

# Xerox Replacement Cartridges Quality and Testing



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## The Xerox Media and Cartridge Technology Center (MCTC)

### More than just Image Quality

When you choose the Xerox brand, you are getting a promise. If the cartridge does not perform for any reason, we'll replace it. That's the Total Performance Warranty. Then, our engineers will investigate what caused the problem—because we keep our promises.

### Commitment to Total Customer Satisfaction

The MCTC is dedicated to excellence in print quality and cartridge performance. The engineers relentlessly test to make sure that the image you see from a Xerox cartridge is the same or even better than the OEM image. And, the same goes for page yield.

### Unrivaled Expertise

The MCTC engineers understand the process of laser printing and xerography. The Xerox specification for a replacement cartridge includes image quality requirements as well as packaging, health and safety and other factors. We mean total performance—for total customer satisfaction.

## Engineering Quality in Every Cartridge

There are a number of cartridge choices on the market. From OEM to toner recharger, there are options for every budget. But, to Xerox, there is only one standard—the Printer OEM (Original Equipment Manufacturer). Our goal is to equal the OEM in every way but cost.

We're not happy to just do the best we can. If we cannot meet OEM quality and performance, we simply don't sell that particular cartridge. We put our cartridges through a great deal of stress because we know life in the office can be stressful. Cartridges can be dropped so the packaging has to stand up to high standards and be environmentally friendly, as well.

Your office can be hot and dry or cold and wet. We test in those ambient conditions. We don't just 'eyeball' image quality but carefully study factors including color fidelity, halftone uniformity and solid area density. We test the toner seal to ensure against leaking on the printed page. We measure fine line reproduction, density and even banding, ghosting and mottle. Even if it looks good enough to the average eye, it

still must meet our quality criteria. Plus, our engineers monitor for health and safety factors as well as ensure that no intellectual property has been violated.

Once a Xerox Replacement Cartridge is ready for sale, we then triple test for manufacturing quality. Every single cartridge is print tested before packaging. Then, we perform life testing to ensure that cartridges are meeting our quality specs from the first to the last print. Finally, we take samples from our warehouses and test again.



We relentlessly research other OEM technology developments. We also use Xerox patented and proprietary technology wherever it is needed. Quality is not simply an output—it is something we add into every Xerox Replacement Cartridge—from engineering design to manufacturing.

## Standards and Specifications

There are a large number of quality, manufacturing, environmental and process standards that can be applied to cartridges. They are developed by governments or boards or even by scientific groups. As a global company, we strive to meet standards important for specific geographies but we also want to assure every customer that our cartridges adhere to the standards most widely recognized.

Our production and distribution facilities meet ISO 9001 standards as well as ISO 14001 environmental standards. Our quality standards comply with DIN33870. We fully support

and comply with REACH for all chemicals and materials contained in our cartridges. While we do not carry ISO IEC test standards on our products, we use and meet the test protocols for 19752 (monochrome) and 19798 (color) page yields.

We review emerging standards and apply them whenever they meet customer requirements and make business sense. Xerox Replacement Cartridges meet demanding Xerox specifications as well as some pretty tough independent standards...because we want to meet your own standards, print after print.