Test Objective

Keypoint Intelligence - Buyers Lab was contracted by HP to perform a hands-on evaluation to test speed and yield performance, along with the toner refill experience to verify that the monochrome laser printer and MFP products, sold under the brand name HP Laser NS, provide a fast and clean refill experience. The HP Laser NS printers and MFPs use a permanent toner container pre-installed that allows users to refill the printer via self-contained HP reload kits.

Executive Summary

BLI technicians noted that the HP Laser NS 1200 MFP and Laser NS 1000 printer series were easy to set up and refill. The units ship with 5,000 pages of toner preloaded (the user just needs to remove the drum unit to pull out the protective seals) and offers a clean, fast and simple refill process using the 2,500-page HP reload kit.

The Laser NS devices let users refill toner without removing a cartridge or drum from the printer and the design is mess-free. The syringe locks into the printer and doesn’t release any toner until rotated into place above the toner hopper, removing any potential for mess. Once the syringe is empty, the self-closing design prevents any leakage on or around the printer as it is removed. The compact design also reduces plastic waste compared to traditional toner cartridges (note that the toner HP reload kits are recycled through the HP Planet Partner program).

1 HP internal research and Keypoint Intelligence-Buyers Lab 2019 study commissioned by HP. For details see keypointintelligence.com/HPLaserNS
Toner Refill Experience

The units ship with 5,000 pages of toner preloaded (the user just needs to remove the drum unit to pull out the protective seals). Once that is done, the device initializes. Users should be aware that the unit will make some clicking and cycling noises as the system initializes. They can then print about 2,500 pages before the device will indicate that toner can be filled with one reload kit.

When toner needs to be refilled, users will receive a pop-up message on their PC. More detailed information regarding device and supplies status is available from the embedded web server. (User interface illustrations. UI varies by SKU and country.)
The HP reload kit has two orange seals, which must be removed prior to installing the cartridge; users should shake the container to redistribute the toner powder. The toner access port on the top of the printer has a soft cover (above right) that can easily be rotated back and out of the way to load toner.

Refilling the toner on the HP Laser NS printer or MFP is simple. Users open the toner cover, line up the reload container with the opening (it is keyed, so it can’t be inserted facing the wrong direction) and insert the HP reload kit into the hole.
The device will read the chip and initialize; once the indicator light starts blinking, users can rotate the HP reload container 180 degrees and depress the plunger to fill the internal toner hopper. The whole process, from insertion of the reload container to refill of 2,500 pages took the BLI technician about 15 seconds.
The HP reload kit offers a clean refill experience. As can be seen in the photos above, a white glove across the refill surface showed no toner residue left on the printer nor did the white table cover after the technician refilled the toner.
Test Methodology

Test Environment

Testing was conducted under ambient conditions of 68°F to 78°F and 45% RH (+/- 10%), monitored daily by an Extech RH520 temperature/humidity digital recorder and Honeywell Model 61 Seven-Day Temperature/Humidity Chart Recorder, in BLI’s test facility located at 80 Little Falls Road, Fairfield, NJ (U.S.A).

Test Equipment

BLI’s dedicated test network, consisting of Windows 2003 servers, Windows 10 Professional workstations, 10BaseT/100BaseTX network switches and CAT5 cabling, Yokogawa WT210 power meter, Powerstat voltage regulator and ESP D5143NT Transient Voltage Surge Suppressor.

ABOUT KEYPoint INTEllIGENCE - BUYERS LAB

Since 1961, Keypoint Intelligence - Buyers Lab (BLI) has been the leading global independent office equipment test lab and business consumer advocate. In addition to publishing the industry’s most comprehensive and accurate test reports on office document imaging devices, each representing months of exhaustive hands on testing in BLI’s US and UK laboratories, the company has been the leading source for extensive runnability testing on imaging media and consumables, as well as extensive specifications/pricing databases on MFPs, printers, scanners, and fax machines. BLI also has a long-standing reputation for being the industry’s most trustworthy and complete source for quality testing services and global competitive intelligence.

In addition to testing over 200 office document imaging devices and related consumables annually for its subscribers, BLI provides consulting services to buyers and a range of private testing services that include document imaging device beta and pre-launch testing, performance certification testing, consumables testing (including toner, ink, fusers and photoconductors), solutions evaluations, and imaging media runnability testing.

For more information on Buyers Lab, call (973) 797-2100, visit www.keypointintelligence.com, or email info@keypointintelligence.com.