

# Summarizing color workgroup printer reliability testing performed by QualityLogic

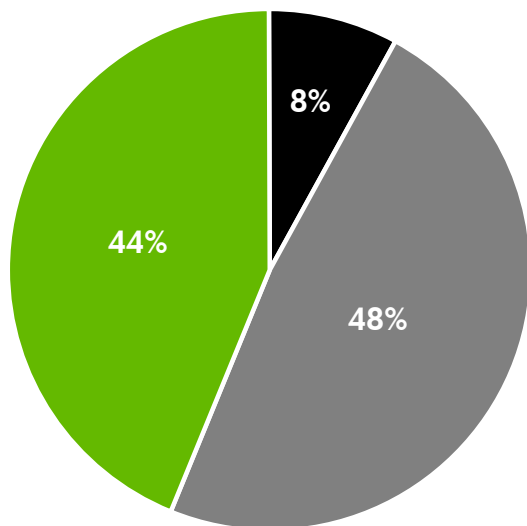
**HP vs Kyocera, Ricoh and Dell**

**IPG Competitive Response**



# Independent testing confirms HP users enjoy more reliable print quality

## HP Color LaserJet 4700n



### Highlights

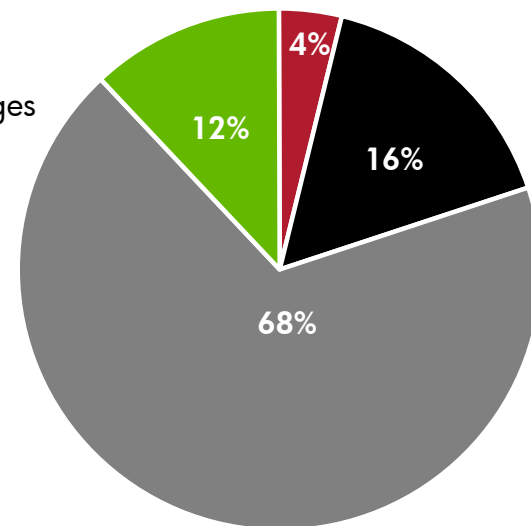
- Kyocera — 2.5 times more unacceptable pages
- HP — 3.7 times more high-quality pages
- HP — no “flawed” pages

### Average print quality grade

on a scale of 1 (worst) to 10 (best)

- HP — 8.2
- Kyocera — 6.5

## Kyocera FS-C5030N



**High quality** — Pages have no apparent artifacts and a user would put them in their resume.

**Acceptable** — Pages are still acceptable but have noticeable differences from those above. Average users will still use them in typical business documents.

**Low quality** — Pages are sufficiently flawed that they will not be circulated to others in business documents and would only be acceptable as draft pages.

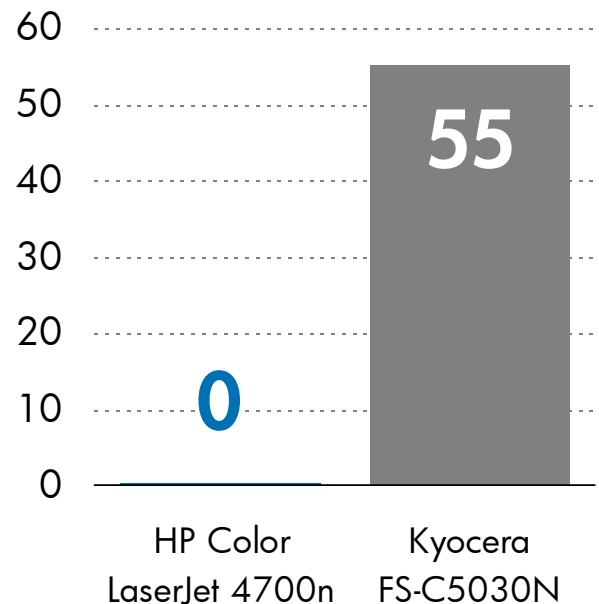
**Flawed** — Pages have lost some to a significant amount of legibility and are considered severely flawed and would need to be reprinted or corrective action taken.

**Source:** QualityLogic reliability/user experience testing commissioned by HP. The February 2007 tests included three printers of each model and involved printing 100,000 images on each printer during testing. During testing QualityLogic monitored and documented all interactions and issues with the printers. After the tests were completed, an analysis of the print quality was implemented on a sample of the output from each printer. Visit [http://www.qualitylogic.com/News/Instant-on\\_PerformanceReport.html](http://www.qualitylogic.com/News/Instant-on_PerformanceReport.html) for more details.

# Independent testing confirms HP users deal with fewer planned interventions than Kyocera users

- **Print cartridges** – The HP Color LaserJet 4700n and Kyocera FS-C5030N required a similar number of cartridges over the course of 100,000 color pages. Likewise, QualityLogic found the time it took to replace the cartridges was similar for both models.
- **Paper capacity** – The devices tested all had the same paper capacities, but it is worth noting the HP printer has a significantly higher maximum input capacity – 2,600 sheets vs. 2,100 sheets for Kyocera.
- **Interventions beyond replacing toner and adding paper** – Zero for HP vs. 55 for Kyocera.
  - QualityLogic had to clean a Kyocera drum about every 2,600 pages, which took 3-15 minutes.
  - QualityLogic had to replace a Kyocera waste-toner container about every 6,250 pages, which takes as much time to replace as toner.
- **Scheduled parts replacement** – Zero for both.

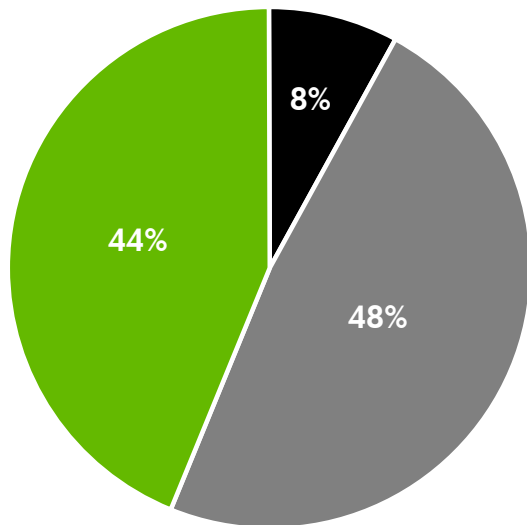
## Planned interventions beyond replacing toner/paper during the first 100,000 color pages



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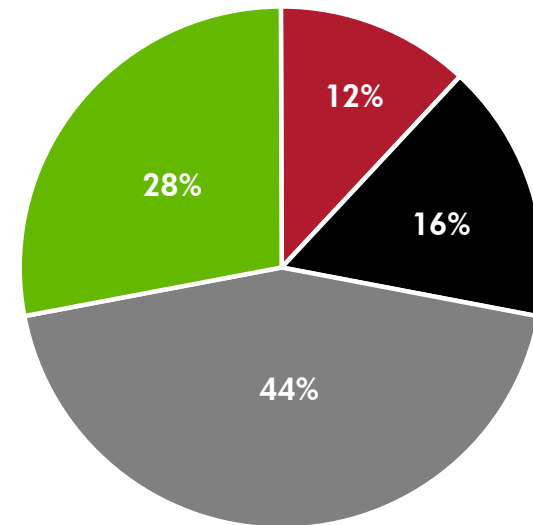
- Ricoh — 3.5 times more unacceptable pages
- HP — 57% more high-quality pages
- HP — no “flawed” pages

### Average print quality grade

on a scale of 1 (worst) to 10 (best)

- HP — 8.2
- Kyocera — 6.6

## Ricoh SP C411DN



**High quality** — Pages have no apparent artifacts and a user would put them in their resume.

**Acceptable** — Pages are still acceptable but have noticeable differences from those above. Average users will still use them in typical business documents.

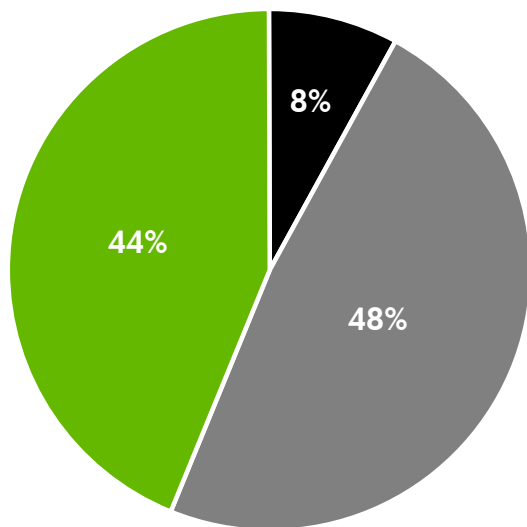
**Low quality** — Pages are sufficiently flawed that they will not be circulated to others in business documents and would only be acceptable as draft pages.

**Flawed** — Pages have lost some to a significant amount of legibility and are considered severely flawed and would need to be reprinted or corrective action taken.

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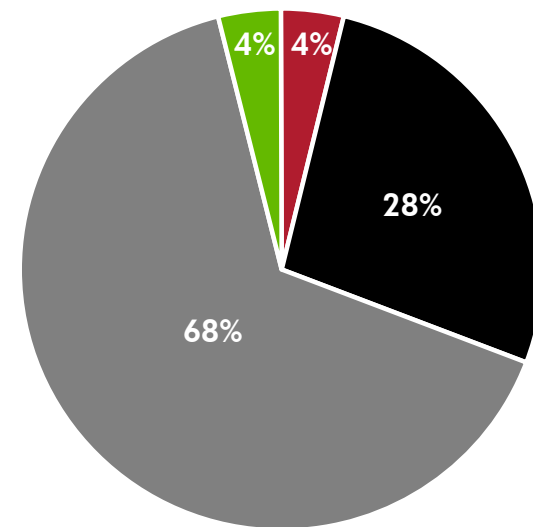
- Dell — 4 times more unacceptable pages
- HP — 11 times more high-quality pages
- HP — no “flawed” pages

### Average print quality grade

on a scale of 1 (worst) to 10 (best)

- HP — 8.2
- Kyocera — 6.4

## Dell 5110cn



**High quality** — Pages have no apparent artifacts and a user would put them in their resume.

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