



# Frequently asked questions.

What you need to know about remanufactured toner cartridges.

## What is a remanufactured cartridge?

A remanufactured cartridge has been recycled and reprocessed from an original equipment manufacturer (OEM) empty core. The process differs by manufacturer and materials used with varying results in quality and page yields. Our remanufactured cartridges are produced under an ISO 9001:2000 quality system to stringent quality control standards, using lab-tested components to ensure consistent OEM-equivalent performance.

## What is the process?

A typical production process includes inspection and replacement of key components as needed, such as the OPC (Organic Photo Conductor) drum, wiper blade, PCR (Primary Charge Roller) and magnetic roller. One of the most critical parts of a cartridge is the OPC drum. New aftermarket drums are made specifically for remanufacturers to have a harder and more durable surface than the OEM cartridge. We use only new drums in our cartridges to ensure OEM equivalent results.

## What kind of performance can I expect?

There should be no difference in print quality or page yield with a properly remanufactured cartridge. Our cartridges contain only quality toners that work well with the OPC drum and other replacement parts to meet OEM performance.

## What kind of warranty do I have?

Our cartridges are backed by a 1-year quality warranty. If a cartridge does not meet expectations, simply notify customer service and return the cartridge along with a page sample showing the print quality problem in the box it came in. The cartridge will then be evaluated and replaced if necessary. Please refer to our Product Warranty for details.

## Will using remanufactured toner cartridges void my equipment warranty?

Law prohibits manufacturers from voiding their warranty obligations on the grounds that a consumer did not use the original manufacturer's replacement cartridge.

## Why don't more businesses recycle?

Basically, this is due to lack of education. The office products remanufacturing industry has been in existence for about 15 years. But we are working diligently to educate consumers about the value of remanufactured cartridges and the advancement the industry has made in the improved technology of remanufacturing cartridges. Through public relations campaigns and local, state and federal legislation, more and more users are realizing the added value and comparable quality of remanufactured cartridges.

## Am I really helping the environment by using remanufactured cartridges?

Definitely. Each discarded cartridge adds approximately 3 pounds of unnecessary waste to our landfills — waste that will take as long as 1,000 years to decompose. It is estimated that 100 million laser and printer cartridges are produced each year. Remanufacturing these cartridges will save an estimated 3 million cubic feet of landfill space. The office products remanufacturing industry makes a positive impact on the environment and the economy.



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