1. **I don’t want to buy remanufactured cartridges because I had a problem with them in the past, even though the** [**ITD / OSD Enterprise Printer Cartridge Acquisition Policy**](http://www.mass.gov/anf/research-and-tech/policies-legal-and-technical-guidance/it-policies-standards-and-procedures/ent-pols-and-stnds/enterprise-printer-cartridge-policy.html) **says that Executive Branch agencies have to buy EPPs.**

Unlike the remanufactured cartridges in the past, the products on the ITC66 statewide contract are vastly improved and required to be third-party certified to ensure high quality performance. If there are problems with a remanufactured cartridge, use the same process you would use if you had a problem with an OEM (Original Equipment Manufacturer) product - try a different remanufactured cartridge source. Just like certain OEMs perform better in specific equipment, so goes the performance of remanufactured products.

1. **How do I know which brand of cartridge is best for my equipment?**

Buyers should rely on the expertise of their vendor; just like OEM products, some remanufactured cartridges perform better in certain types of printers. Ask vendors to specifically identify the remanufactured cartridge best suited for your printers. It is recommended that buyers use what is recommended by the contract supplies vendor for your machine, not strictly based on price.

1. **I need to buy OEM cartridges because my equipment vendor says that using remanufactured supplies will void my warranty. How can I comply with the ITD / OSD Policy?**

All equipment manufacturers awarded on the ITC66 contract have agreed that using remanufactured cartridges and recycled content paper will meet the contract specifications and will not void their warranties. If a vendor tells you differently, it is in violation of the contract terms and you should contact the Sourcing Lead.

1. **Will vendors make remanufactured supplies available to test before I buy to ensure that the cartridge performs well in my equipment?**

Many vendors are very willing to provide such testing opportunities or “pilots” for agency buyers. Terms and conditions may vary according to the vendor, but agencies that want such assurance up front should ask their vendor about such a policy.

1. **How much will I save by buying remanufactured cartridges?**

Remanufactured cartridges can provide significant savings (as much as 30-60%), reduce tons of waste going to landfills and serve to stimulate small businesses. There is no reason not to purchase remanufactured printer cartridges unless the equipment is brand new and a remanufactured cartridge is not yet available.

1. **What are the goals of the ITD / OSD Enterprise Printer Cartridge Acquisition Policy?**

The primary goal of the Policy is to increase the purchase and use of remanufactured laser printer toner cartridges among Executive State Agencies by 40% by the end of Fiscal year 2013, and by a minimum of 10% per year thereafter, until such purchases reach a minimum threshold of 80% of all printer cartridge purchases. This Policy will help the Commonwealth reduce its environmental footprint by diverting tons of plastic and other materials from the waste stream and potentially saving hundreds of thousands of dollars annually, while working toward stimulating local manufacturing operations within Massachusetts. The Policy is a collaborative effort between the Commonwealth’s Information Technology Division (ITD) and the Operational Services Division (OSD).

For questions, contact OSD’ s Director of Environmental Purchasing at [julia.wolfe@state.ma.us](mailto:julia.wolfe@state.ma.us) or [visit the OSD EPP Program website at www.mass.gov/epp](http://www.mass.gov/epp).