

Printers

An inkjet favourite and a new laser winner

Inkjet Printer

There were a total of 6872 votes for inkjet printers in this year's survey, and while voters were mostly happy, they are still not overly impressed about the value for money.

It seems Canon can do no wrong in the inkjet category. It's been a winner for the last few years, and once again Canon owners weren't shy about singing the praises of the brand. Canon voters were most happy about print quality, with 96% of voters satisfied or very satisfied. That's not a score to be sniffed at, considering there were 2648 votes for Canon in this category.

The other brands to receive a lot of votes, in terms of raw numbers at least, were Epson and HP. Both did very well, coming in at second and third place respectively.

The only sour note, and this is a recurring theme in our survey, is dissatisfaction with value for money. 11% of voters were dissatisfied or very dissatisfied in this regard – not a huge total, but nevertheless, the scores were noticeably less enthusiastic in this category. Only 77% of Canon owners were satisfied or very satisfied with value.

The scores dropped off towards the tail end of the field. When it came to print quality, only 77% of Dell owners were satisfied or very satisfied, while that dropped to 73% for reliability.

Lexmark was one notable brand which didn't receive enough votes to be considered for inclusion in the final rankings.

Laser Printer

Laser printers used to be expensive items, regarded as luxuries by small businesses and home users. No more – we reviewed one laser printer during the year that cost a measly \$117. That's incredibly cheap, though the danger is the long term running costs.

With printers going so cheap, it pays to pick the best brands, and the votes this year confirmed our test results, which found that oils ain't oils when it comes to laser. Chief among the concerns was value for money – while only 6% were dissatisfied, the votes here were noticeably less enthusiastic for all brands.

The big winner was Brother – which was highly commended in our 2007 Awards, and moved to the top of this year's ranking.

The win backs up our own testing of Brother printers, which have consistently scored highly in our reviews. We've characterised the brand as an excellent "all-rounder" in the past, and if this year's survey results are any indication, you think so too.

As mentioned, when it came to value for money, the votes here echoed those for inkjet printers. 78% of voters overall were satisfied or very satisfied with value, which is not a bad result, but less than for print quality or reliability. Brother was the standout here, with 86% satisfied or very satisfied.

Unfortunately, this was a sub-category where many brands did not receive enough votes to be included in the final rankings. These included Dell, Epson, Konica Minolta, Kyocera and Oki.

WINNER Canon

	MANUFACTURER	PRINT QUALITY	RELIABILITY	VALUEFORMONEY	OVERALL
INKJET PRINTERS	Canon	★★★★★	★★★★★	★★★★★	★★★★★
	Epson	★★★★☆	★★★★☆	★★★★☆	★★★★☆
	HP	★★★★☆	★★★★☆	★★★★☆	★★★★☆
	Brother	★★★★☆	★★★★☆	★★★★☆	★★★★☆
	Oki	★★★☆☆	★★★☆☆	★★★☆☆	★★★☆☆
Dell	★★★☆☆	★★★☆☆	★★★☆☆	★★★☆☆	

WINNER Brother
HIGHLY COMMENDED Fuji-Xerox

	MANUFACTURER	PRINT QUALITY	RELIABILITY	VALUEFORMONEY	OVERALL
LASER PRINTERS	Brother	★★★★☆	★★★★☆	★★★★★	★★★★☆
	Fuji Xerox	★★★★☆	★★★★☆	★★★★★	★★★★☆
	Canon	★★★★☆	★★★★☆	★★★★☆	★★★★☆
	HP	★★★★☆	★★★★☆	★★★★☆	★★★★☆
	Kyocera*	★★★★☆	★★★★☆	★★★★☆	★★★★☆
	Lexmark*	★★★★☆	★★★★☆	★★★★☆	★★★★☆
	Oki*	★★★★☆	★★★★☆	★★★★☆	★★★★☆
Samsung*	★★★☆☆	★★★☆☆	★★★☆☆	★★★☆☆	

* Did not receive 100 votes in the survey

TV

The verdict is in, voters love their TVs

This was the first year we asked voters to tell us about the TVs they own. It was also a big year for TV technology. In 2009 we saw LED backlighting become more common, as well as higher Hz ratings, and super thin screens, and "eco" TVs. Indeed, not only was the technology taking off, but manufacturers were scrambling

to take advantage of spending – we even saw the "Kevin37", a flat screen TV marketed especially with the \$900 government stimulus package in mind.

We asked survey voters to rate their TVs on three main criteria – picture quality, reliability and value for money. And it appears that if there are any serious problems, it's not something you'll find with the major brands. Across the board, most brands with enough votes to be included in our official rankings scored very well for all three criteria.

The lion's share of voters owned Samsung TVs, and while the brand came in third place, those voters weren't as happy as Panasonic and Sony users. Panasonic scored the

WINNER Panasonic

largest proportion of satisfied and very satisfied voters when it came to reliability and value.

For picture quality, it was neck and neck, with Sony scoring top marks with 98% of voters satisfied or very satisfied. Even LG, in sixth place, managed to have almost all its voters satisfied or very satisfied.

We did specify big brands when we said the voting was positive. There were a number of other brands which didn't receive enough votes to be included in our official rankings, including Palsonic, Kogan, Grundig, JVC and Akai. In some cases the results for these brands were less impressive – 83% of Palsonic owners were satisfied or very satisfied with picture quality.

	MANUFACTURER	PICTUREQUALITY	RELIABILITY	VALUEFORMONEY	OVERALL
TVS	Panasonic	★★★★★	★★★★★	★★★★★	★★★★★
	Sony	★★★★★	★★★★★	★★★★★	★★★★★
	Samsung	★★★★☆	★★★★☆	★★★★☆	★★★★☆
	Toshiba	★★★★☆	★★★★☆	★★★★☆	★★★★☆
	Sanyo	★★★★☆	★★★★☆	★★★★★	★★★★☆
	LG	★★★★☆	★★★★☆	★★★★☆	★★★★☆
	Philips	★★★★☆	★★★★☆	★★★★☆	★★★★☆
	Sharp	★★★★☆	★★★★☆	★★★★☆	★★★★☆
	Palsonic*	★★★☆☆	★★★☆☆	★★★☆☆	★★★☆☆
	Kogan*	★★★☆☆	★★★☆☆	★★★★★	★★★☆☆