

MARCH 2020

Comparative Performance Evaluation: HP Neverstop Laser 1000a vs. Epson EcoTank Printers

Test Purpose

Keypoint Intelligence - Buyers Lab was commissioned by HP Inc. to test and evaluate the HP Neverstop Laser 1000a against the Epson EcoTank M1100 and Epson EcoTank M1140 printers. The following media types were used during testing: Hammermill Copy Letter (20-lb. bond), Georgia Pacific Spectrum Letter (24-lb. bond), and Finch Copy Letter (20-lb. bond).

Lab Test Results

RELIABILITY

Demand for high reliability from an imaging device has always been at the forefront of concerns for buyers. A reliable device ensures maximized productivity and minimal-to-no downtime. Buyers Lab technicians ran each machine for roughly 25,000 impressions over the course of the 20-day reliability assessment using a variety of media types and recorded each misfeed or service call. Print jobs included a mixture of single-, three-, and four-page jobs with 50% of the volume in simplex and 50% in duplex. Each of the jobs was printed with one-set, ten-sets and twenty-sets, and each job was submitted manually by lab staff. Each of the devices tested are representative of their respective MFP models, as they share the same engine (see Supporting Test Data for a list of comparable MFP models per device).

Overall, the HP Neverstop Laser 1000a experienced five misfeeds throughout testing, none of which required service to resolve. The Epson EcoTank M1100 experienced a total of eight misfeeds throughout testing as well, while the Epson EcoTank M1140 experienced 16 misfeeds by the end of testing. None of the Epson misfeeds required service to resolve, either.

Keypoint Intelligence - Buyers Lab March 2020 hands-on study commissioned by HP comparing the HP Neverstop Laser 1000a printer to the Epson EcoTank M1100 and the Epson EcoTank M1140 printers. For details, please see: www.keypointintelligence.com/HPNeverstopReliability.

Executive Summary

Overall performance from each device was sub-optimal, due to the number of misfeeds compared to the number of pages run. Nonetheless, the HP Neverstop Laser 1000a still experienced fewer misfeeds than the two Epson EcoTank models tested.

Supporting Test Data

TEST TARGETS



COMPARATIVE MODELS

TESTED MODELS	COMPARATIVE SINGLE FUNCTION	COMPARATIVE MULTIFUNCTION
HP Neverstop Laser 1000a	HP Neverstop Laser 1000/1001 series	HP Neverstop Laser MFP 1200/1201/1202 series
Epson EcoTank M1100	Epson EcoTank M1120	Epson EcoTank M2110/M2120/M2118/M2128
Epson EcoTank M1140	Epson EcoTank M1170/M1180	Epson EcoTank ET-M2140/M2170/M3140/M3170/M3180 (with ADF)

ABOUT KEYPOINT INTELLIGENCE - BUYERS LAB

Keypoint Intelligence is a one-stop shop for the digital imaging industry. With our unparalleled services and unmatched depth of knowledge, we cut through the noise of data to offer clients the independent insights and responsive tools they need.

For over 50 years, Buyers Lab has been the global document imaging industry's resource for unbiased and reliable research, test data, and competitive information services. In addition to publishing the industry's most comprehensive and accurate test reports, each representing months of hands-on testing in our U.S. and UK labs, we have been the leading organization for extensive specifications/pricing databases on MFPs, printers, scanners, and software. Buyers Lab also provides consulting services and a range of private testing services that include document imaging device beta and pre-launch testing, performance certification testing, consumables testing (toner, ink, fusers, and photoconductors), solutions evaluations, and media runnability testing.

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