

# Remanufactured Toner Cartridges

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## INTRODUCTION

Purchasing remanufactured toner cartridges -- cartridges that have been used at least once and then disassembled, cleaned and had worn parts replaced and toner refilled -- can save buyers money while helping the environment. Typically, remanufactured cartridges save users from 30 to 50 percent off the price of new cartridges, or sometimes even more. And remanufacturing cartridges keeps them out of landfills.

## USAGE HISTORY AND EXPERIENCE

King County has purchased remanufactured toner cartridges for laser printers, fax machines and ink-jets since 1991. Cartridges supplied under contract must meet original equipment manufacturers (OEM) standards and provide full performance guarantees. The County's specifications require spent cartridges to be remanufactured and all components to be recycled when their useful life is over, reducing the landfill disposal of hazardous material. In 2011, the County purchased 5,108 cartridges for \$544,964. These purchases saved an estimated \$545,000. The cost of recycled cartridges varies, but is usually less than half the cost of new cartridges.

## BID AND CONTRACT SPECIFICATIONS

King County agencies purchase various toner cartridges through a term-contract with a local vendor. At the end of 2007, the Procurement and Contract Services Section issued an Invitation-to-bid (ITB) for new and remanufactured toner cartridges. In this new contract, awarded in 2008, the county took advantage of enhancements in specification developed by colleagues in Alameda County and City of Seattle and incorporated additional requirements for the remanufacturing process, beyond OEM standards.

### King County Supply Contracts

This section contains excerpts (shaded area) from the provisions of the 2007 Invitation-To-Bid that resulted in the current contract, which includes ink-jet cartridges, fax and printer toner cartridges, all at significant cost-savings.

## SECTION 5 Technical Specifications

### 5.1 Qualifications

- A. To be eligible for award, the contractor shall have prior successful experience providing remanufactured toner cartridges for at least one (1) year at a rate of at least two hundred (200) cartridges per month. Samples may be required prior to bid award.

- B. It is the intent of King County to purchase goods, equipment and services having the least environmental impact within the constraints of statutory purchasing requirements, departmental needs, availability, and sound economical considerations.
- C. The Contractor shall warrant that the use of the remanufactured cartridges will not void any manufacturer's warranty on the printers or faxes. The Contractor shall provide a one (1) year warranty on workmanship in the bid documentation.
- D. The Contractor at minimum shall provide an Excel spreadsheet with catalog items quotation for downloading into King County's ordering system. Contractor shall provide current updates accordingly. Alternatively the Contractor may provide web-based ordering or have the ability to connect to an Oracle iProcurement setup for the Contractors web hosted catalog.

## **5.2 Introduction Of Specifications**

- A. The Contractor shall furnish remanufactured toner cartridges that have been fully remanufactured to specifications equal to, or exceeding original equipment manufacturer's (OEM) cartridge standards of quality and performance and approved remanufactured toner cartridge industry standards. Toner cartridges furnished to this specification shall meet or exceed the latest remanufactured toner cartridge standards, or the guidelines adopted by the Standardized Test Methods Committee (STMC), the American Society for Testing and Materials (ASTM) and the International Safe Transit Association (ISTA), including the ASTM F 1856 Standards, ASTM F 335 and F 2036 Standards and ISTA – Integrity Procedure 1A Standards (ISTA 1A).
- B. The Contractor shall certify that its remanufactured toner cartridges have been tested in accordance with the above standards and guidelines and that its cartridges have met or exceeded those tests.
- C. The Contractor shall furnish documentation with this bid stating the number of company personnel who have completed the training for the STMC Guidelines. This includes the standardized testing certification for ASTM F 1856-98, ASTM F 2036, and ISTA 1A VERSION-99
- D. The Contractor shall have facilities, skilled personnel, equipment and parts available to completely service, and or repair all brands of printers that are associated with the brand of toner cartridges in this solicitation.
- E. The Contractor shall furnish documentation with this bid demonstrating that service personnel have completed training sufficiently
- F. The Contractor shall provide verification that the company (or the remanufacturing company) has a densitometer, test printers and applicable operation procedures to perform on-site toner cartridge testing. If the Contractor does not have a densitometer, test printers and applicable operating procedures, the contractor shall provide detailed information regarding it's (or the remanufactured) on-site toner cartridge testing.
- G. The Contractor shall furnish documentation with this bid indicating the current and expected failure rate of toner cartridges supplied under this contract.
- H. The Contractor has five (5) calendar days after the bid opening to provide (upon notification by the King County Purchasing Department) a sample label for each individual shipping container along with instructions and a completed Materials Safety Data Sheet (MSDS).

### 5.3 Cartridge Remanufacturing Process

- A. The term "cartridge remanufacturing process" includes, at a minimum, the following:
1. As used in this standard procurement, the terms "Remanufactured" is defined as a cartridge which has been completely disassembled and cleaned, replacing with a new long-life optical photo-conductive (OPC) drum with a minimum rating 30,000 page lifespan and with all brand new parts except using the existing casing.
  2. Assessment to determine if the toner cartridge can be remanufactured
  3. Complete disassembly of toner cartridge to thoroughly clean and check all internal and external components against the original manufacturer's specifications. Worn, damaged, or end of life-cycle components should be replaced.
  4. Replacement of the original OEM drum with a new drum (which may include an extended life-drum). If the returned toner cartridge is equipped with an extended-life drum, contractor shall inspect it, clean it, or replace it with a new extended-life drum or new after market drum.
  5. Replacement of all seals with an OEM-type heat seal, card seal, or pressure sensitive seal.
  6. Replacement of the primary charge roller (PCR) with a re-coated or new PCR.
  7. Replacement of wiper blade meeting OEM specifications or the latest remanufactured toner cartridge industry standards adopted by the STMC or the latest guidelines adopted by ASTM for remanufactured toner cartridges.
  8. Replacement of any parts not meeting OEM specifications or the latest remanufactured toner cartridge industry standards adopted by the STMC or the latest guidelines adopted by ASTM for remanufactured toner cartridges.
  9. Filling of toner cartridge meeting OEM specifications or the latest remanufactured toner cartridge industry standards adopted by the STMC or the latest guidelines adopted by ASTM for remanufactured toner cartridges.
  10. Chemically cleaning or replacing the corona wire assembly (where applicable).
  11. One fuser wand (where applicable) with high temperature resistant felt wiper and one cotton swab shall be provided with each toner cartridge.
  12. The hopper shall be filled to capacity with new toner meeting or exceeding OEM standards. The Contractor shall indicate in this bid the original manufacturer(s) and part number(s) of toner supplied.
  13. A toner hopper seal/separator meeting or exceeding OEM standards shall be inserted to prevent spillage of toner during shipping.

### 5.4 Cartridge Packaging

- A. The term "cartridge packaging" includes, at a minimum, the following:
1. The Contractor shall clearly label each toner cartridge with the manufacturer's/supplier's name and cartridge model number
  2. Each toner cartridge shall be packaged in an anti-static moisture proof bag and either heat-sealed or zip-locked, meeting or exceeding OEM standards. The

cartridge shall then be placed in a protective cradle prior to being packaged in an external carton.

3. The external carton and packaging of the toner cartridge shall protect the cartridge from damage during shipping
4. Packaging for the toner cartridges shall be constructed to permit users to re-package spent cartridges for return to the Contractor. It is desirable that all corrugated packaging contain a minimum of 35% post-consumer recycled content and provide certification from the carton manufacturer/supplier to verify the actual percentage of recycled content.
5. The external carton or an internal shipping invoice shall identify toner cartridge type (make and model), the Contractor's name, address and telephone number, and the purchase order number. All cartridge boxes or internal shipping invoices will also bear the date of remanufacture and use by date for shelf life and inventory purposes.

### **5.5 Cartridge Testing**

- A. All cartridges are to be tested after remanufacturing by installing the cartridge in an applicable printer, running and inspecting test copies. It is desirable that a copy of a test page be included with the finished product.
- B. The Contractors shall also provide to King County at least five cartridges from the items listed in this solicitation for testing, and evaluation at the request of King County.

### **5.6 Defective Cartridges**

- A. If a problem with a defective remanufactured or new toner cartridge, the Contractor's representative shall be capable of discussing the contract and correcting any problems, and or shall visit the individual Department utilizing the remanufactured or new toner cartridge in person within two (2) business days after notification.
- B. All cartridges new or remanufactured shall be guaranteed to perform to the manufacturer's (OEM) specifications and to the satisfaction of King County. The cartridge shall equal or exceed the yield of the manufacturer's (OEM) specification. Any cartridge found defective, shall be replaced free of charge regardless of the amount of toner remaining in the cartridge. Defective cartridges shall be replaced or monies refunded within five (5) calendar days after the Contractor is notified.
- C. If problems occur with printers due to a the Contractor's defective remanufactured toner cartridge, the Contractor shall provide
  1. A competent factory-trained authorized service technician to repair printer within two (2) working days.
  2. The Contractor shall reimburse King County for any printer service performed due to the Contractor's defective cartridge
- D. If the defective cartridge cause damage to the equipment, the Contractor shall be responsible for the payment of the repair, or replacement.
- E. All defective toner cartridges will be returned to the Contractor at the Contractor's expense. The Contractor shall supply pre-paid mailing labels, or shall pick up defective cartridge(s) at the location of toner cartridge delivery

- F. A diagnostic analysis shall be performed to determine the cause of the problem for any toner cartridge returned by King County.
- G. The diagnostic analysis report shall be delivered to the King County within ten (10) business days.
- H. If the analysis determines that the toner cartridge failed, a replacement remanufactured cartridge shall be provided at no expense to King County within two (2) business days from completion of analysis. Replacement cartridges shall be properly marked as replacements and identified by the purchase order number
- I. If King County has continued uncorrected problems with a particular model, or if there are page yields consistently below OEM standards or approved manufactured toner cartridge industry standards, King County may cancel the cartridge model from the contract.
- J. If the toner cartridge defect rate exceeds three (3%) percent of all cartridges utilized within any six-month period, King County reserves the right to cancel the contract

#### **5.7 Used Cartridge Recycling Collection**

- A. The Contractor shall provide a pre-paid shipping/mailling label for returning each empty toner cartridge at no cost to King County, or set-up a toll free contact phone number to request pick-up of all used and empty toner cartridges. Toner Cartridges for recycling shall be picked up within 5 business days of request, per department.
- B. The Contractor shall recycle end-of-life toner cartridges and provide King County with details of its recycling program upon request.

#### **5.8 Waste Toner Recycling Or Disposal**

- A. The Contractor shall ensure that remaining toner in used cartridges is recycled or disposed of in a manner that complies with all environmental and human health and safety laws.
- B. At King County's request, the Contractor shall provide manifests and any other documentation needed to confirm the proper disposal of material.

#### **5.9 Customer Support**

- A. The Contractor shall provide one-on-one customer support to King County's various agencies, department and division personnel as requested. The successful Contractor shall provide a toll-free number for ordering and problem reporting.

#### **5.10 Special Provisions**

- A. A material Safety Data Sheet (MSDS) shall be provided in each container. A copy of the original MSDS furnished with the bid can be provided as long as the chemical composition has not changed.
- B. Each shipping container shall have, on at least one of the long sides, a label which clearly states "IMPORTANT: SAVE THIS BOX AND ALL INTERNAL PACKAGING FOR RETURN OF THE EMPTY CARTRIDGE."
- C. Each cartridge shall be provided with complete instructions for installation and maintenance of the cartridges to optimize the performance and life to the cartridge.

## 6.1 Pricing

The County estimates we will purchase 75% Remanufactured Toner Cartridges, and 25% O.E.M. or New Toner Cartridges. Other like items shall be bid as a percentage discount off the list price.

Item #	MFG Part #	EST. QTY.	Description Of Remanufactured/New Toner Cartridge	Reman Unit Price	O.E.M. or New Unit Price
1	51645A	500	HP 45 Black Inkjet Print Cartridge(51645A)	\$	\$
2	C4844A	300	HP 10 Black Ink Cartridge (C4844A)	\$	\$
3	C6656AN	450	HP 56 Black Inkjet Print Cartridge (C6656AN)	\$	\$
4	C9362WN	250	HP 92 Black Inkjet Print Cartridge (C9362WN)	\$	\$
5	92298A	250	HP LaserJet(92298A) Black Print Cartridge	\$	\$
6	Q5949A	450	HP LaserJet (Q5949A) Black Print Cartridge	\$	\$
7	C4129X	200	HP LaserJet (C4129X) Black Print Cartridge	\$	\$
8	C6657AN	200	HP 57 Tri-color Inkjet Print Cartridge C6657AN)	\$	\$
9	C8767WN	200	HP 96 Black Inkjet Print Cartridge (C8767WN)	\$	\$
10	Q2610A	200	HP LaserJet (Q2610A) Black Print Cartridge	\$	\$
11	C8061A	200	HP LaserJet (C8061A) Black Print Cartridge	\$	\$
12	Q2612A	300	HP LaserJet (Q2612A) Black Print Cartridge	\$	\$
13	C6615DN	150	HP 15 Black Inkjet Print Cartridge (C6615DN)	\$	\$
14	FX-3	150	Canon FX-3 Black Laser Toner Cartridge	\$	\$
15	C9363WN	150	HP 97 Tri-color Inkjet Print Cartridge (C9363WN)	\$	\$
16	C6578DN	150	HP 78 Tri-color Inkjet Print Cartridge (C6578DN)	\$	\$
17	PGI-5BK	150	CANON PGI 5 PIGMENT BLACK - INK TANK	\$	\$
18	Q5942A	250	HP LaserJet (Q5942A) Black Print Cartridge	\$	\$
19	C8766WN	150	HP 95 Tri-color Inkjet Print Cartridge (C8766WN)	\$	\$
20	BCI-3EBK	150	Canon Cartridge, Ink Jet,Bci-3EBK,Blk	\$	\$
21	C6578AN	200	HP 78XL Tri-color Inkjet Print Cartridge (6578AN)	\$	\$
22	TN-350	150	Brothers Standard Cartridge (BRTTN350)	\$	\$
23	UX-C70B	150	Sharp Black Ink Cartridge (SHRUXC70B)	\$	\$
24	C3909A	150	HP LaserJet (C3909A) Black Print Cartridge	\$	\$
25	C8765WN	100	HP 94 Black Inkjet Print Cartridge (C8765WN)	\$	\$
26	C7115X	100	HP LaserJet (C7115X )Black Print Cartridge	\$	\$
27	69G8256	100	Lexmark Laser Toner Cartridge Optra (69G8256)	\$	\$
28	Q1338A	100	HP LaserJet (Q1338A) Black Print Cartridge	\$	\$
29	C4836AN	100	HP 11 Cyan Ink Cartridge (C4836AN)	\$	\$
30	Q6511A	100	HP LaserJet (Q6511A) Print Cartridge	\$	\$
31	C3903A	100	HP LaserJet (C3903A) Black Print Cartridge	\$	\$
32	C8061X	350	HP LaserJet (C8061X) Black Print Cartridge	\$	\$

Item #	MFG Part #	EST. QTY.	Description Of Remanufactured/New Toner Cartridge	Reman Unit Price	O.E.M. or New Unit Price
33	Q2613X	100	HP LaserJet (Q2613X) Black Print Cartridge	\$	\$
34	C9361WN	100	HP 93 Tri-color Inkjet Print Cartridge (C9361WN)	\$	\$
35	C4838AN	100	HP 11 Yellow Ink Cartridge (C4838AN)	\$	\$
36	C4804A	100	HP 12 Cyan Ink Cartridge (C4804A)	\$	\$
37	C4096A	400	HP LaserJet C4096A Black Print Cartridge	\$	\$
38	FX-4	100	Canon Fx 4 - Toner Cartridge	\$	\$
39	C4805A	100	HP 12 Magenta Ink Cartridge (C4805A)	\$	\$
40	C4837AN	100	HP 11 Magenta Ink Cartridge (C4837AN)	\$	\$
41	C4806A	100	HP 12 Yellow Ink Cartridge (C4806A)	\$	\$
42	C4127A	100	HP LaserJet (C4127A) Black Print Cartridge	\$	\$
43	C9720A	100	HP Color LaserJet (C9720A) Black Print Cartridge	\$	\$
44	CLI-8C	100	Canon CLI 8C - Ink Tank Cyan	\$	\$
45	TN-250	100	Brother TN250 Toner Cartridge	\$	\$
46	PC-201	150	Brother Thermal Cartridge Ribbon Plain Paper Fax Machines (PC201)	\$	\$
47	CLI-8M	100	Canon CLI 8M - Ink Tank - Magenta	\$	\$
48	C4127X	350	HP (C4127X) Black Print Cartridge	\$	\$
49	Q6470A	100	HP Color LaserJet (Q6470A) Blk Print Cartridge	\$	\$
50	C6625AN	100	HP 17 Tri-color Inkjet Print Cartridge (C6625AN)	\$	\$
51	FX-7	200	Canon CNM-FX7 Fax Cartridge	\$	\$
52	CLI-8Y	100	Canon CLI-8Y Ink Tank Yellow	\$	\$
53	TN-460	100	Brothers TN 460 Black Toner Cartridge	\$	\$
54	C9364WN	100	HP 98 Black Inkjet Print Cartridge (C9364WN)	\$	\$
55	C1823D	100	HP 23 Tri-color Inkjet Print Cartridge (C1823D)	\$	\$
56	Q7553A	100	HP LaserJet (Q7553A) Black Print Cartridge	\$	\$
57	BCI-6BK	100	Canon BCI-6 Ink Tank MBC16BK	\$	\$
58	Q5949X	100	HP LaserJet (Q5949X) Black Print Cartridge	\$	\$
59	C4182X	100	HP LaserJet (C4182X) Black Print Cartridge	\$	\$
60	92298A	50	HP LaserJet (92298A) Black Print Cartridge	\$	\$
61	LC-41BK	50	Brothers Black Ink Cartridge TLC41BK	\$	\$
62	C9723A	50	HP Color LaserJet (C9723A )Magenta Print Cartridge	\$	\$
				<b>Percentage Discount off List Price</b>	
				_____ %	

## **FOR MORE INFORMATION**

King County Contract # 390194

[City of Seattle Contracting and Purchasing Services](#)

[Alameda County Purchasing RFQ #901009 \(2012\) for remanufactured toner cartridges](#)

[Responsible Purchasing Network](#) – Discussion forum on remanufactured toner cartridges

## **VENDOR INFORMATION**

King County's current supplier:

[Keeney's Office Supply](#)

425-869-7555

Redmond, WA

E-mail: [info@Keeneysop.com](mailto:info@Keeneysop.com)

Remanufacturer: [Magnum Print Solutions](#), Seattle, WA, 206-624-7715