

Breakdown: Defect Analysis

All defects are not created equal!

Most Common Complaints				Occasional	Catastrophic				
Streaks		Low Yield		Light print	Leaks	Printer Damage			
Overused Components 50% From Split Seams		Cheap Toner		Cheap Drums	80% From Split Seams	Toner Bombs			
Misalignment		Overused Components		Overused Components	Misaligned At Mfg	Damaged Fusing Assemblies			
		Excessive Time Spent Changing Toner, Recycling And Returns		Inconsistent Toner	Becomes Misaligned With Use	Requires Complete Printer Disassembly			
		Catches Users Unexpectedly Out Of Toner.		Waste Paper	Can Require Major Cleaning	Dirty Optics			
Dislodged Clips		May Cause Down Time		Interferes With Print Jobs	Dislodged Clips	Clips Cause Paper Jams			
				Causes Reprints And Print Delays		Dislodged Clips			
						Downtime Can Exceed Three Hours			
						Requires Replacement Parts			
Avg. Time	55 Min.	Avg. Time	55 Min.	Avg. Time	55 Min.	Avg. Time	280 Min.	Avg. Time	485 Min.
Avg. Cost	\$16.26	Avg. Cost	\$16.26	Avg. Cost	\$16.26	Avg. Cost	\$94.15	Avg. Cost	\$175.68
Level 1 Defect		Level 1 Defect		Level 1 Defect		Level 2 Defect		Level 3 Defect	

What does this do to your IT budget?

Level	Number of Cartridges Annually	Defect Rate	Number of Cartridge Related Calls	Total Time Spent/Yr
OEM	10,781	1.48%	160 Calls	159 Hours
Reman	12,674 (Due to lower yield)	4.0%	507 Calls	2,039 Hours

3 X
Increase

13 X
Increase

