November 2025

HP OfficeJet Pro 8135e and 9135e:

The Most Reliable Printers Compared to Key Competitor Inkjet Tank Models[1]

OBJECTIVE

Keypoint Intelligence was commissioned by HP Inc. to conduct a reliability test to determine if HP's OfficeJet Pro inkjet technology could be considered the "most reliable" compared to key competitor inkjet tank printers. The number of impressions was based on rated maximum monthly volume on a total of seven devices, comprising two HP devices and five competitor devices. For this report, the two HP models and corresponding target competitor devices are distinguished as Group One and Group Two as follows:

Group	Model	Test (Maximum Monthly) Volume
1	**HP OfficeJet Pro 8135e**	20,000
	Canon MegaTank MAXIFY GX2020	27,000
	Epson EcoTank ET-4950	10,000
	Epson EcoTank ET-2980	5,000
2	**HP OfficeJet Pro 9135e**	30,000
	Epson EcoTank ET-5170	33,000
	Brother INKvestment Tank MFC-J4335DW	30,000

[1]*Compared to the top-shipping wireless A4 color MFP ink tank printers for Epson, Canon, and Brother under $450 USD in Developed Markets (USA, Canada, W.Europe). Printers selected by market share as reported by IDC Quarterly Hardcopy Peripherals Tracker – Final Historical CYQ2 2025. Testing was conducted in distinct groups. Claim based on Keypoint Intelligence hands-on testing and study commissioned by HP in September 2025. For details, please see: keypointintelligence.com/hpmostreliableprinters*

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OVERVIEW

During the 20-day test based on rated max monthly volume for each device and using the ISO 24712 five-page full color test suite, daily tests were conducted over a seven-hour workday with a variable test schedule to simulate low, high, or no usage at various points and included a mix of various sized documents, as well as a mix of short, moderate, and long run cycles, and on/off cycles, throughout the day. Reliability testing included a 50/50 split of simplex and duplex jobs where applicable, with imaging media including 20-lb. virgin letter (70%) as well as 30% recycled multi-use paper comprised of 30%, 50%, and 100% post-consumer waste.

The machines were operated in default (normal) mode, with any misfeeds, multi-sheet feeding, misalignment/skewing, machine malfunctions, device errors, and associated meter count (page count) and error codes recorded. Also noted throughout the test were quality issues in print that would require the operator to halt printing perform a cleaning cycle to flush out ink nozzles and continue to print at a quality level that a typical user would expect. A cleaning cycle may consist of multiple cleanings during one intervention, and the total number of cleanings represents the number of individual cleanings performed.

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PERFORMANCE OVERVIEW

During the 20-day reliability test based on rated max monthly volume for each device, both HP devices proved to be the most reliable within each group through a combination of zero paper jams and the least number of cleaning cycles and total number of cleanings. The HP machines also experienced zero misfeeds, multi-sheet feeding, misalignment/skewing, machine malfunctions, or device errors.

The HP OfficeJet Pro 8135e recorded zero jams, two cleaning cycles or total visits to the device as well as two cleaning intervals, and 10,000 MIBS (average number of prints or impressions a device produces before it requires service). The HP unit required the fewest cleaning cycles in the group while maintaining zero jams. HP OfficeJet Pro 9135e recorded zero jams, six cleaning cycles (fewest in the group), 12 cleaning intervals in total, and 2,500 MIBS.

Based on these findings, the HP OfficeJet Pro 8135e and HP OfficeJet Pro 9135e both receive a Highly Reliable rating from Keypoint Intelligence.

Group 1: HP OfficeJet Pro 8135e vs. Canon/Epson Ink Tank Models

Model	Test Volume	# of Jams	# of Cleaning Cycles	Total # of Cleanings	MIBS
HP OfficeJet Pro 8135e	20,000	0	2	2	10,000
Canon MegaTank MAXIFY GX2020	27,000	0	9	14	1,928.6
Epson EcoTank ET-4950	10,000	1	7	15	625
Epson EcoTank ET-2980	5,000	0	5	8	625

Group 2: HP OfficeJet Pro 9135e vs. Brother/Canon/Epson Ink Tank Models

Model	Test Volume	# of Jams	# of Cleaning Cycles	Total # of Cleanings	MIBS
HP OfficeJet Pro 9135e	30,000	0	6	12	2,500
Epson EcoTank ET-5170	33,000	5	10	12	1,941.2
Brother INKvestment Tank MFC-J4335DW	30,000	0	32	38	789.5

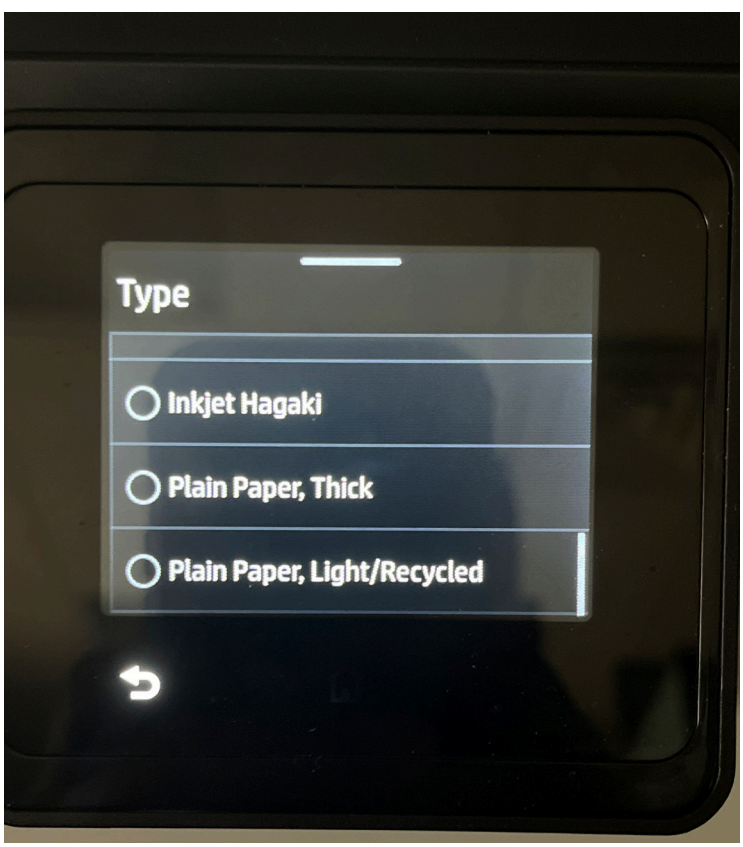
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OTHER OBSERVATIONS

Recycled paper selection for HP devices

Testing includes proprietary and industry-standard test procedures and documents. The reliability test is conducted using Boise bond media and 30%, 50%, and 100% recycled media, which are part of the standard test conditions applied consistently across all products. Recycled paper was available as a selectable paper type from the user interface for both HP OfficeJet Pro devices while other comparative models did not have it. The availability of a recycled paper option can improve device reliability through the optimization of device settings to handle the different texture and absorbency characteristics of this paper type. Where this was not an option for competitive devices, paper jams were observed for the Epson EcoTank devices when test media was switched to 100% recycled paper. These were resolved when flipping paper over.

Recycled paper selection for HP devices



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Supporting Test Data

Test Environment: Testing was conducted in Keypoint Intelligence's test facility located at 80 Little Falls Road, Fairfield, NJ, and under ambient conditions of 72°F (+/-5°F) and 45% RH (+/-10%), with daily conditions monitored by an Extech Temperature/Humidity Digital Recorder. Original supplies sourced in US used in testing. All testing held strictly confidential.

Conditioning: Imaging devices and supplies acclimated to the above conditions for a minimum of 48 hours prior to testing.

Test Equipment: Keypoint Intelligence's dedicated test network, consisting of Windows 2012, 2016, 2019 servers and Windows 10 Professional workstations, 10/100/1000BaseTX network switches, and CAT5e/6 cabling.

Test Duration: Products were tested based on rated maximum monthly volume over 20 working days. Keypoint Intelligence's daily test usage is designed to replicate real-world use over a seven-hour workday, and as such includes a mix of various-size documents, simplex and duplex modes, and a mix of short, moderate, and long run lengths, and on/off cycles, throughout the day.

Procedures: **Testing includes proprietary and industry-standard test procedures and documents. The reliability test is conducted using Boise bond media and 30%, 50%, and 100% recycled media.**

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 resource for 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 intimately understanding and serving manufacturers', channels', and their customers' transformation in the digital printing and imaging sector.

For more information on Keypoint Intelligence, please call (973) 797-2100, visit keypointintelligence.com, or email info@keypointintelligence.com.

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