

HP Officejet 6500 All-in-One Printer

FEBRUARY 2009



HP Officejet 6500

Test Objective:

Buyers Laboratory Inc. (BLI), Hackensack, NJ (USA) was commissioned by Hewlett-Packard Singapore to conduct a one-month reliability test on two Officejet 6500 color all-in-one inkjet printers. The objective of the test was to evaluate the reliability performance of the models when each was subjected to a 7,000-impression reliability test over a one-month period.

Performance Overview:

Both Officejet 6500 All-in-One inkjet printers gave perfect reliability performances, completing the 7,000-impression test with no misfeeds and no malfunctions of any kind. Further, no misalignment/skewing, double-feeding or printhead problems occurred throughout testing.

Though no service was required for any of the devices, BLI technicians noted that if a device ran out of paper and was paper was not refilled within five minutes, the current print job would be cancelled. However, the devices are designed to operate in this manner to protect the printhead nozzles from drying out.

In spite of the aforementioned job cancellation, the Officejet 6500 All-in-One inkjet printers operated flawlessly throughout testing, and are, as such, classified as Highly Reliable by BLI.

Color All-in-One Model:

HP OFFICEJET 6500



Technology	Inkjet All-in-One printer (four individual ink tanks)
Duty Cycle	7,000 pages per month
Color Print Speed	7 pages per minute
Black Print Speed	7 pages per minute
Standard Connection Type	USB 2.0, 10/100BaseT Ethernet
PDLs	PCL 3 GUI

	Unit A:	Unit B:
Reliability ranking:	Excellent	Excellent
Total pages printed:	7,000	7,000
Total printer malfunctions encountered:	None	None
Total misfeeds encountered:	None	None
Total service calls required:	None	None

RELIABILITY (UNIT A)

PMS/Malfunctions	Service/Intervention Required	Meter Count (Impressions)
Meter count (beginning of test)		0
End of durability test period		7,000
Total misfeeds/misfeed rate	0 / Not applicable	
Total errors	0	

RELIABILITY (UNIT B)

PMS/Malfunctions	Service/Intervention Required	Meter Count (Impressions)
Meter count (beginning of test)		0
End of durability test period		7,000
Total misfeeds/misfeed rate	0 / Not applicable	
Total errors	0	

SUPPORTING TEST DATA

Test Overview:

Buyers Lab's reliability performance test was conducted using the ISO/IEC 24712 five-page test target. Two of each printer model (designated as Test Unit A and Test Unit B) were tested for one month (20 business days) at daily print volumes based on the maximum monthly duty cycle of 7,000 pages, with varying daily print volumes designed to replicate real-world usage. Each machine was operated in default (normal) print mode, and any paper misfeeds/jams, multi-sheet feeding, misalignment/skewing, machine malfunctions, printhead failures, ink cartridge failures and print errors were recorded.

Test Environment:

Testing was conducted in BLI's test facility located at 20 Railroad Avenue, Hackensack, NJ, under ambient conditions of 72°F (+/-5°F) and 45% RH (+/-10%), with daily conditions monitored by an Extech RH S20 RH/Temp recorder and a Honeywell Temp/RH chart recorder, which replicates typical office conditions.

Test Equipment:

BLI's dedicated test network, consisting of Windows 2000 and Microsoft Exchange 2000 servers, Windows 2000 and XP workstations, 10BaseT/100BaseTX network switches and CAT5 cabling.

Test Duration

Products were tested for 7,000 impressions over 20 working days. BLI's daily test usage is designed to replicate real-world use over an eight-hour workday, and as such includes a mix of various-size documents, simplex and duplex modes, and a mix of short, moderate and long run lengths, and on/off cycles, throughout the day.

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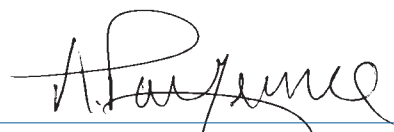
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CERTIFICATE OF RELIABILITY

Awarded to
HEWLETT-PACKARD COMPANY

for the performance of the
HP Officejet 6500
in BLI's in-house durability test



ANTHONY F. POLIERONE
MANAGING DIRECTOR



FEBRUARY 2009

DATE

This is to certify that when subjected to a 7,000-impression Buyers Lab durability test in a networked environment, the HP Officejet 6500 proved to be a highly reliable product.

BUYERS LABORATORY INC.

THE LEADING INDEPENDENT OFFICE PRODUCTS TEST LAB AND BUSINESS CONSUMER ADVOCATE

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