

# SAVE MONEY AND PROTECT THE ENVIRONMENT

## CARTRIDGE PAGE YIELDS

### DOES A Q-CONNECT® CARTRIDGE LAST AS LONG AS AN ORIGINAL EQUIPMENT MANUFACTURER (OEM) CARTRIDGE?

**Q. Does a Q-CONNECT® cartridge print as many pages as an OEM cartridge?**

**A. Yes! The page yield of a Q-CONNECT® cartridge meets or exceeds the page yield performance of an OEM cartridge.**

#### HOW DOES Q-CONNECT® KNOW THIS?

Q-CONNECT® uses the same ISO test protocols as the Original Equipment Manufacturer (OEM) to determine the page yield of our cartridges. These test procedures are ISO 19752 for mono laser cartridges, and ISO 19798 for colour laser cartridges. We aim our products to “meet or exceed” the performance of the OEM product. This applies to all aspects of the performance of a print cartridge – including page yield. By qualifying our products using the same method as the OEMs do, we can guarantee that our cartridges will print as many pages as an OEM cartridge, and sometimes more. Extensive testing of the OEM product is carried out including the measurement of page yield; this testing methodology used allows us to qualify the OEM’s claimed page yield. This means that we can guarantee our customers are getting a true “apple for apple” product.

#### WHAT PAGE YIELD CAN I EXPECT?

The number of pages you can print from a cartridge is highly dependent upon what you are printing. The page yield we publish is the ISO standard of 5% coverage of an A4 page. In reality documents rarely have exactly 5% coverage. Therefore, in real life, cartridge life can be different from the published, measured result. Many printers are capable of reporting estimated average page coverage for your print jobs. You should refer to the printer manual or the manufacturer’s website for more information about this.

#### ISO CERTIFIED 9001:2008

Q-CONNECT® cartridges are produced in ISO 9001:2008 certified manufacturing facilities and laboratories.

#### ISO CERTIFIED 14001

Q-CONNECT® toner cartridges are produced under ISO 14001 registration and providing “zero landfill” capabilities for waste management.

#### WHAT IS ISO 19752?

ISO 19752 defines the protocols for determining mono laser cartridge page yields. It is based upon printing a predefined test page using multiple cartridges and printers under a variety of conditions and over a number of cartridge and printer cycles.

#### WHAT VARIABLES CAN DEFINE CARTRIDGE PAGE YIELD?

- Page coverage
- Environmental conditions
- Printer age and condition
- Media type
- Font type face
- Heavy use of small paper sizes
- Composite black - the use of 3 colours to make black
- Under printing - the use of colour toner to help produce a darker black print
- Excessive calibrations - some printers self-calibrate every time they are switched on. This uses toner
- Draft mode or Eco-mode printing

#### DO WE REGULARLY CHECK YIELDS?

Yes. Q-CONNECT® cartridges are continuously tested for page yield as part of the ISO certified Quality Control process. This process is in place for the lifetime of a product.

#### INDEPENDENT QUALIFICATION

White Swan certification means that Q-CONNECT® page yield claims have been tested and confirmed.