



## Why HP doesn't offer remanufactured print cartridges



HP produces only single-use print cartridges to ensure that HP's high standards of quality and reliability are consistently met—standards which may be compromised through reuse and refilling.

### **HP print cartridges: precise processes, excellent results**

HP uses only the highest-quality parts and processes to produce the highest-quality products. We invest billions of dollars in research to develop HP inkjet and HP LaserJet print cartridges that are recognized globally for exceptional results.

Original HP inkjet and HP LaserJet print cartridges are highly technical pieces of the overall printing system. Components within the cartridge must work together in perfect coordination to deliver consistent print quality. To ensure that each print cartridge will live up to HP's exact standards, the processes for creating our print cartridges are automated, precise and well-tested. The result is consistent reliability and excellent print quality from one cartridge to the next.

HP designs printers and printing supplies together so that they work together. Customers who use Original HP print cartridges experience fewer problems such as paper jams, poor print quality and inconsistent reliability—problems that can lead to wasted time, costly reprints and unanticipated replacement supplies.

### **Remanufactured cartridges: inexact processes, inconsistent results**

Quality and reliability may be significantly reduced with remanufactured or refilled print cartridges. HP has devoted considerable time and money to studying the possibility of producing remanufactured print cartridges. But our research and design teams concluded that, for a variety of reasons—including the highly technical and sensitive nature of print cartridge parts—HP cannot produce a remanufactured print cartridge that delivers the same quality and reliability as an Original HP print cartridge.

Remanufacturing is a manual and inexact process during which cartridges are pried apart and often glued or clamped back together. Worn and damaged parts are reused or replaced with aftermarket components that have not been designed to work with the rest of the HP printing system.

The result of remanufacturing or refilling is a cartridge that has been compromised in terms of its ability to deliver consistent, exceptional results. Using remanufactured and refilled print cartridges may lead to significantly reduced print quality and poor reliability. During independent tests, one out of five refilled ink cartridges<sup>1</sup> and one out of three remanufactured toner cartridges<sup>2</sup> exhibited some kind of reliability problem. Original HP print cartridges worked every time.

## Does HP try to prevent print cartridges from being remanufactured?

HP supports the rights of third-party remanufacturers to compete in the marketplace, and HP does not design its print cartridges to prevent remanufacturing. Original HP cartridges are reliable and of high quality, and they differ greatly from aftermarket cartridges.

### Remanufacturing: environmentally responsible?

Concern for the environment is another important reason HP doesn't remanufacture print cartridges. The same print quality and reliability problems that impact your total printing costs also impact the environment. Poor print quality leads to reprints that waste paper, electricity and toner or ink. The consistent performance of Original HP print cartridges ensures HP customers can avoid this kind of waste.

In addition to the waste associated with poor print quality, the process of remanufacturing can be detrimental to the environment.<sup>3</sup> Not all cartridges remanufacturers collect can be profitably remanufactured. An InfoTrends study found that only about 10 percent of the toner cartridges U.S. remanufacturers collect but find unusable are recycled, and almost no integrated inkjet cartridges are recycled if they cannot be used again.<sup>4</sup> The same study found that four out of five remanufactured toner cartridges sold are thrown away after one use.

Remanufacturing only delays a cartridge's trip to the landfill. But, recycling provides an end-of-life solution. HP is committed to acting responsibly. Customers can send their Original HP print cartridges to the HP Planet Partners program, where the cartridges will be kept out of the landfill for good. As of December 2006, more than 143 million HP LaserJet and HP inkjet print cartridges had been returned and recycled through the Planet Partners program—that's nearly 260 million pounds. No Original HP print cartridges returned to Planet Partners are sent to landfills.

### Trust HP

Original HP print cartridges are the result of thorough research and precise manufacturing processes. We don't believe remanufactured and refilled print cartridges can achieve the level of quality we expect from HP products, which is why you *won't* see HP-branded remanufactured print cartridges on store shelves. With a legacy of printing excellence, a convenient recycling program and more than 9,000 imaging and printing patents worldwide, you *will* see HP continue to deliver innovative printing solutions for customers worldwide.

1 Based on a 2007 independent study performed by QualityLogic Inc. and commissioned by HP, comparing the performance of Original HP inkjet print cartridges with refilled ink cartridges on page yield and reliability (dead on arrival and premature failure).

2 Based on a 2007 study performed by QualityLogic Inc. and commissioned by HP, comparing the performance of Original HP LaserJet print cartridges with remanufactured monochrome toner cartridges on print quality and reliability (dead on arrival, premature failure and low quality). See [www.qualitylogic.com](http://www.qualitylogic.com) for full details.

3 Sources for competitive environmental information include remanufacturer trade publications, advertising and industry research. Some research commissioned by HP.

4 InfoTrends, "2007 Supplies Recycling: U.S. and Europe," May 9, 2007, Cathy Martin.

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May 2008

