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OR NOT TO BE?  
IS NOT THE  
QUESTION



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REFLECTING ON  
THE PAST  
THINKING ABOUT  
THE FUTURE



# ImagingWorld

The Most Trusted Name in Print in 5 Languages



PAGE 26

## NEW LEADERSHIP FOR INDUSTRY LEGEND

*Static Control's new CEO Ken Lalley talks about moving forward*

Issue 105 (US\$10.00)

ISSN 2050 6449



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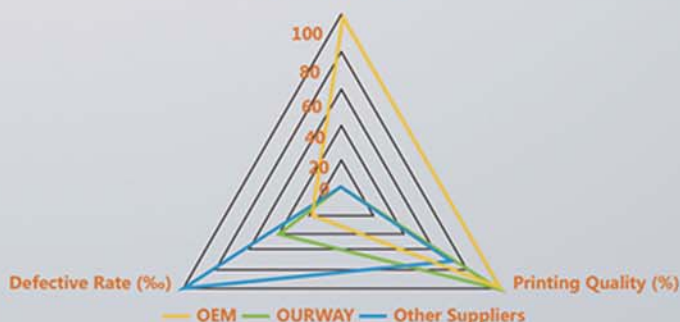


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Lexmark T654

MPS Product PQDR Radar Chart  
Product Price (%)



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# IMAGING WORLD

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IDC's Pankaj Chawla (left) and NCN Imaging Solution's Swapna Roy (right) present the RT MEDIA—IMAGING SOLUTION AWARD FOR THE BEST NEW BUSINESS IDEA to Harish Lalwani (center) from InstaFill Mumbai for creating a video to successfully promote aftermarket cartridges causing his business to double to 3,000 cartridges per month. The awards were a highlight of the Imaging Solution Expo held in New Delhi, India in November.

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China will continue to dominate the global printing supplies industry. One or two iconic brands will be snapped up as the industry continues to consolidate.

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New Leadership for Industry Legend  
—Static Control's new CEO Ken Lalley talks about moving forward

Recycling Times informs, educates, and nurtures the global printer consumables industry innovatively through an integrated broadcast, print, digital and social media strategy. As such, we honor and respect the intellectual property of all businesses and individuals. Consequently, we take a zero tolerance position to the manufacture, distribution and sale of patent infringing and counterfeit printer cartridges and components. We continue to strive to avoid promoting such in our advertisements, articles and editorial content.

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# Tony Lee

WE OFTEN consider a graduation as being a time to celebrate all the hard work undertaken, but at the same time we also have anticipation for the commencement of a new career. In the same way, a New Year is a moment where we say farewell to the past and welcome to a new beginning.

FAREWELL 2018. We have experienced

highs and lows in the past year. We were happy to see the previous decline in the global print consumables supplies market turn around and improve, albeit modestly. However, as Steve Weedon comments on page 53, it was still the toughest year when it came to profitability. There was also the high when Canon admitted that some new technologies developed by the Aftermarket do not infringe their patents.

Static Control Components (SCC) is one such company that respects the intellectual property of the OEMs yet continues to develop much-needed solutions for the Aftermarket. In this issue, SCC's new CEO, Ken Lalley, shares his short-term and long-term strategy for the company. "We change with the industry, so that we are able to best assist our customers with a growing portfolio of quality products," Lalley said. See page 26

Change and transformation are not new to the imaging supplies industry. The debate between remans and new-build cartridges continues to ripple through the global industry. We take a moment in this edition to reflect on the arguments for and against the trends. You will do yourself a service to read the differing views of Tricia Judge, Volker Kappius, Christian Pepper, Steve Weedon and David Gibbons on this subject in various places in this edition.

This magazine continues to carry the torch for *Recharger Magazine* that had its humble beginnings as a newsletter in California in 1989. We celebrated our 100th edition of *RT ImagingWorld* magazine during this year. Which were the top stories that grabbed your attention each month during the year? Have a look, starting on page 12. We also invited some industry leaders to share their anticipations for 2019.

The 2019 New Year—a time to reflect, celebrate and anticipate!

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01

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### The Russian Market Is Changing

The printing supplies market changed significantly in Russia during 2018.

Due to the lack of funds, many buyers were forced to buy the cheapest, compatible supplies—which are new-builds. Even though the volume of office printing supplies didn't grow in 2018, the consumption of the compatible new-builds grew from 12.5 million pieces to 12.8 million pieces and remanufacturing sector grew from 39.0 million pieces to 39.5 million pieces. However, it should be noted that at least 30 percent of the remanufactured cartridges were empty new-build cartridges—not empty OEM cartridges!

The growing demand for cheap compatible supplies explains the reason behind the growth in activity of medium and small-sized sellers in Russia to actively promote and sell these products under their own brand. At the beginning of October, 2018, there were no fewer than 120 compatible toner cartridges brands in the Russian market.

The growth of low-quality, compatible, new-builds into Russia, however, has forced buyers to focus on printing quality, environmental safety and healthcare issues impacting the office. Results from the first research performed on new-built cartridges reveals this issue is no fantasy. Both medical and ecological experts will continue to seriously examine the impact the Russian printer supplies market is having on the office environment over the next few years.

The production of aftermarket cartridges in Russia continues to develop too. Well-known Russian manufacturers—Katusha and Rostoner—began their own production of Russian certified, compatible, new-build cartridges (Cactus brand). According to Russian legislation—which gives preference to Russian-made products in the procurement process—any Chinese-made new-build cartridges must be at least 15 percent cheaper than Russian produced cartridges in order to be included on the bidding tender lists. A second, new-build cartridge production brand is expected to receive Russian certification soon. According to legislation, having two Russian-made brands available will automatically exclude all foreign-made cartridges, even if they are significantly cheaper, from being considered for tender. The corporate market, which is 40 percent of the total Russian market, is about to be totally redefined! ■

02

### Q3 Western European Market Declines

[Read more](#)



According to research by International Data Corporation (IDC), the Western European printer and multifunction (MFP) market decreased by 6.7% in unit terms in 3Q18 compared with the same period a year ago. On a more positive note the market values declined at a much lower rate of 2.1% as the market continued to transition to higher-speed and color A3 devices. ■



★ 01

★ 02

03★

03

### Canon Files Pursues Italian Company

[Read more](#)



Proceedings are being taken against Idem Rebuilding di Carbonara Giuseppe (trading as "Universocartuccia") before the IP Specialized Division of the Court of Milan. The claims are based on the Italian portion of Canon's European patent EP 2 087 407 relating to a drum unit and a process cartridge by the defendant's laser toner cartridges—comprising a drum unit with a certain coupling member—

having the "HP CF280A" and "HP CE505A" product designations. ■



04★

04

### Business Picks Up

[Read more](#)



A South African-based supplier of components for imaging supplies claims his business has increased significantly despite the tough times being faced by cartridge remanufacturers elsewhere in the world. Patrick Naude, the founding managing director of CMYK Industries says he continues to pick up big orders for component supplies from remanufacturers in the region thanks mainly to a change in business strategy by Static Control Components. ■





05

**InkTank Gets a New Branding**[Read more](#)

The first Epson InkTank printer was launched in 2011, and now they will be branded as EcoTank printers in India. The product has become a runaway success not only in India but elsewhere around the world. The entire range of Epson's InkTank printers will now carry the EcoTank sub-brand. ■



08

**Sam Finch**  
Static Control

SamF@scceurope.co.uk

**Mixed Markets**

South East Asia is experiencing an interesting mixture of cartridge products. The Philippines, for example, are seeing a stronger penetration of new-build cartridges entering the country as bad feelings toward the Chinese (over territorial issues) dissipates. Local labor rates are lower than those in China so they should be able to remanufacture products very competitively.

On the other hand, more developed markets like Japan and Korea have very little penetration of new-builds due to the market demand for a high-quality product. There is also the reluctance to import Chinese products into what is essentially the home turf of the OEM (HP/Canon in Japan, Samsung in Korea).

Remanufactured cartridges are the only Aftermarket products permitted by Taiwanese government contracts. New-builds are blocked entirely. So, despite new-builds penetrating the SME market, remans still hold value. It should be noted, remanufacturers are relying more on locally made components where cost savings have been made over the last few years.

Markets in Thailand, Indonesia and Vietnam are saturated with the lowest-priced, cheapest-quality new-builds. Price is the all important factor in these markets where the difference of a few dollars can be a whole day's wages. Interestingly though, as the economy in Vietnam takes a positive turn, there is starting to be a small shift in thinking about these low-quality products and the demand for a higher-quality product is being felt, although it's too early to say if this will be sustained.

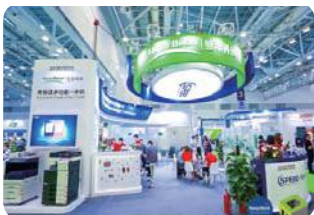
While there is still demand for both components and new-build finished products, the recent cessation of drum production by Greenrich Taiwan and HanP Korea, and pulverized toner by Mitsubishi reveals the market is still very tough for all levels of the supply chain.

This is an exciting period for Static Control. We can continue to provide customers with quality components, toners and chips, as well as quality, finished cartridges in those markets that need them to succeed. Our new CEO Ken Lalley has reaffirmed our stance to continue to support remanufacturers around the globe. We will continue to deliver first-to-market solutions that offer both uncompromising quality and unique opportunities. ■

06

**Speed Infotech Enters Copier Market**[Read more](#)

Chinese-based company—Speed Infotech, with 18-years' experience in remanufactured inkjet and toner cartridges, has taken just one year to develop remanufactured copiers with demand for the copiers seeing one production line already established. ■



07

**Ricoh Acquires 3D Surface Print Specialist**

Ricoh has acquired LAC Corporation, a Japanese company specialising in technology to print onto three-dimensional surfaces, as part of its industrial print growth strategy. LAC will maintain its own brand and takes advantage of Ricoh's vast international reach. Currently, less than 10% of LAC's sales are generated from outside Japan. ■

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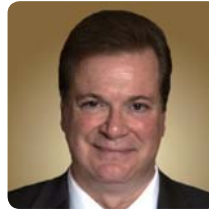
Read more



09

### Another Lexmark CEO Resigns

Rich Geruson has decided to resign from his positions as president, CEO and director of Lexmark for personal reasons. Since a search for a successor is underway, Lexmark will be led by an executive management committee consisting of Allen Waugerman, senior vice president and chief technology officer, Brent Lambert, senior vice president, chief legal officer and secretary, and Vivian Liu, senior vice president and chief financial officer. ■



12

Daniel Mazzeu

CEO DMZ Connection  
Daniel@dmzconnection.com



### The South American Roller Coaster

If the world were an amusement park, South America would be the roller coaster ride. It's great fun if you're a teenager. However, as a businessman, the ups-and-downs and sharp turns are somewhat exhausting.

Having several years of corrupt socialist governments in South America has been a disaster, especially for Brazil and Argentina that represent over 60 percent of South America's GDP. The "idealism" of these populist and charismatic leaders mesmerized a great part of the population, however their grandiose schemes of corruption continued. In Brazil, we have seen ex-president Dilemma Rousseff impeached. The once beloved ex-president Lula is in jail. The newly elected president, the right-wing Jair Bolsonaro, has brought Brazilians some hope with his neo-liberal speeches already promoting new investments.

How has this economic roller coaster affected the print supplies market? In recent years most rechargers have moved into new-builds. The environmentally "green" argument has grown wearisome as these ready-to-go, finished goods became more reliable, less time consuming to manage and have smaller overheads. Unless local governments start to enforce the collection of empties, compatibles will undoubtedly run the show. The 80/20 rule (component supplies vs. new-build compatibles) that existed eight years ago has now been totally reversed. With the recent improvements in the quality of the color cartridges coming from China, I would not be surprised to see these compatibles grab more than 90 percent of the aftermarket share in Latin America.

Between the economic ups-and-downs and the growth of the new-builds, the mom-and-pop recharger shops in South America are all but gone. The remaining rechargers, that have bought each other out as the market consolidates, have found a sound business strategy is offer their customers a mix of new-build and remanufactured cartridges.

The MPS market has seen a many mergers and acquisitions. The larger MPS dealers along with some OEMs are seriously considering the purchase of smaller MPS players to quickly grow their market share. I think it is highly likely the distribution channel will lose one more layer soon.

Survival will depend greatly on innovation, key partnerships, adaptability and keeping an eye on the new opportunities that are always around us. ■

Read more



10 10★

### New Toner from Uninet

UniNet has released what it calls an Absolute Black toner and components that can be used to remanufacture toner cartridges for use in Ricoh Aficio SP 4520, 4510, 3610, 3600, MP 401 monochrome printer series machines. These monochrome laser printers are rated at 42ppm, feature a 1200 x 1200 dpi resolution, and were designed to satisfy the printing needs of small to mid-sized office printing environments and workgroups. ■



Read more



11

### A More Reliable Cartridge Released

Finding a remanufactured cartridge is becoming more difficult due to the limited availability of empties or cores. Consequently, Static Control has released a compatible range of new-built CF500A/X and CF540A/X series cartridges for use in HP printers, which they claim will give their customers a more profitable unique market advantage. The company claims the cartridges provide consistent print performance for the full cartridge life cycle and meets OEM page yield. ■



According to our **THOUSANDS** of online readers and browsers,  
these are the **TOP STORIES**  
you cared about the most month by month during 2018



## January

**Magazine Cover Story:** LD Products: The World's Largest Aftermarket Internet Retailer enters the North American wholesale channel



**Top news story of the month:**  
**STEVE WEEDON JOINS PRINT-RITE**

Steve Weedon, the previous Global CEO of Cartridge World, has moved to Zhuhai, China to head up strategic development with Utec, a key company owned by Print-Rite from January 1, 2018. He is responsible for directing a new global approach in the market.

## February

**Magazine Cover Story:** Manufacturing A Better OPC Wins Industry Respect  
—A&G's Chairman Linfeng Hong shares his formula for winning customer loyalty



**Top news story of the month:**  
**WHERE'S MARY?**

China-based Dinglong Group has made a key position adjustment at its subsidiary, Zhuhai Mito Color Imaging Co., Ltd (Mito). Mary Ouyang, the founding CEO of Mito, has been appointed as Vice President of the Dinglong Group in charge of corporate culture initiatives and brand promotion for the print consumables sector.



## March

**Magazine Cover Story:** Remembered: Industry Technical Expert  
Dr. John Wyhof Passes



**Top news story of the month:**  
**CANON COMES AFTER THE AFTERMARKET... AGAIN**

Canon is suing at least 15 companies in the United States. The imaging giant and original equipment manufacturer (OEM) believes the sale and distribution of Aftermarket cartridge products infringe its patents. Canon is claiming seven patents it filed a number of years ago, and as early as 2006, in the U.S. have now been granted in the last few months. The asserted U.S. patents are 9,746,826, 9,836,021, 9,841,727, 9,841,728, 9,857,765, 9,869,960, and 9,874,846.



# April

## Magazine Cover Story: When In Doubt Check It Out!

—ISC's Allen Westerfield urges dealers, distributors and consumers to submit questionable imaging supplies for analysis



### Top news stories of the month:

#### NO MORE DELL-BRANDED PRINTERS

Dell is exiting the printer business. As a result of the continued decline of the printing industry, the company decided to transit its customers from Dell-branded laser printers and accessories to a partner-led imaging portfolio. They will sell other-branded printers instead.



#### NINESTAR TO INVEST US\$1.4 BILLION IN SMART LASER PRINTER PARK

Ninestar has signed an agreement with the Administrative Committee of Gaolan Port Economic Zone to commence a high-tech, intelligent manufacturing plant for laser printers in Zhuhai. The company is investing US\$1.4 billion in the project which is expected to produce four million printers annually values at about US\$3.2 billion.



# May

## Magazine Cover Story: Small Labels, Big Difference

—AIMO Graphic's founder Devon Du is stuck on label tapes



### Top news story of the month:

#### ONE CANON GEAR LAWSUIT RESPONDENT SPEAKS OUT

Christian Pepper—President of LD Products Channel Partner Division—talks to David Gibbons about the Canon dongle gear case in the USA impacting his company and scores of others.

# June

## Magazine Cover Story: Shining Her Light on Life

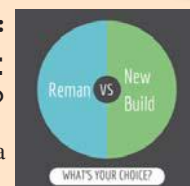
Laura Heywood of Kleenstrike, UK shares her story of surviving and thriving



### Top news story of the month:

#### REMAN OR NEW BUILD: WHICH WILL YOU CHOOSE?

The reman vs new build debate heats up. "New Builds" may be innovative, non-infringing and no longer a "copycat" product, but some are issuing warnings and stating only remanufactured products are safe.



# ZHONO

## Imaging a Better World

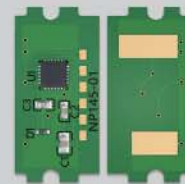
### ONE STOP SHOPPING

Chips for more than **8000** main stream laser printers and digital copiers

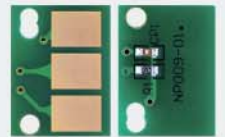


Progeasy

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Kyocera Series



Konica Minolta Series



Ricoh Series



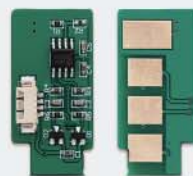
Sharp Series



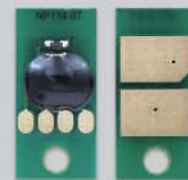
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# July

## Magazine Cover Story: COMEMORATIVE 100<sup>TH</sup> EDITION

*Sabrina Lao, founder and director of RT Media talks about informing, educating and nurturing the global imaging industry*



### Top news stories of the month:

#### SGT CLAIMS TONER TECHNOLOGY BREAKTHROUGH

Following its 2017 investment in Wuhan Pointrole Technology Co., Suzhou Goldengreen Technologies has now successfully developed a series of high-quality toner products suitable for use in HP printers.



#### CANON ADMITS DONGLE GEAR WORKAROUND DOES NOT INFRINGE

Some aftermarket companies have already launched solutions for the dongle gear alleging them to be "patent-safe" which means they will not infringe Canon's recently acquired patents. The aftermarket is moving on.

# August

## Magazine Cover Story: Printing on Wood, Glass, Fabrics, Metal and Water

*Digital printing guru Dr George Nubar is popular with the students at Helwan University in Egypt*



### Top news story of the month:

#### CHINA INCLUDES US-MADE PRINTERS IN TARIFF RETALIATION

On August 3, 2018, the China Customs Tariff Commission (CCTC) of the State Council imposed tariffs on certain imports (second batch) originating in the United States. Duties will be imposed on 5,207 imported items that originated in the United States, which are estimated to be worth approximately \$60 billion.



# September

## Magazine Cover Story: Offering Customers More

—Anno's Sales Director Hong Pan Talks about Commitment



### Top news story of the month:

#### 26 AMAZON MARKETPLACE SELLERS SUED

Epson has filed a complaint for trademark infringement and a request for a Temporary Restraining Order and Seizure against twenty-six Amazon marketplace sellers. Filed by Epson America, Inc. and Seiko Epson Corp. in the U.S. District Court in Los Angeles, the Complaint alleged that the defendants were selling numerous models of counterfeit Epson branded ink cartridges to unsuspecting consumers.

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# October

**Magazine Cover Story:** Achieving Better Quality is No Accident  
—Ninestar's Jason Wang says automation is reforming the manufacturing journey



**Top news stories of the month:**

## TWO ACQUISITIONS IN ONE DAY

The Japanese company Ricoh says it will be acquiring two companies for undisclosed sums. One is LAC Corporation, of Tokyo, Japan, the other one is MakeLeaps, Inc. also of Tokyo, Japan.



## CET STARTS MANUFACTURING OF PULVERIZED TONERS

In cooperation with Japanese-based Mitsubishi Chemical-High-Technica, the Chinese-based CET Group officially enters into the business of pulverized toner manufacturing for printers and copiers.

# November

**Magazine Cover Story:** Growing its Presence in South America  
—RHB's Rodolfo Boas makes a unique Chinese acquisition to ensure quality



**Top news story of the month:**

## A REVIEW OF REMOVAL REQUESTS ON AMAZON BY CANON

From September 2018, Canon has been continuously filing a Report Infringement Form with Amazon. Canon requested Amazon to remove the products selling by different companies that are infringing Canon's patent



# December

**Magazine Cover Story:** New Leadership for Industry Legend  
--Static Control's new CEO Ken Lalley talks about moving on



**Top news Story before press:**

## OCP INK TO GET GOING AGAIN

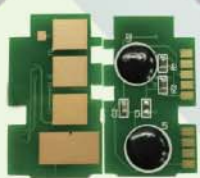
The German company has been saved via asset acquisition and investment from the Senior team at Environmental Business Products Ltd, allowing OCP to continue trading.

# 芯系世界 领跑未来

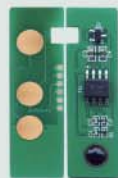
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### 物联网产品 IoT products

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# What are your **predictions** or **expectations** for your market for 2019?



Russia

**Stanislav Malinskiy**

General Director, Information Agency "BUSINESS-INFORM"

- The value of the Russian market will continue to be stable.
- The share of products made in Russia will rise.
- Consumers, corporate and government buyers will consider the environmental impact before buying cheap, compatible cartridges that use toner and plastics that are not safe. These factors will change the Russian market surely.
- The sale of cheap, compatible cartridges in procurement contracts will slow because customers will be looking for higher quality cartridges in the aftermarket.



USA

**Aaron Leon**

Founder/CEO, LD Products, Inc.

We expect to see mergers and acquisitions in all parts of the imaging supplies value chain and are looking to further our growth by playing a role where we see the most value. The normal low single-digit decline in overall units sold and GMV will continue, but we expect the managed print and e-commerce sectors to continue to expand in an overall shrinking market in North America. The strong players will continue to expand or stay even, while companies without strong brands, quality or technology will face double-digit declines. Established brands that can effectively navigate a changing landscape will have an opportunity to shape the market as more areas of the industry adapt and consolidate.



Japan

**Masato Emori**

President, Hara Trading Co., Ltd.

2019 will be a challenging year for the Japanese marketplace. E&Q (Ecology & Quality) and STMC standards are an important consideration for Japanese companies or government offices who purchase remanufactured cartridges. Legal issues, such as the command of intellectual property rights, will continue to confront Japanese remanufacturers. Those component and cartridge suppliers that provide a better alternative that are safe to the environment will survive and thrive in 2019.



USA

**Tricia Judge**

Executive Director, International Imaging Technology Council

China will continue to be the focal point of the cartridge remanufacturing industry. From a North American perspective, that means struggling with cheap competition. However, that's nothing new. And China is clearly feeling the effects of the cold-shoulder U.S. trade policy. Likewise, as the North American market did before it, Chinese remanufacturers are consolidating. They have been over-producing cartridges for years now, and they are investing in bigger spaces and more production. That is bound to stop...and stop soon. Those remanufacturers left in the North American marketplace, led by Clover, are survivors. They have carved out their customer base and kept them despite the Asian invasion and the Internet's effect. I think they are due for a very good year.



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USA

## Hugo Ponsonnet

LMI

2019 will be a telling year as the market continues to consolidate and move to a more services-focused selling strategy. LMI has positioned itself as the innovator with its MPS software, helping dealers to further differentiate themselves in an effort to stop competing at the fifth decimal. Solutions are the future, thus many manufacturers have begun efforts to create software tools that can further streamline automation. LMI envisioned this market trend years ago, and in turn, has spent the past several years developing and investing in the most elite MPS software portfolio in the marketplace.



China

## David Gibbons

RT Media (*RT Imaging World* magazine)

- China will continue to dominate the global printing supplies industry. Chinese print supplies companies will not be fazed by the ongoing trade war with the USA, and will continue to grow exports to other countries particularly those identified in the one belt one road initiative.
- One or two iconic brands will be snapped up as the industry continues to consolidate. At the same time, China's own domestic market will continue to grow and will soon be valued higher than the US market in terms of printer and consumables sales.
- Those manufacturing the low-priced, Chinese new-build cartridges will either be pushed out of the market having over capitalized and over produced as distributors and consumers demand a better quality product, even if they have to pay more for it. Buyers will continue to shop more and more for relationships with suppliers that can provide a consistent and reliable quality rather than price alone.

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Imaging Supplies Choices:

# New Builds Threaten to take Reman's Share

Tricia Judge







In the printer cartridge remanufacturing heyday of the 1990-2000s, it was so easy to promote remanufactured cartridges. The cartridges were the only alternative to new, therefore keeping costs low. Since the cartridges were reused at least once, remanufacturers diverted a significant amount of plastic from landfills. And remanufacturers were small, local businesses, with cartridge return programs were often tied to charities.

No one disputed that the key benefit was the cost savings over new original equipment manufacturers' (OEM) cartridges. The industry competed openly and fairly with the OEMs, with fights over killer chips, return programs and other marketing and technological impediments that the OEMs implemented.

On the fringe of the marketplace were the illegal counterfeit cartridges. The OEMs, through the Imaging Supplies Coalition, hunted down the criminals that trafficked in these supplies. Asia, particularly China, was a key source for these illicit products.

The landscape changed dramatically with a new player: the new-built cartridge. These cartridges gave birth to a huge industry in China. Considerably cheaper than remanufactured ones, new-builds have proliferated and stolen market share from OEMs and remanufacturers alike. The once robust remanufacturing marketplace of the late 90s accounted for as much as \$8 billion in North American sales.

Now, a new study undertaken by the Actionable Intelligence and the International



Imaging Technology Council believe that the remanufactured cartridges account for only \$2 billion in sales. In some models, new-builds have taken 50% share away from remanufacturers.

The internet has exacerbated the problem. These cartridges, many of questionable quality and legality, have proliferated online sites like Amazon and eBay. They are also showing up in the reseller channels with assurances that they are of excellent quality and do not infringe the intellectual property of the OEMs.

With their massive patent portfolios, the OEMs were expected to confront these cartridges with patent-infringement suits. Epson, HP, Lexmark and others did bring suits, and some imports were blocked. However, even more new-built cartridges made their way into the country, with no opposition from Canon, the key holder of laser cartridge patent technology.

#### Legal Concerns

The right to repair

doctrine has long protected remanufactured cartridges from claims of patent infringement. The consumer has a right to repair his car, computer and cartridge. The issue was well-settled in the mid 1990s in a variety of U.S. lawsuits.

The printer OEMs tried a variety of clever

### The consumer has a right to repair his car, computer and cartridge.

marketing schemes to dissuade consumers from buying aftermarket products, particularly through post-sale restrictions using their intellectual property. This gave rise to a variety of lawsuits as well.

In 2017, the cartridge remanufacturing industry presented the U.S. Supreme Court with the case that would change patent law dramatically. On May 30, 2017, the US Supreme Court decided that patent rights on products were exhausted after the first sale, whether domestically or overseas. The decision in *Impression Products, Inc. v. Lexmark International, Inc.*, written by Chief Justice Roberts, specifically involved the sale of printer cartridges.

As a result, cores and cartridges can be freely remanufactured and moved across borders, at least in the U.S. While

remanufactured cartridges have had legal clouds lifted, some ominous ones loom on the horizon for new-built cartridges.

Canon, the largest patent holder of all the OEMs and the primary holder of the patents to laser cartridge technology, has now taken action to further protect its intellectual property. On February 28, it sued aftermarket manufacturers and distributors of new-built cartridges.

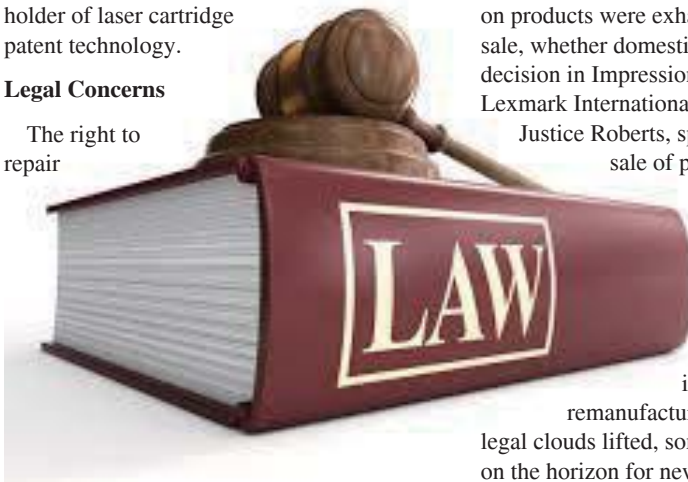
Canon had sued manufacturers and distributors of new-built cartridges over one drum-related gear. Ambitious aftermarket manufacturers developed patent workarounds of the gear, which the new-built cartridge makers openly promoted.

This time, Canon has used a continuation application to reach back and erase the patent work-arounds introduced by these manufacturers. Using this technique, Canon may be able to call into question all attempts to circumvent Canon's patents on the dongle gear, now and in the future. So are any cartridges safe? Yes: some remanufactured ones.

So as it was before the arrival of the new-built cartridges, it appears remanufactured cartridges, with reused OEM gears, may once again be the only legitimate competition for new OEM ones. And as workarounds continue to appear, we expect Canon to continue to sue to question them.

#### Quality

The remanufactured cartridge is based on the reuse of the OEM core, or cartridge shell. New-built cartridges have cores that are newly-molded plastics. "New molds use inferior grade plastics that don't come close to the durability or integrity of OEM







plastics,” said Luke Goldberg, executive vice president of global sales and marketing for Clover Imaging Group. “There are big variances in quality in new-built cartridges from a fresh mold and cartridges produced once the mold is aging. Molds may be used well beyond their intended duty cycles and mold waste is reintroduced into process.

“Because of this issue in mold tolerances, the integrity of critical cartridge gaps is nearly impossible to maintain. The most critical gaps are those between the mag/developer roller and the doctor blade and the PCR and OPC. Even a .00010 (ten thousand of inch) variance can create print quality issues. You can see any of the following issues as a byproduct of inferior plastics: uneven print left to right, banding in grey scales, inconsistent graphics, and backgrounding.”

Beyond the cartridge shell, there are important technologies within the components that the domestic market took decades to command, and then there are the chips and other highly-technical components. A \$3 cartridge can’t possibly address all these issues with the requisite quality, nor can it have all the patent-avoiding vetting necessary to be “IP-free.”

“How is it possible to work around OEM patents and provide quality products while at the same time continuing to lower prices?” Goldberg asks. “Can you offer a ‘patent-free,’ quality product for \$2.95? I would venture to say that it’s highly unlikely. “

In researching new-built cartridges that have come under scrutiny by one OEM, I found a negative review for the product on Amazon in which the buyer said, “the cartridge didn’t even fit in my printer, let alone function!” Consumers eventually do grasp that you only get what you pay for.

#### Environmental benefits

The environmental benefits of a remanufactured cartridge are the same now as they were 20 years ago. Customers, especially large corporate ones, prefer environmentally-friendly products. Clover Imaging Group, the world’s largest cartridge remanufacturer, openly touts its products’ environmental benefits.

“Clover Imaging Group’s remanufactured cartridges consume less materials and natural resources, demand less energy, and ultimately have a smaller total environmental impact than new-built cartridges,” Goldberg said. “Also, we rarely see new-built cartridge producers offering reverse logistics for core pickup, much less remanufacturing or recycling, meaning that NBCs usually either find their way into a waste stream or are collected by someone else who must try to responsibly recycle or dispose of them.”

**The environmental benefits of a remanufactured cartridge are the same now as they were 20 years ago.**

#### Conclusion

The once-robust cartridge remanufacturing industry is still hanging tough. And numerous challenges, such as overproduction, has slowed the tidal wave of new builds that have arrived in the U.S. The new administration has also placed China and its questionable trade practices in its sights. So remanufactured cartridges are down, but they are not out.

*How to know you’re buying remanufactured cartridges? Buy Office Depot, Quill or other private label brands. Or contact me. ■*

*Judge has served as the executive director of the International Imaging Technology Council, a not-for-profit trade association serving imaging supplies remanufacturers and dealers, for 17 years. Judge was the executive editor of Recharger magazine. A lawyer for 30 years, Judge also has litigation experience. Judge’s work has been published in Recharger, and several other industry magazines. She has won critical acclaim for her writing and industry advocacy. She has assisted in the preparation of six friend-of-the-court briefs. Judge has presented the position of the industry to the International Trade Commission. She can be contacted by email at <tricia@i-ipc.org>*





# NEW LE

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Static Con



# LEADERSHIP

## Industry Legend

*Static Control's new CEO Ken Lalley talks about moving forward*

Tricia Judge and Tequilla Yan

Ken Lalley became the chief executive officer of the industry's leading supplier and advocate Static Control Components (SCC) in September. It is the first time that SCC has not been headed up by a member of the Swartz family.

While still the managing director of Static Control's European operations, Lalley now finds himself dividing his time between the two continents. "Without hesitation, I accepted the offer," Lalley said. "I have been with SCC for more than a decade. Being able to bring my skills to the position of CEO is exciting for me and I see a clear path forward on how to lead the business into the next stage."

SCC is a well-known, highly-revered company. It has developed and manufactured the components, microchips and sourced the toner that go inside of printer cartridges for 30 years. "Building upon its reputation as the technology and quality leader of aftermarket imaging systems, Static Control brings new levels of stability to the industry through its finished cartridge offerings," Lalley said. "Static Control's reputation is legendary because it was the first company to offer replacement chips for printer cartridges, along with other key products that that allowed remanufacturers to continue marching forward."

"It's commitment to innovation led me to know this was the place to be," Lalley said. "I believed my background in sales and management positions made me a good fit for the company to be able to jump in and help



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Static Control's product catalogue continually expands to offer aftermarket professionals a one-stop solution for all their imaging supplies. Along with providing the industry's most reliable components for remanufacturers, the company has expanded to include premium, high-quality cartridge solutions.

assist with growing profits.”

Because he will continue to head up the European operations while leading the whole company, Lalley is splitting his time between Europe and North America. “We’ve streamlined some of their operations in the U.S. which included a rightsizing of the staff,” Lalley said. “It is a crucial step for us to stay competitive in the marketplace, but our products will still meet the same requirements that they always have. We still control the research and development, the build of materials and the quality control.”

The company’s core products remain its components. But as the imaging industry continues to change, Lalley explains SCC needs to continually change to grow and succeed. SCC now provides components to both remanufacture and new-build

our infrastructure to conform with current practices so that we can provide a better customer experience,” Lalley said, “and some of these changes have been in the works for a few years, such as our rebranded website, which we launched earlier this year, and then translated into multiple languages in September.”

“In the long term, we are expanding our customer base to to include traditional office supplies channels,” he said. “These companies have been relying on SCC technology for ages, but are not as familiar with our company.”

Although based in the small town of Sanford, N.C, SCC has had a global presence for decades. “Static Control has offices around the globe and services more than 160

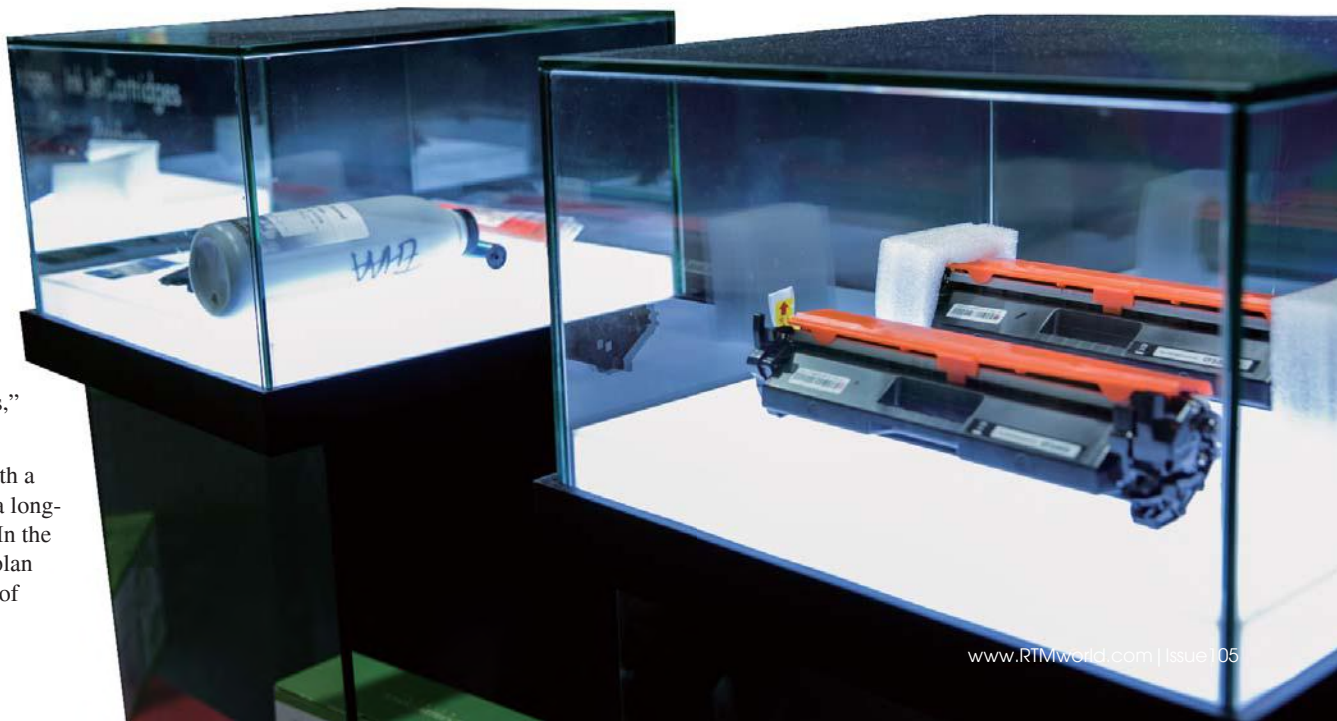
countries in more than thirty languages,” Lalley said. “We know the importance of being a global company with local roots. It’s one of the reasons our website was translated into multiple languages earlier this year. Our commitment to provide customers with the best service in a language they can understand has not changed.”

Lalley repeatedly invoked innovation as they key to SCC’s future. “The company’s chip development group keeps working on projects and can turn around projects in a record-setting pace,” Lalley said. “Innovation is at the heart of this business, and we are dedicated to developing the solutions our customers need to continue to succeed.”

For the next five to ten years, SCC’s plans to provide ample choices to the customers. “We offer

customers, and it provides finished products. “We change with the industry, so that we are able to best assist our customers with a growing portfolio of quality products,” he said.

Lalley has both a short-term and a long-term strategy. “In the short term, we plan to update some of



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components, which is a core part of our business, along with cartridges,” Lalley said. “And our customers can supply both a remanufactured and compatible cartridge to their customers.”

Lalley doesn’t see any end to the need for remanufactured cartridges and their components. He sees the need for remanufactured products for areas where they may have increased intellectual property risks, or haven’t been able to qualify a suitable product through the company’s compatible offering.

However, Lalley believes that compatibles are a significant growth opportunity in the market, and SCC offers first-to-market potential and room for massive product improvement. “The unique opportunity for SCC lies in bringing a solution to market for those seeking a high-quality product at a competitive cost using their industry-leading componentry,” Lalley said.

Being a part of the Ninestar Group also gives the company a unique advantage because they have access to the world’s largest manufacturer of inkjet and toner products. “The collaboration between all of the organizations within the Ninestar Group had helped increase our speed-to-market for components, chips

and cartridges,” he said. “And we also have a large-scale, recognized, multi-billion-dollar brand in Lexmark. The combination of such a group of companies and the capabilities they can provide as whole in intellectual property and production will change the print market forever.”

“Working as a team, we can come to a solution faster than working individually. Our product catalogue is different. We can provide the components, along with remanufactured or compatible solutions to best fit our customers’ business needs,” Lalley said. “Our products are held to a different standard and are developed to provide optimal performance.”

As for filling the rather large shoes left by the Swartz family, Lalley recognizes he will be heading up a company with an impressive legacy. “Static Control will forever be thankful to the Swartz family, Ed especially, who made a mark on the industry that changed it forever and allowed it to continue and thrive,” Lalley said. “Ed was a forward thinker who believed that the business needed to perpetually change in order to grow and succeed, and that is exactly what we are doing. As the industry continues to change, we change with it to be able to best assist our customers with a growing portfolio of quality products.”

Lalley likewise has an impressive pedigree in the

industry. He has been in the imaging industry for more than 25 years. His first job in the industry was working for a small independent remanufacturer in sales, and he progressed through the ranks to key account management and new business development, eventually ending up as an electronic office supplies specialist developing new business for an office supplies company. He helped transition them from a company that relied on public-sector sales into private-sector sales. Then he came back in the remanufacturing industry as sales director of a large UK-based remanufacturer. With his help, they grew their sales seven times in a five-year period.

He then joined SCC. Lalley started as European vice president of sales in 2010, and became its managing director in 2014. He retains his leadership role of the European operations, while tackling his new role in the U.S. “Currently I’m splitting my time between both offices. It’s important for me to be present in both offices. As you can imagine, I am excited for the opportunity of leading Static Control into the next chapter.” A curious industry looks forward to SCC’s next chapter. ■



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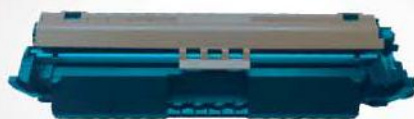




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# Modern Office Printing: the Issues of Data

Dr. Stanislav Malinskiy, General Director of Information Agency "BUSINESS-INFORM" (Russia)

## Modern trends in office printing in the Russian market:

- Inkjet printing is pushing out laser printing;
- Compatible supplies are pushing out OEM supplies;
- The price of a printing device ceases to be the decisive economic factor for purchase, and is re-placed by the cost of ownership (three years as a rule);
- Printer fleet service is rising.

Companies that provide highly professional servicing of a corporation's printer fleet are emerging and taking an increased share of the market. (The growth of the printing outsourcing market in Russia is 20-25 percent annually);

- Imports are declining. Russian startups are producing printing devices (Katusha printers/MFPs), laser cartridges (Cactus), and toner (Rostoner Ltd.)

These trends are quite dynamic. The Russian

market changes very quickly, so any decisions to provide quality and information safety require endless monitoring.

Determining print quality in monochrome laser cartridges is a well-established process. The most

## Outsourcing is growing in the Russian printing market.

popular standardized method to assess the quality of prints is the STMC (Standardized Test Methods Committee) guideline method. STMC testing was designed to be easy and affordable. However, some questions remain unanswered:

- Which printer service model do you choose to care for your fleet of devices?
- Should OEM cartridges be used for remanufacturing? Or it is better to use quality, Chinese new-build cartridges instead?

- Should the focus on testing remanufactured cartridges be on well-known American, European, Chinese, or Russian brands?

Choosing the right service model is a complex task and the decision should be left with office printing experts.

Outsourcing is growing in the Russian printing market. More companies seeking cost-efficient and quality printing are resorting to the help of a third-party to assess the integrity of their printer fleet. They undergo an initial fleet assessment and install software on their corporate computers to track the demands placed upon each printer. They assess each printer's workload in comparison with other available printers. They also monitor the printer cartridge's lifecycle.

Driven by the desire to achieve cost-efficient, quality printing, these companies allow these managed print service specialists (MPS) onto their



# Security

A science conference called “Digital Technologies in the Sphere of Transport Services” was held at the Russian University of Transport in Moscow on October 11. During the conference, 24 reports were presented dedicated to various aspects of modern digital technologies usage. Information Agency “Business-Inform” presented two reports at the conference.

The swift development of office printing has given rise to dual concerns of printing quality and informational safety. How to provide consistent, quality printing on a limited budget? Do modern office printing devices pose a threat to corporate data safety, and if yes, how does one identify and protect against the threat?

premises to access to the company’s precious data. It is at this point new risks for the security of the company’s information emerges. These specialists are able to see the company’s data as they make decisions about incorporating new printers into the fleet. These outsourcers also recommended which cartridges will be used. In most cases these are Aftermarket cartridges containing chips that will remain a mystery for users during the life cycle of the cartridge.

Experts from Quocirca1 independently assessed the leading printing MPS providers in 2017. As a result of a customer survey, the organisation found three major issues were being faced by the customers of MPS providers:

1. 82 percent of respondents noted that data safety risks are the first priority for them;
2. Only 25 percent of respondents were sure that their office printing networks were safe;
3. 60 percent of respondents indicated they had

at least one data leak during the last year.

It is evident the issues on the implementation of MPS services are of concern to corporate users. This is especially interesting when reviewed together with information supplied in the InfoTrends2 2017 research report entitled “Office Document Technology Security.” According to InfoTrends, respondents had been spending 25-100 percent more on the security of their computers than on the security of their printers and MFPs.

There are certain risks for corporate data safety inherent in the businesses’ own printing devices. There are still misconceptions regarding printers among users:

1. The printer is a “typing machine” with limited programs installed. The truth, however, is a modern printer resembles a computer more than a typewriter.
2. A printer is a peripheral device that doesn’t store any confidential data, so an attack on it would

be ineffective and illogical.

The truth is, however, completed tasks can remain within the memory of the printer, sometimes indefinitely. The printer is a very convenient “entrance” or gateway into the corporate computer network. Despite most modern printers having an obligatory delete function in their print settings, the overwhelming majority of users simply neglect the chance to study and activate these settings.

3. A printer is a low-capacity and low-productivity device.

This is completely untrue. The modern printer is a very powerful system, and according to statistics, 80 percent of the time the printer is idle (in sleep mode). All the resources of the printer are available during this time and can be used with malicious intent.

The manufacturers of printing devices are also far from perfect in terms of providing data security

# IN MY VIEW

How are you reaching your customers?



**Australia**

**James Douglas**  
james@adcon.net.au

2018 has been a tough year for the industry. Threats from many angles have challenged both retailers and wholesalers, forcing them to change and adapt. From a positive view, tough times force you to focus on strategies that will improve your business. You look for new opportunities that that would have been left undiscovered. To this end, RemaxWorld in Zhuhai was perfectly timed to allow business interaction. In addition, one of my larger customers had some significant road blocks removed that impacted on sales and growth. Hopefully this will give them a morale boost and increase profits in the year ahead.



**Argentina**

**Gustavo Molinatti**  
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I do not believe I am being over-optimistic if by saying the best thing that happened in 2018, was to see the aftermarket continuing to growing, as it has year by year, offering good business to many small and medium sized companies all around the world. Despite the technical, legal and market difficulties that threaten us every year, our industry always meets the challenge with its ability to adapt and change. Newly built compatibles, remanufactured and original cartridges are finding a way to co-exist with the cartridge transforming from a transactional-styled, commodity business to a more complex, service-based business model.



**United States**

**Hugo Ponsonnet**  
HPonsonnet@lmsolutions.com

LMI made some significant improvements in 2018 to further solidify its long-term viability in the marketplace. With new capital partners on board, LMI can now focus on the increasing demand for its high quality remanufactured cartridges. The company's ongoing motivation has always been to ensure that its customers receive the best service with a trusted provider. Furthermore, LMI continues to innovate and stay ahead of the market to ensure its dealers are receiving state-of-the-art MPS services and unique tools. 2018 was the year where LMI further positioned itself for long-term success in the marketplace.



with their printers. They do support their customers by providing data safety measures to thwart external cyber criminals. For instance, modern HP software performs unceasing device monitoring with a settings check (HP JetAdvantage Security Manager), using a program check (Whitelisting technology), and, in the case of a threat, BIOS loading (HP Sure Start). Many modern printers have the ISO/IEC 15408 data security certification.

However, the assessment of cyber-security risks in office printing devices is a very real concern. For instance, in January 2018 it was reported<sup>3</sup> "NewSky Security specialists found 1,123 Lexmark printers installed in various companies, administration buildings and universities in the USA would have been quite vulnerable in case of attacks due to the user's gross negligence. Those printers were incorrectly configured, open to the public Internet and easily accessible to anyone interested in controlling this type of device." NewSky Security also found that 700 Brother printers were also configured in an unsafe way and open to the Internet access. As in the case with the Lexmark printers, administrative functions were also remotely accessible.

In some cases printer manufacturers overreach their claims of vigilance for security purposes. HP and others have misled consumers by tying the use of an OEM cartridge with the safety of the printer and data. "The printer is intended for use only with cartridges containing an original HP chip," for example. They use chips as a way to thwart competing aftermarket cartridge functions. Cartridges with chips from other manufacturers

may not work, and those working now may cease to work in the future. This way printer manufacturers urge users, for the sake of data security, to work only with original cartridges (expensive and with chips whose algorithms are known and understood by the manufacturer only)! Consumers are also warned not to interfere with the manufacturer's subsequent firmware upgrades, which often render aftermarket solutions useless.

Press releases regarding the certification of modern Epson inkjet printers state that the versions of firmware, manuals, and other components were evaluated under ISO/IEC 15408 certification criteria. The firmware version in the ordered product may differ from the certificated version; and that the usage of the certified version may impose limitations of some of the functions. The consumer is caught in competitive crossfire, and is utterly confused.

We shouldn't forget about the real perpetrators wanting to get into your corporate network through a printer. According to one HP report<sup>4</sup>, the printer is one of the most vulnerable points through which hackers can get into the IT-structure of a company. In 60 percent of businesses, whose data had been hacked, the intrusion has been committed through the printers. As for serious intrusions, according to IT specialists, 26 percent were made through the printers.

These widespread user mistakes allow hackers to get into corporate computer networks. They are all easily recognized<sup>5</sup>:

- **Too much trust is given to the devices.** Printing devices have a range of services





included by default, which opens a potential entrance to the printing device for hackers, and then into the corporate network as a whole.

– **Default passwords are left unaltered.**

Quite often users lazily leave the passwords set to the default setting on the printer. This allows the hacker to manipulate with configurations, to change the tasks for printing and even to install malware on the devices that will further attack the rest of the corporate network threatening sensitive data and the system's safety.

– **Open remote access.**

Many organizations allow their employees to access their network both internally and externally (remotely) from outside the office premises. By doing so, they provide an opportunity for access to hackers.

– **Printing devices vulnerabilities.**

As in case of workstations, servers and other network equipment, printing devices also have their vulnerabilities. For example, a recent notice emerged that the HP OfficeJet MFP has a very serious vulnerability. The transmission of a compromised fax message from this HP device can provide hackers with full control over this device, and consequently access to the corporate network.

– **Cloud printing.**

– Performing printing on public infrastructure, such as the Cloud, can open the device to attacks from hackers, and open up further network intrusion.

## Take the issues of data security seriously, especially as it pertains to printers.

Be warned: printing devices are major points of vulnerability for corporate computer networks. Take the issues of data security seriously, especially as it pertains to printers. Share this information with your customers so as to not make their corporate network easy prey for both professional infiltrators and rookie computer hooligans alike.

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**Japan**

**Masato Emori**

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The AJCR (Association of Japan Cartridge Remanufacturers) and its members have been contributing for many years to this remanufacturing industry. In 2018, we celebrated the 20th anniversary of the association's establishment. The AJCR has received the LCA Award from Life Cycle Assessment Society of Japan. Canon, one of the largest OEMs, was also presented with an award at the same event. AJCR has proved how the remanufacturing industry has been affecting society in a good way.



**Romania**

**Victor Matache**

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This year was marked by the growing popularity of the page-wide printing technologies of business inkjet printers. I expect this technology to expand significantly and gain market share from color laser printers. Another ink technology that has made a significant impact is the ink tank of continuous ink supply system (CISS). As a result this has impacted the traditional "razor and blades" business model where printing devices were sold at a low price and the real profit came from selling supplies.

I am also looking forward to new technologies and consolidations in toner printing, while also being prepared for potential disruptive innovations that will change printing as we know it.



**United States**

**Tricia Judge**

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The first ever Reman Day. It was the first time ever that the remanufacturing industries, from airplanes to inkjet cartridges, came together to promote their members and products. John Deere, the heavy equipment behemoth, led the way with events hosted around the globe. The automotive sector had events in Romania. And the cartridge clan boasted events from Brooklyn to Cairo. It isn't just a day and some flags waving. Beneath the fanfare is a real coalition that is pushing both public and private sector to buy more remanufactured products, and putting real qualitative science behind those efforts. What if John Deere, Boeing and Ford's offices decided to BUY more remanufactured products in addition to selling them? That's over a half million people.

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EVIDENTLY, THE possibility of a Fuji Xerox takeover of Xerox is not yet dead. Last April a Xerox shareholder filed suit to block the sale, claiming conflicts of interest by then Xerox CEO Jeff Jacobson and a temporary injunction was issued. A New York State judge has now overturned that injunction. Fujifilm will reportedly wait until the end of the year to decide what the next step will be.

**OKi** will close its Cumbernauld, Scotland manufacturing operations and relocate operations to Asia. The facility was initiated in 1987 and had operations related to ribbons and toner.

Japan's **CET Group** (Joetsu City, Nigata) will begin production of jet pulverized toner by April 1, 2019. Evidently Mitsubishi Chemical will provide the extruded toner to CET. CET will also start developing its own products in Japan with expected worldwide distribution.

**Static Control Components (SCC)** has announced a pending shut down of its toner and ink jet component production facilities and the layoff of 240 employees. China's **Ninestar Corp.** is the parent company and is

restructuring operations.

**Canon Information and Imaging Solutions** and **Hitachi Consulting Corp.** have formed a strategic alliance that will provide digital solutions to U.S. customers.

A recent **HP** interview in Inkworld Magazine discussed printing of corrugated cardboard. David Tomer of HP mentioned digital corrugated printing is expected to grow from \$3.5 billion in 2017 to US\$5.5 billion by 2022. HP offers a number of solutions for that application, particularly the C500 digital press which utilizes aqueous pigment inks that are certified for food and require no additional barrier and are 100% free of UV chemistries.

Consumerreports.org had a recent report "Why is Printer Ink so Expensive?" where it explained the issues related to design and use of the ink, the ways to save on ink and issues with third party ink. One such issue addressed is how printers can be less efficient and waste ink. They cite the example of Brother MFC-J775DW XL that might cost the average user US\$27 per year for ink while a similarly priced (US\$250 range) Epson Expression

Photo XP-8500 would require ten times the ink cost or US\$280 range.

**Canon** has introduced the WG7200 Series of business inkjet multifunction printers. The four models offer "General Mode" print speeds ranging from 40-50 ppm black or color and faster speeds in "Office Document Mode". Canon has expanded its large format printer line with the new, faster, and quieter image PROGRAF TM Series devices. The nine new printers range from the low end TM-200 (US\$2,495) to the TM-305 MFP T36 (US\$7,995).

**Epson** has recently introduced a number of new printers for a broad range of markets:

- the WF-C529R (print) and WF-C579R (print, copy, scan, fax) members of the WorkForce Pro WF-C500R printer series. Print speeds up to 24 iso ppm (black or color). High yield replaceable ink pack system with up to 50,000 pages (black) and 20,000 (color)

- the wide-format printer range has been expanded with the introduction of the 24"SureColor T3470 and 36"SureColor T5470 models. The models use UltraChrome





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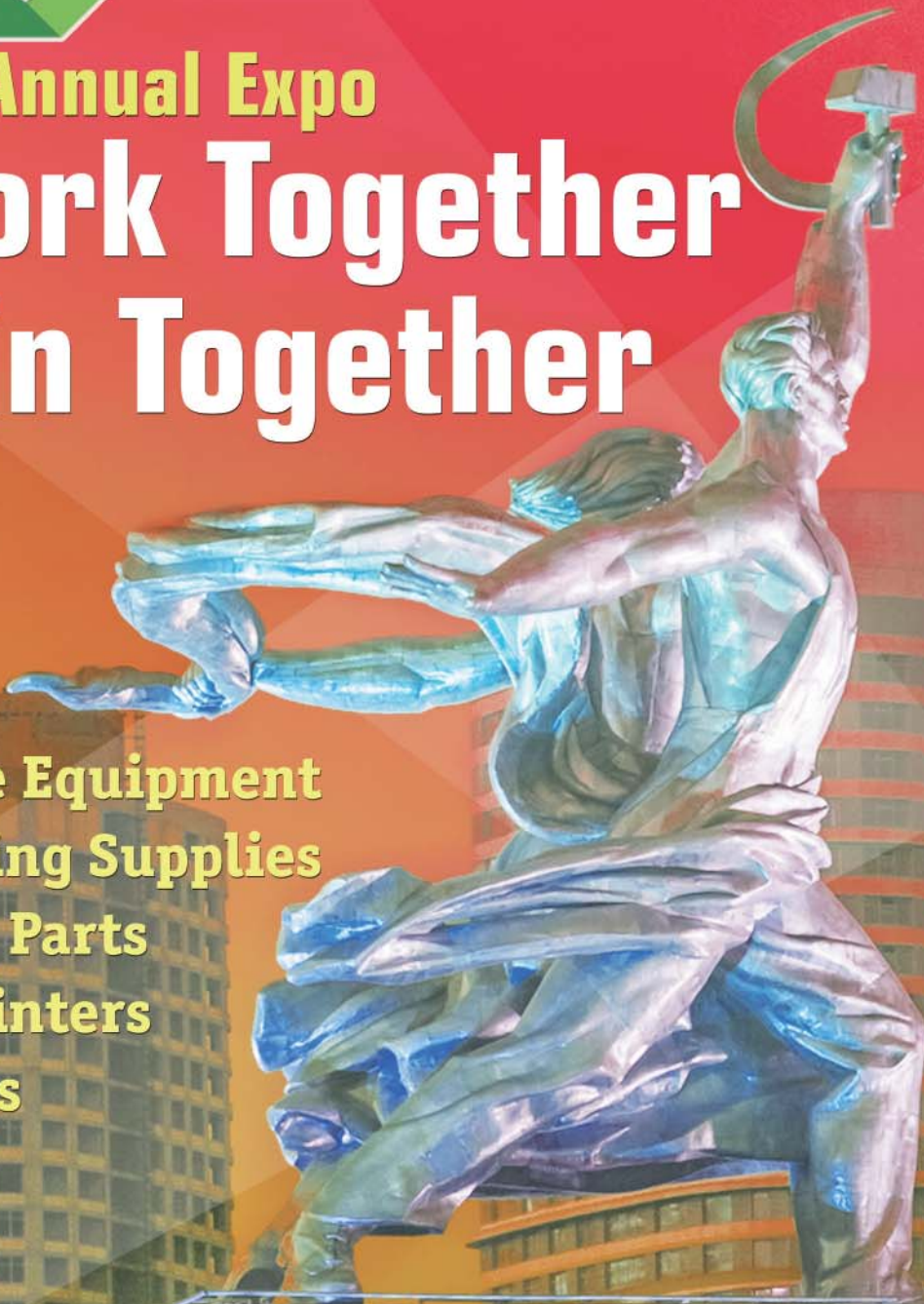
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XD2 pigment ink in high-capacity ink cartridges with 350ml of ink. Prices are US\$2,295 and US\$2,995;

- the WorkForce Pro WF-3730 and WorkForce Pro WF-3733 all-in-one inkjet devices intended for home/office markets. The printers offer ISO speeds up to 10 ppm (color) and 20 ppm (black) and claim to have running costs 30% less than lasers;

- the SurePress L-6534VW Digital Label Press has capability of 49 to as much as 162 ft/min depending on white density levels. The ink is LED/UV cured.

3D printing company Evolve Additive Solutions has formed a partnership with **Eastman Kodak** whereby Kodak will supply NEXPRESS technology, parts and supplies for Evolve's Selective Thermoplastic Electrophotographic Process. The Evolve process involves layer-wise deposition and fusing of engineering thermoplastic powder "toners" using a dual component development process that is both high speed and very reproducible. The companies have also signed a joint development agreement. Evolve Additive Solutions was formed as a spin-off from 3D pioneer Stratasys.

Buyers Lab has designated Kyocera Document Solutions as the Most Reliable Multifunction Printer Brand based on five years of testing of every major OEM equipment brand.

**Dupont** Advanced Printing Artistri textile jet inks have received ECO PASSPORT by OEKO-TEX

certification from Germany's independent testing organization Hohenstein Institute.

**Konica Minolta Business Solutions** has used the recent SGIA to present its new AccurioWide 200 hybrid UV LED printer offering for the Graphics and Imaging Industry. Print capabilities up to 6.7 feet wide in six colors, including white with the Konica Minolta 1024i printhead.

**Ricoh** has announced it will acquire LAC Corporation, a Tokyo-based company that has developed unique technology that allows inkjet printing of high viscosity inks onto the surfaces of three dimensional surfaces.

**Canon** has introduced the new imageRUNNER Advance 715iF II Series A4

multifunction printers, which will complete the third generation of imageRUNNER models. Print speeds range from 55 to 75 ppm with auto duplex.

**Toshiba** has added new multifunction printers to its e-STUDIO line with the introduction of one monochrome and two color versions. Print speeds up to 50 ppm and with prices beginning at \$3575.

**Xerox** has introduced the VersaLink C8000 and C9000 mid speed color printers. Output up to 45 or 55 ppm respectively at resolution up to 100x2400 dpi. The C9000 can have high capacity toner cartridges of 26,500 pages (color) and 26,500 pages (black). Drum cartridge of 190,000 pages.

**Toshiba Tec** has announced it will release the world's smallest and lightest inkjet head. The CF3R head provides 600 dpi and ink recirculation when used with the CC1 recirculation device, such that heavy pigments do not precipitate. The configuration also helps any misfires to be automatically adjusted. ■



*For more information about patent applications, a list of technical journal articles, lists of raw materials suppliers for toner, inkjet and the imaging industry contact John Cooper for his monthly newsletter at [john@tonerandinkinfo.com](mailto:john@tonerandinkinfo.com)*



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# Ankita Gohain Dalmia

## Different Types of Digital Marketing Strategies

**Take your time to analyse which strategies will work best for your brand, and then dive deeper into each eligible digital marketing strategy.**

Digital Marketing makes your audience aware of you and attracts them online to buy your products or services. Here are the different types of digital marketing strategies you can employ to achieve your marketing goals:

### Search engine optimization (SEO)

SEO is all about making search engines like Google, Bing, etc. understand what your website is about, which in turn helps you gain prospective leads when those search engines redirect users to your website for relevant keywords.

You can start by employing a valid XML sitemap on your website. Also, make sure the meta tags, especially meta keywords and meta descriptions, are well worded and relevant to your website's content to start ranking for the keywords you want to target.

### Search engine marketing (SEM)

There are two types of traffic you can get from search engines:

- organic by the use of SEO practices, and
- paid by purchasing ads on Google AdWords, Bing Ads, and other pay-per-click advertising (PPC) platforms.

Do note that PPC advertising options are offered by social networks like Facebook, Twitter, LinkedIn and so on. You can start by setting up your Google AdWords account.

### Content marketing

This digital marketing strategy is based on the fact that content is KING.

When a visitor comes to your website and you don't have good content on it to showcase your products or services, or how



you can benefit the user, that visitor will promptly leave your website to go visit your competitor's website and possibly buy from them.

Therefore content is the driving force behind any digital marketing campaign. So start by determining what content is suitable for your brand, which content types and ideas would work best, as well as when and how often to publish your content to make the right impact. You can start by setting up your editorial calendar.

### Social Media Marketing (SMM)

SMM is about using the power of social media to establish a connection with your target audience and delivering powerful and valuable content to them without pushing for a sale. The end result of making a sale will happen with no apparent effort, as long as you are proving value to your audience.

Start by telling stories about your product or service, build a community of your customers, or simply use social media as the customer service desk of your company.

### Affiliate marketing

Affiliate marketing is where people

earn a commission from a sale resulting from their promotional efforts. You can start by offering an affiliate program on your website itself where people can earn a commission from every purchase order you receive based on their efforts. Or you can sign up on affiliate networks for the same.

### Email marketing

Last but not the least, there is email marketing. This strategy provides you a direct connection to your customers and prospective buyers. Focus on building

your email list from your website, and you can bet your efforts will be rewarded handsomely.

You can start a monthly newsletter, or set up a RSS email campaign that goes out to your subscribers every time you publish on your blog.

### Over to you...

If you are getting started in digital marketing, pick one or two strategies from above. Focus your efforts on these strategies and once you start seeing the results, you can go ahead and try out the other strategies too.

Avoid the FOMO (fear of missing out). There's no need to indulge in all strategies all at once. Take your time to analyse which strategies will work best for your brand, and then dive deeper into each eligible digital marketing strategy. ■

*Ankita is a digital marketer and blogger at AnksImage.com. Her mission is to help customers boost their brand visibility and deliver quality experiences to their clients in the digital space. Email her at agd@anksimage.com*

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# 5 QUESTIONS

## LD Products' Christian Pepper Argues: New-Built Cartridges Should Become the Preferred Aftermarket Business Model

### Why did you agree to participate in the televised debate from Zhuhai?

Three reasons: firstly, Remax is the world's largest Aftermarket consumable show and a must-attend conference for those in the industry supply chain wanting to meet vendor partners all in one place. Secondly, Zhuhai is the capital of the aftermarket printer consumables industry and it's a center of innovation including printer OEM, Lexmark.

Thirdly, the aftermarket has changed and I believe the worldwide volume of New Built Cartridges (NBCs) has already exceeded that of Remanufactured units.

### What were the 3 key points you wished to make in favor of the NBC argument?

- if you review the financial performance of the larger remanufacturers you can see that they are all in decline—some critically. In addition, the number of remanufacturers has fallen to less than 10% of the number that existed in this industry 15 years ago;
- in that same time frame, the number of companies that innovated and embraced the NBC business model have grown. Clearly, they have grabbed most of the remanufactured market share;
- NBCs used to compete with remans by simply by offering a lower-quality, lower-priced product. Using this methodology, NBCs won most of the E-commerce market share. The market share that remains with remanufacturers is via the dealer channel into large end users that require high quality consumables and added-value services like MPS. Now, however, a number of companies, like LD Products, have broken into that channel with high-quality NBCs that can surpass Reman quality at a lower price, because the cost of sourcing and shipping cores and core-related remanufacturing processes do not encumber the cost to manufacture—being 30 to 40 percent of a finished remanufactured product cost.

### What do you consider to be the weakness of the Reman argument?

Remanufacturers base most of their arguments on the environmental benefits of their business model.

I respect and support those arguments and want to find ways for all of us to reduce the amount of waste—especially non-biodegradable plastics that make their way into the waste stream.

However, most customers do not choose printer consumables because of their environmental benefits. The four primary purchasing drivers for any commodity are Price, Quality, Service and Brand. Remanufacturers have failed to get their environmental message to resonate with customers who are choosing to buy NBCs that meet the important requirements of price and quality. I was an advocate for remanufacturing for 20 years, but customers speak with their wallets and NBC builders listened! Historically, many industries came and went as technology changed. Photographic film gave way to digital cameras, horse-drawn buggies were surpassed by automobiles, brick-and-mortar retailers have been decimated by the internet. Companies that adapt to the buying needs of their customers win, and those that don't, decline. It is the natural order of things.

### Is this an issue that will go away or become more intense?

I believe it will become more intense—no other logical conclusion is likely. Some claim the OEMs will increase litigation against manufacturers and suppliers of NBC product. Yes, they might, but thinking that the OEMs will employ legal strategies to save remanufacturers, is foolish. Furthermore, OEMs can only bring successful lawsuits against companies that infringe their Intellectual Property (IP). Tier 1 manufacturers of NBC products are investing millions of dollars into patent research to design products that don't infringe OEM intellectual property. Put simply, if NBCs don't infringe, you can't lose a lawsuit. Canon spent several years trying to create new continuation patents for its dongle gear technologies. They wanted to make existing NBCs infringe where they had not before. In my view, now that we are one year into this litigation, the momentum is with the defendants winning a favorable settlement. More frustratingly for OEMs and remanufacturers, the NBC manufacturers only took three months to redesign

their products and obtain confirmation from Canon that the new designs did not infringe.

### To what extent does the industry still need to educate the market about the advantages of NBCs?

We have a lot of work to do. End users have no awareness of the importance of IP compliance. In the dealer channel, the larger the company, the more important this subject has become. The Canon litigation and subsequent Fear Uncertainty and Doubt Remanufacturers drummed up regarding it has had the effect of spooking many prospective buyers. Its easy to tell simply lies, but its much harder to explain complicated truths and it will take some time for dealers to understand the legal landscape and become comfortable with working with legitimate vendors like LD Products. The unintended outcome of the Canon case is that it has focused the industry talk track on the importance of respecting OEM IP. That means that dealers will do their due diligence carefully and not work with the bad actors. That's good for every level in the industry – End users, dealers, legitimate New Builders, Remanufacturers and OEMs! ■



WATCH THE  
DEBATE

Christian Pepper, President of Channel Partner Division, LD Products, [ChristianP@LDProducts.com](mailto:ChristianP@LDProducts.com)

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# 5 QUESTIONS

## Volker Kappius Argues: Why We Should Choose Reman Cartridges

### Why did you agree to participate in the televised debate from Zhuhai?

One might think that speaking in favor of Reman in China is a lost battle right from the start, but the waste issue problem does not stop at any border. It is a global issue that remanufacturing – including remanufacturing of single use plastic cartridges – helps to make smaller.

### What are the key points you made in favor of the Reman argument?

In most cases single-use plastics end up in landfill, or being incinerated, and only a very small fraction find their way back to raw material recycling.

The concept of remanufacturing for re-use is the preferred choice for the environment and is the reason why it is supported by United Nations and European Union regulations.

Printing has become less mission critical. All printers and cartridges give a readable and presentable print output in most cases. But printing can also be an easy win for a sustainable business model. The green office does not hurt, saves money and aids each company in having and presenting a greener footprint.

Why put used plastic into landfill, burn it or use a lot of energy to shred it, sort it and re-process it when it can be re-used?

Furthermore, the reman industry has set up a viable plastic waste collection system for re-use or raw material recycling if the cartridge has reached its End of Life (EOL). This is a process and a strategy that the new-built cartridge (NBC) industry does not have in place.

What worried me most during the debate in Zhuhai was the very clearly stated view by the NBC team that they do not need to care about waste plastic streams because it gives them a cost advantage and speed to market. This is all at the expense of more plastics being added to the waste stream.

### What do you consider to be the weakness of the NBC argument?

NBCs are just a me-too single use plastic product with ever changing “ingredients” which make the

re-use of the NBC close to impossible. Furthermore, the NBC industry in China is what I call highly doped by direct and indirect subsidies, low labor costs etc, as well as a fire and forget sales mentality when it comes to regulations (e.g. REACH/CLP, VAT, ROHS, WEEE etc. in the EU) in the countries their cartridges end up in.

### Is this an issue that will go away or become more intense?

Rising labor costs, new environmental constraints, increasing raw material costs, restriction on imports of paper, plastic and other waste, improvements in intellectual property protection as well as rising transportation costs as well as profit expectations from shareholders of the major stock listed players in China will make the life for NBC harder in the future.

### To what extent does the industry still need to educate the market about the advantages of Remans?

The Reman industry has let the NBC change the ball game from green to price only. It is about time that the circular economy aspect of remanufacturing of imaging devices and their cartridges are being moved back into the marketing focus. The concept of a circular economy and the avoidance of single use plastic have found their presence in the heads, hearts and buying decisions of relevant end users of products including cartridges – in the EU that is. But it will spread fast. ■



Volker Kappius

Volker Kappius, Chief Executive Officer, Delacamp, vkappius@delacamp.com



WATCH THE DEBATE

## PEOPLE

on the move, obituaries, special achievements



### New Director Expected to Make An Impact

In order to drive the Xerox brand in the Indian and South Asian markets, Xerox India has appointed Vineet Gehani as its new Director of Technology and Channels. Gehani, who joins Xerox from HP, will focus on expanding Xerox's technology availability across the channel.



### New President for Asia Pacific and Japan

Ng Tian Chong is the new president of HP covering the territory of Asia Pacific and Japan (APJ). Ng will have overall responsibility for the go-to-market strategy and overall financial performance across all of HP's products and services including PCs, printers digital presses, 3D printing and managed services for both the commercial and consumer segments.



### New Vice President Strengthens Strategic Alliance

Bringing 35 years of experience, Mark A. Simons has joined Konica Minolta as its Senior Vice President for Strategic Alliances. In this newly established role, Simons will be focused on further developing its Workplace of the Future portfolio of products and solutions. He will work to build strategic partnerships that enhance and complement the goals and objectives for this area of the business.



### Marketing Veteran Becomes Sharper

Bob Madaio, a 20-plus-year information technology marketing veteran has joined Sharp to accelerate the growth of its channel in the USA and will be responsible for the organization's B2B marketing efforts across networked multifunctional printers, professional displays and its growing smart office and IT solutions business.



### Kyocera Locks Up Sales

Kyocera Document Management Solutions has appointed Warren James Lock to the position of Corporate Sales Manager at the company's South African headquarters. Lock used to work at Xerox and Canon and has extensive experience in sales and marketing.

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- 13 utility model patents, 1 invention patent





# David Gibbons

## To Be? Or Not to Be? ... But that's NOT the Question

**The Aftermarket should be asking: "Is it infringing? Or is it not infringing?"**



I was fortunate enough to have a front row seat at the debate of the year. The Aftermarket has become all bitter and twisted over the conflict between remanufactured cartridges and new-built cartridges.

Why? Because new-built cartridges, often referred to as NBCs, are capturing a lion's share of the market previously enjoyed by remanufactured cartridges.

Actually, as role of moderator for the debate, which was televised live as a Facebook event, I witnessed the very best the global industry had to offer on the arguments for and against. Six of the sharpest industry minds were all in one place at one time to provide their opinions on the topic.

U.S.-based Clover Imaging Group can take credit for bringing the debate out into the open. They are unquestionably the largest remanufacturer in the world with factories in Mexico, Vietnam, the U.S. and elsewhere. They issued a white paper back in May declaring remanufactured cartridges to be the only legally-safe, quality solution for the Aftermarket. It was a position the new-built cartridge sector was never going to leave unchallenged.

Facing a shortage of supply of empty cartridges some years ago, the crafty Chinese looked for a workaround solution. Like they always do. It's in the DNA of the Chinese to do so. In this case, they

simply copied the OEM core, which is the missing ingredient necessary to build a NBC. These copycat cartridges became known as "clones." Just like Dolly the sheep, they were identical in every way to the OEM original. However, "clone" quickly became a derogatory term for these patent-infringing products that were unfairly disrupting the level playing field.

I was a remanufacturer myself back in the 1990s, and owned my own business in Sydney, Australia. I was fully aware that the OEMs disliked the Aftermarket. They introduced "killer chips" and other technological or marketing impediments to thwart the Aftermarket as we captured more of their supplies market. Then they started to sue remanufacturers for infringing their intellectual property rights (IPRs) with limited success. The right to repair protected the remanufacturers somewhat, but many settled with the OEMs anyway when confronted with onerous litigation.

The advent of the NBCs in recent years has caused the OEMs to scrutinize this new Aftermarket attempt to capture their market. However, NBCs were capturing market share from the remanufacturers as well. Consequently, OEMs and remanufacturers have been recently positioned as strange bedfellows in an attempt to stave off this new NBC threat. Now, the OEMs have sued manufacturers and dealers of NBCs

alike for allegedly infringing their patents. The remanufacturers cheered them on.

Some debaters argued remanufacturing is the best solution for helping to conserve our planets' resources. No one can argue with that, particularly given the manufacturers of NBCs are doing little to reuse or recycle their products. No one wants to argue against the environment.

Other debaters, however, claimed consumers are not driven to buy cartridges for environmental reasons. They simply favor a cheaper alternative to new, expensive OEM supplies. Price solely drives consumer choice, they argued. In terms of cartridge quality, some Chinese manufacturers are now delivering NBCs that can compete with OEM products. The market will ultimately determine the winners.

However, I have another view. The argument should not be about remanufactured vs. NBC products. To be... or not to be? This is NOT the question.

The Aftermarket should be asking: "Is it infringing? Or is it not infringing?"

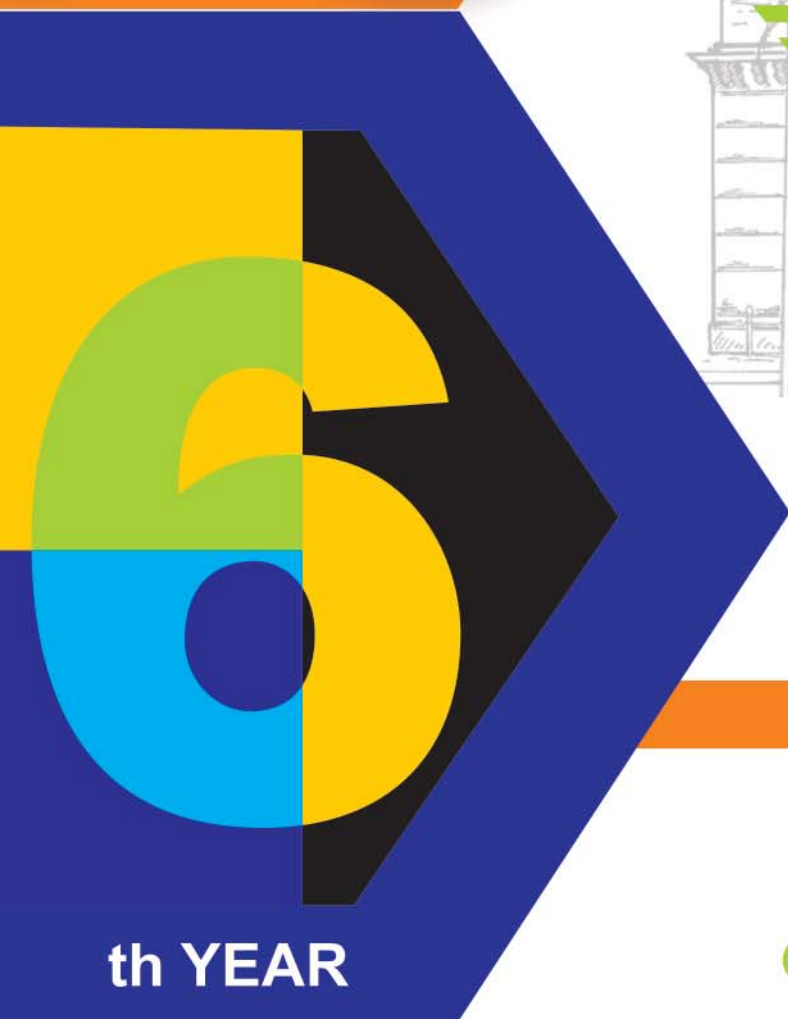
I met with industry leaders in 15 countries this year. In some places, the OEMs have registered patents, in other places they have not. Cartridge A may infringe IPRs in the USA, for example, but may not infringe in Russia. Not all markets are the same.

Cartridge remanufacturers were accused of infringing OEM IPRs for decades. Remanufacturers in the US, Europe and the UK were sued by Canon for simply snapping a dongle gear off a worn OPC drum and reusing it with a new OPC drum.

Both sectors within the Aftermarket will be targets if they infringe OEM patents. The current tension is not really about products that infringe. It should be. ■

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*David Gibbons, Director of RT Media, has 40 years of experience, knowledge and skills in business (management, consultancy, strategic planning) and communication (teaching, event management, fundraising, journalism, broadcasting and new/digital media—social, website, app development). RT Media is a major provider of news and business opportunities for the global printer cartridge remanufacturing industry. <David.Gibbons@RTMworld.com>*



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# Steve Weedon



## Another one bites the dust

**The truth is remanufacturers continue to disappear because they cannot compete.**

Another one bites the dust... Yes—another year has gone and we look back and regret that we did not make more of it. Time relentlessly marches on and waits for no man, yet we all squander our time thinking it will never run out. Sadly, for some, time did run out in 2018. Rest in Peace John Wyhof and Mark Flesher.

2018 must go down as the worst year on record for profitability since the inception of the Aftermarket.

Yet, as we end the year and review our achievements and missed opportunities, we will see a new year approaching and we will become positive and enthusiastic about what 2019 will bring. It's the reason the New Year follows the end of an old year. It is in our nature to optimistically welcome in the New Year and hope for a better future than the past.

Another one bites the dust... Yes—many companies bit the dust in 2018, Greenrich, HanP and OCP among them. Jobs lost, probably for good, families unsettled, and uncertainty looms large for those teetering on the edge. Where did all the remanufacturers go? They went from being several thousand to a few hundred in the space of a few years. To point the finger and find someone to blame is probably also part of our nature but of course it would change nothing. It's the result of market change that this magazine has been warning you about for years. Now the industry has changed and many companies did not make it through 2018. Unfortunately it is inevitable that many will not make it through 2019.

Another one bites the dust... Yes—RemaxWorld Expo 2018 is over for another



year and another industry summit is behind us. The key focus was a debate over Remanufactured vs New-Built Cartridges (NBCs): what should be the preferred choice for the aftermarket? The debate was robust enough, calling on industry experts, and myself, to articulate their views in their allotted 6 minutes. Save the oceans from plastic waste, hug trees and be eco-friendly. "Be safe," the lawyers said, "and remanufacture." They missed the point entirely.

The truth is remanufacturers continue to disappear because they cannot compete. Empty cartridge availability is manipulated and prices inflated to create an advantage for the biggest remanufacturer who happens to be the biggest empty cartridge collector/reseller. "All NBCs from China are infringing, poor quality and high risk for litigation," they say. "Only buy remanufactured products," they add. It's pure scaremongering propaganda—false, fake and misleading to say the least. The truth is you can buy a whole range of NBCs that are not patent-infringing, better in quality than remans, and cheaper than the cost of a remanufactured product. It's true only a few Chinese-based companies

making NBCs have made the huge investments needed to be able to legally stand behind their NBCs. It is not the result of a five-minute effort. Some have taken up to 18 years to reach the point where they can provide cartridge resellers with a competitive, "patent-safe", new-built product that will increase profitability in their North American and European markets.

Another one bites the dust... Yes—those of us in

the US hope the New Year will see an end to the gun violence in our schools and on our streets. Dimitrios Pagourtis reportedly sang, "Another one bites the dust" as he mowed down eight students and two teachers in Santé Fe. Stephen Paddock is another name etched into my brain for all the wrong reasons. At ITEX Las Vegas this year, I found myself straining my neck as I peered out of the taxi to glimpse at the gold-tinted window on the 32nd floor of the Mandalay Bay Hotel from where he shot and killed 59, wounding hundreds more.

Yet, in many ways Las Vegas is where the Aftermarket all started, with Recharger Magazine. Humble beginnings, with plenty of optimism.

Let's have another go in 2019. ■

*Steve is an award winning CEO who has held senior management positions at various OEMs as well as Katun Corp and SCC. He was the original founder of The Recycler Magazine and of trade shows in Europe. He also established Static Control's Worldwide Subsidiaries and relocated to the US to become executive vice president. Steve headed up the global Cartridge World network after it was acquired in 2016. <steveweedon@utec.com.mo>*

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# Mark Dawson



## Does our industry have enough transformational leaders?

**Leadership is the art of getting someone else to do something you want done because he or she wants to do it.**

SINCE I joined the hardcopy supplies industry in 1987, I have held a variety of positions in a variety of organizations exhibiting a variety of cultures. I have reported to, and worked with, a variety of people with different “styles.” I have had the privilege of working with inspired leaders and benefited from their mentorship and vision. I have also experienced the “boss,” someone who demands compliance by virtue of their position and title, and where response is based on authority rather than goodwill. I know which culture I prefer! And I know which is more effective.

As our markets become ever more challenging, transformation is required for companies to grow again. Our industry needs fewer “bosses” and more leaders. These leaders must create and deliver transformational change.

“Knock on more doors.” “Be more aggressive.” “Make more calls.” “We need more volume.” “Look, just sell more toner, will you?” These are not the solutions for toner cartridge (re)manufacturers whose value propositions have become stale and outdated. Such an approach does not address the changing nature of the market, the increased role of technology, the changing procurement habits of generations Y and Z, and the myriad of other challenges that I have referenced in previous columns.

The model for “transformational leadership” focuses on visionary thinking and bringing about change. It is needed more than ever, given the current state of our industry. Transactional leadership, in which management attempts to maintain and steadily improve current performance, isn’t going to cut it. If your sales teams do not have new tools, new talk tracks,



new solutions, new ways to engage new customers, complaining about the numbers on the weekly sales report is not going to fix it.

Transformational leaders always have a vision. This is a realistic, convincing and attractive picture of what the business should look like in the future. This vision provides direction, sets priorities, and has mileposts for measuring progress. Analysis, creativity and intuition are essential for a vision to be realistic as well as stretching.

Good analysis would include: the organization’s core competences, weaknesses, opportunities and threats; the intensity of competitive rivalry; bargaining power of both suppliers and customers; and crucially for our industry today, the threat of new entrants and substitute products and solutions; and knowledge of the macroenvironment, political, economic, social and technological.

By understanding the current situation, thinking about how the market will evolve and by predicting how the competitors will behave, it is possible to develop the vision, and formulate innovative strategies to achieve that vision.

Creating the vision and designing the

strategies is one thing. Execution is something else entirely. This is where good leaders are worth their weight in gold. Transformational Leaders are successful because they motivate their teams. They explain the vision in a way that can be seen, felt, understood and embraced by all those that are needed to make it happen. They use the vision to create shared values that are meaningful and relevant for all team members.

Transformational leaders successfully execute by coaching, guiding and mentoring. They don’t direct.

They encourage rather than criticize. They recognize and optimize natural talent rather than point out weaknesses. They focus on the team and not on themselves. They inspire performance instead of demanding results. They develop rather than manipulate their people. Goodwill replaces authority. They generate enthusiasm not fear.

Are you in a leadership position? Do you have a transformational vision for your organization? Are you motivating and inspiring your people to achieve it? Dwight Eisenhower said, “Leadership is the art of getting someone else to do something you want done because he or she wants to do it.” ■

*Dawson joined the imaging supplies industry in 1987, as a graduate mechanical engineer, and began his career in quality assurance and then production management before moving into sales and marketing. He has held senior leadership positions with both American and European corporations and is currently with IOP (Internet of Printing BV), whose mission is to help independent resellers find new revenue streams and optimize margins. He can be contacted at [mark@iopbv.com](mailto:mark@iopbv.com) for more information about the IOP range of products and solutions, and for advice on executing transformational change.*

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# Mike Josiah



## Remanufacturing the Brother HL-L 2350 Series Drum Cartridge DR-730

First released in June 2017, the Samsung ProXpress C301x/C306x series of color printers are based on a 31ppm, 600 x 900dpi engine (9600 x 600 Enhanced). The first page out is rated at under 9 seconds, and the monthly duty cycle is up to 60,000 pages.

**There are both STD yield and High Yield cartridges available**

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\* As of 11/1/2018

**The printers that use this engine are listed below:**

Samsung ProXpress SL-C3010DW
Samsung ProXpress SL-C3010ND
Samsung ProXpress SL-C3060FR
Samsung ProXpress SL-C3060FW
Samsung ProXpress SL-C3060ND

### Required Tools

- Toner approved vacuum
- A small Common screw driver
- A Phillips head screwdriver
- Needle nose pliers

### Required Supplies

- Toner for use in the Samsung CLT-503 toner cartridge (Make sure you use the correct color and yield for you cartridge.)

- Replacement chip (Make sure you use the correct color and yield for you cartridge.)
- Replacement drum (Optional)
- PCR (Optional)
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## LOOKING FOR STEP-BY-STEP GUIDES FOR CARTRIDGES?



Mike Josiah's popular toner cartridge procedures will be available online in the middle of 2013 as a library of more than 400 cartridge models. This service will be provided exclusively to Recycling Times Media readers by UniNet Imaging: [www.uninetimaging.com](http://www.uninetimaging.com)



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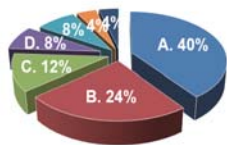


Digital printing is a non-contact method of printing where computer-controlled inkjet nozzles spray the desired amount of ink onto the desired area of paper.

(Source: <https://shweiki.com/blog/fun-printing-facts/>)

## RESEARCH

## What was the best thing that happened in 2018?



- A** Chinese companies like Ninestar, Hubei Dinglong and China Eternal Technologies continue to spend billions of dollars to build new plants and design new technologies **40%**
- B** Canon admits some aftermarket suppliers have developed technologies that do not infringe their dogle patents **24%**
- C** The US president started a trade war with China that will help make my us business strong again **12%**
- D** The previous decline in the global print consumables supplies market turned around and improved **8%**
- E** Russia joins China in manufacturing new-built compatible supplies **8%**
- F** A Brazilian imaging supplies company reversed the trend of Chinese acquisitions of western brands by buying a major share of a Chinese company **4%**
- G** My business grew thanks to new products or business model I used **4%**

## IMAGING SHARE PRICES

OEM	Prices		Aftermarket	Prices	
	Last Month	This Month		Last Month	This Month
Brother Industry (Yen) (6448:Tokyo)	2,071	1,861	Ninestar (RMB) (002180:Shenzhen)	25.21	25.47
Canon Inc. (US\$) (7751:NY)	28.71	28.18	Hubei Dinglong (RMB) (300054:Shenzhen)	5.92	6.69
Seiko Epson (Yen) (6724:TYO)	1,824	1,838	Suzhou SGT (RMB) (002808:Shenzhen)	13.08	12.75
HP Inc. (US\$) (NYSE:HPQ)	23.67	22.66	(Sources: Google Finance and bloomberg.com)		

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