

Proposed Printer Replacement Program

Recommendation for enterprise owned printer replacement by usage:

IT&S staff maintains a spreadsheet with printer page counts and recommended maintenance kit installation intervals for all supported printers. The recommendation for maintenance kit replacement is twice during the life of the printer. After the second maintenance kit has worn out printer replacement is recommended. This would be between 200,000 to 700,000 printed pages, depending on the printer. Doing so will extend the enterprise printers useful life three to four times longer.

Recommendation for replacing enterprise owned printers due to age:

It should be recognized that when a printer nears the end of lifecycle, technology-wise, it should be replaced regardless of page count. The technology drivers could be software or hardware related and it may be more cost effective to replace a printers than repair it. Replacing printers based on age or technology concerns would need to be reviewed on a case by case analysis.

Another consideration with printer age is as technology improves printers continue to be more energy efficient.

Support / Warranty:

All HP Printers are purchased with a three-year extended warranty. The three-year warranty has been worth the cost because HP has replaced several printers, fusers, etc. that have gone bad before the 3-year warranty period expired.

Another point to be considered is out dated printers may not be compatible with new operating systems (ie. Windows 7) making support difficult or impossible.

Additional operational impacts:

Installation of a maintenance kit in a printer takes less time and is less expensive than replacing the old printer with a new printer.

Recommended additional assets:

IT&S will maintain a limited inventory of spare printers and maintenance kits for each of our major printer models.

Potential fiscal impacts:

The potential savings of not replacing enterprise owned printers every three years will be significant. Of course, printers like anything else can and do break down. IT&S would continue to have funds allocated each year for maintenance and needed replacements.

Recommendation for non-enterprise owned printer replacement:

Non-Enterprise owned printers would follow the same guidelines as enterprise owned printer.

Summary:

The cost of purchasing and installing maintenance kits would be far less than replacing all networked printers on a three-year basis. Extending the life of printers saves money in more ways than one; maintenance generally takes less time than it would take to plan for and set up a new printer saving IT&S and Departmental staff time.