



## Lab Test Report

A Comprehensive Keypoint Intelligence Laboratory Evaluation

# KYOCERA TASKalfa 9003i\*

90 PPM Monochrome | Print • Copy • Scan • Fax



● Reliability	9.5
● Apps/Onboard Tools	Not Rated
● Image Quality	7.5
Print Quality	7.5
Copy Quality	7.0
● Usability	8.0
Serviceability/Management	7.5
Walk-up Experience	8.0
Workstation Experience	8.5
● Security	9.0
● Specifications	7.0
● Speed	6.0
Print Speed	6.5
Scan Speed	5.5
Copy Speed	5.0
● Power Consumption	Not Tested



## OUR TAKE

The KYOCERA TASKalfa 9003i performed extremely well in Buyers Lab's extensive lab test evaluation, proving to be a highly reliable product and an outstanding choice overall for large workgroups. In addition to outstanding reliability, the ease in which paper can be loaded, high paper capacities, and simple procedures for clearing misfeeds ensure downtime will rarely if ever be an issue. Print and copy quality was highly effective as well. While the device's control panel has some limitations versus competing devices, usability was found to be very good overall. The control panel was intuitive and easy to navigate, and supports the creation of shortcut keys and up to 50 job programs to streamline workflows for scan and copy jobs. The driver, too, offers above average guidance and custom profile creations that can be named and prioritized. The TASKalfa 9003i is also HyPAS-enabled, allowing for seamless integration of customized workflow solutions to streamline complex tasks, reduce costs, and enhance security. IT administrators will appreciate the ease in which the web user interface can be navigated through, as well as the broad customization capabilities it provides.

## KYOCERA TASKalfa 9003i Fast Facts\*

Max Monthly Duty Cycle	450,000 impressions
Manufacturer's Recommended Monthly Volume	Info not avail
Rated Speed	90 ppm
Std Paper Source(s)	Dual drawer, dual tray
Std Paper Capacity	4,000 sheets
Paper Weights	60 to 256 gsm
Bypass/Paper Weights	150-sheet/60 to 300 gsm
Max Paper Capacity	7,650 sheets
System Memory (Std/Max)	4.5-GB RAM, 8-GB RAM
Document Feeder/ Capacity	DSPF/270 originals
PDL/PCL	PCL 5/6/XL, PostScript 3, PRESCRIBE, XPS, Open XPS
HDD (Std/Max)	320-GB HD/320-GB HD
Scanner Technology/Speed	120 ipm colour, 120 ipm black

**Test Duration:** Two months, including a 450,000-impression durability test.

The scores herein represent Excellent (9–10), Very Good (7–8.5), Good (4–6.5), Fair (1.5–3.5) and Poor (0–1). Please visit [www.buyerslab.com/bliQ](http://www.buyerslab.com/bliQ) for more information.

\*Reliability and image quality results are based on the performance of the Kyocera TASKalfa 8003i, which uses the same engine.

## BENEFITS

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- Maximize uptime thanks to outstanding reliability and easy maintenance procedures
- High quality output that easily meet the needs of general office environments
- Easy to use web user interface, detailed feedback, and ease of misfeed removal simplify administrator and service tasks
- Above average guidance and custom profile creations make for an outstanding user experience from the driver
- Streamline scan and copy workflows with user by user control panel customization that includes shortcut keys and up to 50 job programs
- Print from anywhere with mobile printing support for both Android and Apple devices
- Take advantage of KYOCERA's HyPAS Platform to connect to specialized and embedded applications

## ADVANTAGES

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- Above average memory means faster processing of data
- Faster than average job stream time signifies elite productivity performance in multi-user environments
- First-print times were largely faster than average
- Recovery from daytime sleep was the fastest of the group
- Compressed colour file size of scanned media is smaller than average
- Faster than average first-copy times
- Excellent halftone range and fill in print and copy modes
- Text appeared dark, crisp, and clean throughout print image quality testing

## LIMITATIONS

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- Slower than average duplex scan speeds
- No support for alternate simple scan or copy menus
- The web user interface does not support a built-in search function to quickly locate device settings and administrative tasks, nor does it support shortcut creation to store tabs or settings frequently accessed
- Scan and copy previews do not support page deletion or onscreen editing

- Limited slide/swipe navigation at the control panel
- Driver details on why settings are incompatible is limited
- Unable to store extensions nor save domains as one-touch keys to the scan display
- Only quantity can be modified for jobs in queue
- No digital signature for job tracking; no support for MAC filtering for security

## ▲ RELIABILITY

**9.5**

- The unit is certified highly reliable by Buyers Lab, completing a 450,000-impression durability test with five misfeeds recorded and no service required.

Impressions Printed	450,000
Misfeeds	5
Misfeed Rate	1/90,000
Service Calls	0

## ▲ APPS/ONBOARD TOOLS

**Not Rated**

- KYOCERA's HyPAS Platform offers both Java-based and Web Services-based software development kits. According to KYOCERA, this approach provides a more open and flexible developer environment, which enables integration with systems that are already implemented in a customer's enterprise. DocuWare Connector serves as a bi-directional bridge between HyPAS-enabled and capable MFPs, and DocuWare on-premises and cloud-based enterprise content management systems.
- "Send To Me" comes preloaded on the device, and supports the ability to automatically send an email back to an authenticated user's e-mail address. In addition, the embedded fax server can send fax documents to a fax server, and additionally utilize the LDAP address book and cover pages. This works with most fax server platforms and can easily be navigated from the main display panel.
- Teaching Assistant is an embedded app available in single-user licences, and does not need to be networked and does not need to utilize the cloud. In addition, PinPoint Scan does not need an administrator setup and also works directly off of the MFP. These offerings can be pushed down remotely from dealers to customers for a trial run.

- KYOCERA only provides applications through authorized dealers and direct sales channels and does not offer a public-facing app where customers can download new apps. According to KYOCERA, this ensures the applications are deployed and configured properly, and prevents any conflict with the client's security requirements, and/or best business practices.
- KYOCERA applications support direct bidirectional interface with Google Cloud Services and Microsoft Cloud Services full suites.

## IMAGE QUALITY

7.5

	Print Mode	Copy Mode
Text	Very Good	Good
Line Art	Very Good	Very Good
Halftone Pattern	Very Good	Very Good
Halftone Range	Excellent	Excellent
Solids	Very Good	Very Good

## PRINT QUALITY

7.5

- Dark, sharp and fully formed text, with no signs of breakup under magnification
- Distinct fine lines, with consistent thickness, smooth circles and diagonal lines, with no evidence of breakup or stair-stepping, but toner overspray is evident under magnification
- Halftone fill displayed average smoothness, with distinct transitions between every level and no signs of banding
- Bold solids

### Print Density

	Tested Device	Competitive Average
Black	1.43	1.37

Measurements are based on four readings corresponding to four different solid black locations on the output. The higher the density reading, the darker the image.

## Visible Halftone Range

<b>KYOCERA TASKalfa 9003i</b>	Halftone output was visible from the 10% to 100% dot-fill levels, with distinct transitions between all levels.
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The halftone range test original consists of 10 blocks of increasing dot-fill levels (10 to 100%, in 10% increments).

## COPY QUALITY

7.0

- Text is bold and no overspray or halo are evident, but characters appear jagged on curves and straight lines.
- Distinct fine lines, with consistent line thickness, but some stair-stepping is evident
- Distinct separation between levels over the entire range of greyscale, and smooth dot-fill with no banding
- Dark solids, with smooth toner coverage

## Copy Density

Original	Tested Model	Competitive Average
1.61	1.41	1.39

Measurements are based on two readings corresponding to two different solid black locations on the output. The higher the density, the darker the image.

## Visible Halftone Range

<b>KYOCERA TASKalfa 9003i</b>	Halftone output was visible from the 15% (which is the minimum coverage area on the original) to 100% dot-fill levels, with distinct transitions between all levels.
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The halftone range test original consists of eight blocks of increasing dot-fill levels (15%, 29%, 53%, 77%, 83%, 91%, 95%, 100%).

## USABILITY

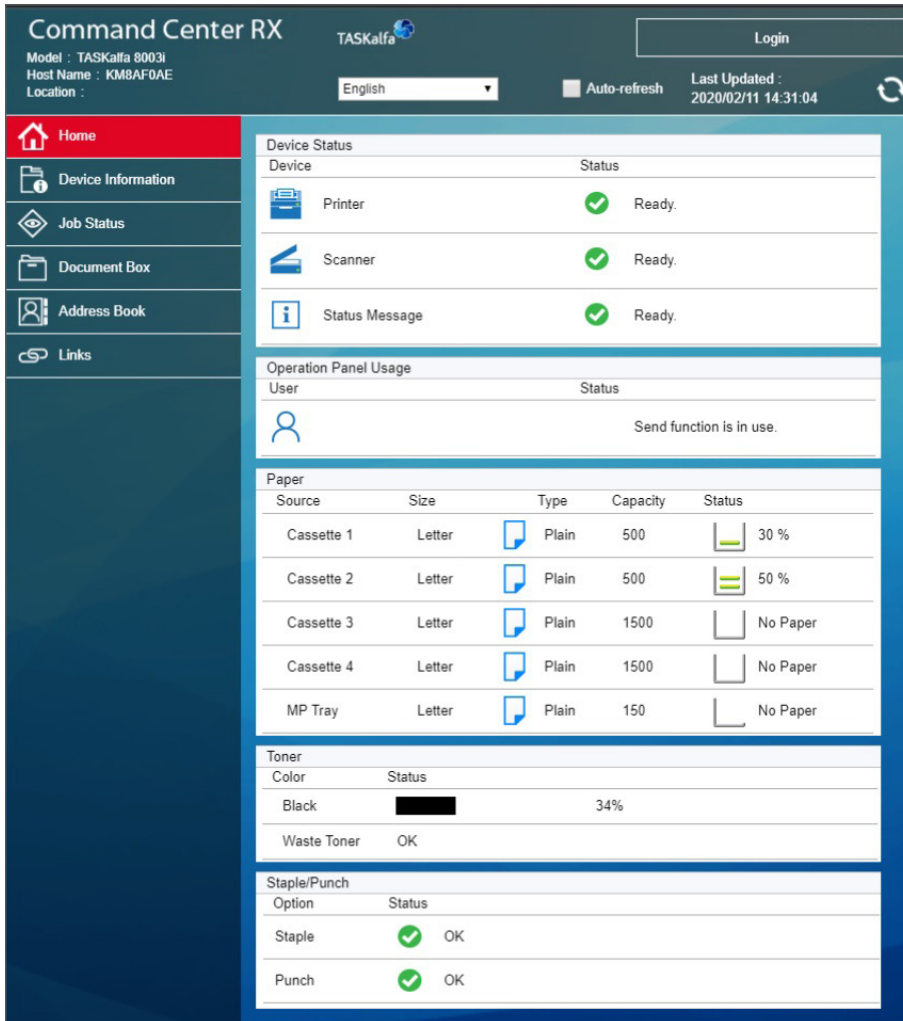
8.0

## SERVICEABILITY/MANAGEMENT

7.5

IT Administration	7.5
Setup	8.0
Utilities	7.0
Maintenance	7.5

- KYOCERA Fleet Services (KFS) is a web-based service that streamlines remote fleet maintenance. The cloud-hosted solution enables administrators to view device status and easily identify and execute high-level maintenance tasks from anywhere, thus reducing service costs by circumventing on-site visits from technicians. It also includes a Remote Panel feature that allows administrators to remotely access the end users' operation panel to assist in navigation without a technician on site.
- The web user interface is logically organized and easy to use. It's highly intuitive for administrators to customize default and output settings for print, scan, copy, email, and scan to folder jobs. For the control panel itself, administrators can customize the Home screen, taskbar, status display, function settings, and backgrounds. The six function keys most prevalent in each of the scan and copy menus can also be customized.
- Optional remote operation allows an administrator to operate the control panel from a PC and interact virtually across networks.
- Unlike with some competitors a built-in search function to quickly find device settings and administrative tasks is not supported. Administrators also cannot create a shortcut when on a tab or settings page frequently used.
- In addition to dynamic guidance to aid in clearing misfeeds, misfeed areas are highly accessible from the drawers and LCT. Drawers 1 and 2 easily lift out of place, with no tilt, the full drawer lifts straight up (sits on pins), and the LCT pulls out enough for the user to get hands behind.



**Command Center RX** TASKalfa Login  
 Model : TASKalfa 8003i  
 Host Name : KM8AF0AE  
 Location : English Auto-refresh Last Updated : 2020/02/11 14:31:04

**Home**  
 Device Information  
 Job Status  
 Document Box  
 Address Book  
 Links

Device Status	
Device	Status
Printer	Ready.
Scanner	Ready.
Status Message	Ready.

Operation Panel Usage	
User	Status
	Send function is in use.

Paper					
Source	Size	Type	Capacity	Status	
Cassette 1	Letter	Plain	500	30 %	
Cassette 2	Letter	Plain	500	50 %	
Cassette 3	Letter	Plain	1500	No Paper	
Cassette 4	Letter	Plain	1500	No Paper	
MP Tray	Letter	Plain	150	No Paper	

Toner	
Color	Status
Black	34%
Waste Toner	OK

Staple/Punch	
Option	Status
Staple	OK
Punch	OK

The main screen of the web user interface, Command Center RX, includes notifications and gauges on the status of the device including device state, and paper drawers and consumables in percent increments. Print, scan, and copy usage can be restricted and tracked by user and group. Up to three event reports can be set up and scheduled for when to add paper, add toner, cover open, paper jam, low toner, waste toner replacement, and other errors.





Both length and width guides slide in sync when adjusting paper size in the drawers and have blue locking tabs for easy view. The drawers also feature easy-to-see limit indicators, and soft close once paper is loaded.

### Consumable Rated Yields

Component	Competitive Average	Tested Model
Black Toner	65,257	70,000
Black Photoconductor	680,000	600,000
Black Developer	787,500	600,000

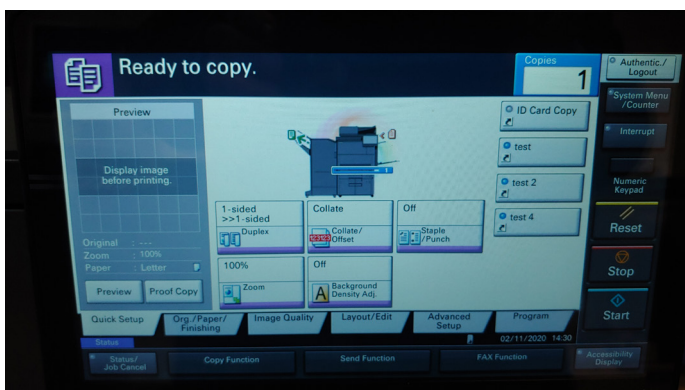


### WALK-UP EXPERIENCE

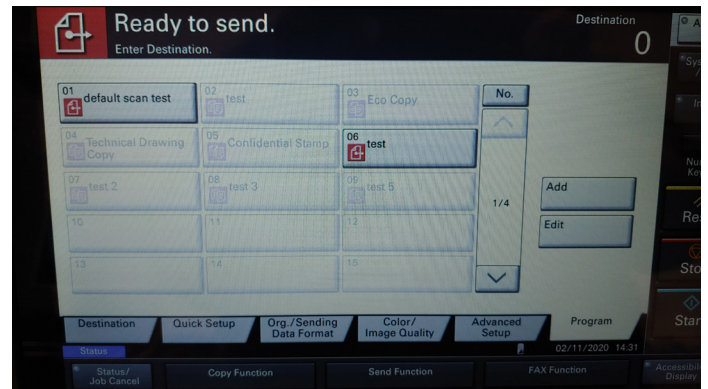
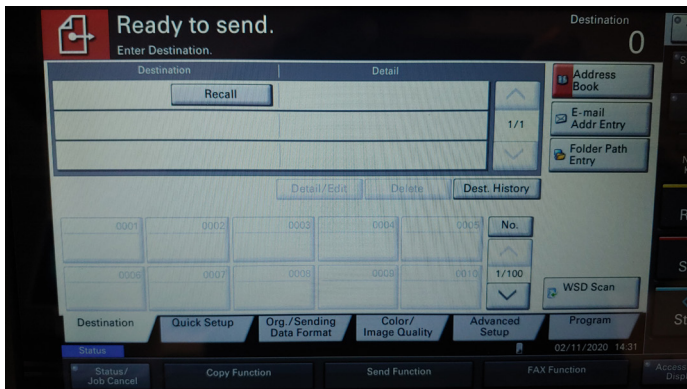
8.0

Scan	7.5
Copy	9.0
Job Management	7.0
Multitasking	7.5

- The 256-mm control panel is entirely touch outside of the Home hard key and is fully tiltable. However, slide/swipe navigation is limited to the Home screen only after 9 or more functions have been stored, and would further simplify the usability of the control panel.
- The Help button on the device tool bar is robust, listing three pages of explanations of basic operations, six pages of functions, and one page of trouble shooting skills.
- The Home screen, taskbar and Quick Setup tab for copy can be customized on a user by user basis with authentication. Functions can be added and removed, and relocated. Up to 50 job programs are supported and can be added to the Home screen.
- The system does not support simple scan or copy interfaces, but both screens can be enlarged for the visually impaired.
- Scan preview allows users to pinch and enlarge the view, and navigate through pages, but does not support changing the order of pages, page deletion or onscreen editing. There is also no support for slide/swipe navigation through pages. All jobs are also supported under one queue, whereas preferred would be the ability to view not only all jobs in one queue, but view different queues per job type. Time to job completion is also not supported.



Navigating the control panel interface is simple and intuitive overall. Most commonly used scan and copy functions are selectable from each menu's first screen, helping to maximize efficiency. In addition, users can easily navigate to the scan or copy menus without having to return to the Home screen.



The scan and copy menus can also be customized on a user by user basis by adding up to six shortcuts for functions that can be found under the System Menu button on the Home screen taskbar. In addition, up to 50 job programs can be saved within the scan or copy menus, or even on the Home screen, to streamline workflow of commonly run jobs. The order of features on the home page and the Quick Setup tab can be prioritized as well.

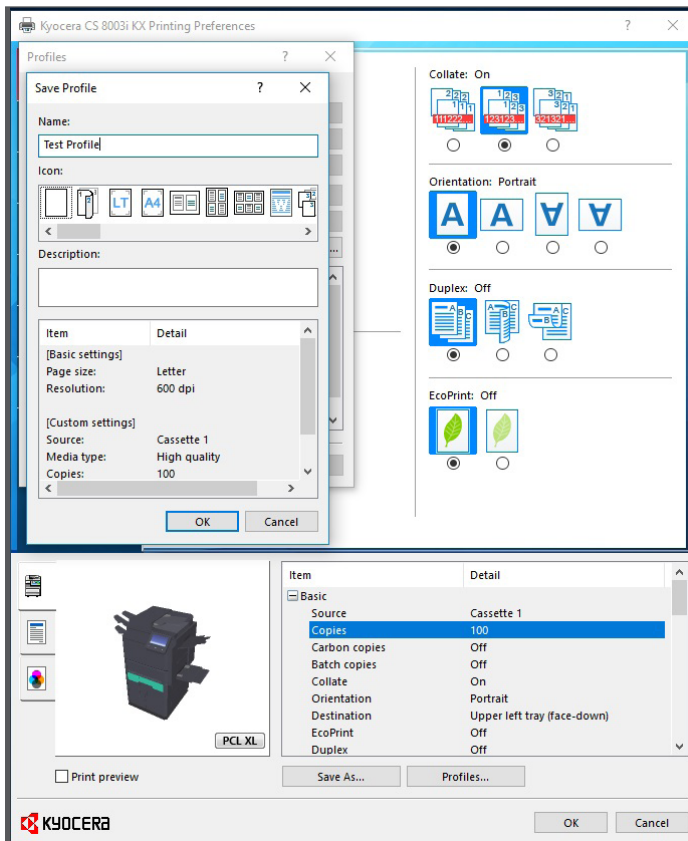


## WORKSTATION EXPERIENCE

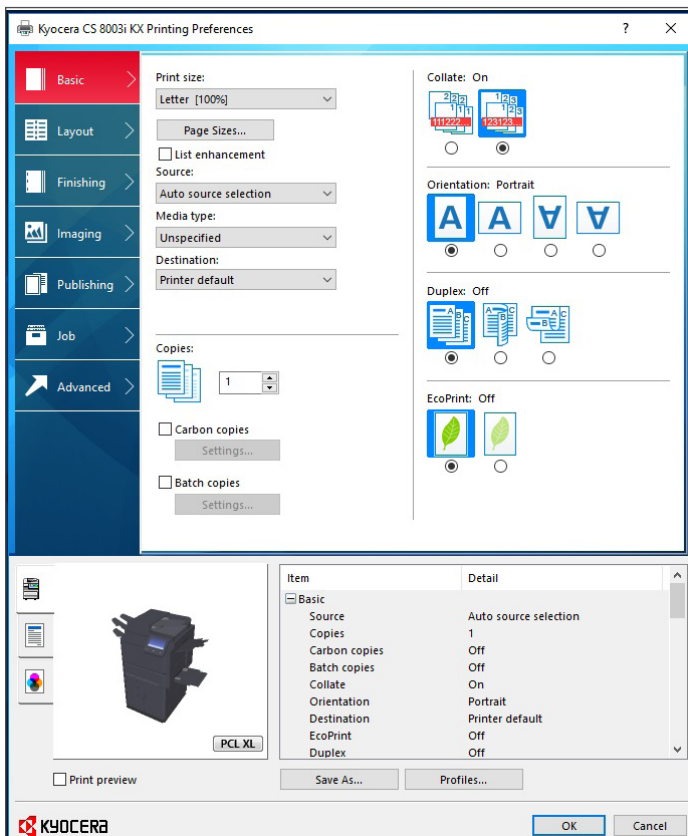
8.5

Print	8.5
Feedback	10.0

- The level of guidance in the print driver is above average, with a question mark icon that users can drag to different features on any tab of the drivers and select for detail on how to utilize that function.
- The driver includes Eco Print (reduces the amount of toner used) and Print Preview (provides on-screen preview of every page of the job, along with the ability to zoom in and cancel the job). However, no changes can be made to the document from the preview function.
- Any driver settings that are not compatible are greyed out and not selectable, whereas some competitors allow users to scroll over the greyed out settings with their mouse and receive a pop up on how to get the setting to work.
- The Batch Copies feature separates copies of a print job into different batches by enabling the user to select the number of copies in each batch. Users can name each batch printing job and save its settings for future use. A cover page can be added to each batch, printed with an optional job name and title. The cover page can be a different size, media type, and orientation from the main document. A storage device must be installed or RAM disk enabled in order for this feature to be used.



While an entire tab of the driver cannot be customized, users can save custom profiles that are stored as graphical icons via the Quick Print tab to allow programming of complex jobs in one click. Users can click on the Save As button on any of the tabs to save currently selected settings, name the new profile, and add a description for storage on the Quick Print tab. The order of custom profiles can also be prioritized.



Most typical print job settings are selectable from the Basic tab, including paper type and source, duplex, EcoPrint On/Off, quantity, and collate sets, although finishing selections such as stapling are programmable from the Finishing tab.

## SECURITY

9.0

- Standard secure print, encrypted secure print, encrypted scanning, and encrypted USB scanning
- Standard hard drive overwrite and encryption
- Optional ID card authentication
- Administrators can limit or restrict access to the control panel and the USB port
- No support for digital signature
- No support for MAC filtering

## SPECIFICATIONS

7.0

- The device provides standard WiFi-Direct and NFC support for Android mobile devices. The optional IB-51 for wireless LAN interface extends communication distance to 100 metres.
- Mobile printing is also supported via Apple AirPrint, Google Cloud Print, and Kyocera Mobile Print.
- Above average memory means faster processing of data.
- Standard 270-sheet duplex single pass feeder supports multi-feed detection to minimize risk of misfeeds and scans at 120 ipm.
- Below average hard drive capacity
- Optional 4,000-sheet finisher has the capability to manually staple up to 100 sheets

## SPEED

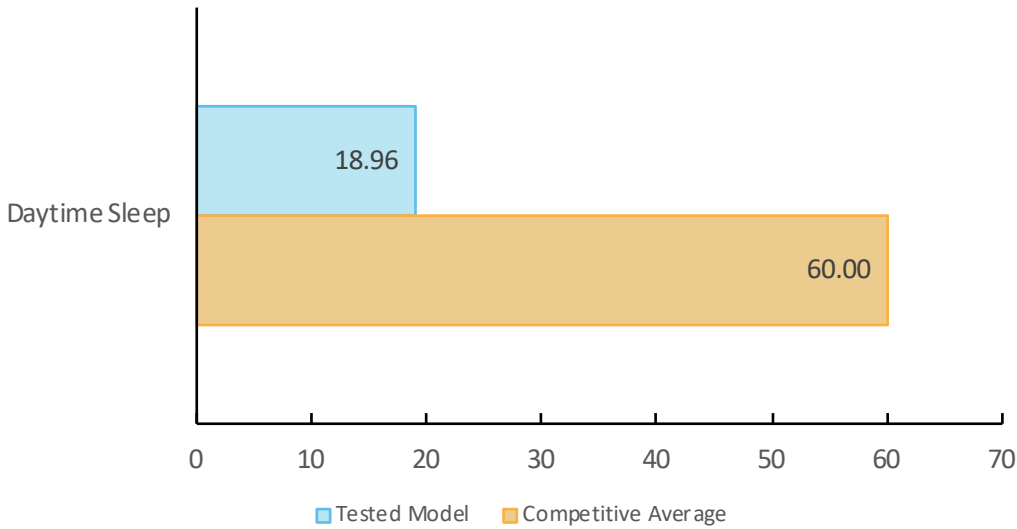
6.0

## PRINT SPEED

6.5

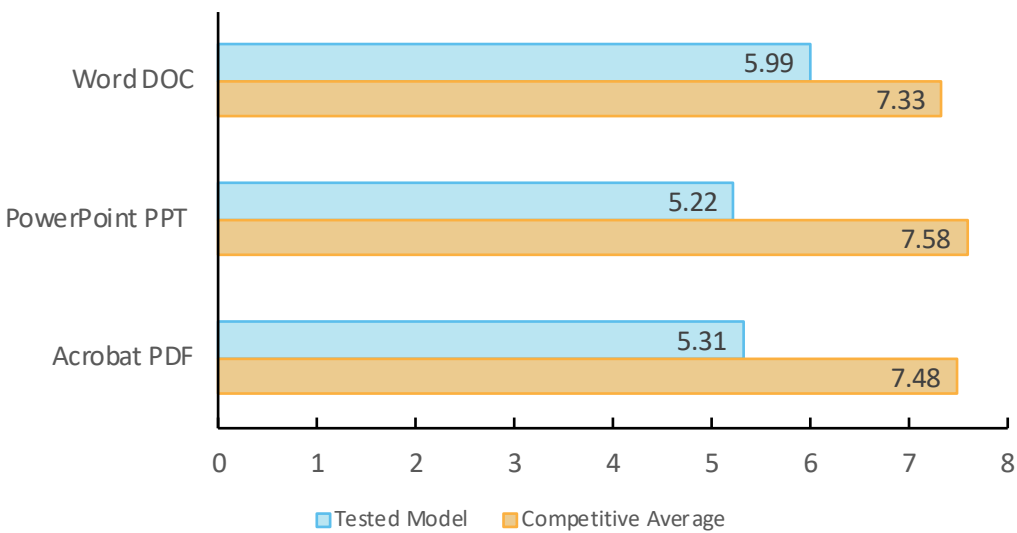
The device had the fastest recovery time from daytime sleep of competitive models tested. First-print times print also were faster than average. In addition, job stream speed, which entails the programming of different job types to simulate productivity in a multi-user environments, was faster than average. Longer run print jobs were competitive to slightly slower than average.

### Recovery Times (in Seconds)



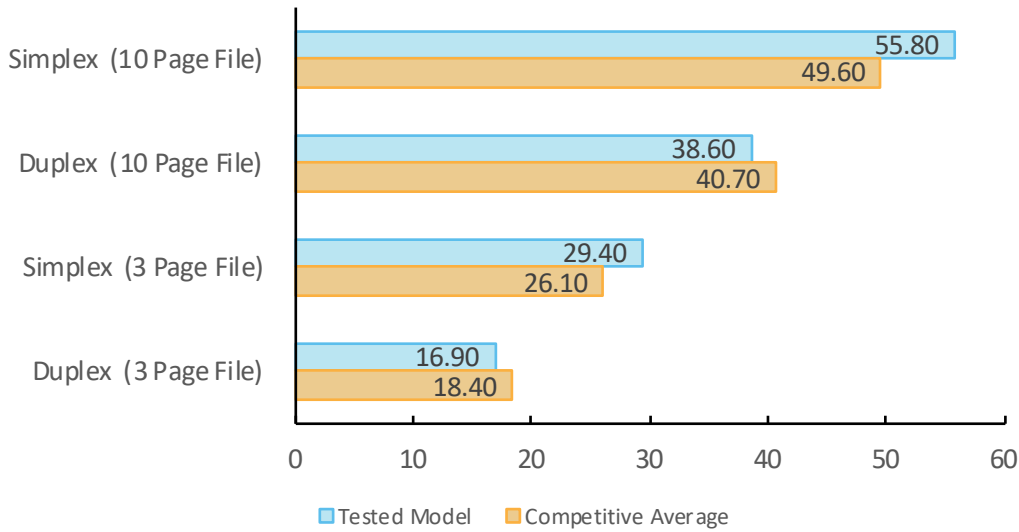
Recovery time in seconds indicates the time it took to warm up, process the image and deliver a single-page test document to the output tray. The unit was tested with the PCL driver.

### First-Page Print Time From Ready Mode by File Type (in Seconds)



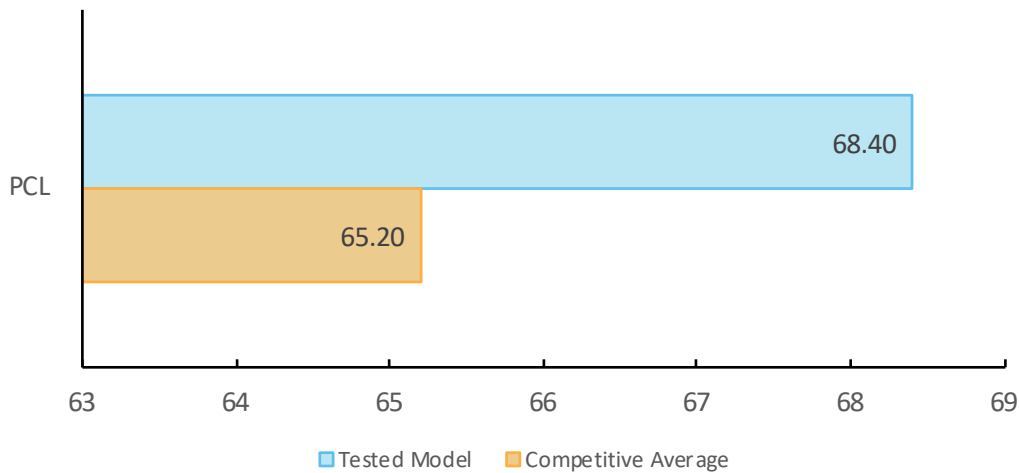
First-print time indicates the time it took to process the image and deliver a single-page test document to the output tray. The unit was tested using the PCL driver.

### First-Set Print Speed (Single Set; in PPM)



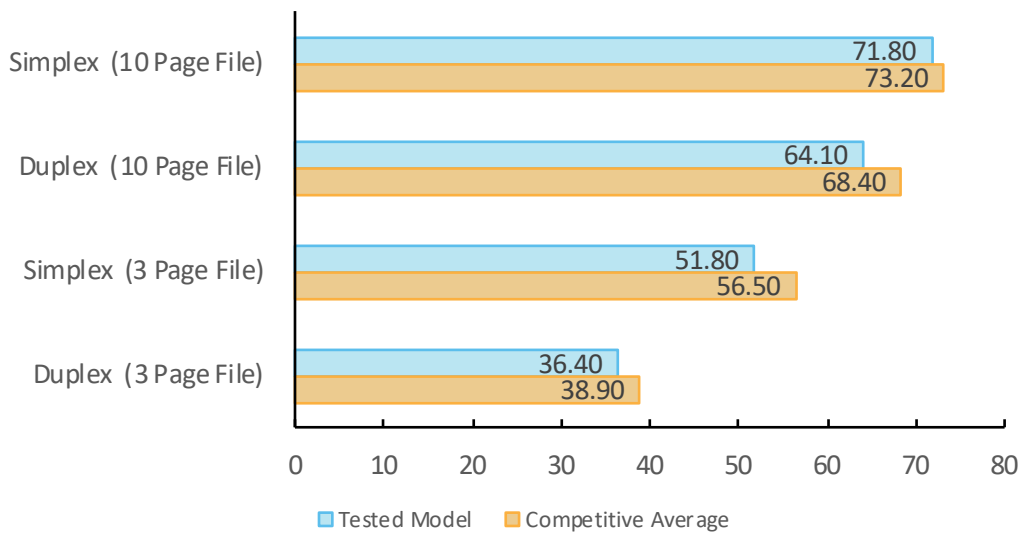
Single-set speed is tested using Buyers Lab’s proprietary 3-page and 10-page testing documents. The unit was tested using the PCL driver.

### Job Stream Test



BL’s job stream includes Word documents, Outlook email messages, Excel spreadsheets, PowerPoint, HTML and Acrobat PDF files, totalling 19 pages. This test simulates the type of traffic a typical device might experience in a real-world, multi-user environment. All of the files are sent to the device as a group, at which time the stopwatch begins; timing ends when the last page of the last file exits the device.

### Average Print Speed (Multi-Set; in PPM)



Speed is tested using Buyers Lab’s proprietary 3-page and 10-page testing documents. Buyers Lab obtains the overall speed by averaging the tested speed for each run length (1, 5, 10, and 20 sets). The unit was tested using the PCL driver.

Tests were conducted using U.S. letter-size paper; A4 results may vary slightly.

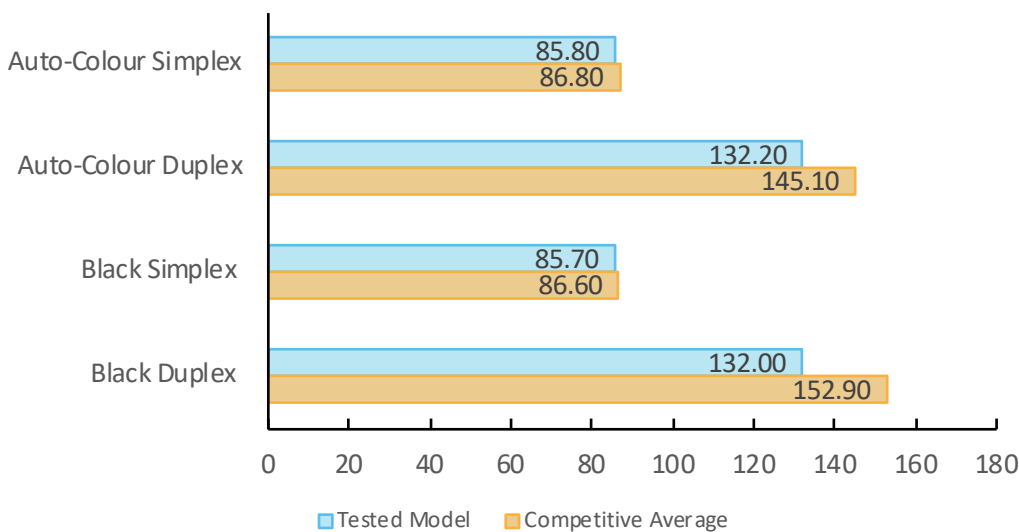


## SCAN SPEED

5.5

Duplex scan speeds were slower than average; simplex scan speeds were competitive. Colour file size in colour when compressed was smaller than average. Compression of black scan files is not supported, and default file size in black was larger than average.

### Scan Speed (in IPM)



Testing is conducted with a 10-page file scanned in default mode at 300 dpi in PDF format.

Tests were conducted using U.S. letter-size paper; A4 results may vary slightly.



Scan File Size (in KB)

	Tested Model	Competitive Average
Auto-Colour (Default Compression)	144.00	758.00
Auto-Colour (Best Compression)	119.00	195.00
Black (Default Compression)	129.00	74.00

Testing is conducted with single-page files scanned at 300 dpi in PDF format.

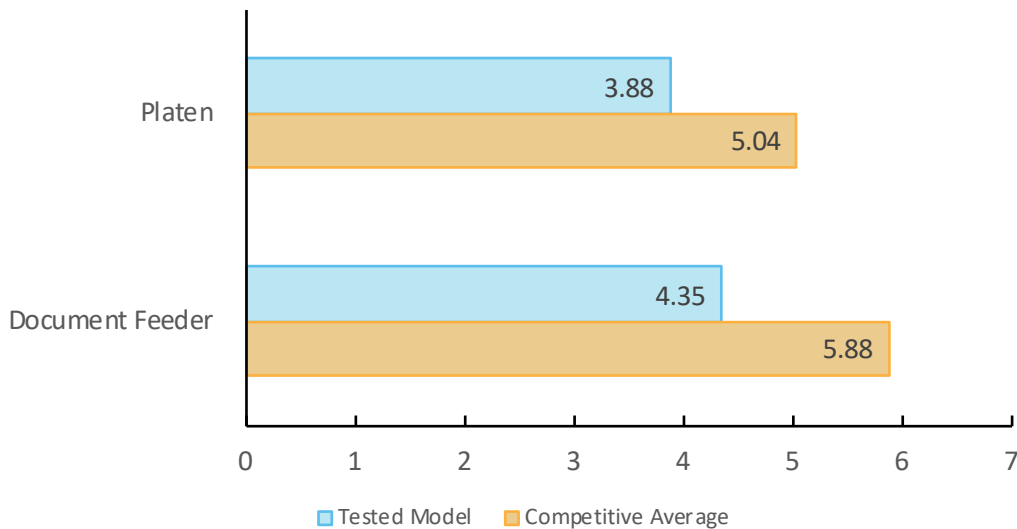


**COPY SPEED**

5.0

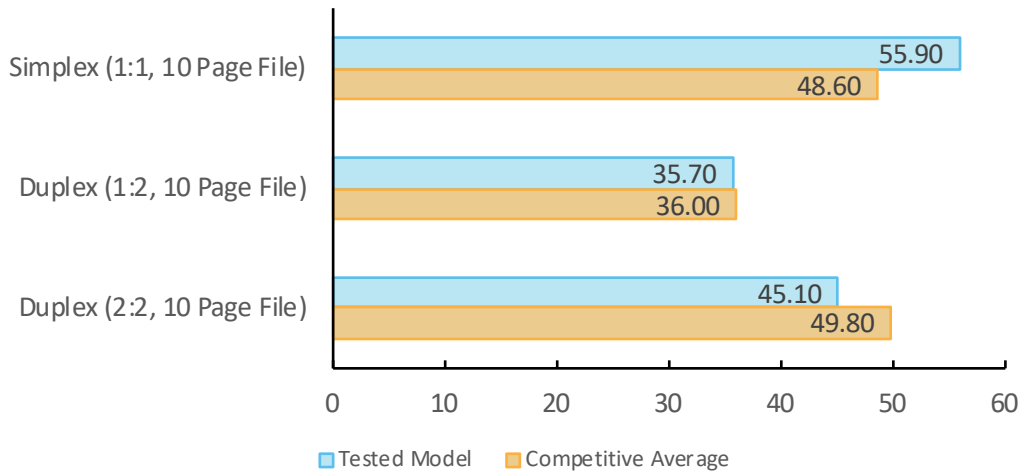
Outside of first copy times, which were slightly faster than average, copy speeds were competitive to slightly slower than average.

First-Copy Times (in Seconds)



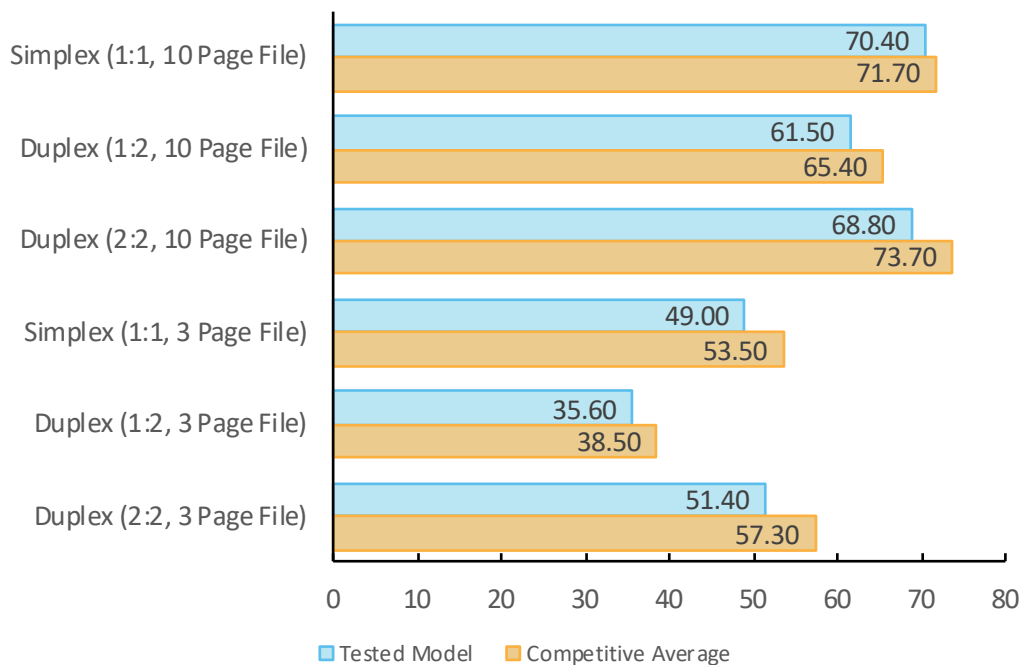
First-copy time is measured as the time it takes for a single copy to completely exit the device when a copy is made from an original placed in the document feeder and on the platen.

### Single-Set Copy Speed (in CPM)



Single-set copy speed is tested using 3-page and 10-page mixed-colour and black documents. Timing begins as the start button is pressed, pages are scanned through the document feeder and timing ends when the last page of a single-set of the document exits the device.

### Average Copy Speed (in CPM)



Copy speed is tested using 3-page and 10-page mixed-colour and black documents. Buyers Lab obtains the overall speed by averaging the tested speed for each run length (1, 5, 10, and 20 sets).

Tests were conducted using U.S. letter-size paper; A4 results may vary slightly.

**POWER CONSUMPTION**

Not Tested

Because the unit was field tested, Buyers Lab technicians could not calculate annual power consumption.

Environmental Features

Specified capable of running recycled paper (30%/50%/100% post-consumer content)	Yes
Instant/Quick Fusing	Yes
Duplexing	Yes
Toner-save mode	Yes
RoHS compliant	Yes
Toner cartridge recycling program for this product	Yes
Ability to program features such as duplexing and auto shut-off over entire fleet	Yes
What tool can be used to do this?	INA
<b>Eco-Label Certifications</b>	
ENERGY STAR	Yes
Other	ECMA-370/The Eco; EPEAT level pending

INA: The vendor declined to provide this information  
 NA: Not applicable

## SUPPORTING TEST DATA

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**Test Environment:** This product was tested in Buyers Lab's US test lab, in an environment monitored by two Temp/RH chart recorders, which ensures that the typical office conditions are being maintained. All products lab tested by Buyers Lab are powered by dedicated circuits.

**Test Equipment:** Buyers Lab's dedicated test network in the US, consisting of Windows 2008 servers, Windows 7, and 8 and 10 workstations, 10/100/1000BaseTX network switches and CAT5e/6 cabling.

**Test Duration:** Products are tested for two months, a portion of which consists of a durability test during which the product is run at half of its manufacturer-rated maximum monthly volume, with 25 percent of the test volume comprised of copy jobs and 75 percent comprised of print jobs. Buyers Lab's daily test usage is designed to replicate real-world use over an eight-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.

**Tested Configuration:** KYOCERA TASKalfa 8003i base unit, plus DF-7130 4,000-sheet Finisher, staple, and hole punch. Field tested KYOCERA TASKalfa 9003i.

**Competitive Average Model Group:** Buyers Lab defines competitive models as comparably equipped models, that support the same maximum paper size as the tested model, in the same speed range (+/- 5ppm), with a similar duty cycle and target market. Tested speed performance is compared to competitive devices in this speed range tested to date. For all other sections that have data analysis, comparisons are made against competitive devices in this speed range.

**Test Procedures:** Buyers Lab's lab testing includes both Buyers Lab proprietary and industry-standard test procedures and documents. The reliability test is conducted using Georgia Pacific and Boise paper in the US, and UPM, Data Copy and Mondi paper in the UK. In both labs, 30 percent of the paper is recycled. The media used for image quality testing is Georgia Pacific Printing Paper (24 lb., 96 brightness) in the US and UPM Future ImageTech 100 gsm in the UK.

**Note:** This report is based on Buyers Lab testing one representative test sample at a specific point in time. Buyers Lab is not responsible for differences in performance that may be the result of lot-to-lot variation, changes in production and machine modifications implemented by the manufacturer, service issues or any other reason beyond Buyers Lab's control. Test unit serial #: RRG9700031

**About Keypoint Intelligence - Buyers Lab:** Keypoint Intelligence is a one-stop shop for the digital imaging industry. With our unparalleled tools and unmatched depth of knowledge, we cut through the noise of data to offer clients the unbiased insights and responsive tools they need in those mission-critical moments that define their products and empower their sales.

For over 50 years, Buyers Lab has been the global document imaging industry's resource for unbiased and reliable information, test data, and competitive selling tools. What started out as a consumer-based publication about office equipment has become an all-encompassing industry resource. Buyers Lab evolves in tandem with the ever-changing landscape of document imaging solutions, constantly updating our methods, expanding our offerings, and tracking cutting-edge developments.

# CERTIFICATE OF RELIABILITY

Awarded to the

**KYOCERA TASKalfa 9003i\***



RANDY DAZO, GROUP DIRECTOR,  
OFFICE TECHNOLOGY & SERVICES

APRIL 2020

DATE

\*Reliability and image quality results are based on the performance of the Kyocera TASKalfa 8003i, which uses the same engine.

This is to certify that when subjected to a 450,000-impression Buyers Lab durability test, the KYOCERA TASKalfa 9003i proved to be a highly reliable product.

**BUYERS LAB**

THE LEADING INDEPENDENT OFFICE PRODUCTS TEST LAB AND BUSINESS CONSUMER ADVOCATE  
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