



Reliability Performance Test

MAY 2019

## HP Officejet Pro 8020 Series All-in-One



### Test Objective

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Keypoint Intelligence – Buyers Lab (BLI), Fairfield, NJ (USA), was commissioned by HP Inc. to conduct a one-month, 20,000-impression reliability test on an HP Officejet Pro 8020 Series All-in-One.

BLI's reliability performance test was conducted using the ISO 24712 five-page color test suite. One unit was tested for one month (20 business days) at daily print volumes that were based on the maximum monthly duty cycle of 20,000 pages with varying per diem print volumes designed to replicate real-world usage (with periods of high and low volumes, as well as periods of inactivity, throughout the day). The machine was operated in default (normal) mode, with technicians recording any misfeeds, multi-sheet feeding, misalignment/skewing, machine malfunctions, printer errors and print head or cartridge failures recorded.

### Performance Overview

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In BLI's rigorous durability testing, the HP Officejet Pro 8020 Series completed 20,000 impressions with no misfeeds and no service required. At 14,762 impressions, the print carriage stalled, but there was no misfeed. The technician rebooted the device to clear the error and testing continued with no further issues.

As such, based on the results of this test, BLI certifies HP OfficeJet Pro 8020 Series as Highly Reliable.

HP Officejet Pro 8025 All-in-One (Serial Number TH92M1T03T)

Technology	Inkjet printer
Duty Cycle	20,000 pages per month
Firmware version	MALBECPP1N001.1906A.00

**Overall Reliability: Excellent**

	Meter Count
Starting Meter Count	0
Ending Meter Count	20,000
Malfunctions Encountered	1 / Print carriage error; technician power cycled device to clear error
Service Required	None
Total Misfeeds	0



*At 14,762 impressions into testing, technicians received an error message indicating there was a carriage jam. There were no misfed sheets; the device was powered off and back on to clear the error. Because technicians were able to complete testing with no additional issues, this is considered an isolated event.*

**Test Environment:**

Testing was conducted in BLI's test facility located at 80 Little Falls Road, Fairfield, NJ, and under ambient conditions of 68°F to 78°F and 45% RH (+/-10%), with daily conditions monitored by an Extech RH520 Temperature/Humidity Digital Recorder and a Honeywell Model 61 Seven-Day Temperature/Humidity Chart Recorder.

**Test Equipment:**

BLI's dedicated test network, consisting of Windows 2008 R2 and Microsoft Exchange 2010 servers, Windows 10 workstations, 100BaseT / 1000BaseTX network switches and CAT5 cabling.

**Test Duration**

Product was tested for 20,000 impressions over 20 working days. BLI's daily test usage is designed to simulate 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.

## About Keypoint Intelligence - Buyers Lab

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Keypoint Intelligence is a one-stop shop for the digital imaging industry. With our unparalleled tools and unmatched depth of knowledge, we cut through the noise of data to offer clients the unbiased insights and responsive tools they need.

For over 50 years, Buyers Lab has been the global document imaging industry's resource for unbiased and reliable information, test data, and competitive selling tools. What started out as a consumer-based publication about office equipment has become an all-encompassing industry resource. In addition to publishing the industry's most comprehensive and accurate test reports, each representing months of exhaustive hands on testing in Buyers Lab's U.S. and UK laboratories, the company has been the leading source for extensive specifications/pricing databases on MFPs, printers, scanners and software. Buyers Lab also provides consulting services and a range of private testing services that include document imaging device beta and pre-launch testing, performance certification testing, consumables testing (including toner, ink, fusers, and photoconductors), solutions evaluations, and imaging media runnability testing.

For more information on Buyers Lab, please call (973) 797-2100, visit [www.keypointintelligence.com](http://www.keypointintelligence.com), or email [info@keypointintelligence.com](mailto:info@keypointintelligence.com).

# CERTIFICATE OF RELIABILITY

Awarded to the

## **HP OfficeJet Pro 8020 Series All-in-One**



A handwritten signature in black ink, appearing to read "Gerry Stoia".

GERRY STOIA, CEO

MAY 2019

DATE

This is to certify that when subjected to a 20,000-impression Buyers Lab durability test, the HP OfficeJet Pro 8020 Series proved to be a highly reliable product.

### **BUYERS LAB**

**THE LEADING INDEPENDENT GLOBAL DOCUMENT IMAGING PRODUCT TEST LAB**

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