

— A COPIER STORE GUIDE

Choosing an Office Copier

Narrow the whole range to the two or three machines that suit your office, one question at a time.

✓ Seven buyer questions

✓ Four grades compared

✓ A page to fill in



— INSIDE THIS GUIDE

Narrow the range in seven questions

Which copier suits your office? Seven questions settle it, and the answers cut the range to two or three machines. After that it comes down to money: running costs, how you pay, and who keeps it working.

Each chapter answers one question in a page or two. The back pages hold a checklist and the five copier finder questions. Bring both to any quote, ours or anyone's.

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— USING THIS GUIDE

Start anywhere

Chapters 1 to 7 cover the machine itself. Chapters 8 to 10 cover cost, payment and service. Chapters 11 and 12 are yours to fill in.

About Copier Store

One place in Melbourne to compare the full range of office copiers: new, renewed, refurbished and used, to buy, rent or lease, and serviced by us. New from Toshiba, Kyocera, HP, OKI and Lexmark; secondhand from every major brand. More than 100 years in copiers between the four of us.

01

CHAPTER 01

Your monthly page count

Start with the figure every copier decision rests on. It sets the size of the machine and most of what it costs to run.

Why does the page count matter so much? Each copier is designed for a band of work. Below its band you pay for capacity that sits idle. Above it, parts wear early and people queue.

Finding your page count

- 1 Meter readings.** Every office copier keeps a count. Get two readings a month apart from your supplier and subtract one from the other.
- 2 Toner history.** How quickly your last few cartridges ran out is a rough guide to how hard the machine works.
- 3 Paper bought.** One ream holds 500 sheets. Multiply the reams used each month by 500. A double sided sheet usually counts as two pages.

Split mono from colour

Note the two figures separately. A service agreement charges mono and colour pages at different rates, so the mix matters as much as the total.

WORKSHEET

Work it out here

This month's reading _____

Last month's reading _____

Pages printed _____

Mono _____ Colour _____



Get the page count right and most of the choice makes itself.

Reading your result

A few hundred

PAGES A MONTH

A small team with no A3 work is often well served by an A4 multifunction printer.

A few thousand

PAGES A MONTH

Teams of five to twenty: A3, running at 25 to 35 pages a minute. For most of these offices a refurbished A3 colour model is the usual pick.

Many thousands

PAGES A MONTH

Heavy daily use over many years. New is worth the money here.

Tens of thousands

PAGES A MONTH

A volume machine, usually with a large capacity tray, or two machines splitting the work.

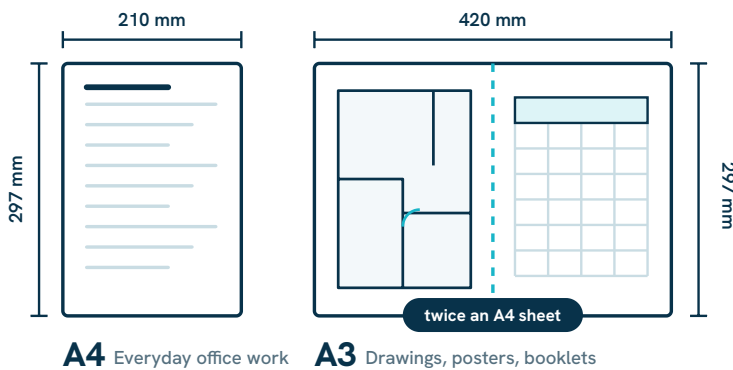
A starting point only. Every machine on our list is matched to your actual figures.

02

CHAPTER 02

A3 or A4?

Does anyone print A3, or need several paper drawers? Then A3. If not, and under ten or so people print, A4 usually covers it.



Two sheet sizes

A4 measures 210 by 297 millimetres and carries most office work. A3 measures 297 by 420 millimetres: the area of two A4 pages laid next to each other.

Who needs A3

Anyone printing plans, drawings, posters or wide spreadsheets. Booklets too: an A4 booklet is made from A3 sheets folded in half. Newsletters and programs count.

A3 machines handle A4 as well

Most pages through an A3 copier are A4 anyway. A3 sits ready for the jobs that need it. Floor standing A3 models also take more drawers, so A4, A3 and letterhead stay loaded together.

Office copier or retail printer?

Most A3 printers on retail shelves are inkjets, made for the odd A3 print. An office A3 copier, which you may see listed as an A3 multifunction printer or MFP, prints, copies and scans. It holds hundreds of sheets across several drawers, reads both sides of a page in one pass, and is built for thousands of pages a month over years. When it needs attention, a technician comes to you.

A4 is enough when

- ✓ No one prints A3.
- ✓ Under about ten people share it.
- ✓ Volumes stay below a few thousand pages a month.
- ✓ Floor space is limited.

One of these not true? Compare A3 models instead.

MFP, MFD or copier?

MFP stands for multifunction printer; MFD for multifunction device. Each describes a machine that prints, copies and scans, often with fax, in A4 or A3. Ask for an office copier and an A3 MFP is usually what people picture.

03

CHAPTER 03

Colour or mono?

Every colour page costs more than a mono page. So the real question is how often colour earns its keep in your work.

Most new office machines are A3 colour models now. Plenty of offices still have no need for one.

Where the extra cost comes from

Colour printing uses four toners: cyan, magenta, yellow and black. Mono, short for monochrome, uses black only. More toner goes on a colour page, so every service agreement charges colour at a higher page rate.

One setting worth changing

Going colour? Make black and white the default. Colour then happens only when someone picks it, not because a setting was left alone. Many machines can also cap colour by person or by team.



K

Mono page

C M Y K

Colour page

Mono suits you if

- ✓ Colour is rare in your office.
- ✓ You mainly print text: invoices, letters, forms and reports.
- ✓ Keeping the running cost low is the priority.

Mono pages cost less, every month.

Colour suits you if

- ✓ Your printed work carries your brand.
- ✓ You produce listings, proposals, marketing or reports.
- ✓ You will make black and white the default.

Property and real estate offices are heavy colour users.



Buy colour for the pages that need it. Default to mono for everything else.

04

CHAPTER 04

Speed and the number of users

How fast should it be? Speed is quoted in pages a minute. Size it to the people who share the machine.

Matching speed to users

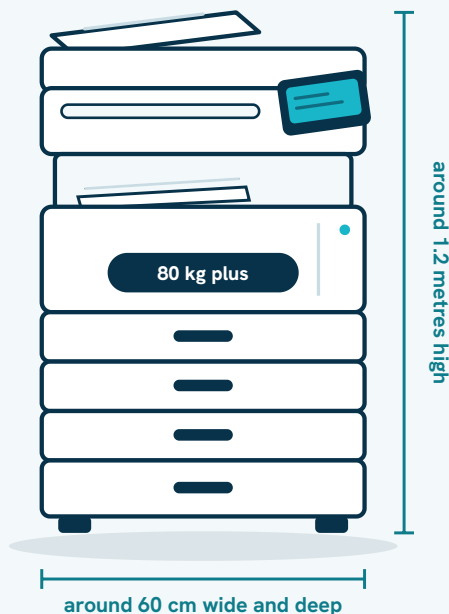
USERS	PAGES A MINUTE
1 to 5	20 to 25
6 to 15	25 to 35
16 to 30	35 to 45
31 or more	Above 45, or two machines

Faster models cost more to buy and to rent. Pick the speed your team needs, not the top of the range.

Desktop or floor model?

Desktop machines sit on a bench or cabinet and suit one to five users at modest volumes. Floor standing models hold two to four paper drawers and run faster.

- **1 to 5 users:** a desktop A4 machine usually does the job.
- **5 to 20 users:** a floor standing A3 at 25 to 35 pages a minute.
- **20 users or more:** a quicker floor model, frequently fitted with a finisher and large capacity tray.



BEFORE DELIVERY

Plan the spot

Expect a floor standing A3 copier to measure around 60 centimetres wide and deep and 1.2 metres high, and to weigh more than 80 kilograms. Leave about a square metre, plus room to open the front and pull out the drawers. A finisher needs more.

Choose a spot close to its heaviest users, near a power point and a network point.

- ✓ Stairs, and lift dimensions
- ✓ Doorways and dock bookings
- ✓ Access hours and parking

We confirm all of this before delivery day. In CBD towers that often means booking the loading dock and a goods lift.

CHAPTER 05

05

New, renewed,
refurbished or used

Which grade? That depends on how hard the machine will work. We will point you to the right one, even when it is the lower cost option.

Brand new

Current models with the maker's warranty. New from Toshiba, Kyocera, HP, OKI and Lexmark.

CHOOSE IT WHEN

- It will print several thousand pages a month, year after year.
- You need the latest security, card release or a specific finisher.
- A five year keeper, covered by the maker's warranty from the first day.
- Several sites need the same model.

Renewed

The top secondhand grade. Extra parts replaced; it looks and performs much like new.

CHOOSE IT WHEN

- You want that new machine feel at a lower outlay.
- A busy team, or a reception area where the machine is seen.
- Your lease on a new machine is ending and you do not want a step down.

MOST CHOSEN

Refurbished

Cleaned, serviced, worn parts replaced, then tested. The grade most buyers choose.

CHOOSE IT WHEN

- The majority of offices.
- Teams of five to twenty with a few thousand pages a month.
- A proven model for a fraction of the price of new.

Used

Checked and in working order, with lighter work done. Your smallest outlay on a full office copier.

CHOOSE IT WHEN

- Lighter volumes.
- A full A3 copier for the smallest spend.
- Paying outright, which is how older used machines usually sell.

NEAREST TO NEW

SMALLEST OUTLAY



Ask what work was done

Grade names are not used the same way everywhere. Wherever you buy, ask what was actually done to the machine and get its page count in writing. Every refurbished machine on our list has its count logged, and you can ask for the count on anything in the range.

REFURBISHED

Inside a refurbished copier

A refurbished, or reconditioned, machine has had proper work done to it. It is more than a quick clean.

- ✓ Cleaned throughout.
- ✓ Serviced, with worn parts and rollers replaced as needed.
- ✓ Tested on print, copy and scan before it goes out.
- ✓ Its page count recorded, so you know what you are buying.

After that it is delivered, set up on your network, and looked after by us under a service agreement. Renewed machines get more parts replaced again, which is why they cost more than refurbished.

Ex demo machines

These have done demonstration work and little else. Low page counts, close to new, priced below new. They turn up now and then rather than every week, so ask us to let you know when one reaches the list.

Paying for secondhand

Renewed and refurbished machines can go on a rental or finance for as long as 60 months; the machine's age sets the limit. Older used machines are normally paid for outright.

WHEREVER YOU BUY

Five checks on any used copier

- **Page count.** The clearest sign of how much work it has done. Get it in writing.
- **Parts and toner.** Are they still available for the model? A model with no parts supply is cheap for a reason.
- **Servicing.** Who will maintain it? A copier no one will service costs more in the end.
- **Included options.** Drawers, finisher, document feeder, fax and scanning.
- **Delivery and setup.** Moving it and connecting it to your network take skill and time.



We do not sell a machine we cannot service.

Model close to the end of its support life? We say so, and show you one that will go the distance.

Printing a few hundred pages a week? You probably have no need for a new A3 colour model. A refurbished machine from the same family does the same job, and the saving can cover years of page charges.

Better to hear it now than to pay for more machine than you will use.

COMMON QUESTIONS

Is new more reliable than refurbished?

New carries zero wear, the thing that counts most where volumes are high. A properly refurbished machine from a sound model family handles normal office work reliably, and we service both.

Renewed or refurbished: what is the difference?

Both are serviced and tested. Renewed machines have more parts replaced, so they look and run nearer to new, and they cost more.

What if a refurbished copier fails?

If it is on our service agreement, we replace it, whether you rent, lease, finance or bought it outright. The replacement warranty runs for the whole term.

06

CHAPTER 06

Options and accessories

Which extras are worth paying for? It depends on what you produce. Here is what each option does.



Finisher

Staples sets as they print. Some models also punch holes or fold booklets. Worth having if you produce reports or handouts often. Inner finishers sit inside the machine; floor finishers stand alongside and take more space.

More paper drawers

Two to four drawers on floor models, so A4, A3 and letterhead stay loaded. Less time spent swapping paper.

Large capacity tray

Takes a few thousand sheets at once, so nobody tops up paper all day. Made for high volume offices.

Document feeder

Feeds a stack of originals for copying or scanning. The better ones read both sides in one pass.

Card reader

Prints release only when the owner taps a staff card at the machine. Nothing confidential sits in the tray.

Fax

Some offices still rely on it. It is often an add on rather than built in, so mention it early.

Every option adds cost. Describe what your office produces and we configure the machine for that, and nothing more.

07

CHAPTER 07

Scanning and secure printing

Most offices now scan as much as they print. Give the scanner the same attention as the print speed.

Scanner features to look for

- ✓ Both sides read in a single pass.
- ✓ Scan to email and to network folders.
- ✓ A feeder sized for the stacks you scan.
- ✓ Searchable PDF output if you need it, often an option.

Single pass feeders capture front and back together. That is quicker than flipping each sheet, and easier on your originals.



Ready on installation day

Installation covers the network connection, printing from every computer, and scanning to email and folders. Your team then gets a walk through of the everyday tasks. All of it is in the price.

SECURITY

Stop prints sitting in the tray

With PIN or card release, each job waits until its owner is standing at the machine. Payroll, client files and patient records stay out of sight. Any office handling them should use it.



Send from your computer

The job waits at the machine.



Identify yourself

Key in a PIN or tap a staff card.



Pick it up

It prints while you stand there.



A copier is a networked computer

Many office machines hold copies of scanned and printed pages on a built in drive. Whoever supplies yours, ask how its software stays up to date and how stored data is wiped when the machine goes.

08

CHAPTER 08

What it costs per page

Where does the money go over three to five years? Mostly on running the machine, not on buying it.

The running cost is charged per page. Under a service agreement that rate covers toner, parts and repairs, with a mono rate and a colour rate.

A low purchase price can hide a high page rate. A fraction of a cent looks trivial on paper. Spread over tens of thousands of pages and several years, it adds up.

MONO

0 5 1 3 8 6

COLOUR

0 0 7 2 5 9

Each machine keeps two counters: one for mono pages, one for colour.

The full cost formula

The machine

Purchase price, or each payment times the number of payments

+

Mono pages

multiplied by the mono rate

+

Colour pages

multiplied by the colour rate

+

Extras outside the rate

Check the agreement

=

Your true cost

across the full term

Comparing quotes fairly

Get three figures in writing from every supplier: the price or the rental payments, the mono and colour page rates, and exactly what those rates include. We put all three in writing for two or three machines from the range, side by side.

What you pay each month

Your payment plus the pages you print. Picture an office running off a few hundred colour pages and two thousand or so mono pages each month: across the machine's life, the pages cost far more than the machine.



Low price, high page rate: the classic false economy.

Three more checks

- ✓ Any minimum charge, against what you really print.
- ✓ Whether page rates can go up during the term.
- ✓ What the rate includes: toner, parts, labour, callouts.

Our guide **Read Before You Sign** covers each one.

09

CHAPTER 09

Five ways to pay

Cash, rental, lease, finance or per page. Each one, briefly.

WAY TO PAY	PAYMENTS	WHEN IT ENDS	SUITS
Rental MOST CHOSEN	One regular weekly or monthly amount	Trade up to a newer model or return it. Want to keep it? Ask us	Most businesses: no upfront cost, steady payments, simple upgrades
Buy outright	A single payment	You own it	Cash buyers who keep a machine for many years
Lease	Monthly payments	Lease terms decide: hand back, upgrade, or pay the residual	Businesses whose accountant prefers leasing
Finance	Monthly repayments	Yours after the final payment	Buyers who want ownership without the upfront cost
Managed print services	A charge per page each month, machines on a rental	Runs to the end of its term	Several machines, one supplier, one bill

Copier rental from \$15 a week plus GST.

Finance subject to approval. The lowest weekly figure applies to selected machines.

Our usual advice

Rental, for most businesses. You make one regular payment, servicing is part of it, nothing big goes out up front, and when the term ends you trade up to a newer model or return it. Keeping it is something to ask us about.

Paying cash costs least over a long life, if the money is there and you plan to keep the machine for years. If your accountant prefers a lease or other finance, we can set up either.

A quick test

- 1 Would you rather keep the cash?
- 2 Will you want a newer machine in three to five years?
- 3 Should servicing sit in the same agreement?

Yes to all three: rent or lease. No to all three: buy outright.

This is general information, not financial advice. Each way to pay is taxed differently, so your accountant should advise. For the detail on all five, see our guide **Paying for a Copier**.

10

CHAPTER 10

Delivery, setup and service

What happens after you choose? We deliver, install and train your team, then service the machine for as long as it is with you.



01

Delivery

We check stairs, lifts and access first, then carry the machine in and remove the packaging.



02

Setup

Connected to your network, printing from every desk, scanning to email and folders.



03

Training

Your team is shown the tasks they will do every day.



04

Servicing

Toner, parts and repairs for a set cost per page.

Timing

Most machines are in within about a week of signing. A new model that has to be ordered can take longer, and you will know before you sign. Delivery, installation, scanning setup and training are all in the price.

Service area

We deliver across Greater Melbourne: the CBD and inner city, the east, the south east, the west and the north. Everything we sell, we service across that same area.

If something goes wrong

Ring **(03) 7056 9994** with the machine and the fault. Plenty of issues are sorted over the phone. If a technician needs to visit, the call is booked straight away.

Toner comes with the service agreement. Order it when the machine shows low toner; a delivery charge applies to each order.

REPLACEMENT WARRANTY

If it fails, we replace it. Right through the term.

Put any machine on our service agreement and the replacement warranty comes with it. New or secondhand, and whether you rent, lease, finance or buy outright, the rule is the same: should the machine fail, you get a replacement. The cover runs to the final day of the agreement, not the end of year one.

On a new copier the maker's own warranty is usually 12 months, on the hardware only; consumables sit outside it. Beyond that year, your cover is the service agreement. Your agreement sets out the full terms of the replacement warranty.



11

Your buying checklist

Fill this in before you request any quote, from us or elsewhere.

 Your business

Business name _____

Suburb _____

USERS

☐ 1 to 5 ☐ 6 to 15 ☐ 16 to 40 ☐ Over 40

MONTHLY PAGES, ROUGHLY

☐ Up to 1,000 ☐ 1,000 to 5,000 ☐ 5,000 to 10,000
☐ Over 10,000 ☐ Not sure

Mono _____ per month Colour _____ per month

 The machine you need

SHEET SIZE

☐ A3 and A4 ☐ Only A4 ☐ Unsure

PRINT

☐ Colour ☐ Mono ☐ Undecided

FINISHING

☐ Stapling ☐ Hole punching ☐ Booklets ☐ None

PAPER HANDLING

☐ Extra drawers ☐ Large capacity tray
☐ Letterhead drawer

SCANNING

☐ To email ☐ To folders ☐ Single pass duplex
☐ Searchable PDF

EXTRAS

☐ PIN or card release ☐ Fax

NOTES

 Grade and payment

GRADE

☐ Brand new ☐ Renewed ☐ Refurbished ☐ Used
☐ Recommend one

PREFERRED WAY TO PAY

☐ Rental ☐ Buy outright ☐ Lease ☐ Finance
☐ Managed print ☐ Undecided

 Access on delivery day

ACCESS

☐ Ground level ☐ Stairs ☐ Lift
☐ Dock booking needed ☐ Tight doorways

Lift and doorway sizes _____

Access hours, parking _____

Power and data point close by _____

 Your current setup

Machine you have now _____

Agreement end date _____

Notice period _____

NEEDED BY

☐ Straight away ☐ This month ☐ Within a few months
☐ Researching
Snap this page and attach it to the form at copierstore.com.au/contact. Or ring (03) 7056 9994 and talk us through it.

12

CHAPTER 12

The copier finder

Narrow the range to the right machine with five quick answers. Tick them here, or online.

Give five answers and the finder suggests a size, speed, grade and way to pay for your office. Want real options? We then send two or three machines from the range, with figures.

1

How many staff will share it?

☐ 1 to 5 ☐ 6 to 15 ☐ 16 to 40 ☐ More than 40

2

Will anyone need A3 paper?

☐ Yes, A3 ☐ No, A4 is enough ☐ Not sure

3

Do you need colour, or will mono do?

☐ Colour ☐ Black and white ☐ Not sure

4

Which grade would suit you?

☐ Brand new ☐ Renewed ☐ Refurbished
☐ Used ☐ Whichever fits best

5

How do you want to pay?

☐ Rental ☐ Buy outright ☐ Lease
☐ Help me decide



— ONLINE

Try it at copierstore.com.au

The finder runs on our website and shows its suggestion the moment you finish. Contact details are needed only if you want machines and figures sent to you.

Then what?

- 1 We set two or three machines that fit side by side, with written figures for each.
- 2 You pick one. We deliver, install it, set up scanning and train your team.
- 3 Our service agreement keeps it running.

Rather talk? Ring **(03) 7056 9994**.

NEXT STEP

Compare the machines that fit, side by side, in writing.

Describe how your office prints. We shortlist two or three machines from the full range and put real figures for each in writing. No obligation.

**(03) 7056 9994**

Monday to Friday, 8am to 5pm

**copierstore.com.au/contact**

Describe what you need. Written figures come back.

**info@copierstore.com.au****Greater Melbourne: the CBD and inner city, the east, the south east, the west and the north**

Every machine we deliver, we also service.

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MORE COPIER STORE GUIDES

Read Before You Sign

A copier agreement checklist

Paying for a Copier

Rental, lease, finance, cash or per page

