



Remanufactured Printer Cartridge Resolution Guidance

Date: 3/28/2013

Subject: ITD/OSD Remanufactured Printer Cartridge Resolution Guidance

Purpose: Assistance to agencies in transitioning to remanufactured cartridges

State agencies successfully using and saving money with remanufactured cartridges provided feedback and guidance to others on how to resolve problems that arise with these cartridges. ITD and OSD recognizes there have been problems in prior years, however, quality technologies are now in place and strict industry standards have been created to monitor the manufacturing process and performance of remanufactured laser printer cartridges. The Commonwealth is confident in promoting the purchase and use of these cartridges. Please use the following process to help you identify and correct any problems. Thank you for your cooperation in complying with the [ITD's Enterprise Printer Cartridge Acquisition Policy](#).

General Background Information To Gather:

1. What type / model # of equipment is having a problem?
 - a. B/W or Color?
 - b. Equipment Manufacturer?
 - c. How long has the equipment been in service?
2. What is a brief description of the problem?
 - a. What person came out for the visit (sales rep? technician?)
 - b. Equipment staff or a representative of the cartridge remanufacturer?
3. Which remanufactured cartridges have been tried and shown to be defective in this situation?
 - a. Brand name and model # of the remanufactured cartridge?
 - b. Number of cartridges tested?
 - c. Name of the vendor?
 - d. Do you use other cartridges from this vendor? Any Issues?

Initial Recommended Resolution Process:

- a. Work with your vendor to try another brand of remanufactured cartridge for the problem equipment.
- b. Ask the vendor to provide at least one such "test" cartridges at no charge.
- c. Ensure that the equipment is cleaned and running well.
- d. Track progress of the cartridge. Ask the vendor for help in recording the quality, print life and other aspects of the cartridge in order to compare it adequately to an OEM model.
- e. If success is not achieved with the alternative cartridge, you will need to consider working with another vendor from the contract who carries different brands. OSD can assist in recommending another supplier if you prefer.
- f. Please contact Marcia.deegler@state.ma.us or Julia.Wolfe@state.ma.us to request assistance.