

— A SYDNEY COPIERS GUIDE

The Straight Answer on Copiers

The questions buyers really ask, answered plainly, until the whole range comes down to two or three machines worth pricing.

✓ Twelve questions, answered

✓ Four grades, side by side

✓ A checklist you keep



— WHAT IS IN IT

Seven questions, then the money

Which copier is right for your office? Seven answers get you to a shortlist of two or three machines. After that it is about money: the cost per page, the way you pay, and who services it.

Each chapter takes one question and answers it in a page or two. At the back: a checklist and the five finder questions. Take both to any supplier you talk to, us or anyone else.

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— HOW TO READ IT

Jump to your question

The machine itself is chapters 1 to 7. Money, paying and service are 8 to 10. The last two are worksheets.

About Sydney Copiers

Copiers and office printers for greater Sydney: new, renewed, refurbished and used, to rent, lease, finance or buy, and serviced by us. We sell new Toshiba, Kyocera, HP, OKI and Lexmark machines, and secondhand machines of every major make. Four of us, with more than 100 years in copiers between us.

01

CHAPTER 01

How much do you print?

Find this number before anything else. Machine size and most of the running cost follow from it.

That number sets everything else. A machine rated below your volume wears out ahead of time and builds a queue at the tray; one rated far above it charges you each month for speed nobody uses.

Three places to find it

- 1 The meters.** Every office copier counts its own pages. Ask whoever services yours for two readings taken a month apart; the gap between them is your figure.
- 2 The toner.** Look at how many weeks your last few cartridges lasted. It is rough, but it shows how hard the machine is worked.
- 3 The paper.** Count the reams used in a month and multiply by 500. A sheet printed on both sides normally counts as two pages.

Keep mono and colour apart

Write down two figures, not one. Mono and colour pages carry separate rates on a service agreement, so the split moves your monthly cost as much as the total does.

YOUR NUMBERS

Fill in the gaps

Reading now _____

Reading a month ago _____

Pages that month _____

Mono _____ Colour _____



Find the page count and half the decision is already made.

What your number points to

Hundreds

PAGES MONTHLY

Usually an A4 multifunction printer, unless someone in the office needs A3.

Low thousands

PAGES MONTHLY

An office of five to twenty. A3, rated 25 to 35 pages a minute; refurbished A3 colour is the common pick at this level.

High thousands

PAGES MONTHLY

Hard daily work, year after year. This is the point where buying new earns back its price.

Tens of thousands

PAGES MONTHLY

A volume machine with a large capacity tray, or the load split across two machines.

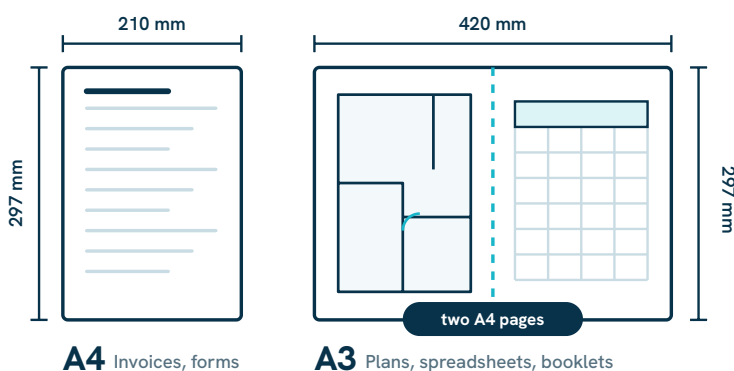
A rough guide only. We size every machine against your actual readings, not against this table.

02

CHAPTER 02

Do you need A3?

Yes if anyone prints A3 or you want several paper drawers loaded at once. No if nobody does and about ten people or fewer share the machine.



How big is A3?

Exactly twice A4. An A4 sheet is 210 by 297 millimetres; an A3 sheet is 297 by 420, the same as two A4 pages placed next to each other.

Who uses it?

Builders, architects, engineers and anyone with plans, posters or wide spreadsheets. Booklet makers too: fold an A3 sheet in half and you have four A4 pages, which is how newsletters and programs are printed.

Does an A3 copier still print A4?

Yes, and most days A4 is all it prints. The A3 drawer sits ready for the odd big job. Floor models also take extra drawers, so plain paper, A3 sheets and letterhead sit ready together.

Why not buy an A3 printer off the shelf?

Most A3 printers in retail stores are inkjets, meant for the odd large print. An office A3 copier (the trade calls it an A3 MFP, short for multifunction printer) prints, copies and scans. Several drawers keep hundreds of sheets loaded, both sides of a page are scanned at once, and it is built for thousands of pages every month over a working life of years. When it needs work, a technician comes to your office.

A4 will do if

- ✓ Nobody prints A3.
- ✓ Ten or fewer people share it.
- ✓ You print under a few thousand pages a month.
- ✓ Floor space is tight.

Any of those not true? Look at A3.

MFP, MFD, copier: same thing?

Near enough. The letters stand for multifunction printer and multifunction device. Either way the machine prints, copies and scans, and some models fax. When a Sydney office says copier, it nearly always means an A3 MFP.

03

CHAPTER 03

Do you need colour?

Only if colour pulls its weight in your work. Each colour page costs more than a mono one, every month, for the whole agreement.

Most new office copiers sold now are A3 colour. That tells you about the market, not about your office.

Why a colour page costs more

Colour pages are printed with cyan, magenta and yellow toner laid over black. Mono, or monochrome, means black alone. A colour page puts down more toner, so service agreements charge it at a higher rate than mono.

Change one setting on day one

If you go colour, make mono the default on every computer. People then pick colour when a job needs it, instead of getting it by accident. Most machines can also limit colour for each user or team.



Mono is the answer if

- ✓ You seldom print in colour.
- ✓ Your pages are mostly words and numbers: quotes, statements, rosters.
- ✓ The lowest running cost matters most.

Every mono page costs less than a colour one.

Colour is the answer if

- ✓ Your brand appears on what you print.
- ✓ You send out proposals, listings, plans or marketing.
- ✓ You are willing to set mono as the default.

Real estate, design and marketing offices tend to print the most colour.



Pay for colour where it wins work. Print the rest in mono.

04

CHAPTER 04

How fast does it need to be?

Brochures rate speed in pages a minute. Pick the figure from your headcount, not from the top of the range.

Speed by headcount

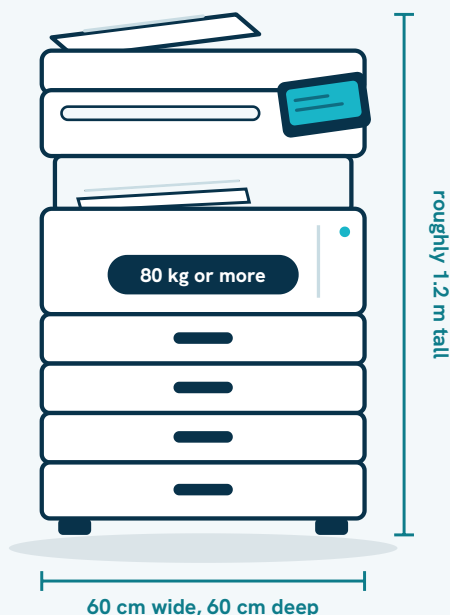
SHARING IT	PAGES PER MINUTE
Up to 5 people	20 to 25
6 to 15 people	25 to 35
16 to 30 people	35 to 45
Over 30 people	Over 45, or split across two

Every step up in speed costs more, to buy and to rent. Buy the speed your people will use.

Desktop or floor standing?

Up to five people, desktop; more than that, floor standing. A desktop model lives on a bench or a cabinet. A floor model stands on its own base with two to four drawers and a quicker engine.

- **Up to 5 people:** a desktop A4 machine is normally enough.
- **5 to 20 people:** floor standing A3, rated 25 to 35 pages a minute.
- **Over 20 people:** a faster floor model, usually with a finisher, and often a large capacity tray too.



DELIVERY DAY

Will it fit?

Allow for a floor standing A3 copier being about 60 centimetres wide, about as deep, roughly 1.2 metres tall and over 80 kilograms. Clear about a square metre, plus space to swing the front door open and slide the drawers out. A finisher adds to that.

Put it near the people who use it most, within reach of a power point and a network point.

- ✓ Goods lift and stair access
- ✓ Doorway widths
- ✓ Dock times and parking

We sort all of it before delivery day. CBD and North Sydney towers usually need a dock slot and the goods lift booked ahead; elsewhere we book a time that allows for Sydney traffic.

05

CHAPTER 05

Which grade should you buy?

Match the grade to the workload. If the lower cost grade is the right answer, that is the one we recommend.

Brand new

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

RIGHT FOR YOU IF

- Several thousand pages a month, every month, for years.
- You want current security, staff card printing or one particular finisher.
- It will stay five years or more, with the maker's warranty from delivery.
- Several offices need the identical model.

Renewed

The top of the secondhand range. More parts swapped out, so it looks and works close to new, and costs more than refurbished.

RIGHT FOR YOU IF

- You want close to new without paying for new.
- Busy teams, or a front desk where clients see the machine.
- Coming off a new machine and not willing to go backwards.

Refurbished

Stripped, cleaned and serviced, with worn parts replaced, then tested. Most buyers land here.

RIGHT FOR YOU IF

- Most offices, frankly.
- An office of five to twenty, a few thousand pages monthly.
- A proven model at a fraction of the new price.

Used

Checked over and in working order, with less spent on it. The smallest outlay for a real office machine.

RIGHT FOR YOU IF

- Light, steady volumes.
- A proper A3 copier for the least money.
- Buying outright, the normal way to pay for an older used machine.

MOST WORK DONE

LEAST SPENT



Grade names mean different things to different sellers

So ask two things wherever you buy: what was done to this machine, and what its page count is, in writing. We log the count on every refurbished machine we sell, and we will give you the count on anything in the range.

REFURBISHED

What does refurbished actually mean?

Real work, not a wipe down. A refurbished copier, sometimes sold as reconditioned, goes through four steps before it leaves us.

- ✓ Opened up and cleaned throughout.
- ✓ Serviced, with worn rollers and parts replaced where needed.
- ✓ Test run on print, copy and scan.
- ✓ Page count written down, so you know its history.

Then we deliver it, connect it to your network and look after it under a service agreement. A renewed machine goes further again, with more parts replaced, which is why it costs more.

Ex demo: worth asking about?

Yes, when one appears. These machines have done demonstration duty and little else, so the page count is low, the condition is close to new and the price sits under new. They come through now and then, not every week; ask us to flag the next one.

Can secondhand go on a rental?

Yes, within limits. A renewed or refurbished machine can sit on a rental or finance agreement of up to 60 months; how close to 60 depends on its age. Older used machines are paid for outright as a rule.

ANY SELLER, ANY MACHINE

Five questions for any used copier

- **What is the page count?** It is the best measure of wear. Get it on paper.
- **Are parts and toner still made?** If supply has dried up for the model, the low price is the warning.
- **Who will service it?** A copier nobody maintains ends up costing more than it saved.
- **What comes with it?** Drawers, finisher, feeder, fax and scanning options.
- **Who delivers and sets it up?** Moving a copier and putting it on your network is a job for people who do it daily.



We do not sell a machine we cannot service.

Model nearly out of support? You will hear it from us, along with one that will last the term.

Printing a few hundred pages a week? Then the honest answer is no to a new A3 colour machine. A refurbished model from the same range handles that work well, and what you save covers years of page charges.

You will hear that from us
before you hear a price.

STRAIGHT ANSWERS

Will refurbished be as reliable as new?

For normal office work, yes, if it comes from a sound model family. New has the edge where volumes are very high, because it starts with no wear. We service both the same way.

Why does renewed cost more than refurbished?

More parts are replaced. Both grades are serviced and tested; renewed simply goes further, which shows in how it looks and runs.

What if it breaks down for good?

On our service agreement, we replace it, for the whole term, however you paid for it.

CHAPTER 06

06

Which extras are worth paying for?

Only the ones your work uses. Here is what each option does, so you can cross off the rest.

**Finisher**

Stapling as it prints; some also punch holes or fold booklets. Worth it if reports or handouts go out every week. An inner finisher sits inside the machine; a floor finisher stands beside it and needs its own space.

Additional drawers

Floor models take two to four, so A4, A3 and letterhead stay loaded and nobody swaps paper between jobs.

Large capacity tray

Holds a few thousand sheets at once. For high volume offices where refilling paper would otherwise be somebody's job.

Document feeder

Pulls a stack of originals through, so nobody copies or scans page by page. Better feeders capture both sides at once.

Card reader

Jobs are held until their owner taps a staff card at the panel. Confidential pages never sit unattended.

Fax

A few offices cannot do without it. Usually an extra rather than standard; raise it when you ask for figures.

Each extra adds to the price. Tell us what your office turns out and we fit what that needs, nothing more.

07

CHAPTER 07

What should the scanner do?

More than most buyers expect. Scanning is half the work in plenty of offices, so judge the scanner as closely as the print speed.

Four things to look for

- ✓ Both sides of a page captured together.
- ✓ Scans sent straight to an inbox or a shared folder.
- ✓ A feeder big enough for your usual stack.
- ✓ Searchable PDF, if you need it; often an option.

A single pass feeder reads front and back at the same moment. It is quicker than a feeder that flips every sheet, and gentler on old originals.



Is setup included?

Yes. On installation day we connect the machine to your network, set up printing from every computer, and point scanning at your inboxes and folders. After that, your people get a run through of the daily jobs. It is all in the price.

PRIVACY

Who else can read what you print?

Anyone walking past the tray, unless prints are held. PIN or card release keeps each job at the machine until its owner is standing there, which is how wages, client files and medical records stay private. If you print those, turn it on.



Print as usual

The job goes to the machine and waits.



Prove it is you

Enter a PIN or tap your staff card.



Collect it

Pages print while you are standing there.



Treat the copier like a computer

Plenty of office machines store images of what they scan and print on a built in drive. Find out from any supplier how the firmware is kept current, and how that drive is wiped when the machine is collected.

08

CHAPTER 08

What will it really cost?

Over a three to five year term, most of the spend is pages, not the machine. Here is how to see the whole figure.

Running costs are charged by the page. On a service agreement, one mono rate and one colour rate cover toner, parts and repairs.

That is where a low priced machine can turn expensive. A rate a fraction of a cent too high barely registers on a quote; multiplied by every page, every month, for five years, it becomes real money.

MONO

0 8 4 2 1 7

COLOUR

0 1 2 6 0 4

Two counters on every machine: mono pages on one, colour on the other.

Add it up like this

The machine

Price paid, or each payment multiplied by how many there are

+

Mono pages

times the mono rate

+

Colour pages

times the colour rate

+

Anything outside the rate

Read the agreement

=

The real cost

for the whole term

How do you compare two quotes?

Line up three things from each supplier, in writing: the price or the payments, both page rates, and what each rate covers. We lay out those three for two or three machines from our range in one table, so the comparison is done for you.

What lands on the monthly bill?

The payment, plus the pages printed. Take an office putting through a few hundred colour pages and around two thousand mono pages a month: over the life of the machine, the page charges end up well ahead of what the machine itself cost.



A low price with a high page rate is the oldest trap in copiers.

Three more things to check

- ✓ A minimum charge, held against what you really print.
- ✓ Whether rates can rise during the term.
- ✓ Toner, parts, labour and callouts: which of them sit inside the rate.

Our guide **Sign With Your Eyes Open** takes each one in turn.

09

CHAPTER 09

How can you pay for it?

Five ways: rental, cash, lease, finance or by the page. Here they are in one table.

OPTION	WHAT YOU PAY	AT THE END	BEST FOR
Rental MOST CUSTOMERS	A fixed weekly or monthly amount	Upgrade, or give it back. Keeping it: ask us	Most businesses: nothing up front, steady payments, easy upgrades
Lease	Monthly, over the term	The lease decides: return, upgrade or pay the residual	When your accountant would rather lease
Finance	Monthly repayments	Yours after the final repayment	Owning it without a lump sum up front
Buy outright	One payment	Yours from day one	Buyers with cash who keep a machine for years
Managed print services	Per page, each month, with machines on rental	Ends with its term	Several machines, one supplier, one invoice

Rent a copier from \$15 a week plus GST.

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

So which one?

For most businesses, rental. A single payment that includes servicing, nothing large up front, and when the term is up you move to a newer machine or give this one back. Keeping it is a question to ask us.

Over a long life, cash works out lowest, as long as the money is there and the machine will stay for years. Accountant keen on a lease or other finance? We set that up as well.

The three question test

- 1 Would you rather hold on to your cash?
- 2 In three to five years, will you want something newer?
- 3 Would one agreement for machine and servicing suit you?

**Three yeses point to rental or a lease.
Three noes point to buying outright.**

General information only, not financial advice. Tax treatment differs between the options, so ask your accountant. All five are covered in detail in our guide **Rent, Lease, Finance or Buy**.

10

CHAPTER 10

What happens after you sign?

We deliver it, install it and train your people, then service it for as long as it stays with you.



01

Carried in

Access checked first, a time booked around Sydney traffic, then the machine carried in and the packaging taken away.



02

Connected

Joined to your network, every computer printing, scanning going to inboxes and folders.



03

Shown how

Your people walked through the everyday jobs, at the machine.



04

Looked after

A set cost per page for toner, parts and repairs.

How soon can it be in?

Usually within about a week of signing. If a new model has to come in from the maker it can take longer, and you will know that before you sign. The price covers delivery, installation, scanning setup and training.

Where do you deliver?

Across Greater Sydney: the CBD and North Sydney, the north shore, the inner west and south, Parramatta and the west, and the south west. We service every machine we sell across that same area.

Something wrong with the machine?

Ring **(02) 8313 0670** with the model and what it is doing. A lot of faults are fixed over the phone; if not, a technician visit is booked on the same call.

Toner is included in the service agreement. Order it when the machine reports low toner; each toner order carries a delivery charge.

REPLACEMENT WARRANTY

Fails? We replace it. First year or last.

If a machine on our service agreement fails, we replace it. That holds for new and secondhand machines alike, and for every way of paying: rental, lease, finance or an outright purchase. The cover lasts as long as the agreement does, every year of it.

A new copier normally carries the maker's warranty for 12 months, covering hardware but not consumables. Once that year is up, the service agreement carries the cover. The full terms of the replacement warranty are written into your agreement.



CHAPTER 11

11

Your answers, on one page

Fill this in before asking anyone for a quote, us included.

 Your office

Business _____

Suburb and postcode _____

PEOPLE SHARING IT

☐ Up to 5 ☐ 6 to 15 ☐ 16 to 40 ☐ 40 plus

PAGES A MONTH, ROUGHLY

☐ Below 1,000 ☐ 1,000 to 5,000 ☐ 5,000 to 10,000
☐ Above 10,000 ☐ No idea yet

Mono _____ a month Colour _____ a month

 The machine

SHEET SIZE

☐ A4 and A3 ☐ Just A4 ☐ Unsure

COLOUR

☐ Colour ☐ Mono only ☐ Not sure

FINISHING

☐ Staples ☐ Hole punch ☐ Booklets
☐ Not needed

PAPER

☐ More drawers ☐ Large capacity tray
☐ Letterhead tray

SCANNING

☐ Email ☐ Network folders ☐ Both sides at once
☐ Searchable PDF

EXTRAS

☐ PIN or card release ☐ Fax

NOTES

 Grade and paying

GRADE

☐ New ☐ Renewed ☐ Refurbished ☐ Used
☐ You suggest

HOW YOU WOULD PAY

☐ Rental ☐ Lease ☐ Finance ☐ Cash
☐ Per page ☐ Not sure Getting it in

ACCESS

☐ Ground floor ☐ Stairs ☐ Goods lift
☐ Loading dock ☐ Narrow doors

Lift and door sizes _____

Building hours, parking _____

Power and network point nearby _____

 What you have now

Current machine _____

Agreement ends _____

Notice required _____

WANTED BY

☐ As soon as possible ☐ This month
☐ Next few months ☐ Just lookingTake a photo of this page and add it to the form at sydneycopiers.com.au/contact, or ring (02) 8313 0670 and read it out to us.

12

CHAPTER 12

Try the copier finder

Five quick answers narrow the range to the right kind of machine. Tick them here, or use it online.

Answer five questions and the finder suggests a size, a speed, a grade and a way to pay. If you want actual machines, we follow up with two or three from the range and the figures for each.

1

Roughly how many people will print to it?

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

2

Does anything you print go up to A3?

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

3

Is colour a must, or is black and white fine?

☐ Colour ☐ Black and white ☐ Not sure

4

New, or one of the secondhand grades?

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

5

Rent it, lease it or pay up front?

☐ Rental ☐ Buy outright ☐ Lease
☐ Help me decide



ON THE WEBSITE

Use it at sydneycopiers.com.au

It gives its suggestion the moment you finish. Contact details are optional; give them only if you want actual machines and figures emailed.

After that?

- 1 We line up two or three machines that fit, each with written figures.
- 2 You pick one; we bring it, install it, sort the scanning and train your people.
- 3 Our service agreement keeps it working for the term.

Prefer a conversation? Call (02) 8313 0670.

— YOUR SHORTLIST

Your shortlist, priced and in writing.

Say how your office prints and how many people use the machine. We come back with two or three options from the range, each with written figures. No obligation to take any of them.

**(02) 8313 0670**

Monday to Friday, 8am to 5pm

**sydnecopiers.com.au/contact**

Say what you need and written figures follow.

**info@sydnecopiers.com.au**

Greater Sydney: the CBD and North Sydney, the north shore, the inner west and south, Parramatta and the west, and the south west

We service every machine we deliver.

Rent a copier from \$15 a week plus GST.

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

— THE OTHER TWO GUIDES

Sign With Your Eyes Open

Ten terms to check before signing

Rent, Lease, Finance or Buy

Which way of paying fits you