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 43 service calls on 11 copiers and 3 printers during the fiscal year. Uptime for your fleet was 99.65 which is not bad 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. SymQuest notes their average response time from call to arrival as 3.91 hours, which is excellent and within the bid parameters. It is also good to note that all calls were resolved on either the first or second call.

Your last upgrade was on 8/16/2020. All machines are under a five-year+ warranty and service contract that expires on 6/302024. The average model in your fleet was introduced 5.47 years ago. Two units are more than 7 years from date of intro, with one HP printer having been introduced over 14 years ago. 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.

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																
Copy Room	Konica Minolta BHC558	A79K011017021	212294	8	19,801	4.10	100%	4.19	98.00%	3,987	10,922	10,424	16,356	2/1/17	5.58	Color Photocopier
Main Office	Konica Minolta BH4422	AAFM011000298	130834	1	10,445	5.75	100%	6.20	100.00%	557	1,804	0	0	8/1/18	4.08	Black Laser MFP
Main Office	Konica Minolta BH4702P	AAFH011001440	130831	0	No Calls	No Calls	No Calls	No Calls	100.00%	1,740	390	0	0	8/1/18	4.08	Black Network Printer
Room 13 Life Skills	Konica Minolta BH3602P	AAFK011000013	130844	1	No Calls	5.53	100%	5.85	100.00%	524	381	0	0	8/1/18	4.08	Black Network Printer
Room 28 Copy Room	Konica Minolta BH808	A8KN011008540	212289	6	20,478	5.25	100%	6.17	98.00%	16,492	17,115	0	0	6/1/16	6.25	Black Photocopier
Room 28 Copy Room	Konica Minolta BH808	A8KN011008508	212290	1	No Calls	0.83	100%	0.85	100.00%	18,583	11,079	0	0	6/1/16	6.25	Black Photocopier
Special Ed	Konica Minolta BH3602P	AAFK011000006	130839	0	No Calls	No Calls	No Calls	No Calls	100.00%	342	601	0	0	8/1/18	4.08	Black Network Printer
Teachers' Lounge	Konica Minolta BH4702P	AAFH011001441	130833	1	No Calls	4.25	100%	4.55	100.00%	2,217	0	0	0	8/1/18	4.08	Black Network Printer
Orono High School																
Accounts Office	HP Laser Jet P3015	VNBCC7H2FX	PLS00506	0	No Calls	No Calls	No Calls	No Calls	100.00%	2,429	1,761	0	0	7/1/08	14.17	Black Network Printer
Guidance Office	HP LaserJet M506n	PHBKR18937	130847	0	No Calls	No Calls	No Calls	No Calls	100.00%	0	602	0	0	10/1/15	6.92	Black Network Printer
Library Front Desk	Konica Minolta BH458E	AA6U011006803	212300	0	No Calls	No Calls	No Calls	No Calls	100.00%	1,856	1,432	0	0	8/1/16	6.08	Black Photocopier
Library MLTI Office	Brother HL-L5200DW	U64178E6N269084	PLS00504	0	No Calls	No Calls	No Calls	No Calls	100.00%	390	10	0	0	3/1/16	6.50	Black Network Printer
Library MLTI Office	Brother HL-L2340DW	U63879G6N791046	PLS00505	0	No Calls	No Calls	No Calls	No Calls	100.00%	700	44	0	0	11/1/14	7.83	Black Network Printer
Main Office	Konica Minolta BHC558	A79K011017104	212293	8	7,344	3.63	100%	12.47	99.00%	7,208	6,393	5,168	5,558	2/1/17	5.58	Color Photocopier
Maintenance Director - Basement	Konica Minolta BH3602P	AAFK011000014	130840	0	No Calls	No Calls	No Calls	No Calls	100.00%	66	49	0	0	8/1/18	4.08	Black Network Printer
MLTI Office	Konica Minolta BH4702P	AAFH011001344	130832	0	No Calls	No Calls	No Calls	No Calls	100.00%	49	146	0	0	8/1/18	4.08	Black Network Printer
Room 101A	Konica Minolta BH3602P	AAFK011000010	130841	0	No Calls	No Calls	No Calls	No Calls	100.00%	621	736	0	0	8/1/18	4.08	Black Network Printer
Room 101C Special Ed	Konica Minolta BHC3351	A92F011011023	212301	0	No Calls	No Calls	No Calls	No Calls	100.00%	910	487	613	585	4/1/17	5.42	Color Laser MFP
Room 13	Konica Minolta BH3602P	AAFK011000009	130842	0	No Calls	No Calls	No Calls	No Calls	100.00%	430	490	0	0	8/1/18	4.08	Black Network Printer
Room 203	Konica Minolta BH558e	AA6T011003349	212299	3	201,351	3.91	100%	4.38	99.00%	8,835	9,485	0	0	2/1/17	5.58	Black Photocopier
Room 204	Konica Minolta BH3602P	AAFK011000015	130843	0	No Calls	No Calls	No Calls	No Calls	100.00%	303	106	0	0	8/1/18	4.08	Black Network Printer
Special Ed	Konica Minolta BH808	A8KN011008545	212297	3	1,279	3.82	100%	10.97	99.00%	6,897	6,243	0	0	6/1/16	6.25	Black Photocopier
Superintendent	Konica Minolta BHC558	A79K011017008	212292	0	No Calls	No Calls	No Calls	No Calls	100.00%	2,948	2,738	2,534	2,186	2/1/17	5.58	Color Photocopier
Teachers' Room	Konica Minolta BH808	A8KN011008555	212296	3	10,240	5.62	100%	6.31	99.00%	21,825	14,015	0	0	6/1/16	6.25	Black Photocopier
Teachers' Room	Konica Minolta BH808	A8KN011008542	212298	2	103,471	1.93	100%	2.50	99.00%	18,188	14,018	0	0	6/1/16	6.25	Black Photocopier
Orono Middle School																
Guidance Office	Konica Minolta BH3602P	AAFK011000012	130849	0	No Calls	No Calls	No Calls	No Calls	100.00%	59	42	0	0	8/1/18	4.08	Black Network Printer
Main Office Copy Room	Konica Minolta BHC558	A79K011017105	212295	3	23,616	5.97	100%	6.28	99.00%	9,378	6,392	5,415	6,452	2/1/17	5.58	Color Photocopier
Room 2	Konica Minolta BH3602P	AAFK011000008	130846	0	No Calls	No Calls	No Calls	No Calls	100.00%	429	234	0	0	8/1/18	4.08	Black Network Printer
Room 23 Copy Room	Konica Minolta BH808	A8KN011008554	212291	2	25,704	3.18	100%	11.91	99.00%	8,187	3,438	0	0	6/1/16	6.25	Black Photocopier
Room 8	Konica Minolta BH3602P	AAFK011000005	130838	0	No Calls	No Calls	No Calls	No Calls	100.00%	187	62	0	0	8/1/18	4.08	Black Network Printer
Room M17	Konica Minolta BH3602P	AAFK011000019	130845	1	No Calls	0.95	100%	1.93	100.00%	236	358	0	0	8/1/18	4.08	Black Network Printer
TOTALS & AVERAGES				**43**	**42,373**	**3.91**	**100%**	**6.04**	**99.65%**	**4,406**	**3,599**	**4,831**	**6,227**		**5.47**	

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Equipment with 5 or more calls for the reporting period July 1, 2021 to June 30, 2022									
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	1,041,634	19,801	4.10	98%	27,278	Color Photocopier	One call was for PM, 3 calls for jamming where user unit, yello drum assembly and feed rollers for trays 1 & 2 were replaced and black drum; 2 calls were for poor quality; tech replaced cyan drum and magenta drum; one call was for an error, tech installed transfer unit, filter, and feed rollers; one call was for a toner error; tech reset toner filter counter.
Asa Adams Copy Room	Konica Minolta BH808	A8KN011008540	6	783,860	20,478	5.25	98%	17,115	Black Photocopier	Two of the service calls were for PMs; the remaining 4 calls were for jamming in various locations; tech noted damp paper on two of the calls; another call tech replaced feed and separator rollers and on the 4th call replaced fusing unit.
Orono High Main Office	Konica Minolta BHC558	A79K011017104	8	535,206	7,344	3.63	99%	11,951	Color Photocopier	On 3 separate occasions client called to complain about noise from copier; on one call tech replaced fuser drive clutch and feed rollers; on the 2nd call removed jam in tray 2, removed stuck labels, and lubricated exit unit drive assembly; on the 3rd call tech replaced fusing unit. Three calls were for poor quality; tech replaced the black drum on one call, magenta drum on 2nd call and yellow drum on 3rd call; One call was for an error code; tech reset unit, replaced fuser unit and IHP unit. One call for jamming in Trays 3 and 4; tech cleaned feed rollers.