



Frequently Asked Questions

Remanufactured Toner Cartridges



What is a remanufactured cartridge?

Remanufactured cartridges have been refurbished and reprocessed from an original equipment manufacturer (OEM) empty core. The process differs by manufacturer and materials used with varying results in quality and page yields. Our remanufactured cartridges are produced to stringent quality control standards, using lab-tested components to ensure consistent OEM-equivalent performance.

What is the process?

A typical production process includes inspection and replacement of key components as needed such as the OPC (Organic Photo Conductor) Drum, wiper blade, PCR (Primary Charge Roller) and magnetic roller. One of the most critical parts of a cartridge is the OPC Drum. New aftermarket drums are made specifically for remanufacturers to have a harder and more durable surface than the OEM cartridge. We use only new drums in our cartridges to achieve OEM equivalent results.

Is a remanufactured cartridge inferior to a new one?

There should be no difference in print quality or page yield with a properly remanufactured cartridge. Our cartridges are engineered to perform like the OEM, and contain only quality toners that are carefully matched to perform well with the OPC drum and other replacement parts.

What if I experience a print quality issue?

If a cartridge does not meet expectations, simply notify a customer service representative to receive a Return Material Authorization (RMA) number, then return the cartridge and a page sample showing the print quality problem to the box it came in. Return this to us for evaluation and replacement. Please refer to our Product Warranty for details.

Will using remanufactured toner cartridges void my equipment warranty?

Law prohibits manufacturers from voiding their warranty obligations on the grounds that a consumer did not use the original manufacturer's replacement cartridge. For additional details, please see our "Right to Choose" sheet.

Why don't more businesses recycle?

Basically, this is due to lack of education. The imaging supplies remanufacturing industry has been in existence for almost 40 years. Remanufactured cartridges and the advancements that the industry has made to improve technology and collection programs have real value, and we are working diligently to educate consumers. Through public relations campaigns, local, state and federal legislation, more and more users are realizing the added value and comparable quality of remanufactured cartridges.

Am I really helping the environment by using remanufactured cartridges?

Definitely. Each discarded cartridge adds approximately three pounds of unnecessary waste to our landfills - waste that will take as long as 1,000 years to decompose ¹. It is estimated that 100 million laser and printer cartridges and 400 million inkjet printer cartridges are produced each year. Remanufacturing these 500 million cartridges will save an estimated four million cubic feet of landfill space. The office products remanufacturing industry has already made a substantially positive impact on the environment and the economy and will continue to do so.

¹ International Imaging Technology Council, <http://www.consumerchoice.info/faq.htm>, October 2008.

