

Reliability Performance Test:

HP OfficeJet Pro 9130b & HP OfficeJet Pro 9730e

Test Objective

Keypoint Intelligence was commissioned by HP Inc. to conduct a confidential 30,000-impression reliability test on a total of four devices, comprising two of each of the HP OfficeJet Pro 9130b and the HP OfficeJet Pro 9730e. For this report, the two devices of each model are distinguished as MACHINE A and MACHINE B.

Test Overview

During the 20-day, 30,000-impression test using the ISO 24712 five-page full color test suite, daily tests were conducted over an eight-hour workday and included a mix of various sized documents, as well as a mix of short, moderate, and long run cycles, as well as on/off cycles, throughout the day. In addition, reliability testing included a 50/50 split of simplex and duplex jobs, with imaging media including 20-lb. virgin letter, legal, and ledger multi-use paper (80%) as well as 20% recycled multi-use paper comprised of 30%, 50%, and 100% post-consumer waste.

The machines were operated in default (normal) mode, with any misfeeds, multi-sheet feeding, misalignment/skewing, machine malfunctions, device errors, and associated meter count and error codes recorded.

Performance Overview

HP OfficeJet Pro HP 9130b (MACHINE A)

	Meter Count
Starting Meter Count	0
Ending Meter Count	30,000
Malfunctions Encountered	None
Service Required	No
Total Misfeeds	0

HP OfficeJet Pro HP 9130b (MACHINE B)

	Meter Count
Starting Meter Count	0
Ending Meter Count	30,000
Malfunctions Encountered	Minor misfeeds occurred in the paper drawer at meter count 2,271 and again at 49,027
Service Required	No
Total Misfeeds	2

HP OfficeJet Pro 9730e (MACHINE A)

	Meter Count
Starting Meter Count	0
Ending Meter Count	30,000
Malfunctions Encountered	None
Service Required	No
Total Misfeeds	0

HP OfficeJet Pro 9730e (MACHINE B)

	Meter Count
Starting Meter Count	0
Ending Meter Count	30,000
Malfunctions Encountered	None
Service Required	No
Total Misfeeds	0

During the 30,000-impression reliability test on each of the four devices tested in total, only two minor misfeeds were recorded in the paper drawer. No service was required. Based on these findings, the HP OfficeJet Pro HP 9130b and HP OfficeJet Pro HP 9730e both receive a Highly Reliable rating from Keypoint Intelligence.

Other Observations

Technicians monitored image quality throughout the test, and cleaning cycles were performed when quality issues occurred to eliminate streaks. Streaking or ink spills on output and printhead alignment were encountered, but all issues were resolved with the offered cleaning procedures and printhead alignment. Details and image captures of issues were recorded but did not impact the reliability of the devices.

Model	Machine	Misfeeds/Jams	Cleanings
HP OfficeJet Pro 9130b	A	None	#1 at 534 pages #2 at 10,598 pages Both required Level 1, 2, and 3 cleanings that machine offers to clear streaks on image quality
HP OfficeJet Pro 9130b	B	2	#1 at 513 pages #2 at 10,952 pages Both required Level 1, 2, and 3 cleanings that machine offers to clear streaks on image quality

Model	Machine	Misfeeds/Jams	Cleanings
HP OfficeJet Pro 9730e	A	None	#1 at 520 pages #2 at 9,337 pages #3 at 16,724 pages #4 at 20,408 pages #5 at 21,598 pages Printhead alignment performed at 26,418 pages All required Level 1, 2, and 3 cleanings that machine offers to clear streaks on image quality
HP OfficeJet Pro 9730e	B	None	#1 at 454 pages #2 at 10,355 pages #3 at 16,751 pages #4 at 26,689 pages Printhead alignment performed at 26,418 pages All required Level 1, 2, and 3 cleanings that machine offers to clear streaks on image quality

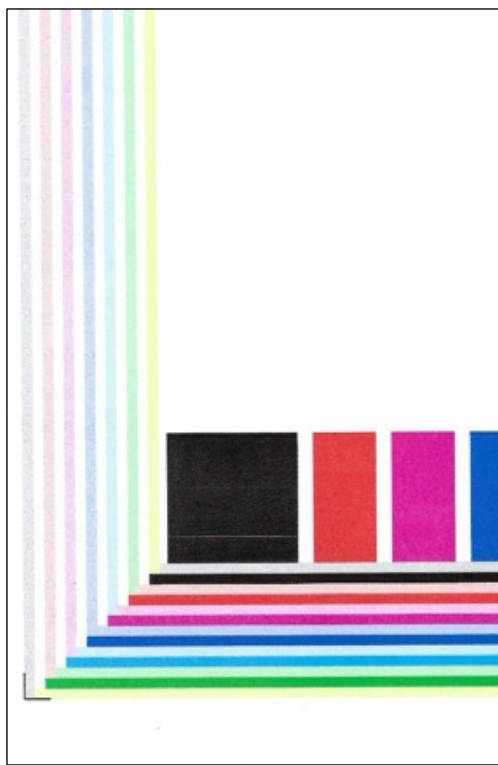
Supporting Test Data

Streaking on Output

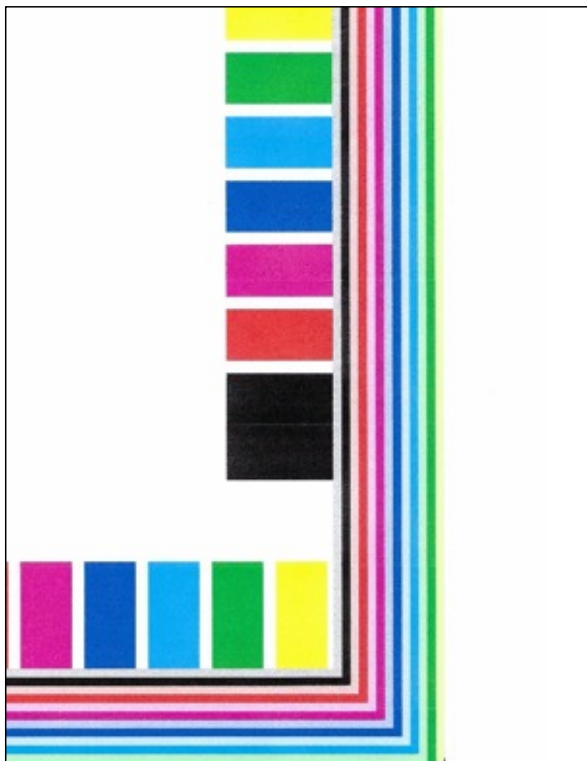
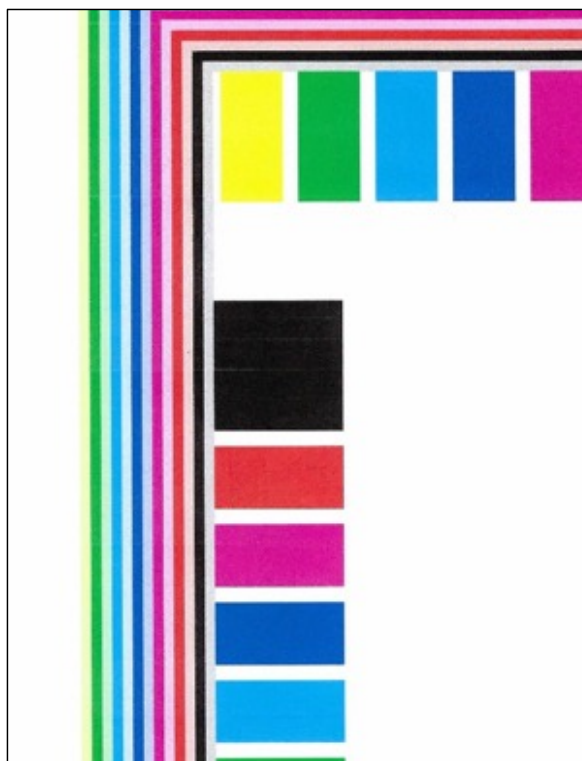
HP OfficeJet Pro 9130b MACHINE A



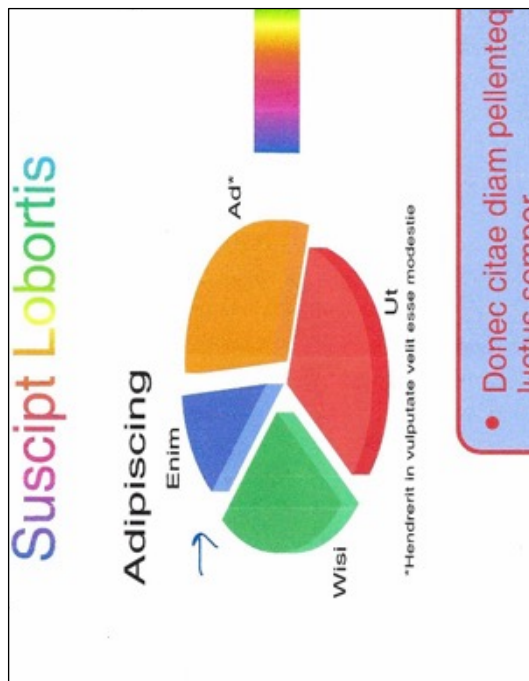
Line streaks at 534 pages



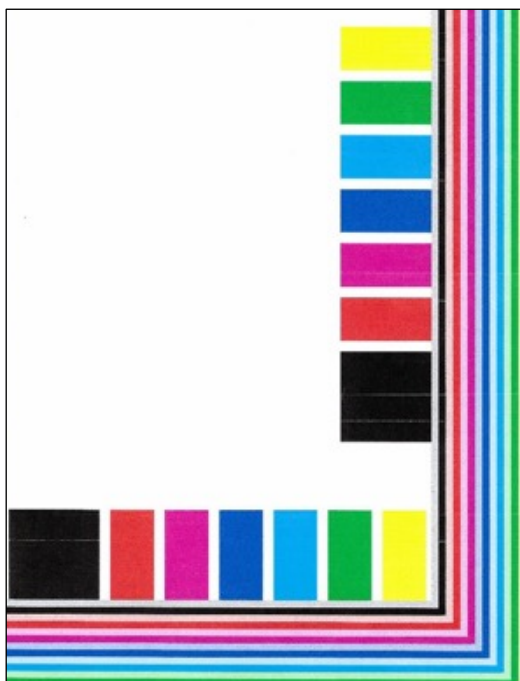
Line streaks at 10,598 pages

HP OfficeJet Pro 9130b MACHINE B**Line streaks at 513 pages****Line streaks at 10,952 pages**

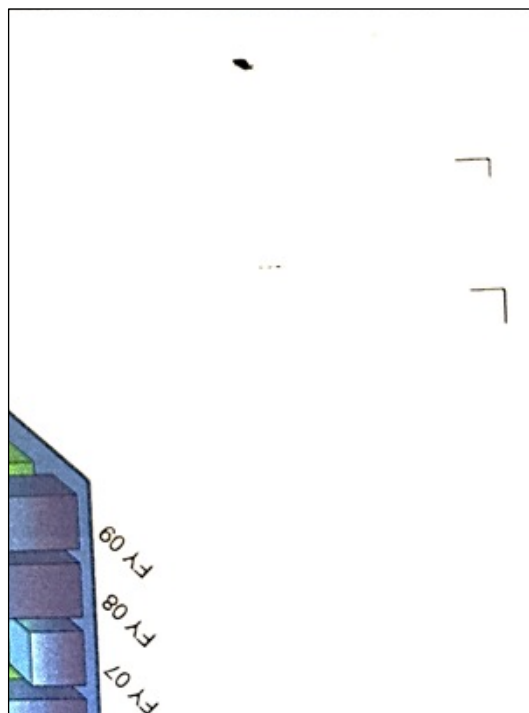
HP OfficeJet Pro 9730e MACHINE A



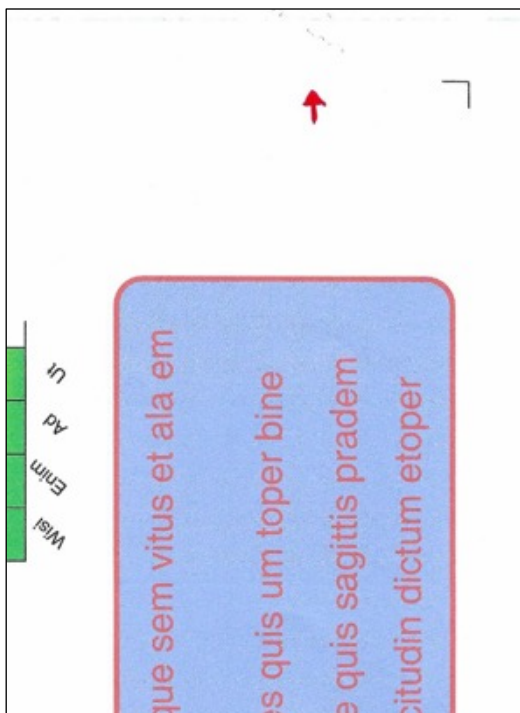
Line streaks at 520 pages



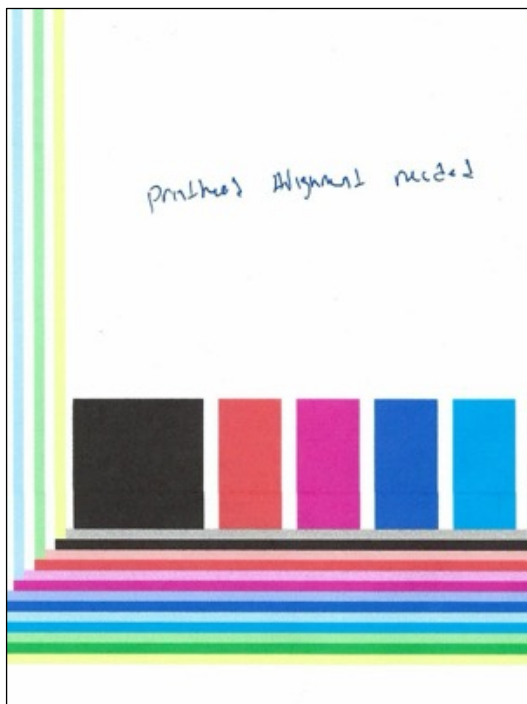
Line streaks at 9,337 pages



Ink spill at 16,724 pages

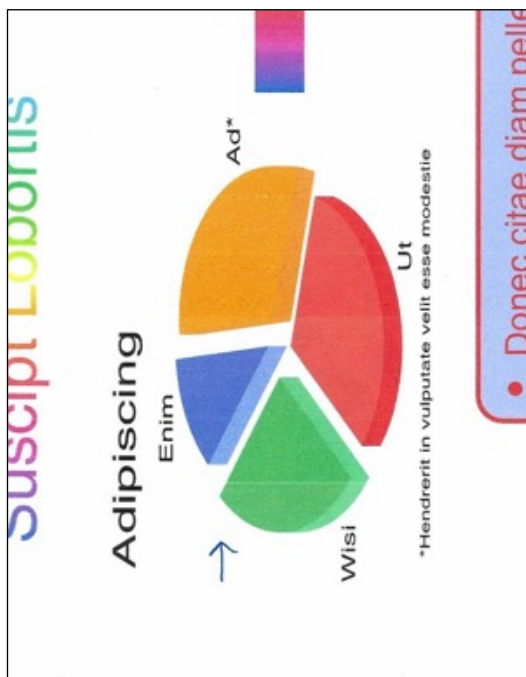


Ink spill at 20,408 pages

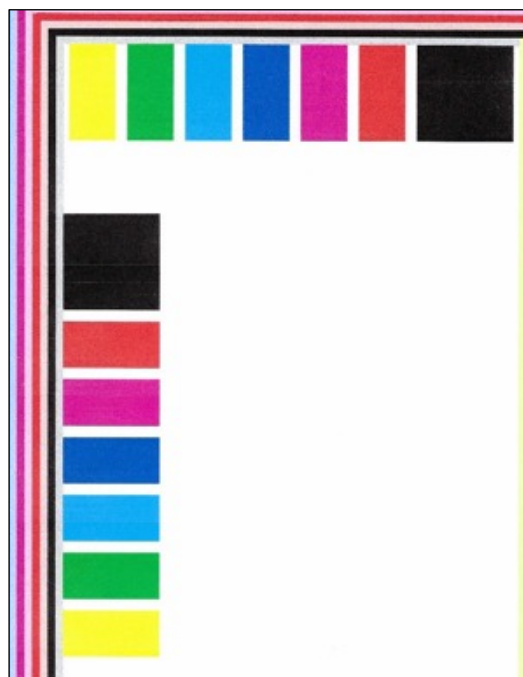


Printhead alignment required at 26,418 pages

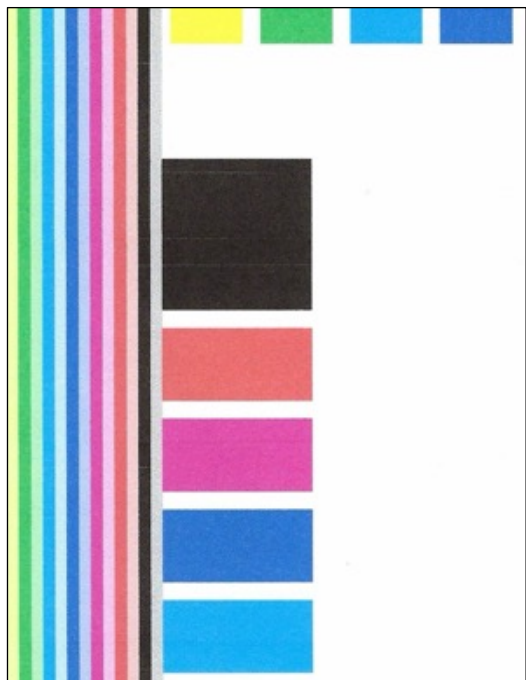
HP OfficeJet Pro 9730e MACHINE B



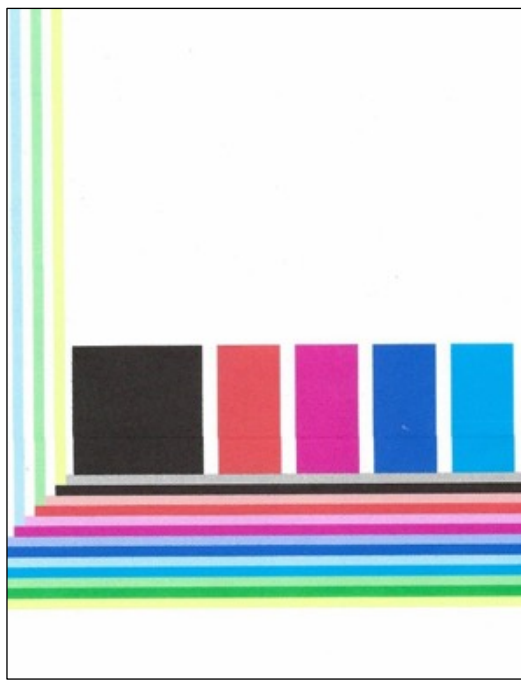
Line streaks at 454 pages



Line streaks at 10,355 pages



Line streaks at 16,751 pages



Printhead alignment required at 26,689 pages

Test Environment: Testing was conducted in Keypoint Intelligence's test facility located at 80 Little Falls Road, Fairfield, NJ, and under ambient conditions of 72°F (+/-5°F) and 45% RH (+/-10%), with daily conditions monitored by an Extech Temperature/Humidity Digital Recorder. Original HP ink cartridges sourced in US used in testing. All testing held strictly confidential.

Conditioning: Imaging devices and supplies acclimated to the above conditions for a minimum of 48 hours prior to testing.

Test Equipment: Keypoint Intelligence's dedicated test network, consisting of Windows 2012, 2016, 2019 servers and Windows 10 Professional workstations, 10/100/1000BaseTX network switches, and CAT5e/6 cabling.

Test Duration: Products were tested for 30,000 impressions over 20 working days. Keypoint Intelligence'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.

Procedures: Testing includes proprietary and industry-standard test procedures and documents. The reliability test is conducted using Boise bond media and 30%, 50% and 100% recycled media.

ABOUT KEYPOINT INTELLIGENCE

For over 60 years, clients in the digital imaging industry have relied on Keypoint Intelligence for independent hands-on testing, lab data, and extensive market research to drive their product and sales success. Keypoint Intelligence has been recognized as the industry's most trusted resource for unbiased information, analysis, and awards due to decades of analyst experience. Customers have harnessed this mission-critical knowledge for strategic decision-making, daily sales enablement, and operational excellence to improve business goals and increase bottom lines. With a central focus on clients, Keypoint Intelligence continues to evolve as the industry changes by expanding offerings and updating methods, while intimately understanding and serving manufacturers', channels', and their customers' transformation in the digital printing and imaging sector.

For more information on Keypoint Intelligence, please call (973) 797-2100, visit keypointintelligence.com, or email info@keypointintelligence.com.

CERTIFICATE OF RELIABILITY

HP OfficeJet Pro 9130b



Anthony Sci

ANTHONY SCI, PRESIDENT AND CEO

NOVEMBER 2024

DATE

This is to certify that when subjected to 30,000 impressions, the HP OfficeJet Pro 9130b proved to be a highly reliable product.

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