



Customer Service History Report

Status of Data 12/6/2018

Sold To RSU 35
Month (MM/YYYY) JUL 2017 - JUNE 2018

SPC Evaluation Report

We are proud that the overall average response time is under 4 hours, which is within the 4-hour bid specifications. Uptime is high on average at 99.63%.

However, there is some concern with those machines highlighted in yellow with a high number of service calls, even though average up time is excellent. A closer look at the types of service calls these machines have had is noted in the highlighted box below the table. The calls do not appear to be excessive, but we will continue to monitor the equipment to determine if they need to be moved to a lower volume location or be replaced under warranty in the future.

Building	Address	City	Model	Serial #	Reprographic Type	Total Calls*	Avg Copies between All Service Calls incl PM*	Avg Response Time*	Tot Hrs Down*	Uptime %	Avg Mthly Volume#
Marshwood High	260 DOW HIGHWAY	SOUTH BERWICK	BIZ3300P	A63P011000443	Black Printer	0	0	0.0	0.0	100.00 %	146
Marshwood High	260 DOW HIGHWAY	SOUTH BERWICK	BIZ3300P	A63P011001024	Black Printer	0	0	0.0	0.0	100.00 %	1,820
Marshwood Middle	626 HAROLD L DOW HWY	ELIOT	BIZ3300P	A63P011001361	Black Printer	2	2,605	1.0	1.8	99.92 %	266
Marshwood High	260 DOW HIGHWAY	SOUTH BERWICK	BIZ3300P	A63P011001363	Black Printer	0	0	0.0	0.0	100.00 %	156
Marshwood High	260 DOW HIGHWAY	SOUTH BERWICK	BIZ3300P	A63P011001365	Black Printer	0	0	0.0	0.0	100.00 %	397
Marshwood Middle	626 HAROLD L DOW HWY	ELIOT	BIZ3300P	A63P011001367	Black Printer	0	0	0.0	0.0	100.00 %	148
Marshwood Great Works	49 ACADEMY ST	SOUTH BERWICK	BIZ3300P	A63P011001369	Black Printer	0	0	0.0	0.0	100.00 %	146
Marshwood High	260 DOW HIGHWAY	SOUTH BERWICK	BIZ3300P	A63P011001370	Black Printer	0	0	0.0	0.0	100.00 %	447
Marshwood Middle	626 HAROLD L DOW HWY	ELIOT	BIZ3300P	A63P011001371	Black Printer	0	0	0.0	0.0	100.00 %	72
Marshwood Middle	626 HAROLD L DOW HWY	ELIOT	BIZ3300P	A63P011001372	Black Printer	0	0	0.0	0.0	100.00 %	2,787
Marshwood High	260 DOW HIGHWAY	SOUTH BERWICK	BIZ3300P	A63P011001373	Black Printer	0	0	0.0	0.0	100.00 %	250
Marshwood High	260 DOW HIGHWAY	SOUTH BERWICK	BIZ3300P	A63P011001375	Black Printer	0	0	0.0	0.0	100.00 %	272
District Office	180 DEPOT RD	ELIOT	BIZ3300P	A63P011001379	Black Printer	1	0	0.0	0.0	100.00 %	1,662
District Office	180 DEPOT RD	ELIOT	BIZ3300P	A63P011001388	Black Printer	0	0	0.0	0.0	100.00 %	307
Marshwood High	260 DOW HIGHWAY	SOUTH BERWICK	BIZ3300P	A63P011001389	Black Printer	1	0	1.8	3.2	99.88 %	111
Marshwood High	260 DOW HIGHWAY	SOUTH BERWICK	BIZ3300P	A63P011001390	Black Printer	0	0	0.0	0.0	100.00 %	749
Marshwood High	260 DOW HIGHWAY	SOUTH BERWICK	BIZ3300P	A63P011001393	Black Printer	0	0	0.0	0.0	100.00 %	1,036
Eliot Elementary	1298 STATE RD	ELIOT	BIZ3300P	A63P011002009	Black Printer	0	0	0.0	0.0	100.00 %	550
District Office	180 DEPOT RD	ELIOT	BIZ3300P	A63P011901442	Black Printer	0	0	0.0	0.0	100.00 %	194
TOTALS FOR MODEL			BIZ3300P		Black Printer	4	2,605	1.4	5.0	99.99 %	606
Marshwood Middle	626 HAROLD L DOW HWY	ELIOT	BIZ40P	A0DX013004953	Black Printer	0	0	0.0	0.0	100.00 %	10
Marshwood Middle	626 HAROLD L DOW HWY	ELIOT	BIZ40P	A0DX013004963	Black Printer	2	10,579	0.0	0.0	100.00 %	3,466
Marshwood Middle	626 HAROLD L DOW HWY	ELIOT	BIZ40P	A0DX013004964	Black Printer	6	4,276	3.6	13.5	99.40 %	762
Marshwood High	260 ROUTE 236	SOUTH BERWICK	BIZ40P	A0DX013004965	Black Printer	2	173,875	0.0	0.0	100.00 %	1,213
Marshwood High	260 ROUTE 236	SOUTH BERWICK	BIZ40P	A0DX013004966	Black Printer	0	0	0.0	0.0	100.00 %	1,548
Central Elementary	197 MAIN ST	SOUTH BERWICK	BIZ40P	A0DX013004967	Black Printer	0	0	0.0	0.0	100.00 %	5,059
Marshwood Great Works	49 ACADEMY ST	SOUTH BERWICK	BIZ40P	A0DX013004968	Black Printer	0	0	0.0	0.0	100.00 %	184
TOTALS FOR MODEL			BIZ40P		Black Printer	10	62,910	3.6	13.5	99.91 %	1,749
Marshwood Middle	626 HAROLD L DOW HWY	ELIOT	BIZ421	A0R6011011018	Black Photocopier	12	18,930	4.9	35	98.43 %	13,546
TOTALS FOR MODEL			BIZ421		Black Photocopier	12	18,930	4.9	3.5	98.43 %	13,546
Marshwood Great Works	49 ACADEMY ST	SOUTH BERWICK	BIZ423	A1UD011012913	Black Photocopier	1	79,862	0.0	0.0	100.00 %	8,712
TOTALS FOR MODEL			BIZ423		Black Photocopier	1	79,862	0.0	0.0	100.00 %	8,712
Eliot Elementary	1298 STATE RD	ELIOT	BIZ554E	A61D011003484	Black Photocopier	4	68,967	4.7	23.0	98.98 %	20,259
Marshwood Great Works	49 ACADEMY ST	SOUTH BERWICK	BIZ554E	A61D011003506	Black Photocopier	2	97,715	0.8	2.7	99.88 %	1,108
Marshwood Middle	626 HAROLD L DOW HWY	ELIOT	BIZ554E	A61D011003641	Black Photocopier	4	103,672	0.0	0.0	100.00 %	41,672
Marshwood Great Works	49 ACADEMY ST	SOUTH BERWICK	BIZ554E	A61D011003908	Black Photocopier	5	30,214	2.6	10.5	99.53 %	13,583
TOTALS FOR MODEL			BIZ554E		Black Photocopier	15	75,142	2.7	36.2	99.60 %	19,156
Marshwood High	260 DOW HIGHWAY	SOUTH BERWICK	BIZ601	A0PP011011964	Black Photocopier	3	21,147	4.3	5.2	99.77 %	5,173
Marshwood High	260 DOW HIGHWAY	SOUTH BERWICK	BIZ601	A0PP011015239	Black Photocopier	6	91,083	9.5	43.1	98.08 %	26,959
Marshwood High	260 DOW HIGHWAY	SOUTH BERWICK	BIZ601	A0PP011017443	Black Photocopier	1	30,487	0.0	0.0	100.00 %	4,913
TOTALS FOR MODEL			BIZ601		Black Photocopier	10	47,572	6.9	48.3	99.28 %	12,348
Marshwood Middle	626 HAROLD L DOW HWY	ELIOT	BIZ754E	A55V017001735	Black Photocopier	4	119,775	1.8	7.1	99.68 %	26,620
Marshwood Middle	626 HAROLD L DOW HWY	ELIOT	BIZ754E	A55V017001739	Black Photocopier	5	28,871	4.6	16.4	99.27 %	14,390
Marshwood Middle	626 HAROLD L DOW HWY	ELIOT	BIZ754E	A55V017001778	Black Photocopier	7	44,543	2.8	11.7	99.48 %	29,776
Marshwood High	260 DOW HIGHWAY	SOUTH BERWICK	BIZ754E	A55V017001783	Black Photocopier	7	75,478	1.4	13.5	99.40 %	42,098
Marshwood High	260 DOW HIGHWAY	SOUTH BERWICK	BIZ754E	A55V017001791	Black Photocopier	4	205,253	2.2	5.3	99.76 %	54,248

Building	Address	City	Model	Serial #	Reprographic Type	Total Calls*	Avg Copies between All Service Calls incl PM*	Avg Response Time*	Tot Hrs Down*	Uptime %	Avg Mthly Volume#
Eliot Elementary	1298 STATE RD	ELIOT	BI2754E	A55V017001795	Black Photocopier	5	64,735	3.1	18.2	99.19 %	24,857
Marshwood High	260 DOW HIGHWAY	SOUTH BERWICK	BI2754E	A55V017001806	Black Photocopier	1	98,899	3.0	4.2	99.81 %	21,512
Central Elementary	197 MAIN ST	SOUTH BERWICK	BI2754E	A55V017001819	Black Photocopier	3	99,416	2.7	15.4	99.32 %	19,732
Central Elementary	197 MAIN ST	SOUTH BERWICK	BI2754E	A55V017001820	Black Photocopier	1	170,731	2.5	3.8	99.83 %	15,663
TOTALS FOR MODEL			BI2754E		Black Photocopier	37	855	2.7	95.6	99.53 %	27,655
Marshwood High	260 DOW HIGHWAY	SOUTH BERWICK	C3350	A4Y4011003690	Color Laser MFP	0	0	0.0	0.0	100.00 %	1,509
Central Elementary	197 MAIN ST	SOUTH BERWICK	C3350	A4Y4011003731	Color Laser MFP	3	36,429	3.9	12.1	99.46 %	9,604
Marshwood Great Works	49 ACADEMY ST	SOUTH BERWICK	C3350	A4Y4011003921	Color Laser MFP	4	5,470	3.1	18.0	99.20 %	1,713
TOTALS FOR MODEL			C3350		Color Laser MFP	7	20,949	3.5	30.1	99.55 %	4,275
Central Elementary	197 MAIN ST	SOUTH BERWICK	C35	A121011003937	Color Photocopier	10	8,558	2.1	21.3	99.05 %	4,356
Marshwood Great Works	49 ACADEMY ST	SOUTH BERWICK	C35	A121011003987	Color Photocopier	5	7,099	6.1	20.2	99.10 %	1,188
District Office	180 DEPOT RD	ELIOT	C35	A121011003990	Color Photocopier	3	1	0.0	0.0	100.00 %	1,784
District Office	180 DEPOT RD	ELIOT	C35	A121011027126	Color Photocopier	3	2,774	8.4	18.4	95.25 %	466
Marshwood Middle	626 HAROLD L DOW HWY	ELIOT	C35	A121011004898	Color Photocopier	3	6,048	11.6	24.9	98.89 %	1,514
TOTALS FOR MODEL			C35		Color Photocopier	24	4,896	7.0	84.8	98.46 %	1,862
Marshwood Middle	626 HAROLD L DOW HWY	ELIOT	C360	A0ED011010147	Color Photocopier	1	48,426	5.9	6.5	99.71 %	4,040
TOTALS FOR MODEL			C360		Color Photocopier	1	48,426	5.9	6.5	99.71 %	4,040
Transportation	2A INDUSTRY DRIVE	BERWICK	C454E	A5C0011012018	Color Photocopier	0	0	0.0	0.0	100.00 %	1,660
Eliot Elementary	1298 STATE RD	ELIOT	C454E	A5C0011012264	Color Photocopier	3	27,612	5.0	21.5	99.04 %	9,540
Marshwood High	260 DOW HIGHWAY	SOUTH BERWICK	C454E	A5C0011012276	Color Photocopier	0	0	0.0	0.0	100.00 %	1,792
TOTALS FOR MODEL			C454E		Color Photocopier	3	27,612	5.4	21.5	99.68 %	4,331
Marshwood High	260 DOW HIGHWAY	SOUTH BERWICK	C554E	A5AY011008439	Color Photocopier	3	56,079	0.7	5.4	99.76 %	4,226
TOTALS FOR MODEL			C554E		Color Photocopier	3	56,079	0.7	5.4	99.76 %	4,226
Marshwood Middle	626 HAROLD L DOW HWY	ELIOT	MC3730DN	A0VD017300268	Color Printer	2	869	11.5	24.5	98.91 %	146
District Office	180 DEPOT RD	ELIOT	MC3730DN	A0VD017300271	Color Printer	2	4,355	5.3	12.4	99.45 %	631
Transportation	2A INDUSTRY DR	BERWICK	MC3730DN	A0VD017300273	Color Printer	0	0	0.0	0.0	100.00 %	211
Marshwood Middle	626 HAROLD L DOW HWY	ELIOT	MC3730DN	A0VD017300293	Color Printer	0	0	0.0	0.0	100.00 %	381
District Office	180 DEPOT RD	ELIOT	MC3730DN	A0VD017300298	Color Printer	0	0	0.0	0.0	100.00 %	7,408
Marshwood Middle	626 HAROLD L DOW HWY	ELIOT	MC3730DN	A0VD017300314	Color Printer	0	0	0.0	0.0	100.00 %	21
District Office	180 DEPOT RD	ELIOT	MC3730DN	A0VD017300329	Color Printer	1	7,608	2.6	3.4	99.85 %	345
TOTALS FOR MODEL			MC3730DN		Color Printer	5	4,277	6.5	40.3	99.74 %	1,306
Eliot Elementary	1298 STATE RD	ELIOT	MC4750DN	A0VD012000147	Color Printer	0	0	0.0	0.0	100.00 %	1,712
Marshwood Middle	626 HAROLD L DOW HWY	ELIOT	MC4750DN	A0VD012000159	Color Printer	3	12,669	3.6	9.0	99.60 %	1,443
Eliot Elementary	1298 STATE RD	ELIOT	MC4750DN	A0VD012000179	Color Printer	0	0	0.0	0.0	100.00 %	373
Central Elementary	197 MAIN ST	SOUTH BERWICK	MC4750DN	A0VD012000185	Color Printer	4	5,810	4.9	22.6	99.00 %	2,714
Marshwood Great Works	49 ACADEMY ST	SOUTH BERWICK	MC4750DN	A0VD012000472	Color Printer	2	10,225	1.8	5.8	99.74 %	444
TOTALS FOR MODEL			MC4750DN		Color Printer	9	9,568	3.4	37.4	99.67 %	1,337
Marshwood Great Works	49 ACADEMY ST	SOUTH BERWICK	PRO950	A0Y5011002785	Black Photocopier	9	29,824	2.7	20.8	99.08 %	22,573
District Office	180 DEPOT RD	ELIOT	PRO950	A0Y5011002846	Black Photocopier	9	16,702	3.4	8.6	99.62 %	13,663
TOTALS FOR MODEL			PRO950		Black Photocopier	18	23,263	3.0	29.3	99.35 %	18,118
GRAND TOTALS						159	30,712	3.8	489.3	99.63 %	8,218

This color represents TOTALS in these columns

This color represents totals and averages for a MODEL of machine

This color represents totals and averages for all equipment.

This color represents potential problem areas

* A "0" means there were no service calls during the 12-month period

BHC35 color copier **A121011003937** at South Berwick, issues included 3 calls for error codes for imaging unit, with parts replaced, 4 calls for paper jams within the various trays, 1 call for poor print quality, and 1 for an error code on the drum cartridge, with 1 additional call for preventative maintenance (PM).

BH950 black copier **A0Y5011002846** at ??? had 3 calls for paper jams within the finisher, feed roller, or paper transport, 2 calls for poor copy quality, 2 calls for issues within the finisher, necessitating the stapler assembly to be replaced, 1 call for scanning problems, and 1 call for failure to print.

BHC35 color copier **A121011027126** at ??? higher downtime and lower uptime averages were due to fuser unit and jamming issues that necessitated parts replacements and longer periods of down time for installation of same.