



# Avoid Printer Downtime During Peak Periods

Six Common Printer Problems You Can Avoid!

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# How to Avoid Printer Downtime During Peak Periods

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## *Six Common Printer Problems You Can Avoid*

Printers can be a major business investment, so you should try to get the most of it. Being proactive to printer maintenance and repair is key to ensuring your machines last the pace and deliver the best ROI for your business (with minimal downtime!). The first step is to identify potential problems you can control. The second step is to put a plan in place for if/when something does go wrong. To help with both steps, here are six avoidable printer problems, with an outline of how you can tackle them in case they do arise!



### **1. Don't Install your Printer in an Unsuitable Location Environment**

This is a more common issue than you might think. Printers are like people - they perform better in certain types of environments. When you have your printer installed, it's really important to position it in a well-ventilated, dust-free area away from too much direct sunlight. A good printer technician will know instinctively if the location is suitable or inadequate and likely to affect the machine's performance and/or cause premature parts corrosion. Additionally, try to ensure your printer remains on a flat surface for extra stability. And, if you're going to place the printer next to a wall, place it at least 10 cm away from the wall to allow room for proper airflow and cooling. Over-heating machines is one of the most common reasons for downtime!

### **2. Schedule Regular Maintenance to Avoid Unexpected Repair Costs**

Printers, again like people, need a little TLC every now & again. Once you have your printer for a while, it will eventually need to be given a service check and some likely repair work or parts replacement will be required. It's hard to predict when that time may come because it typically depends on the volume of printing running through the machine, user treatment of machines (yes, we're inferring rough handling and mis-use!) and the suitability of the environmental conditions it is in. If you don't have a Service Agreement in place with your supplier, it's hard to know what the unanticipated repair costs might amount to for your business. At PCI, we offer Service Agreements to cover everything so you don't need to think about it. That includes all parts, labor, travel and annual printer cleanings/servicings. With a robust Service Agreement, you can eliminate untimely printer downtime instances and keep control over your printer servicing costs.

### **3. Expired Warranties and Coverage**

Most of the printers we sell come with world-class standard warranties, which are designed to ensure your hardware meets your high standards and performs outstandingly for an acceptable minimum-term period. However, while all warranties offer protection for a limited time, your printer should significantly outlast its period of coverage. If you want to pre-empt parts failure, and to get the highest ROI from your printers, with PCI you have an option to add additional years of protection with our Service Agreements. Speak to your Printer Supplier to see if they can offer the same to ensure your printer downtime headaches are minimised.

#### **4. Using Generic or Remanufactured (Ink) Toner**

Generic or remanufactured ink and toner cartridges are a risky choice and can effect warranty claims. Reused parts, inferior technologies, and low-quality ink and toner can all cause you to pay more due to low-quality prints, excessive reprints, decreased page yields, and potential damage related to ill-fitting or aged parts and leakage. Many brands articulate in their warranties that pre-specified toner brands must be used in their machines in order for warranty claims to be processed. Your Printer Supplier acceptability standards, while ensuring quality and dark prints are achieved every time.

#### **5. Running Your Printer Day and Night**

Give it a rest!! Literally! Consider how many minutes a day your printer is actually printing pages. Your printer may be printing at a higher frequency that it is fit to manage and/or may be using more energy than it needs. Always be accurate with your Printer Supplier about what kind of volume printing you expect the machine to achieve so the best fit machine is supplied (and to future-proof against downtime and repair costs issues!). You can also use auto-on/auto-off technology with high-spec machines, which helps save energy and cut costs by turning your printer on when you need it and off when you don't. An added bonus.

#### **6. Overlooking Downtime Tolerance**

If you haven't already, set aside a few hours to talk with your team to determine your business's true downtime tolerance - i.e. the amount of time your business can function without the printer in use. Downtime tolerance tells you how important printing is to your day-to-day operations, but downtime tolerance during your peak periods gives you the truest estimate of the value of your robust Service Agreement with your Printer Supplier. A good supplier will offer same-day rapid response, which can ensure you have the best support when you experience critical troubleshooting issues at the worst possible moments! If your business can't function without a printer during peak periods, such as exam periods in the school's calendar or an accounting firm's tax season, you might want to specify enhanced service terms during those periods in your Service Agreement. If you have a longer downtime tolerance, you may want to opt for services with more flexible timeframes and lower cost of entry. Take a moment and consider what your printer means to the effective running of your organisation. How often do you use it? How long could you last without it? How long do you expect to use it before you replace it?

# SPEAK TO PCI

If you want to get the best ROI on your printer, find the right services to enable your business from installation to replacement and bid adieu to unexpected problems and expenses – speak to PCI.

We offer a FREE printing costs assessment audit for all Irish-based organisations and are happy to speak to you to assess your needs.

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