	Black Photocopier
Konica Minolta BH554E	Teachers' Room 2nd Floor	A61D011003332	9357-2832	3	3,768	2.26	10.24	99.57%	3,752	0	2,666	0	10/1/2013	6.92	Black Photocopier
Old Orchard Beach High															
Konica Minolta BHC458	Adult Education	A79M011027425	N/A	1	0	0.64	2.36	99.86%	695	133	675	416	8/1/2016	4.08	Color Photocopier
Konica Minolta BH4000P	Adult Education	A63R011016159	9499-5715	0	0	0.00	0.00	100.00%	536	0	450	0	4/1/2013	7.42	Black Network Printer
Konica Minolta BHC3351	Art Room	A92F011010014	9486-4053	1	0	0.00	0.00	100.00%	76	128	166	65	4/1/2017	3.42	Color Laser MFP
Konica Minolta BHC3351	Guidance Office	A92F011009579	9486-4054	4	16,418	10.91	11.85	99.50%	875	481	716	347	4/1/2017	3.42	Color Laser MFP
Konica Minolta BH454E	Library	A61E011012169	9355-6627	0	0	0.00	0.00	100.00%	1,452	0	1,368	0	11/1/2013	6.83	Black Photocopier
Konica Minolta BH4000P	Library Airprint	A63R011016180	9499-5804	0	0	0.00	0.00	100.00%	431	0	227	0	4/1/2013	7.42	Black Network Printer
Konica Minolta BH808	Mail Room Left Side	A8KN011007873	9486-1424	1	152,004	3.78	4.55	99.81%	13,386	0	10,870	0	6/1/2016	4.25	Black Photocopier
Konica Minolta BHC558	Main Office	A79011016270	9486-1427	0	0	0.00	0.00	100.00%	4,078	1,542	1,640	978	2/1/2017		Color Photocopier
Konica Minolta BH4000P	Room 102 "ISS"	A63R011016141	9499-5712	1	51,627	11.09	11.59	99.51%	2,943	0	1,718	0	4/1/2013	7.42	Black Network Printer
Konica Minolta BH4000P	Room 106 "SPED"	A63R011016185	9499-5711	0	0	0.00	0.00	100.00%	844	0	627	0	4/1/2013	7.42	Black Network Printer
Konica Minolta BH4000P	Room 203	A63R011016187	9499-5786	0	0	0.00	0.00	100.00%	294	0	96	0	4/1/2013	7.42	Black Network Printer
Konica Minolta BH4000P	Room 205	A63R011016179	9499-5785	0	0	0.00	0.00	100.00%	314	0	429	0	4/1/2013	7.42	Black Network Printer
Konica Minolta BH658	Teachers' Room 2nd Floor	AA6R011001652	9486-1418	3	302,963	3.35	14.64	99.38%	22,310	0	15,042	0	5/1/2017	3.33	Black Photocopier
Konica Minolta BH4020	Vice Principal's Office	A6WD011008284	9499-5860	0	0	0.00	0.00	100.00%	182	0	80	0	2/1/2014	6.58	Black Laser MFP
OOB Superintendent's Office															
HP Laser Jet 600 M602	Cindy's Office	CNDCG6304C	9499-5859	0	0	0.00	0.00	100.00%	1,269	0	1,236	0	11/1/2011		Black Network Printer

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Konica Minolta BH4020	Admin Office	A6WD011008018	9499-5713	2	1,027	0.24	1.61	99.91%	869	0	834	0	2/1/2014	6.58	Black Laser MFP
Konica Minolta BH4020	C Potenza's Office	A6WD011008022	9486-5664	0	0	0.00	0.00	100.00%	810	0	93	0	2/1/2014	6.58	Black Laser MFP
Konica Minolta BHC308	Helene Steven's Office	A7PY017010648		1	0	0.00	1.70	99.75%	2,107	380	1,862	586	6/1/2016		Color Photocopier
Pathway Alternative Education															
Konica Minolta BH3301P	Modular	A63P015002217	9499-5803	0	0	0.00	0.00	100.00%	92	0	1	0	11/1/2015	4.83	Black Network Printer
Konica Minolta BH454E	Modular	A61E011012469	9356-3887	1	0	3.23	4.80	99.80%	1,537	0	776	0	11/1/2013	6.83	Black Photocopier
RSU 23 Tides															
Konica Minolta BHC308	Modular	A7PY017005262	9486-1425	0	0	0.00	0.00	100.00%	1,342	241	477	160	6/1/2016	4.25	Color Photocopier
Total's and Averages				41	67,803	3.51	124.84	99.89%	2,761	166	2,009	163	1/7/2015	5.69	