

**HP Officejet Pro 8000 Inkjet Printer and  
HP Officejet Pro 8500 All-in-One Printer**

FEBRUARY 2009



HP Officejet Pro 8000



HP Officejet Pro 8500

**Test Objective:**

Buyers Laboratory Inc. (BLI), Hackensack, NJ (USA) was commissioned by Hewlett-Packard Singapore to conduct a one-month reliability test on two HP Officejet Pro 8000 color inkjet printers and two Officejet Pro 8500 color all-in-one inkjet printers. The objective of the test was to evaluate the reliability performance of the HP inkjet models when each was subjected to a 15,000-impression reliability test over a one-month period.

**Performance Overview:**

Both HP Officejet Pro 8000 inkjet printers and both HP Officejet Pro 8500 All-in-One inkjet printers gave perfect reliability performances, completing the 15,000-impression test with no misfeeds and no malfunctions of any kind encountered. Further, no skewing, double-feeding or printhead problems occurred throughout testing.

The Officejet Pro 8000 inkjet printers and Officejet Pro 8500 All-in-One inkjet printers operated flawlessly throughout testing, and are, as such, classified as Highly Reliable by BLI.

## Lab Test Data:

**Color Single-Function Model:**

**HP OFFICEJET PRO 8000**



<b>Technology</b>	Inkjet Printer (four individual ink tanks)
<b>Duty Cycle</b>	15,000 pages per month
<b>Color Print Speed</b>	11 pages per minute
<b>Black Print Speed</b>	15 pages per minute
<b>Standard Connection Type</b>	USB 2.0, 10/100BaseT Ethernet
<b>PDLs</b>	PCL 3

	<b>Unit A:</b>	<b>Unit B:</b>
<b>Reliability ranking:</b>	Excellent	Excellent
<b>Total pages printed:</b>	15,000	15,000
<b>Total printer malfunctions encountered:</b>	None	None
<b>Total misfeeds encountered:</b>	None	None
<b>Total service calls required:</b>	None	None

**RELIABILITY (UNIT A)**

PMS/Malfunctions	Service/Intervention Required	Meter Count (Impressions)
Meter count (beginning of test)		0
End of durability test period		15,000
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		15,000
Total misfeeds/misfeed rate	0 / Not applicable	
Total errors	0	

Color All-in-One Model:

**HP OFFICEJET PRO 8500**



<b>Technology</b>	Inkjet All-in-One Printer (four individual ink tanks)
<b>Duty Cycle</b>	15,000 pages per month
<b>Color Print Speed</b>	11 pages per minute
<b>Black Print Speed</b>	15 pages per minute
<b>Standard Connection Type</b>	USB 2.0, 10/100BaseT Ethernet, PictBridge, Photo card slots
<b>PDLs</b>	PCL 3 GUI

	<b>Unit A:</b>	<b>Unit B:</b>
<b>Reliability ranking:</b>	Excellent	Excellent
<b>Total pages printed:</b>	15,000	15,000
<b>Total printer malfunctions encountered:</b>	None	None
<b>Total misfeeds encountered:</b>	None	None
<b>Total service calls required:</b>	None	None

**RELIABILITY (UNIT A)**

PMs/Malfunctions	Service/Intervention Required	Meter Count (Impressions)
Meter count (beginning of test)		0
End of durability test period		15,000
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		15,000
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 15,000 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 a Honeywell Model 61 Seven-Day Temperature/Humidity Chart Recorder.

### 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 15,000 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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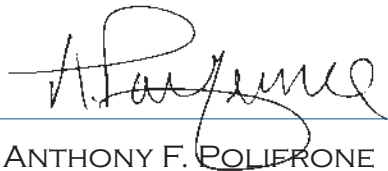
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# CERTIFICATE OF RELIABILITY

Awarded to  
**HEWLETT-PACKARD COMPANY**

for the performance of the  
HP Officejet Pro 8000  
in BLI's in-house durability test



ANTHONY F. POLIFRONE  
MANAGING DIRECTOR



FEBRUARY 2009

DATE

This is to certify that when subjected to a 15,000-impression Buyers Lab durability test in a networked environment, the HP Officejet Pro 8000 proved to be a highly reliable product.

**BUYERS LABORATORY INC.**

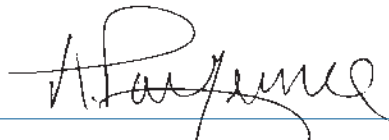
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# CERTIFICATE OF RELIABILITY

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**HEWLETT-PACKARD COMPANY**  
for the performance of the  
HP Officejet Pro 8500  
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ANTHONY F. POLIFRONE  
MANAGING DIRECTOR



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