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HP OfficeJet Pro A4 Inkjet Printers: The Most Productive All-in-One Devices for Small Office & Home Office Users¹

OBJECTIVE

This study was commissioned by HP Inc. to determine if HP OfficeJet Pro A4 printers could be considered the “most productive” devices compared to competitive inkjet tank devices from Brother, Epson and Canon.

BACKGROUND

Today’s small business and hybrid knowledge workers need to manage both digital files and printed documents. To keep pace with modern work requirements, customers need tools that save time and reduce frustrations. HP OfficeJet Pro 8135e and 9135e printers address these challenges by reducing maintenance interventions, simplifying workflows, and delivering a better user experience.

METHODOLOGY

The study involved two components: A rigorous lab testing regimen that lasted 20 days, then followed by interviews with 64 respondents within the US (31) and the UK (33) who were shown lab test results as well as being asked to interact with the devices.

¹Compared to top-selling wireless A4 color MFP ink tank printers for Epson, Canon, and Brother priced between \$160-\$580 with comparable features. Printers selected by market share as reported by IDC Quarterly Hardcopy Peripherals Tracker - Final Historical CYQ2 2025. Keypoint Intelligence November 2025 study commissioned by HP. Lab testing conducted in the United States, followed by end-user evaluations in the US and UK. For details, please see: keypointintelligence.com/hpinkjetproductivity

Lab Testing

Testing was conducted for 20 days on each of the following devices:

- Group One:
 - o HP OfficeJet Pro 8135e
 - o Epson EcoTank ET-4950
 - o Epson EcoTank ET-2980
 - o Canon MegaTank MAXIFY GX2020 (US) / GX2050 (UK)
- Group Two:
 - o HP OfficeJet Pro 9135e
 - o Canon MegaTank MAXIFY GX4020 (US) / GX4050 (UK)
 - o Epson EcoTank ET-5170
 - o Brother INKvestment Tank MFC-J4335DW

Testing included many utilization categories, inclusive of:

- **Ease of Use/User Experience:** Usability at the control panel for each device to pinpoint which product is easiest and more efficient to perform tasks including print, scan, and simple quick-copy jobs, or to perform maintenance including changing paper types, sizes, or even accessing the menu for scan functions such as scan to USB.
- **Double-Sided Scanning/Single-Pass ADF:** Testing the devices' single-sided and double-sided scan speed using the document feeder to pinpoint speed advantages for each product using various file formats and the ability to manage the file format in an easy to transfer file size.²
- **Print Speed:** Testing conducted with a direct connection to the device and PC. All devices were tested with the PCL 6 print driver. Keypoint Intelligence developed a suite of test samples including simplex, duplex, black, color, low coverage, heavy coverage, as well as odd and even pages to test various usage scenarios.

²The following devices do not currently offer double-sided scanning: Epson EcoTank ET-2980, Canon MAXIFY GX2020, Epson EcoTank Pro ET-5170, and Brother MFC-J4335DW.

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The following tables show what areas were tested and how the different devices performed.

Table 1: Print Productivity

Model	Days Tested	Pages Printed	# of Jams	Number of Times User Needed to Perform Cleaning of Printheads	Average Number of Pages Printed Before User Intervention Needed	Print Speeds
Group 1						
HP OfficeJet Pro 8135e	20	20,000	0	2	10,000	10 ppm color 20 ppm black
Canon MAXIFY GX2020	20	27,000	0	9	3,000	10 ppm color 15 ppm black
Epson EcoTank ET-4950	20	10,000	1	7	1,429	9 ppm color 18 ppm black
Epson EcoTank ET-2980	20	5,000	0	5	1,000	8 ppm color 15 ppm black
Group 2						
HP OfficeJet Pro 9135e	20	30,000	0	6	5,000	20 ppm color 25 ppm black
Epson EcoTank Pro ET-5170	20	33,000	5	10	3,300	9.5 ppm color 17 ppm black
Brother MFC-J4335DW	20	30,000	0	32	938	19 ppm color 20 ppm black
Canon MAXIFY GX4020	20	33,000	0	6	5,500	13 ppm color 18 ppm black

Table 2: ID Card Copy Job & Mobile Print Workflow Steps

Task 1: Print Productivity	Number of Steps to Complete an ID Card Copy Job	Number of Steps to Complete a Mobile Print Job
Group 1		
HP OfficeJet Pro 8135e	5	4: Print documents, select document, print preview, print
Epson EcoTank ET-4950	10	4: Print, print documents, select file, print
Epson EcoTank ET-2980	10	4: Print, print documents, select file, print
Canon MAXIFY GX2020	16	7: Document print, documents, select document, next (print preview), printer, select printer, print
Group 2		
HP OfficeJet Pro 9135e	5	4: Print documents, select document, print preview, print
Canon MAXIFY GX4020	8	7: Document print, documents, select document, next (print preview), Printer, select printer, print
Epson EcoTank Pro ET-5170 Wireless All-in-One Supertank Printer	8	4: Print, print documents, select file, print
Brother MFC-J4335DW	15	3: Document print, select file, print

End-User Evaluation

Recruiting End-User Judges

Keypoint Intelligence conducted qualitative interview research with end users at focus group facilities. Participants had to meet the following criteria:

- Had to be currently employed in a small business
- Had to have an inkjet printer in the home
- Print regularly at least multiple times a month
- Be able to identify the type and brand of inkjet printer they had in their home

End-User Evaluation Process

Respondents participated in the evaluation process one at a time. Each session lasted one hour. Respondents were asked to review performance metrics from the lab testing and interact with six of the original eight devices tested in the lab. Brand and printer model names were concealed to avoid brand bias affecting responses. Each brand was represented within the end-user reviews.

To avoid overwhelming study participants, six devices were involved in the end-user evaluations. The selection of devices was based on a blend of the following criteria:

- Ensuring each brand was represented
- Stronger performance with copy jobs (i.e., number of steps to complete an ID copy job) as end users were going to be asked to perform a duplex color copy job
- Faster rated print speed

Devices shown and interacted within the one-hour sessions included:

- Group One:
 - HP OfficeJet Pro 8135e
 - Epson EcoTank ET-4950
 - Canon MegaTank MAXIFY GX2020 (US) / GX2050 (UK)
- Group Two:
 - HP OfficeJet Pro 9135e
 - Epson EcoTank ET- 5170
 - Brother INKvestment Tank MFC-J4335DW

As denoted in tables 1 and 2 above, the data that were reviewed by respondents was as follows:

- Device productivity comparing:
 - Number of times users had to perform printhead cleanings over a 20-day period
 - Average number of pages printed before a user intervention was needed
 - Color and Black & White print speeds
- Number of steps to complete an ID copy job
- Number of steps to complete a mobile print job
- For each area of investigation, end users were asked to choose which devices were more productive within each segment. Each brand received a point each time its printer was selected.

Respondent interactions with devices included the following:

- Performing a color duplex copy job, monitoring the user interface intuitiveness, and ease of use
- Respondents were then asked to choose which printer was most productive and intuitive, and the chosen device/brand was awarded a point

Additionally, respondents were asked to rate the importance of having a USB port that enables a scan-to-USB function on a scale of one to five. For each five rating (i.e., respondents considered the USB port as a very important feature), HP received an extra point as it was the only brand to have this feature within the test group. Only a small fraction of respondents rated having this feature as very important and, as a result, HP received few points for this element of the test.

FINDINGS

Table three provides a summary of the points awarded to each brand for each task respondents were asked to complete, and the grand total number of points that were awarded to each brand overall.

Table 3: End-User Productivity Rating - Device Selected as Most Productive

Task 1: Print Productivity				
	HP	Canon	Epson	Brother
Group 1	61	1	2	0
Group 2	35	29	0	0
Sub-total	96	30	2	0

Task 2: ID Copy Job & Mobile Print Productivity				
Group 1	64	0	0	0
Group 2	62	0	0	2
Sub-total	126	0	0	2

Task 3: Duplex Color Copy Job Performed on Device				
Group 1	37	1	21	0
Group 2	47	0	11	6
Sub-total	84	6	32	6

Extra Points: 5 Rating on Scan-to-USB Functionality				
Subtotal	9	0	0	0
Grand Total	315	36	34	8

Reduced maintenance interventions

Lab tests and end-user perspectives validated that over a 20-day testing period, HP printers delivered the highest, or comparable, number of printed pages while requiring the fewest interventions to clean printheads.

Simplified Workflows

For tasks such as ID card copying, HP devices required notably fewer steps to complete each job. For example, ID card copying takes just five steps on HP devices vs. 8-16 steps on competitive devices. For mobile printing, devices ranged from 3 to 7 steps, with HP and most competitors requiring fewer steps.

Better User Experience

When performing color duplex copy jobs, 84 of participant selections (66%) rated HP devices as most productive, compared to 44 of participant selections (34%) that preferred competitive devices.

Participants frequently cited the control panel as easier to navigate, resulting in fewer errors and less wasted output compared to competitor devices.

ABOUT KEYPOINT INTELLIGENCE

For over 60 years, clients in the digital imaging industry have relied on Keypoint Intelligence for independent hands-on testing, lab data, and extensive market research to drive their product and sales success. Keypoint Intelligence has been recognized as the industry's most trusted source of unbiased information, analysis, and awards due to decades of analyst experience. Customers have harnessed this mission-critical knowledge for strategic decision-making, daily sales enablement, and operational excellence to improve business goals and increase bottom lines. With a central focus on clients, Keypoint Intelligence continues to evolve as the industry changes by expanding offerings and updating methods, while ultimately understanding and service manufacturers', channels', and their customers' transformation in the digital printing and imaging sectors.

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