

RSU 26 - SymQuest
Fleet -FY23



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 year. 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)

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Location	Make/Model	Serial Number	Vendor ID	# Service Calls	Avg Volume between Service Calls	Avg Response Time	Closed in 1 or 2 visits	Cycle Time (hrs)	Uptime%	Projected Monthly Volume Black	Actual Monthly Volume Black	Projected Monthly Volume Color	Actual Monthly Volume Color	Model Intro Date	Model Age (years)	Model Type
Asa Adams Elementary School																
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
Main Office	Konica Minolta BH4422	AAF011000298	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
Manning	Konica Minolta BH4702P	AAF011001441	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
Room 13	Konica Minolta BH3602P	AAF011000013	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
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
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
Satre	Konica Minolta BH4702P	AAF011001440	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
Special Ed	Konica Minolta BH3602P	AAF011000006	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
Orono High School																
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
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
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
Guidance Office	Konica Minolta BH3602P	AAF011000012	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
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
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
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
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
MLTI Office	Konica Minolta BH4702P	AAF011001344	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 101A	Konica Minolta BH3602P	AAF011000010	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 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
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
Room 204	Konica Minolta BH3602P	AAF011000015	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
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
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
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
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 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	AAF011000014	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	AAF011000009	130842	0	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	AAF011000008	130846	0	No Calls	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 MFP A-3 11x17
Room 8	Konica Minolta BH3602P	AAF011000005	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	AAF011000019	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
Totals and Averages				48	26,078	9.14	92.86%	15.14	99.69%	3,487	3,607	6,227	6,541		6.50	

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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.