



Cartridge Recycling Program



LEAVE A GREEN
IMPRESSIONSM

March 30, 2008

Kim Kaper
Kaper Graphics
Main Street, Kaperville, 02908

Dear Kim Kaper,

If you could get the print quality you demand — at up to 40% less cost — wouldn't the world be a better place?

We say "yes." And so will you — when you participate in IKON's Green Impression Cartridge Recycling Program.

Starting right now, you can save big time on the cost of laser toner cartridges, without sacrificing performance, quality or the environment.

IKON's Green Impression Cartridge Recycling Program features IKON Certified Series™ Replacement Cartridges, which are **100% guaranteed** to deliver the high print quality you demand day after day. That's because each cartridge undergoes a strict, 20-step, ISO-Certified remanufacturing process that ensures high-quality output — **at up to 40% less than the cost of new OEM cartridges**. So you're not only helping the planet by recycling, you're saving a ton of money in the process.

Participating in the Green Impression Cartridge Recycling Program is quick and easy. Just put each empty cartridge in the box it originally came in and place it in a central facility location. When the collection area fills up, call and schedule a pickup. Remanufactured cartridges are returned to you in a matter of days. You get total IKON customer service response as well as proven IKON Certified Series™ Replacement Cartridges.

Get a FREE replacement cartridge.

There's more. Take part in IKON's Green Impression Cartridge Recycling Program now and save. Purchase 3 IKON Certified Series™ Replacement Cartridges and get the fourth FREE!

Visit www.tryikon.com/green today to learn more about all the benefits of enrollment in IKON's Green Impression Cartridge Recycling Program and get started saving money. **Or call 1-888-TRY-IKON.**

Think about it. All the quality. A fraction of the cost. A cleaner planet. A free offer.

The world is getting better by the minute.

Sincerely,

Promotion subject to terms and conditions. IKON reserves the right to change or cancel promotions at any time. Offers valid for select products. Offers only available to qualified business customers as determined by IKON.

John Hamilton

Title

PS: It takes over a millennium for toner cartridges to decompose in landfills. Getting started in IKON's Green Impression Cartridge Recycling Program only takes a few minutes. Now's the time.

Address Line Here

Address Line Here

Address Line Here

Phone: 123.456.0000

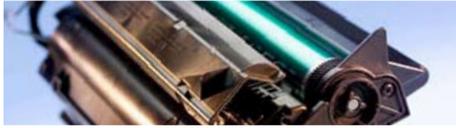
Fax: 123.456.0000



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Cartridge Recycling Program



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Enroll in a toner cartridge recycling program that's as good for your business as it is for the planet.

The IKON Certified Series™ Replacement Cartridges used in our Green Impression Cartridge Recycling Program are remanufactured to strict ISO-Certified standards, giving you the high print quality you demand – at a fraction of the cost of new OEM laser toner cartridges. So instead of adding more to the nation's landfills, you're adding more to your bottom line.

100% no-risk quality guarantee.

IKON Certified Series Replacement Cartridges are guaranteed to be free from defects in material and workmanship, and are 100% compatible with its original printer.

Up to 40% less than the cost of OEM cartridges.

IKON Certified Series Replacement Cartridges give you huge savings compared to the cost of new original equipment cartridges – up to 40% off in some cases.

Other ways you benefit when you enroll in the IKON Green Impression Cartridge Recycling Program:

- Quick and easy recycling process
- Contribute to a greener, cleaner environment
- Performance equal to or better than OEM cartridges
- Partnership with industry-leading imaging experts
- Cartridges thoroughly tested before shipping
- Proven quality of IKON Certified Series™ Replacement Cartridges
- Nationwide toll-free service: 1-888-TRY-IKON

LEAVE A GREEN IMPRESSION TODAY.

Enroll in IKON's Green Impression Cartridge Recycling Program now and get immediate savings:

**Get a FREE
Replacement
Cartridge**

**Purchase 3 IKON Certified Series™
Replacement Cartridges and
get a fourth FREE!**

**Contact your IKON Sales
Representative to get started.**

Promotional Code IKO3V56

www.tryikon.com/green



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Cartridge Recycling Program



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100% Quality Guarantee

Your complete satisfaction is guaranteed on all IKON Certified Series replacement laser cartridges. We guarantee that your IKON Certified Series replacement laser cartridge is free from defects in material and workmanship, and is 100% compatible for the machine for which it was engineered.

If you are not satisfied with your IKON Certified Series replacement laser cartridge, please call IKON Customer Service at 1-888-TRY-IKON. We pledge to resolve your problem or refund your money.

SELLER HEREBY EXCLUDES ANY AND ALL OTHER REPRESENTATIONS AND WARRANTIES, EXPRESS OR IMPLIED, AND EXPRESSLY EXCLUDES WARRANTIES AS TO THE MERCHANTABILITY OF THESE GOODS OR THEIR FITNESS FOR ANY PARTICULAR PURPOSE.

Seller shall not be liable for any incidental or consequential damages. All goods are shipped upon condition that these terms be accepted by Buyer, if not, Buyer must promptly return the goods and notify seller in writing. These terms supersede all prior oral or written terms or representations and may be waived or modified only by writing, signed by an officer of Seller.

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Cartridge Recycling Program



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GUARANTEED QUALITY

You demand premium quality images every time you hit "Print". Get it with IKON Certified Series replacement laser toner cartridges — crisp, black text and high resolution graphics. We use the finest components to ensure print integrity and stand behind every cartridge with our 100% Performance PLUS Guarantee. All the performance of brand name products PLUS:

- Huge savings
- Superior service
- Environmentally friendly

IKON Certified Series replacement cartridges are built to IKON's strict manufacturing specifications, and go through a 20-step remanufacturing process which is ISO certified. Each cartridge is tested according to rigid quality guidelines to help ensure optimal print performance.

IKON Certified Series replacement laser cartridges are designed to be free from defects in material and workmanship, and are 100% compatible for the machine for which it was engineered. If you are not satisfied with your IKON Certified Series replacement laser cartridge, please call IKON Customer Service at 1-888-TRY-IKON. We pledge to work with you to resolve your problem or refund your money.

DRAMATIC COST SAVINGS

Our Certified Series replacement laser toner cartridges are designed to save you money without sacrificing quality, providing savings opportunities over the original machine cartridge, while providing you with the premium quality you expect.

Facts About IKON

- The world's largest independent distributor of document management products and services, with annual revenues of over \$4 billion
- Approximately 25,000 employees in over 400 locations throughout North America and Western Europe
- A team of approximately 15,000 locally based IKON services professionals providing a high level of service and support
- A team of dedicated Professional Services specialists supporting connectivity, integrated solutions, advanced applications, and customized document workflow
- One of the broadest portfolios of products and services in the industry, from technology, to outsourcing, to document strategies and equipment lease financing

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Cartridge Recycling Program



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1,000 Years? Or a few minutes...You decide

RECYCLING FACTS

- The plastic used in a typical laser cartridge takes approximately ten centuries — or 1,000 years — to decompose.
- Recycling your empty laser cartridge instead of throwing it away only takes a few minutes

Every year, millions of pounds of plastic are thrown into our nation's landfills, taking up valuable space and wasting priceless resources. IKON is committed to helping preserve our planet's natural resources and you can help.

It's free-and it's easy with IKON.

HERE'S HOW:

1. Place your empty laser toner into the box your new laser cartridge came in. Reuse the foil bag and/or packing inserts if available to help protect the product during shipment.
2. Place the empty laser in a centralized collection area or give to your office products driver on the next delivery. Make sure all your company's employees know the location specified.
3. Empty laser cartridges will be returned to the recycling center, where they will be remanufactured into a premium quality replacement cartridge.

Don't forget — The IKON Certified Series replacement laser cartridges can help you save money and help the environment without sacrificing quality. Ask your sales person for details.

**A World of Difference with
just a Few Minutes of Effort...
Recycle your Empty
Laser Cartridges Today!**



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service at 1-888-TRY-IKON



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20 Step Remanufacturing Process

1. Inspect each empty laser toner cartridge for damage. Undamaged cartridges and parts are used in manufacturing.
2. Before the cartridge can be used in production, Quality Assurance makes a quality inspection of the cartridge parts. All critical components, like toner, are print tested and remaining components are inspected.
3. Disassemble and inspect each cartridge. The shell is inspected and cleaned. All OEM or other manufacturer's labels are removed to the extent prohibited by law. All parts are replaced if there is any sign of damage.
4. Disassemble, clean and inspect the toner waste hopper.
5. Inspect and clean the primary charge roller. Refurbish if applicable.
6. Disassemble, inspect, and clean the toner hopper. All OEM and other manufacturer's labels are removed.
7. The toner hopper is split, if applicable, the sections are then inspected and the surface is prepared for the sealing process.
8. Clean and inspect the developing roller assembly. Refurbish, if necessary.
9. Prepare the gears, bushing, corona wires, etc. The small parts are inspected and cleaned ultrasonically.
10. Replace the wiper blades. Clean and inspect the doctor blades.
11. The appropriate seal is applied, either heat activated adhesive or pressure. Foam strips are then applied and an air pressure test follows. If the seal fails to hold air, it is rejected.
12. Fill toner hopper with premium, graphics toner. Weigh each toner hopper to verify fill amount. Install toner hopper cap. Shake hopper, reject if any toner is leaking.
13. Assemble toner hopper. Install prequalified developing roller. Test for proper electrical performance, if applicable. Install prequalified or new doctor blade. Complete final assembly with prequalified parts.
14. Assemble the waste hopper. A new aftermarket wiper blade is installed per design, assembly is completed with prequalified parts, and a shutter protector is added if needed.
15. Install the premium drum (OPC). Powder and lubricant are added for reliable performance, and the drum is matched to the toner.
16. Begin the cartridge assembly process. The developing roller is primed with toner before the cartridge is assembled. The final step of assembly is taken, and the lot stickers are attached to the cartridges.
17. After assembly, begin cartridge print testing. Each cartridge is print tested for performance. If any print defects are detected, the cartridge is rejected (non-destructive test).
18. Begin quality assurance in-process testing. Random cartridges are tested (including destructive testing) by quality assurance. If any cartridge fails, the entire lot is placed on hold and reinspected.
19. Inspect and clean the cartridge for the last time; place cartridge in sealed bag if applicable.
20. Place cartridge securely in the approved packaging insert and into the appropriate proprietary shipping carton; both provide maximum protection to the cartridge during shipping and handling. An instruction sheet is also included with installation and cleaning information. A date code is applied to the carton to use for any necessary tracking.

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Know Your Rights

If your printer service person says:

"I'll void your warranty if you don't use an original cartridge."

OR

"You'll be charged for this service call since you're not using our cartridge."

Don't be intimidated.

Are you afraid that a replacement cartridge will void your warranty? Or that you can be charged for service to your printer if you don't use a cartridge produced by the original manufacturer?

The truth is, you can use whatever replacement cartridge you want in your printer. Simply put, it is illegal for a printer manufacturer to require you to purchase or use a particular brand of cartridge. Any sales or service person that says otherwise is trying to intimidate and mislead you.

An original equipment manufacturer cannot void your warranty because you exercise your right to choose a preferred brand of printer cartridge. Don't be afraid to tell this to any service person or original equipment manufacturer representative who threatens your right to choose the inkjet or laser cartridge of your choice.

Your complete satisfaction is guaranteed on all IKON Certified Series™ replacement cartridges. We guarantee that your remanufactured cartridge is free from defects in material and workmanship, and is 100% compatible for the machine for which it was engineered.

If you are not satisfied with your IKON Certified Series replacement cartridge, please call IKON Customer Service at 1-888-TRY IKON. We pledge to resolve your problem or refund your money.

In addition to our 100% satisfaction guarantee, we will cover any costs required to repair your machine should your IKON Certified Series brand replacement cartridge cause damage. Our confidence in our products allows us to make this claim.

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Welcome to Total Satisfaction

THANKS FOR MAKING THE SWITCH!

IKON is pleased to be your laser toner cartridge provider. You'll find that we are committed to giving you quality service to go along with our quality eco-friendly products. If there's anything we can do to assist you or make using IKON easier, please contact us at 1-888-TRY IKON.

GUARANTEED QUALITY

You demand premium quality images every time you hit "Print". Get it with IKON Certified Series™ replacement cartridges — crisp, black text and fine resolution graphics. We use only the finest components to ensure print integrity and stand behind every cartridge:

- 100% Guarantee
- Huge Savings
- Superior Service
- Environmentally Sound



SUPERIOR CUSTOMER SERVICE

IKON provides nationwide toll-free customer support, preserving the valuable time of IT personnel. The toll-free number, 1-888-TRY IKON, is printed on every cartridge box. A friendly, dedicated customer service team is at your service each step of the way.

GUARANTEE

Every laser toner cartridge is backed by a 100% Quality Guarantee and is warranted to be free of defects in materials and workmanship. Each cartridge is remanufactured and tested according to strict quality guidelines to ensure maximum print performance every time.

DRAMATIC COST SAVINGS

With our Certified Series replacement laser toner cartridges, you save money without sacrificing quality. Our Certified Series laser cartridges will give you substantial savings over the original machine cartridge. IKON is the obvious choice for premium quality and dramatic cost savings.

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Performance Plus Model

ENVIRONMENTALLY FRIENDLY PRODUCTS

In addition to saving money and providing premium print quality, our cartridges are also better for the environment by keeping unwanted plastics out of our nation's landfills. Recycling is made easy as the same IKON packaging containing the toner cartridge can be used to return the spent cartridge for recycling. Through recycling and remanufacturing, last year more than 2 million pounds of plastic and metal were kept from being dumped in America's landfills.



CUSTOMER RETURNS PROCESS

- Customer contacts IKON customer service at 1-888-TRY IKON to report the problem and call is logged.
- Customer Care ticket is issued for cartridge to be evaluated. A pre-paid FedEx label is sent to the customer to return the problem cartridge.
- A replacement cartridge is sent to the customer.

- Customer service will follow-up with the customer after the replacement cartridge is delivered to ensure everything is working properly. We also make certain the return label for the defective was received and the cartridge has been returned for evaluation.
- IKON quality control department evaluates the returned cartridge to determine the cause of the failure. Results will be documented and sent to the customer. A corrective action is implemented to ensure the problem is not repeated.

BOTTOM LINE

We make it easy for you to maintain the highest quality printing standards at considerably reduced costs. From our advanced remanufacturing process and delivery of superior products to our easy-to-use recycling process, we fulfill our ongoing commitment to you with guaranteed quality and superior customer service.

SERVICE AND REPAIR

In the event a problem does arise, IKON provides nationwide toll-free customer support. We will replace your cartridge and cover any costs required to repair your machine should your IKON Certified Series cartridge cause damage. Our highly trained Customer Services team and skilled service technicians will quickly resolve any problem that may occur.

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Tech Tips: Laser Printing Guide

Sometimes, simple machine maintenance tips can help correct a print problem that may be interpreted as a cartridge problem. To save you time, here are a few of the most common printer problems and their solution. If one of these maintenance tips does not solve your printer problem, please refer to the Frequently Asked Questions listed in this information package.

If you still are not able to correct the problem, please call Customer Service at 1-888-TRY IKON. One of our highly trained professionals will provide one-on-one service to help you pinpoint and correct the problem. We are just a phone call away!

EXTEND CARTRIDGE PRINT LIFE

When "LOW TONER" message is displayed, remove the cartridge from the printer and gently rock it from side to side several times to redistribute the toner. Reinstall the cartridge to continue printing. Note: Never turn the cartridge upside down.

PRINT DENSITY ADJUSTMENT

You can select the lightness or darkness of a print by using the print density adjustment. Lighter print density settings will yield a greater number of printed pages. Higher print density settings will yield a lower number of printed pages. For selecting the print density, see the printer's manual.

TO ENSURE GOOD PRINT QUALITY

Each time you install a newly purchased toner cartridge, you should use the printer-generated cleaning paper to clean the internal parts of the printer. Follow the steps below to generate and use a page of cleaning paper to clean the inside of your printer.

1. Press the Menu key until "PRINT QUALITY MENU" appears.
2. Press the Item key until "CREATE CLEANING PAGE" appears.
3. Press the Select key to create the cleaning page.
4. Follow the instructions printed on the cleaning page to complete the cleaning process.

**Buy with confidence from IKON —
Because your image is our
business!**



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Tech Tips: Frequently Asked Questions

Q: What could cause black marks on the back of my paper?

A: Dirty pickup claws may need to be cleaned as part of the normal machine maintenance.

Q: What could cause the print to look blurred or too dark?

A: It could be as simple as adjusting the density dial or you may want to check the printer's filter.

Q: What could cause consistent, vertical, thin, black lines on my printed copy?

A: The fuser assembly claws may need cleaning or the fuser roller need to be replaced as part of the normal machine maintenance. If changing the cartridge corrects the situation, the cartridge drum may be scratched. Call Customer Service at 1-888-TRY IKON.

Q: What could cause random spotting on my printed copy?

A: You may need to change the fuser roller wand.

Q: What could cause white areas on my printed copy?

A: The machine corona wire may need cleaning. It also could mean that the tear seal is not completely pulled or the toner needs to be distributed more evenly by rocking the cartridge back and forth. It also could mean cartridge is empty.

Q: What could make my machine or cartridge produce a bad odor?

A: Some possibilities are particles of paper or other debris burning in the machine. The ozone filter may also need to be changed. Refer to your machine manual for proper maintenance of your machine. It is always a good idea to thoroughly clean the machine before installing a new cartridge.

Q: How long should I expect my cartridge to last?

A: Our cartridges are designed to last as long as or equal to the Original Machine Cartridge. Specific yields based on the industry standard of 5% page coverage.

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Tech Tips: A Step-By-Step Guide To Trouble-free Printing

COMMON MISCONCEPTIONS

- Cartridges can not damage or destroy printers(boards or cpu) beyond repair.
- Cartridges do not contain specific fonts, etc.
- Software and printer devices control fonts.

TROUBLE-SHOOTING CHECK LIST

- Verify cartridge source/manufacturer
- Visually inspect cartridge to see if possible damage from shipping
- Verify toner seal is completely removed
- Reset the cartridge, possibly the cartridge was not aligned properly
- Insert problem cartridge in another printer
- Does problem follow the cartridge?
 - Replace the problem cartridge in the same printer
- Does the problem persist?
 - Some print quality problems can occur when a cartridge is changed or a paper jam has been cleared
 - Print at least 5 pages to see if problem diminishes progressively away.
- Media Trouble Shooting
 - Flakiness – Some media can be too course for the toner to stick onto the page causing a rough shady print. Inspect to see if any paper debris left over from previous jam.
 - Other media may be too high gloss not allowing for toner to grab onto paper leaving no image at all.
 - Fuser lamp may be burned out or fail to heat at correct temperature.

PRINTER MAINTENANCE

- Remove build up of toner and paper dust inside printer, on and along paper path. Numerous cartridges are used without first being vacuumed or wiped with a moist cloth, this can cause build-up accumulation.
- Squeaking noise caused by worn parts. Toner build up and paper dust. Intermittent squeaking noises. Cartridge squeaking does not indicate damaged cartridge.
- Worn fuser rollers can cause poor print, ghosting and textural defects.
- Page count can be found on “Configuration Printout” or “Self Test” to determine whether fuser life has expired. General fuser life guidelines:
 - SX replace fuser 100,000 pages
 - LX replace fuser 100,000 pages
 - NX replace fuser 200,000 pages
 - EX replace fuser 200,000 pages
 - HP 4000 replace fuser 200,000 pages
 - WX replace fuser 250,000 pages
 - HP8100X replace fuser 350,000 pages

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Service Contract Not Required: Understanding Your Laser Printer Needs

PRINTER RELIABILITY

According to a survey of IT professionals, laser printers are one of the most reliable units of office equipment, second only to telephones. Copiers are among the least reliable.

Think about the frequency that any laser printer is required to be serviced as compared to the main office copier in most companies. While service contracts are appropriate for office copiers due to the frequent problems and service needs, they are not always appropriate for laser printers. In addition, laser printers are designed to have the main consumables changed by the end user (as in the case of all-in-one toner cartridges), while most large copier consumables must be changed by a qualified technician due to the technical expertise required. The need to "service" a laser printer by paying for a service contract is costly given the reliability of the laser printers and long intervals between preventative maintenance schedules.

UNDER UTILIZED

According to Hewlett Packard, the average printer is only operated at about 10% of its duty cycle. For example, the duty cycle for HP4100 printers is 150,000 pages per month. At 10% usage, the average printer is only used for 15,000 pages per month ó which is about one toner cartridge per month. This means that most printers have far less wear and tear on them than they were designed to handle, which means they are less likely to need repair service. If printers are both reliable and under utilized, why incur the unnecessary expense of service contracts? In the long run, it is less costly to pay for repair service as required.

PREVENTATIVE MAINTENANCE

Laser printers do require some preventative maintenance (PM), but the PM schedules are not frequent for typical laser printers. The HP4100 printers are recommended to have PM every 200,000 pages. This translates to consuming about twenty high yield toner cartridges (assuming 5% coverage) between scheduled PM service.

In addition, the reliability of most laser printers is such that they can perform well long after the recommended schedule for PM service. Most end users are not aware of the PM service schedule and usually have the PM service completed as part of a repair to the printer to correct poor performance. While the PM service would need to be done by a trained printer technician, some of the newer printer models do not require a technician to perform the PM service. In the case of the HP4000, 4100, 4200 and 4300, the PM service is intended to be completed by the end user with no prior training.

Therefore, whether or not a service technician is required to perform PM service, there is no benefit to pay for service contracts for laser printers that are reliable, under utilized, and have long intervals between PM schedules. The value-add of service contracts, such as printer cleaning, for laser printers is neither cost effective nor necessary. This is especially true with today's top selling laser printers that are designed to not even require a printer technician to complete the service.

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Service Contract Not Required: Maximize Performance and Reliability

To minimize any problems with laser printers that can be prevented or corrected by the end user, here are some suggestions.

REGULAR CLEANING

Minor cleaning of the interior of the printer is typically recommended every time the toner cartridge is replaced (see printer manual for details). Since most end users do not have a dust vacuum to vacuum the interior of the printer, most printer manuals suggest using a lightly damp cloth to wipe off the toner and paper dust inside the printer, especially along the paper path.

See specific printer manual for details, including for some newer printers that have a self-test cleaning page. Note: after cleaning, some loose toner and paper dust may appear on the first few printed pages, but this will fade away with each sheet printed. This also applies when a paper jam is cleared from the printer.

MEDIA

(Paper, Label Sheets, Transparencies, etc.)

The quality and type of media used may cause unnecessary problems such as poor print quality and increased paper jams. Make sure all media is designed for use in laser printers.

Typically laser/copier type papers (20 lb. or similar) should provide the best results. However, some lower quality paper brands may give off significant paper dust that will accumulate in the printer. Fanning the paper before installing in the paper tray may prevent some paper jams. For recurring paper jams, then check that the paper has been properly loaded in the paper tray, and tray properly inserted in the printer. Turning printer "off" and "on" may be helpful to reset the printer. If the problem persists, then check for any obstruction, such as paper stuck in the printer or torn piece of paper (if a previous paper jam was removed, a piece of paper may still be in the printer).

PRINTER ADJUSTMENTS

Some minor print problems may be corrected by making adjustments to the printer. For example, if the print density appears to be dark or light, then adjusting the print density may correct the problem. Also, some printers have adjustments for proper use of media other than standard paper, such as for transparencies, envelopes, and thicker papers.

Note: sometime extreme environments (temperature and humidity), other than normal office conditions may contribute to poor printer performance.

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