Buyer beware. Clone cartridges are not what they appear to be.

Clone cartridges are 100% new-build cartridges produced by third-party manufacturers to look like the real thing. Often sold as “remanufactured” and with a strong environmental message, clone cartridges are neither the real thing nor environmentally responsible.

Offered in the marketplace at a discount to the original equipment manufacturer (OEM) price, clone cartridges appear to be less costly, but they aren’t. Image quality is low, failure rates are high, damage to the printer is common and these are not even the most serious issues.

Avoid entering the clone zone.

Who manufactured that clone cartridge? What chemicals are inside?

Who is protecting your safety?

- Since the majority of clone cartridges are manufactured in Asia and sold under a variety of aliases, it's never clear who manufactured the cartridge. That may be intentional.
- While it may look like an OEM cartridge on the outside, what's inside matters most, especially for health reasons.
- What chemicals were used? What levels of toxicity exist, and what are the exposure risks?
  - Has anyone performed an analysis to ensure that what you come in contact with by inhaling, touching or even ingesting won't harm you?

Clones and environmental distress: how does it affect you?

Destined for landfill sites

- Unlike OEM and legitimate cartridge remanufacturers, clone manufacturers realise that the low quality does not enable remanufacturing and therefore rarely take back empty cartridges. The remaining disposal option is to landfill.

Hazardous Waste Concerns

- Original equipment manufacturers responsibly evaluate all materials used in their cartridges for environmental toxicity and biodegradability, and publish guidelines for safe disposal. But what about clone manufacturers?
  - How do you know clone cartridges put into landfills are not leaking harmful contaminants into the soil and into your drinking water?

Clones will cost you more. Much more.

You help pay to fight illegal clones.

- Patent, trademark and copyright violations by clone manufacturers force OEMs to spend millions in court. These costs are ultimately passed on to you in the form of higher cartridge prices.

High failure rates. Poor image quality.

- Clone manufacturers copy the OEM cartridge (they don't use any OEM hardware or toner) and sacrifice quality for the lowest possible cost.
  - Catastrophic leakage within the printer and contamination of critical xerographic components are common.
  - Often the cost of repairing the printer exceeds the cost of replacing it.
- Image quality is often poor and unpredictable, resulting in unimpressive, unprofessional, undesirable output.

Fewer pages mean higher costs.

- Page yield is often below OEM cartridges, resulting in more frequent replacement and eliminating any true savings.

Xerox® Security Label

Learn more from Xerox.

As a major international supplier of new and remanufactured printer cartridges, Xerox understands that printing devices are vital to our customers and shouldn't be compromised by those who try to pass off substandard or illegal products as original or compatible equipment.

Take proper precautions to ensure that the supplies you acquire are legitimate. Only purchase from honest and reputable sources. It's the single best way to ensure you're purchasing an authentic product.

Also, verify that your Xerox® Toner/Solid Ink has an official Xerox security label to guard against unauthorised and counterfeit supplies.

To find out more about what Xerox is doing to protect your interests, visit us on the Web at www.xerox.com/supplies, email BrandProtectionInvestigations@xerox.com, or call 0044 (0) 1707 353250

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