



SPC SUMMARY

This annual fleet 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.

Out of 32 units under contract with SymQuest, there were 48 service calls on 11 copiers (A-3) and three printers (A-4) during the fiscal year. Uptime for your fleet was 99%, which is excellent for the size and age of your fleet as well as the number of service calls during the yewr. SPC's bid specs require vendor to arrive within an average of four hours for service calls. However, each vendor calculates these figures differently. SymQuest notes their average response time from call to arrival as nine hours, which is very high and will be addressed with the vendor; however, it should be noted that oftentimes a low-priority call (such as preventative maintenance or a machine that is still running) can unnaturally inflate the average response time.

Your last upgrade was in 2018. All machines are under a five-year+ warranty and service contract that expires on 6/30/2024. The average model in your fleet was introduced 6.5 years ago. However, 11 units are more than seven years from date of intro. We monitor this detail because as models get more than 10 years out from date of introduction parts become harder to locate and repair times may be longer.

Six units have five or more service calls for a variety of issues. Details on those service calls can be seen on the last page.

Definitions

Response time: Time from when service call was created at SymQuest until the onsite technician arrives. Proactive calls are not counted in this column

Closed in 1 or 2 visits: There can be multiple visits for one call, example would be a second visit to install a part that was ordered.

Cycle Time: Time from when service call was created until SymQuest closed the call. **Up Time:** Time being serviced divided by number of business hours available between date range of report

Average volume between calls: Total volume from service call to service call (does not include from install to first call)

RSU 26 Orono- SymQuest

Fleet FY23

Name Name Name March March March March Name Nam		Fleet FY23															
As Administration Company Comp					# Service			Closed in 1	Cycle Time			Actual Monthly		Actual Monthly	Model Intro	Model Age	
Section		Make/Model	Serial Number	Vendor ID	Calls	Service Calls	Time	or 2 visits	(hrs)	Uptime%	Volume Black	Volume Black	Volume Color	Volume Color	Date	(years)	Model Type
March Control Contro	Asa Adams Elementary School																
Section Control Notice Bertiagra Authorition Control Notice Co	Copy Room	Konica Minolta BHC558	A79K011017021	212294	8	22,374	11.77	100.00%	13.22	98.00%	10,922	10,388	16,356	17,083	2/1/17	6.67	Color MFP A-3 11x17
Section Sect	Main Office	Konica Minolta BH4422	AAFM011000298	130834	1	No Calls	18.85	100.00%	19.70	99.85%	1,804	1,967	0	0	8/1/18	5.17	Black Laser MFP A-4 8.5x14
Company Comp	Manning	Konica Minolta BH4702P	AAFH011001441	130833	0	No Calls	No Calls	No Calls	No Calls	100.00%	0	44	0	0	8/1/18	5.17	Black Printer A-4
Second Copy Room Control Mercia Delivery Appendix Copy	Room 13	Konica Minolta BH3602P	AAFK011000013	130844	0	No Calls	No Calls	No Calls	No Calls	100.00%	381	614	0	0	8/1/18	5.17	Black Printer A-4
Control Control Minds PH TOP Control Contr	Room 28 Copy Room	Konica Minolta BH808	A8KN011008540	212289	7	48,660	7.40	100.00%	8.56	97.81%	17,116	18,944	0	0	6/1/16	7.33	Black MFP A-3 11x17
Common High School Common	Room 28 Copy Room	Konica Minolta BH808	A8KN011008508	212290	5	11,889	4.19	100.00%	4.58	98.84%	11,079	8,599	0	0	6/1/16	7.33	Black MFP A-3 11x17
Cross High School Pel Saar Jan Philips Holder Assembly High School Pel Saar Jan Philips Holder Assembly High School Pel Saar Jan Philips Holder Pel Saar Jan Jan Jan Philips Holder Pel Saar Jan Philips Holder Pel Saar Jan Jan Jan Philips Holder Pel Saar Jan	Satre	Konica Minolta BH4702P	AAFH011001440	130831	0	No Calls	No Calls	No Calls	No Calls	100.00%	391	480	0	0	8/1/18	5.17	Black Printer A-4
According Office NP Laser_MET FO15 MICR VARCCT19CFX Pt. 600506 0 No Call	Special Ed	Konica Minolta BH3602P	AAFK011000006	130839	0	No Calls	No Calls	No Calls	No Calls	100.00%	601	491	0	0	8/1/18	5.17	Black Printer A-4
According Office NP Laser_MET FO15 MICR VARCCT19CFX Pt. 600506 0 No Call																	
Description	Orono High School																
Outbasing CM/Inde PEISANT AND TEMPERATE SECTION PEISANT SECT	Accounts Office Supt. Office	HP Laser Jet P3015 MICR	VNBCC7H2FX	PLS00506	0	No Calls	No Calls	No Calls	No Calls	100.00%	1,761	1,712	0	0	7/1/08	15.25	Black Printer A-4
Content Cont	Band Dept	Brother MFC-L5900dw	U64203K7N572084	130848	0	No Calls	No Calls	No Calls	No Calls	100.00%	0	119	0	0	2/1/16	7.67	Black Laser MFP A-4 8.5x14
Besty: MLT Office Brother ML 42400W U83879G8N791146 PLS00505 0 No Calls No Calls No Calls No Calls No Calls Calls No Ca	Guidance Office	HP Laser Jet Enterprise M506dn	PHBKR18937	130847	0	No Calls	No Calls	No Calls	No Calls	100.00%	602	703	0	0	10/1/15	8.00	Black Printer A-4
Demy-MIT-Office	Guidance Office	Konica Minolta BH3602P	AAFK011000012	130849	0	No Calls	No Calls	No Calls	No Calls	100.00%	42	54	0	0	8/1/18	5.17	Black Printer A-4
Remorkment deals	Library - MLTI Office	Brother HL-L2340DW	U63879G6N791046	PLS00505	0	No Calls	No Calls	No Calls	No Calls	100.00%	44	35	0	0	11/1/14	8.92	Black Printer A-4
Main Office Konica Minotla BHC558 A78K011017104 212293 5 9.008 27.48 100.005 24.40 98.805 6.393 5.537 5.558 7.639 27.177 6.87 Color MFP A.3 11x17 Main Office Konica Minotla BHC558 A78K01100001 310841 1 No Calls 19.37 100.005 19.88 99.755 738 58.88 0 0 81718 5.17 Black Printer A.4 Room 101 A Konica Minotla BHC558 AAFK01100001 310841 1 No Calls 19.37 100.005 19.88 99.755 738 58.88 0 0 81718 5.17 Black Printer A.4 Room 203 Konica Minotla BHC558 AAFK01100001 310843 0 No Calls No	Library - MLTI Office	Brother MFC-L5900dw	U64178E6N269084	PLS00504	0	No Calls	No Calls	No Calls	No Calls	100.00%	10	6	0	0	2/1/16	7.67	Black Laser MFP A-4 8.5x14
M.TI Office Konica Minota BH4702P AAFH011001344 130832 0 No Calls No Calls No Calls 100.00% 146 150 0 0 8/1/18 5.17 Black Printer A4 Room 101A Konica Minota BH5802P AAFK011000010 130841 1 No Calls 19.37 100.00% 19.88 98.75% 736 586 0 0 8/1/18 5.17 Black Printer A4 Room 101C SPED Konica Minota BH5802P AAFK011000010 130841 1 No Calls No Calls No Calls 100.00% 488 715 588 757 4/1/17 6.67 Cobr Laser MFP A4 8.5x14 Room 203 Konica Minota BH5858 AA70K011023 212290 1 No Calls No Calls No Calls 100.00% 10.0	Library-Front desk	Konica Minolta BH458	AA6U011006803	212300	0	No Calls	No Calls	No Calls	No Calls	100.00%	1,432	1,607	0	0	8/1/16	7.17	Black MFP A-3 11x17
Seem 101A Konica Minolla BH3602P AAFK011000010 130841 1 No Calls 19.37 100.00% 19.88 99.79% 738 586 0 0 81/116 5.17 Black Printer A.4	Main Office	Konica Minolta BHC558	A79K011017104	212293	5	9,008	27.48	100.00%	24.40	98.80%	6,393	5,537	5,558	7,639	2/1/17	6.67	Color MFP A-3 11x17
Room 101C SPED Konica Minolta BHC3351 A82F011011023 212301 0 No Calls No Calls No Calls No Calls 715 585 757 4/1/17 6.50 Color Laser MFP A4 8.5x14 Room 203 Konica Minolta BH568 AART011003349 212299 1 No Calls No Calls <td< td=""><td>MLTI Office</td><td>Konica Minolta BH4702P</td><td>AAFH011001344</td><td>130832</td><td>0</td><td>No Calls</td><td>No Calls</td><td>No Calls</td><td>No Calls</td><td>100.00%</td><td>146</td><td>150</td><td>0</td><td>0</td><td>8/1/18</td><td>5.17</td><td>Black Printer A-4</td></td<>	MLTI Office	Konica Minolta BH4702P	AAFH011001344	130832	0	No Calls	No Calls	No Calls	No Calls	100.00%	146	150	0	0	8/1/18	5.17	Black Printer A-4
Room 203 Konica Minolta BH558 AA6T011003349 212299 1 No Calls 0.03 100.00% 0.27 99.67% 9.485 12.653 0 0 0 2/11/7 6.67 Black MFP A3 11x17 Room 204 Konica Minolta BH562P AAFK011000015 130843 0 No Calls N	Room 101A	Konica Minolta BH3602P	AAFK011000010	130841	1	No Calls	19.37	100.00%	19.88	99.75%	736	586	0	0	8/1/18	5.17	Black Printer A-4
Room 204 Konica Minolta BH3602P AAFK011000015 130843 0 No Calls No	Room 101C SPED	Konica Minolta BHC3351	A92F011011023	212301	0	No Calls	No Calls	No Calls	No Calls	100.00%	488	715	585	757	4/1/17	6.50	Color Laser MFP A-4 8.5x14
Special Education Konica Minotta BH808 A8KN011008545 212297 3 5.267 11.76 100.00% 12.34 99.34% 6.243 5.316 0 0 6/1/16 7.33 Black MFP A:3 11x17 Superintendent Konica Minotta BHC558 A79K011017008 212292 2 18,726 1.35 100.00% 2.33 99.79% 2.739 2.868 2.186 1.846 2/1/17 6.67 Color MFP A:3 11x17 Teacher's Room Konica Minotta BH808 A8KN011008555 212296 3 75.665 7.97 100.00% 20.62 99.52% 14,015 16,167 0 0 6/1/16 7.33 Black MFP A:3 11x17 Teacher's Room Konica Minotta BH808 A8KN011008542 212298 5 27.938 6.30 100.00% 4.52 98.79% 14,015 12,095 0 0 6/1/16 7.33 Black MFP A:3 11x17 Teacher's Room Konica Minotta BH808 A8KN011008542 212298 5 27.938 6.30 100.00% 4.52 98.79% 14,015 12,095 0 0 6/1/16 7.33 Black MFP A:3 11x17 Tracher's Room Konica Minotta BH508 A8KN011008542 212298 5 27.938 6.30 100.00% 4.52 98.79% 14,015 12,095 0 0 6/1/16 7.33 Black MFP A:3 11x17 Tracher's Room Konica Minotta BH508 A8KN011008542 212298 5 27.938 6.30 100.00% 4.52 98.79% 14,015 12,095 0 0 6/1/16 7.33 Black MFP A:3 11x17 Tracher's Room Konica Minotta BH508 A79K011017105 212295 5 15.171 6.58 100.00% 11.26 99.11% 6.392 6.553 6.452 5.578 2/1/17 6.67 Color MFP A:3 11x17 Maintenance Director - Basement Konica Minotta BH5062P AAFK011000014 130840 0 No Calls	Room 203	Konica Minolta BH558	AA6T011003349	212299	1	No Calls	0.03	100.00%	0.27	99.67%	9,485	12,653	0	0	2/1/17	6.67	Black MFP A-3 11x17
Superintendent Konica Minolta BHC558 A79K011017008 21229 2 18,726 1.35 100.00% 2.33 99,79% 2,739 2,868 2,186 1,846 2/1/17 6.67 Color MFP A3 11x17 Teacher's Room Konica Minolta BH808 A8KN011008555 212298 3 75,665 7.97 100.00% 20.62 99,52% 14,015 16,167 0 0 6/1/16 7.33 Black MFP A3 11x17 Teacher's Room Konica Minolta BH808 A8KN011008542 212298 5 27,938 5.30 100.00% 4.52 98,79% 14,018 12,095 0 0 6/1/16 7.33 Black MFP A3 11x17 Orono Middle School	Room 204	Konica Minolta BH3602P	AAFK011000015	130843	0	No Calls	No Calls	No Calls	No Calls	100.00%	106	0	0	0	8/1/18	5.17	Black Printer A-4
Teacher's Room Konica Minolta BH808 A&KN011008555 212296 3 75,665 7.97 100.00% 20.62 99.52% 14.015 16,167 0 0 6/11/16 7.33 Black MFP A-3 11x17 Teacher's Room Konica Minolta BH808 A&KN011008542 212298 5 27,938 5.30 100.00% 4.52 98.79% 14.018 12,095 0 0 6/11/16 7.33 Black MFP A-3 11x17 Orono Middle School Main Office Copy Room Konica Minolta BHC558 A79K011017105 212295 5 15,171 6.58 100.00% 11.26 99.11% 6.392 6,563 6,452 5,578 2/11/17 6.67 Color MFP A-3 11x17 Maintenance Director - Basement Konica Minolta BH3602P AAFK011000014 130840 0 No Calls	Special Education	Konica Minolta BH808	A8KN011008545	212297	3	5,267	11.76	100.00%	12.34	99.34%	6,243	5,316	0	0	6/1/16	7.33	Black MFP A-3 11x17
Teacher's Room Konica Minolta BH808 A8KN011008542 212298 5 27,938 5.30 100.00% 4.52 98.79% 14,018 12,095 0 0 6/1/16 7.33 Black MFP A-3 11x17 Orono Middle School Main Office Copy Room Konica Minolta BH558 A79K011017105 212295 5 15,171 6.58 100.00% 11.26 99.11% 6,392 6,563 6,452 5,578 2/1/17 6.67 Color MFP A-3 11x17 Maintenance Director - Basement Konica Minolta BH3602P AAFK011000014 130840 0 No Calls No	Superintendent	Konica Minolta BHC558	A79K011017008	212292	2	18,726	1.35	100.00%	2.33	99.79%	2,739	2,868	2,186	1,646	2/1/17	6.67	Color MFP A-3 11x17
Orono Middle School Main Office Copy Room Konica Minolta BHC558 A79K011017105 212295 5 15,171 6.58 100.00% 11.26 99.11% 6,392 6,563 6,452 5,578 2/1/17 6.67 Color MFP A-3 11x17 Maintenance Director - Basement Konica Minolta BH3602P AAFK011000014 130840 0 No Calls No Calls <t< td=""><td>Teacher's Room</td><td>Konica Minolta BH808</td><td>A8KN011008555</td><td>212296</td><td>3</td><td>75,665</td><td>7.97</td><td>100.00%</td><td>20.62</td><td>99.52%</td><td>14,015</td><td>16,167</td><td>0</td><td>0</td><td>6/1/16</td><td>7.33</td><td>Black MFP A-3 11x17</td></t<>	Teacher's Room	Konica Minolta BH808	A8KN011008555	212296	3	75,665	7.97	100.00%	20.62	99.52%	14,015	16,167	0	0	6/1/16	7.33	Black MFP A-3 11x17
Main Office Copy Room Konica Minolta BHC558 A79K011017105 212295 5 15,171 6.58 100.00% 11.26 99.11% 6,392 6,563 6,452 5,578 2/1/17 6.67 Color MFP A:3 11x17 Maintenance Director - Basement Konica Minolta BH3602P AAFK011000014 130840 0 No Calls No Calls No Calls No Calls 100.00% 49 73 0 0 8/1/18 5.17 Black Printer A:4 Room 13 Konica Minolta BH3602P AAFK011000009 130842 0 No Calls No Call	Teacher's Room	Konica Minolta BH808	A8KN011008542	212298	5	27,938	5.30	100.00%	4.52	98.79%	14,018	12,095	0	0	6/1/16	7.33	Black MFP A-3 11x17
Main Office Copy Room Konica Minolta BHC558 A79K011017105 212295 5 15,171 6.58 100.00% 11.26 99.11% 6,392 6,563 6,452 5,578 2/1/17 6.67 Color MFP A:3 11x17 Maintenance Director - Basement Konica Minolta BH3602P AAFK011000014 130840 0 No Calls No Calls No Calls No Calls 100.00% 49 73 0 0 8/1/18 5.17 Black Printer A:4 Room 13 Konica Minolta BH3602P AAFK011000009 130842 0 No Calls No Call																	
Maintenance Director - Basement Konica Minolta BH3602P AAFK011000014 130840 0 No Calls No Calls No Calls 100.00% 49 73 0 0 8/1/18 5.17 Black Printer A-4 Room 13 Konica Minolta BH3602P AAFK011000009 130842 0 No Calls No Calls No Calls No Calls No Calls 100.00% 490 608 0 0 8/1/18 5.17 Black Printer A-4 Room 2 Konica Minolta BH3602P AAFK011000008 130846 0 No Calls No Cal	Orono Middle School																
Maintenance Director - Basement Konica Minolta BH3602P AAFK011000014 130840 0 No Calls No Calls No Calls 100.00% 49 73 0 0 8/1/18 5.17 Black Printer A-4 Room 13 Konica Minolta BH3602P AAFK011000009 130842 0 No Calls No Calls No Calls No Calls No Calls 100.00% 490 608 0 0 8/1/18 5.17 Black Printer A-4 Room 2 Konica Minolta BH3602P AAFK011000008 130846 0 No Calls No Cal	Main Office Copy Room	Konica Minolta BHC558	A79K011017105	212295	5	15,171	6.58	100.00%	11.26	99.11%	6,392	6,563	6,452	5,578	2/1/17	6.67	Color MFP A-3 11x17
Room 13 Konica Minolta BH3602P AAFK011000009 130842 0 No Calls No Calls No Calls 100.00% 490 608 0 0 8/1/18 5.17 Black Printer A-4 Room 2 Konica Minolta BH3602P AAFK011000008 130846 0 No Calls No Calls No Calls 100.00% 234 194 0 0 8/1/18 5.17 Black Printer A-4 Room 23 Copy Room (Later M17) Konica Minolta BH808 A8KN011008554 212291 1 No Calls 2.67 0.00% 29.25 100.89% 3,438 5,754 0 0 6/1/16 7,33 Black Printer A-4 Room 8 Konica Minolta BH3602P AAFK011000005 130838 0 No Calls No Calls No Calls No Calls 100.00% 63 98 0 0 8/1/18 5.17 Black Printer A-4 Room M17 Konica Minolta BH3602P AAFK011000019 130845 1 No Calls 3.25 100.00% 358 272 0 <td< td=""><td>Maintenance Director - Basement</td><td></td><td></td><td></td><td>0</td><td></td><td>No Calls</td><td></td><td></td><td></td><td></td><td>73</td><td>0</td><td>0</td><td></td><td></td><td></td></td<>	Maintenance Director - Basement				0		No Calls					73	0	0			
Room 2 Konica Minolta BH3602P AAFK011000008 130846 0 No Calls No Calls 100.00% 234 194 0 0 8/1/18 5.17 Black Printer A-4 Room 23 Copy Room (Later M17) Konica Minolta BH808 A8KN011008554 212291 1 No Calls 2.67 0.00% 29.25 100.89% 3,438 5,754 0 0 6/1/16 7.33 Black MFP A-3 11x17 Room 8 Konica Minolta BH3602P AAFK011000005 130838 0 No Calls No Calls No Calls 100.00% 63 98 0 0 8/1/18 5.17 Black Printer A-4 Room M17 Konica Minolta BH3602P AAFK011000019 130845 1 No Calls 3.25 100.00% 358 272 0 0 8/1/18 5.17 Black Printer A-4	Room 13				0						490	608	0	0			
Room 23 Copy Room (Later M17) Konica Minolta BH808 A8KN011008554 212291 1 No Calls 2.67 0.00% 29.25 100.89% 3,438 5,754 0 0 6/1/16 7.33 Black MFP A-3 11x17 Room 8 Konica Minolta BH3602P AAFK011000005 130838 0 No Calls No Calls No Calls No Calls No Calls 100.00% 63 98 0 0 8/1/18 5.17 Black Printer A-4 Room M17 Konica Minolta BH3602P AAFK011000019 130845 1 No Calls 3.25 100.00% 41.08 100.00% 358 272 0 0 8/1/18 5.17 Black Printer A-4	Room 2				0								0	0			
Room 8 Konica Minolta BH3602P AAFK011000005 130838 0 No Calls No Calls 100.00% 63 98 0 0 8/1/18 5.17 Black Printer A-4 Room M17 Konica Minolta BH3602P AAFK011000019 130845 1 No Calls 3.25 100.00% 358 272 0 0 8/1/18 5.17 Black Printer A-4					1								0	0			
Room M17 Konica Minolta BH3602P AAFK011000019 130845 1 No Calls 3.25 100.00% 41.08 100.00% 358 272 0 0 8/1/18 5.17 Black Printer A-4					0								n	n			
					1								n	n			
Totals and Averages 9.14 92.86% 15.14 99.69% 3,487 3,607 6,227 6,541 6.50				1 .300 70											5, 1, 10		
	Totals and Averages				48	26,078	9.14	92.86%	15.14	99.69%	3,487	3,607	6,227	6,541		6.50	

RSU 26 Orono- SymQuest Fleet FY23

Equipment with 5 or more calls for the reporting period July 1, 2022 to June 30, 2023

Location	Current Equipment	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
Asa Adams Copy Room	Konica Minolta BHC558	A79K011017021	8	508,884	22,374	11.77	98%	13,687	Color MFP A-3 11x17	The first three calls of the school year were due to streaks across the page; technician ultimately replaced all drums and ITB unit. One call was for jamming where the technician replaced feed rollers. Another call was for an error code to replace all of the color developer units. One call was for a noise when not in use, which was resolved with a cleaning. The last call was for preventative maintenance.
Asa Adams Copy Room	Konica Minolta BH808	A8KN011008540	7	1,000,561	48,660	7.40	97.81%	18,030	Black MFP A-3 11x17	Five of the seven service calls on this copier were for jamming issues, one for quality, and one for preventative maintenance. The technician replaced feed rollers and the fuser unit on two of the calls.
Asa Adams Main Office	Konica Minolta BHC558	A79K011017104	5	365,731	9,008	27.00	99%	6,282	Color MFP A-3 11x17	The first three calls of the year were due to poor quality/streaks on the page; technician cleaned and reset drums but eventually replaced all color drums. Two subsequent calls were for jamming, where the technician replaced tray rollers on both calls.
Orono Middle Office Copy Room	Konica Minolta BHC558	A79K011017105	5	408,960	15,171	6.58	99%	6246	Color MFP A-3 11x17	This machine shows three service calls for jamming and two calls for poor quality/streaks. Technician replaced drums, ITB unit, and black developer.
Asa Adams Copy Room	Konica Minolta BH808	A8KN011008508	5	761,230	11,889	4.19	99%	9,839	Black MFP A-3 11x17	All five service calls on this machine were due to jamming primarily in Trays 1 and 4. Technician replaced feed rollers; no calls since January.
Orono High Teachers' Room	Konica Minolta BH808	A8KN011008542	5	832,832	27,938	5.30	98.79%	13,057	Black MFP A-3 11x17	Three calls on this copier were for jamming in Tray 3; technician replaced rollers and cleaned. One call was an error code to replace the developer unit, and the most recent call was preventative maintenance.