

SURVEY RESULTS: PRINTERS

- ▲ Significantly better than average
- ▲ Better than average
- Within the average range
- ▼ Worse than average
- ▼ Significantly worse than average
- RED denotes Readers' Choice.

	OVERALL SCORE*	POOR (1-2.4)	FAIR (2.5-4.4)	GOOD (4.5-6.4)	VERY GOOD (6.5-8.4)	EXCELLENT (8.5-10)	RELIABILITY	TECHNICAL SUPPORT	PERCENTAGE NEEDING REPAIR	REPAIRS	LIKELIHOOD OF RECOMMENDING
ALL PRINTERS											
Kodak (72 responses)	8.3 ▲						8.4	–	14%	–	8.4 ▲
Canon (1,426)	8.2 ▲						8.5 ▲	7.3 ▲	3% ▲	–	8.5 ▲
HP (6,830)	8.0 ▲						8.2 ▲	6.3 ▼	5% ▲	6.5	8.4 ▲
Brother (719)	8.0 ▲						8.4 ▲	6.6	4% ▲	–	8.2 ▲
Xerox (149)	8.0						8.1	–	18% ▼	–	7.7
Epson (1,069)	7.8						8.0	6.1	3% ▲	–	8.0
Samsung (260)	7.8						8.2	–	5%	–	7.9
Konica Minolta (113)	7.8						8.0	–	5%	–	7.6
Dell (474)	7.4 ▼						7.8 ▼	6.3	6%	–	7.2 ▼
Lexmark (624)	7.2 ▼						7.5 ▼	6.8	5% ▲	–	7.3 ▼
AVERAGE	7.8						8.1	6.6	7%	6.5	7.9
BUSINESS											
Canon (201 responses)	8.2 ▲						8.4 ▲	–	6%	–	8.5 ▲
Xerox (107)	8.0						8.1	–	16% ▼	–	7.7
Brother (220)	8.0						8.4 ▲	–	6%	–	8.2 ▲
HP (2,413)	7.9 ▲						8.1 ▲	6.4	8%	6.6	8.2 ▲
Epson (148)	7.8						7.8	–	4% ▲	–	7.9
Dell (175)	7.3 ▼						7.6 ▼	–	10%	–	7.3 ▼
Lexmark (186)	7.2 ▼						7.5 ▼	–	10%	–	7.1 ▼
AVERAGE	7.8						8.0	6.4	9%	6.6	7.8
HOME											
Kodak (67 responses)	8.4 ▲						8.5	–	13% ▼	–	8.5 ▲
Canon (1,225)	8.3 ▲						8.5 ▲	7.3 ▲	3% ▲	–	8.5 ▲
HP (4,417)	8.1 ▲						8.3 ▲	6.2 ▼	3% ▲	6.4	8.4 ▲
Brother (499)	8.0						8.3 ▲	–	2% ▲	–	8.2 ▲
Konica Minolta (76)	7.9						8.2	–	3%	–	7.8
Epson (921)	7.8						8.1	6.1	3% ▲	–	8.0
Samsung (196)	7.8						8.3	–	5%	–	7.9
Dell (299)	7.5 ▼						7.8 ▼	–	4%	–	7.2 ▼
Lexmark (438)	7.2 ▼						7.5 ▼	–	3% ▲	–	7.4 ▼
AVERAGE	7.9						8.2	6.5	4%	6.4	8.0
PRINTERS LESS THAN A YEAR OLD											
Canon (439 responses)	8.4 ▲						8.5 ▲	–	4% ▲	–	8.6 ▲
Kodak (68)	8.3						8.5	–	13%	–	8.4
Brother (223)	8.2						8.5	–	2% ▲	–	8.4 ▲
HP (1,362)	8.2 ▲						8.4	6.4	4% ▲	6.5	8.5 ▲
Epson (266)	8.0						8.3	–	3% ▲	–	8.2
Dell (127)	7.8						8.2	–	6%	–	7.8
Samsung (61)	7.8						8.1	–	15%	–	7.6
Lexmark (144)	7.6 ▼						7.9 ▼	–	5%	–	7.5 ▼
AVERAGE	8.0						8.3	6.4	7%	6.5	8.1
INKJET											
Canon (583 responses)	8.2 ▲						8.5 ▲	–	2%	–	8.6 ▲
HP (1,508)	7.8 ▲						8.2 ▲	6.0	1% ▲	–	8.3 ▲
Epson (431)	7.6						7.8	–	3%	–	7.9
Lexmark (108)	6.6 ▼						7.0 ▼	–	3%	–	6.9 ▼
AVERAGE	7.6						7.9	6.0	2%	–	7.9
INKJET ALL-IN-ONE											
Kodak (63 responses)	8.3 ▲						8.4 ▲	–	10%	–	8.3
Canon (558)	8.2 ▲						8.4 ▲	7.2 ▲	4%	–	8.5 ▲
HP (2,390)	7.9 ▲						8.0	5.9 ▼	4%	5.7	8.3 ▲
Epson (323)	7.8						8.1	–	2% ▲	–	7.8
Brother (177)	7.5						7.9	–	3%	–	7.7
Dell (195)	7.4 ▼						7.7 ▼	–	4%	–	7.0 ▼
Lexmark (325)	7.3 ▼						7.5 ▼	–	3%	–	7.3 ▼
AVERAGE	7.8						8.0	6.5	4%	5.7	7.8
MONO LASER											
HP (1,844 responses)	8.2 ▲						8.5 ▲	7.1	7%	7.2	8.5 ▲
Brother (328)	8.1 ▲						8.5 ▲	–	3% ▲	–	8.3 ▲
Samsung (170)	7.9						8.4	–	2% ▲	–	8.1
Dell (100)	7.8						8.0	–	10%	–	7.7
Lexmark (138)	7.5 ▼						7.7 ▼	–	10%	–	7.4 ▼
AVERAGE	7.9						8.2	7.1	6%	7.2	8.0
MONO LASER ALL-IN-ONE											
Brother (161 responses)	8.2						8.4	–	6%	–	8.4
HP (198)	8.1						8.2	–	9%	–	8.4
AVERAGE	8.1						8.3	–	7%	–	8.4
COLOR LASER											
HP (353 responses)	8.2 ▲						8.4 ▲	–	8%	–	8.6 ▲
Xerox (59)	8.2						8.0	–	19%	–	7.8
Konica Minolta (75)	7.8						8.1	–	7%	–	7.8
Dell (89)	7.4 ▼						8.0	–	8%	–	7.2 ▼
AVERAGE	7.9						8.1	–	10%	–	7.8
COLOR LASER ALL-IN-ONE											
HP (67 responses)	8.3						8.3	–	4%	–	8.4
PHOTO											
Canon (150 responses)	8.5						8.7	–	5%	–	8.6
HP (237)	8.3						8.6	–	3%	–	8.7
Epson (222)	8.3						8.3 ▼	–	5%	–	8.5
AVERAGE	8.3						8.5	–	4%	–	8.6
PHOTO ALL-IN-ONE											
HP (143 responses)	8.3						8.4	–	6%	–	8.3
Epson (51)	8.1						8.4	–	2%	–	8.2
AVERAGE	8.2						8.4	–	4%	–	8.3

*The overall score is based on answers to the question "Overall, how would you rate this printer?" It is not the average of the other scores in the table. Except for Percentage Needing Repair, scores are based on a scale of 1 to 10, where 10 is best.

A dash indicates that we do not have enough survey data to give the company a score.