



Environmental Purchasing Bulletin

Remanufactured Toner Cartridges

June 20, 2008

King County EP Bulletin #108

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- 2007 Annual Report
- Past EP Bulletins

Please e-mail Karen Hamilton if you have comments, suggestions, or questions about the bulletin, or would like your name removed from the mailing list.

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 60 percent off the price of new cartridges. And remanufacturing cartridges keeps them out of landfills and reduces the need for new materials in manufacturing.

Remanufactured Toner Cartridges



SAVE MONEY AND RESOURCES!

King County agencies

saved \$275,000 in 2007

by buying
remanufactured toner cartridges

King County Contract Summary

King County has purchased remanufactured toner cartridges for laser printers and fax machines since 1991. Cartridges supplied under this contract must meet original equipment manufacturer's (OEM) standards and provide full performance guarantees. In 2007, the county purchased 3,900 cartridges, at a cost of approximately \$185,000. These purchases saved an estimated \$275,000, as the cost of new cartridges is, on average, 2.5 times more expensive than remanufactured cartridges on contract. King 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.

Contract Specifications (excerpts):

King County based their latest specifications on the great work that Alameda County, State of Texas and City of Seattle recently did.

Minimum Requirement

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).

Used Cartridge Recycling

Because the remanufacturer needs to recover the cartridge when it is empty in order to refurbish for resale, the county requires the vendor to collect used cartridges for recycling when new ones are delivered.

Used Cartridge Recycling Collection Requirement

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.

Warranty

Users are often concerned that using remanufactured cartridges will "void" the OEM warranty. Equipment warranties must be fully covered under warranties if the cartridges are remanufactured to Original Equipment Manufacturer's (OEM) standards, so the County's contract requires remanufactured cartridges to meet this standard:

Remanufacturing standards and warranty

All cartridges, new or remanufactured, shall be guaranteed to perform to OEM specifications and to the satisfaction of King County. The cartridge shall equal or exceed the yield of the 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 vendor is notified.

If problems occur with printers due to a 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. If the defective cartridge cause damage to the equipment, the contractor shall repair it to OEM specifications or replace it.

The Contractor shall recycle end-of-life toner cartridges and provide King County with details of its recycling program upon request.

For More Information

- King County [Contract Information](#)
- State of California Green Government – [Toner Cartridges](#)
- Alameda County – [Toner Cartridge RFQ](#)
- City of Seattle [Toner Cartridge RFP](#)
- [Responsible Purchasing Network](#) - Discussion forum on remanufactured toner cartridges

Vendor Information

King County's vendor:
[Keeney's Office Supply](#)
425-869-7555
Redmond, WA
E-mail: info@Keeneysop.com

Environmental Purchasing Program

The King County Environmental Purchasing Program assists County agencies in implementation of King County [Executive Policy CON-7-1-2](#), which requires agencies to use recycled and other environmentally preferable products wherever practicable.

The program assembles information about these products and makes it available to specific agency users who can evaluate them and develop applications in County projects.

These environmental purchasing bulletins contain information about the results of product evaluations and other accomplishments of County agencies. We hope this information will help you find ways to use environmentally preferable products in the work of your agency and that you will contact us if we can help you with further information or if you have suggestions.