

INKJET FRAUD

- Sick of being ripped off by inkjet printer manufacturers?
- Here is one example from [Canon Australia Pty Ltd \(Canon\)](#)
- Misrepresentations at the Canon Website include:
 - * [SPECIFICATIONS](#) regarding Ink Yield
 - * ["COST-EFFICIENT PRINTING"](#) - PDF Brochure
- Soon to be filed under Trade Practices Legislation in the Federal Magistrates Court of Australia
- CANON'S *CUSTOMER CARE* THREATENS TO SUE.
- PUBLISHER'S REPLY.

Canon Pixma MP830 - Ink Usage

All-in-one
Printer
Copier
Scanner
Fax

Purchased Aug 06

Cost \$489-00



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P
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Y

1600 PAGES PRINTED
15 INK CARTRIDGES USED
4 black text & 11 CMYK colour
at approximately \$26-00 each

As of 24 Sept 07

Approximate:

- B&W text pages printed : 1550 (typical sent fax receipts as shown above)
- Colour pages printed : 50 (absolute max) (predominantly 6x4 photos)
- Total number of pages printed : 1600

APPROXIMATE COST PER PRINT :-

A4 B&W Text : 6.7 cents each

6x4 COLOUR PHOTOS : 5.72 dollars each

The purchaser of this machine has been inflicted with this factual expenditure in running it predominantly as a fax machine, as per the primary reason for its purchase.

Prior to purchase, it was reasonably expected that if the machine were to print black text it would use the black ink, and if it were to print colour it would use the colour ink. **Not so**, in fact when the machine is used for printing predominantly black text it actually uses more colour ink than it does black ink as the above 15 empty ink cartridges, and cost per print shows.

By reason of the \$5-72 cost per colour print in the factual circumstances as calculated above, Canon's representation of ["COST-EFFICIENT PRINTING"](#) and representations as set out in Canon's Ink Yield per cartridge [SPECIFICATIONS](#) (i.e. "borderless 6" x 4" photo: CLI-8C - approx. 390, CLI-8M - approx. 250, CLI-8Y - approx. 280, CLI-8Bk - approx. 1100"), **are clearly false.**

Complaint to Canon was first made in the fifth month after purchase induced by the **false** representations, which was first ignored by Canon for almost 2 months and then met with considerable procrastination, delay and **bogus excuses** by Canon culminating in Canon's refusal to take the machine back and refund its purchase price despite the purchaser making an offer to put the refund towards a Canon multifunction laser machine.

Verbal statements by Canon and its [local technician](#) during the complaint process revealed, that the

excess ink usage experienced was **"normal"** because of automated printhead cleaning processes.

Those verbal statements have been effectively confirmed by Canon in writing.

By reason of the **false** representations and the **"normal"** assertions, the publisher of this website alleges that in the circumstances of Canon's knowledge of the **falsities**, its conduct can be well described as **Inkjet Fraud**.

After further complaint to Canon that its excuses were unacceptable, Canon has now resorted to telling **absolute lies** (in writing), in an attempt to falsely substantiate its position. Those **lies** were that the local technician replaced one faulty ink cartridge which was responsible for a substantial amount of the excess ink usage. The local technician has since confirmed this to be untrue in that there was no faulty ink cartridge responsible for excess ink usage and that no cartridge was replaced for the stated reason.

Here is a [FINAL LETTER FAXED TO CANON dated 20 Sept 07](#) (PDF) detailing the Canon **lies**. The letter remains unanswered and the machine continues to guzzle ink which must end up in some sort of internal dump tank in the machine, and Canon sees fit to fax the publisher of this website its [bully boy threats](#) courtesy of its ***Customer Care*** department.

With knowledge of the above circumstances, Canon continues to publish its false representations in its attempt to induce consumers to purchase its Pixma MP830 All-In-One inkjet printer.

The Statement of Claim to be filed in Federal Magistrates Court will seek appropriate orders for remedies, damages, declarations and costs. Aggravated damages will also be claimed against Canon regarding the alleged **lying** and **bogus excuses** causing further and continued aggravation, expense and wasted time. [*Award of damages for vexation and aggravated damages pursuant to s87. Held: Could be awarded* - [Collings Construction Co Pty Ltd Anor v ACCC...\[1998\] NSWSC 32](#) (Full Court)]

The matter will predominantly be filed under **misleading or deceptive conduct** provisions of section 52 of the Commonwealth Trade Practices Act 1974 (TPA) and the **implied undertakings as to quality or fitness** provisions, of section 71 of the TPA. And to the extent of being locked in to buying excessive and expensive Canon genuine ink cartridges for the remaining life of the machine, the **unconscionable conduct in business transactions** provisions, of section 51AC of the TPA.

A complaint dated 28 Sept 07 has also been made to the [ACCC](#)



Much more coming including a Blog and Complaints Forum for Ripped Off Ink-Jettors

This website at www.InkjetFraud.com is published

by [Gordon Craven](#)

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- Website first published : 25 September 2007
- Canon notified of this website by [fax & mail](#) dated : 1 October 2007
- [Canon USA](#) notified of this website by email on : 30 September 2007
- [Canon Japan](#) notified of this website by email on : 30 September 2007
- Web logs have recorded [Canon & Canon Japan](#) viewing this website and also recorded [Canon snooping around various other websites that the publisher hosts](#)
- [CANON'S RESPONDS TO THIS WEBSITE WITH LEGAL THREATS THAT INCLUDE SUING FOR INJURIOUS FALSEHOOD](#)
- [PUBLISHER'S REPLY TO THE CANON RESPONSE](#)
- SEE [PC World Reviews](#) :
 - * "In the two months that I have owned this unit I have consumed only two black ink cartridges and 10 each of all the colors" (11 April 07)
 - * "This is a blood-sucking vampire!!! Stay away!!!!" (5 June 07)
- Last update : 8 October 2007

[CONTACT / FEEDBACK / RIGHT OF REPLY](#)

[COMMENTS RECEIVED](#)

PDF COPY : [INKJET_FRAUD.pdf](#) - updated 8 October 2007