HP Neverstop: fast and clean refill with the HP Toner Reload kit

HP Neverstop: 15-second, mess-free, self-reload with the HP Toner Reload kit

Keypoint Intelligence was contracted by HP Inc. to verify that HP monochrome laser printer and MFP products sold under the brand names HP Neverstop Laser 1000nw and HP Neverstop Laser MFP 1202w offer a 15-second, mess-free experience for setup and refill. Designed with a long-life integrated imaging drum/toner tank system, the HP Neverstop devices allow users to refill consumables via self-contained HP reload kits, representing a first-of-its-kind design innovation for desktop laser printers. Based on 2020 hands-on testing of these processes in the lab, Keypoint Intelligence confirms that the HP Neverstop Laser 1000nw and HP Neverstop Laser MFP 1202w can be refilled with toner, without incurring any mess, in under 15 seconds.

1HP internal research and Keypoint Intelligence October 2020 hands-on testing commissioned by HP. For details, see www.keypointintelligence.com/HPNeverstopMessFree.

TEST OBJECTIVE

In 2020, Keypoint Intelligence was also contracted by HP to perform a hands-on evaluation of the toner refill experience to verify that the monochrome laser printer and MFP products sold under the brand names HP Neverstop Laser 1000nw and HP Neverstop Laser MFP 1202w provide a fast and clean refill experience. The HP devices and MFPs use a pre-installed, permanent toner container that allows users to refill the device via self-contained HP reload kits.
TEST METHODOLOGY

Keypoint Intelligence technicians installed the HP Neverstop Laser 1000nw and HP Neverstop Laser MFP 1202w in the lab and first depleted the preloaded toner cartridge for each device (rated at 5,000 impressions, based on ISO/IEC19752). After the initial preloaded cartridges were exhausted, techs loaded and tested three additional 143A reload cartridges on each device. Photographs were taken at each stage of the reload, and timers were set to capture length of install. The ISO/IEC 19752 test target was printed using the PCL driver. All output was printed in simplex mode. Letter-size, standard-bond media was tested on each device.

TEST RESULTS

Technicians noted that the HP Neverstop Laser 1000nw and HP Neverstop Laser MFP 1202w devices were easy to set up and refill. The units ship with 5,000 pages of toner preloaded (users just need to pull out the protective seals) and offers a clean, fast, and simple refill process using the 2,500-page HP reload kit. The Neverstop devices let users refill toner without removing a cartridge or the drum, and the design is mess-free. In all six toner refills techs never experienced toner spill or mess of any kind. The syringe locks into the device and doesn't release any toner until rotated into place above the hopper, removing even the potential for a mess. Once the syringe is empty, the self-closing design prevents any leakage on or around the device as it is removed. The compact design also reduces plastic waste compared to traditional toner cartridges (note that reload kits can be recycled through the HP Planet Partners program).

Toner Refill Experience

Unboxing devices at installation.
Toner cartridge ports before testing.

The units ship with 5,000 pages of toner preloaded (users just need to remove the drum 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 needs to be refilled with a reload kit.

Screenshots of the Smart App supply status reporting capabilities.

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. The HP Smart app provides a detailed look at consumables, including an estimated supply bar that indicates levels at every stage. These Smart messages also provide users with ordering information and recycling information for used cartridges.
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 syringe has a visual guide to help with reloading, clearly outlining the four steps of shaking, removing seals, placing into the port, and locking in the toner. The access port on the top of the device has a soft cover (above right) that can easily be rotated back so it's out of the way.

Refilling the toner on the HP Neverstop 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.
Technician inserting toner from the prepared cartridge

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 Keypoint Intelligence technician about 15 seconds.

White glove testing performed at every round of the refill testing confirmed no toner was left on device.
The HP reload kit offers a clean refill experience across multiple uses. 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.

Comparison of waste in traditional cartridges versus reload kits.

The HP reload kit's compact design can also help reduce the amount of waste generated compared to traditional toner cartridges (see photo above of cartridge and packaging for a similar capacity in-class cartridge compared to two empty reload containers, which provide nearly twice as much toner.

ABOUT KEYPOINT INTELLIGENCE

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