Welcome to World Expo 2005, Recharger Magazine’s 10th Annual World Expo. As you browse through the following pages of program information, we hope you are not overwhelmed. There is no other show on earth that offers the imaging industry aftermarket so much in the way of strategic information, valuable resources, community contacts and industry updates. World Expo is the only industry event to showcase more than 300 exhibitors, offer more than 160 cutting-edge seminars and classes, and allow you to network with more than 6,000 of your industry peers. Enjoy the show!

Sincerely,
The Recharger Magazine Staff
Discover Group Inc.
Digital Gateway Inc.
Depot America Inc.
Densigraphix
Denali Office Products Ltd.
Databazaar.com
Dalian Strong Information Material Co. Ltd.
Catlin Industries Inc.
Catlin GmbH – Member of the Armor Group
AQC Group/US
Ameri-Tech Concepts Inc.
Amatix Packaging Supplies, Div. of Marfield Industries
American Ink Jet
American Testing Laboratory LLC
Ameri-Tech Concepts Inc.
Ammex Supply Company
Anno Technologies Ltd.
Areso
Anzen Corporation
Apex Distributing Inc.
AQC Group/US
Arlington Industries
Artech GmbH – Member of the Armor Group
Asian Publishing Company
Ascend Distribution
Asiastamping Pte. Ltd.
Ayaz Elektronik Bilgisayar Ltd. Sti.
Azenti
Saisan OPC
Barrister Global Services Network Inc.
BEI Services
Beijing Longde Office Equipment Parts BM Imaging Products
Bradshaw Group
Brasilfax
Brokero.com
Butterfly Print Image Co. Ltd.
California Ribbon & Carbon Co.
Cana-Pacific Ribbons Inc.
Carolina Wholesale
Caribc International Inc.
Cartridge Conservation
Cartridge Conversion Company
Cartridge Warehouse International
CWL Inc.
Cartridges Are Us Inc.
Caten Industries Inc.
CER Engineering AG
CER-SME
CEMS Co. Ltd.
Changzhou Tuna Toner Technology Co. Ltd.
China Aviation Civil Industry & Commerce Co. Ltd.
China Eternal Copiers Technology Co. Ltd.
CN Manufacturing Ltd.
Coales Electrographics
Colman Affi, Co.
Color Imaging
ColorStar Imaging/Embatex
Computer Exchange Ltd.
ComputerSupplies.com
Copy Technologies Inc.
Copystar Export (India) Pvt. Ltd.
COSMOS Office Supplies Inc.
DS ink
Dawn Imaging America Inc.
Daihan Ink
Daisylke computer LLC
Dalen-Steing Information Material Co. Ltd.
Danl Xineal Enterprise Co. Ltd.
DataZap.com
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Depot America Inc.
Diamond Sheffield Ltd.
Digital Gateway Inc.
Digitek Computer Products
Discover Group Inc.
Diversified Imaging Supplies Inc.
Don Thompson’s Service Seminars
DPI Solutions, Inc.
Eagle Flag Supply Ltd.
EPI/Mobile Workforce Automation
Effotec, AG
Environmental Reclamation Services Inc.
ENX Magazine
Edgar Corp.
EventEasy Infotech (Hangzhou) Co. Ltd.
Everbright Rubber Mfg. Ltd.
Everlight USA Inc.
Exemarch Holdings Pte. Ltd.
Express Computer Supply
Express Toners Inc.
Fastbox KFT
Faroudja Toner
Ferrania Imaging Technologies
Fibre Containers
First Ink International
Fortune Pacific
Froniter Imaging
Future Graphics
Genesis Industries Inc.
Global Printer Services Inc.
Graph Pen Ltd.
Graphic Digital
Graphic Utilities
GreenFund Network/Core Recycling Concepts
Green tec International
Hi & Beshetch Company
High Performance
HK Toner Ltd.
LPC Inc.
Image Specialists Inc.
Image Star
Image Technologies International
Imaged
ImageWorks Inc.
ImageXpert Inc.
Imaging Resources
Imaging Supplies Depot (ISO)
Imagingindustry.com
Ink Express Group
Impression Inkjet Tech. Inc.
Impro Corp.
Indian Toners & Developers Ltd.
INK 2000
INK Lab (HK) Co. Ltd.
Ink Nara
Ink Solution
Ink Tech Corp.
Inkjetwarehouse
Inkprocess
InkTec
Intelligent Office Products
International Digital Solutions
International Imaging Technology Council (IITC)
International Ribbon Center Inc.
International Technology Products
International Toner Corp.
Imvecqo Equip AB
Invision Imaging
IPS Corporation
Item international Austria
Jadi Imaging
Jaloha Electronics Co. Ltd.
Jiaxing Longshuang Electronic Printer Consumable Material Co. Ltd.
Jiaxing Tiamra Printer Consumables Co. Ltd.
Kalten Corporation
Kendanny Advertising
KLE
Laser Gold Corporation
Laser Imaging International
Laser Life Corporation
Laser Pro International
Laser Source USA Inc.
Laser Technologies
LaserLand
Lasermasters/LMl
Laserstone Corporation
LG Chem Ltd.
Liberty Parts Team
Lid Factory
Lift Data Systems
Longer Life Products
LPS Technologies
LVL
Lyra Research
M.B. Sales
Magnum Data
Marathon Ribbon
Marketpoint
Mastercorp do Brasil Ltda.
Mega Legend International Trading, Ltd.
Micro Solutions Enterprises (MSE)
Minco Manufacturing Inc.
MIPD International Ltd.
MKG Imaging Solutions Inc.
Multi Union Trading Company Ltd.
Multi-Laser Inc.
Myntik Technology Co. Ltd.
National Parts Depot
NOM Co. Ltd.
Nadron International
NeoTech Co. Ltd.
NER Data Products
Network Recycling Systems
Newport Data Products
Ninestar Image Co. Ltd.
Nuprint Technologies Inc.
Oasis Imaging Products
Office Products Recycling Associates (OPRA)
OMD Corporation
Optical Technologies Corp.
Optimax Image Technology Co.
PANA Exports
Paramount Imaging
Parts Noef
Perfect Image
Per-Fit Industries Inc.
Phoenix Recycled Cartridges Company
Photo Products
Pla Data Supplies LLC
Planet Green
Plastic Tooling
Plus Supply International
Power/Vip
Precision Roller
PR Development and Engineering Division
Primedia Products Inc.
Printchip Ltd.
Printec International Ltd.
Printer Essentials
Printer Parts Depot
Printers Edge
Printing Technology Inc.
Printonic
Pro Color
Provide Technologies
Q Imaging USA
Qualijet Products Inc./ICS
R&G Co Ltd.
R&R Services
R.T.
Rapid Refill Ink Intl. Corp.
Raven Industries
Recharger Magazine
Rechargeasia Magazine
Rechargeasia Network
Recycle Tech Solutions
Reprographic Technology International Ltd.
Retro Tech Technology International Ltd.
R2 Regenerate Refill Re-use
Ribbon Tree
River Cities Software Inc.
R-Jet Tek
Rohm & Haas
Royal Consumer Information Products
Royal Imaging
Royal Precision Technology Co. Ltd.
S.T.S. Refill Machine Ltd.
S.E. Marketing LLC
Schoon Corporation
SD Pacific
Sensient Imaging Technologies
SEPROM Technology Pte. Ltd.
Sino Imaging
Sinotech Network Technology Ltd.
Sinotron Ltd.
Sky Legend Technology Development Ltd.
Smart Recharge - Quick Fill
Smartubbys USA
Startech International
Static Control Components
Summit Imaging Products LLC
NH Laboratory Technologies
Sun Light E Technology Co. Ltd.
Supplies Network
Supreme Imaging Pte. Ltd.
SuperWeb ID Warehouse
Tacbo International Ltd.
TB Acessorios do Brasil Ltda.
TCS Corporate Services
Tech-Laser
Ten Cali Enbi Inc.
Tex Tech Industries
The Printer Works Inc.
The Recycler Ltd.
Tike Fuyuan Technology (Shenzhen) Co. Ltd.
Titan Recycling International
Toner Charge Inc.
Toner Recycling Co.
Toner Time Inc.
Tonerhead.com
Tonercase.com Inc.
Total Sales USA Inc.
Town Sky
Trading Connection
Transam Industries Pte. Ltd.
TRP Resources International
TSAworld Inc.
TSC/Dsc
TVS
Tully Imaging Supplies Ltd.
Turbon Group
Ulti
Uninet Imaging
Union Camera Ltd.
Union Technology International
Universal InkJet/Toner/CBW Inc.
Valley Supplies Inc.
Vegetron Inc.
Vivid Software Solutions
Wai-try Print Mate
West Point Products
Wilder Technologies
WP Wholesale
Xumark Imaging Inc.
Zhu Hai MinJue Electronics Co. Ltd.
Zhedi-Asia/Welfprint Computer Image Products Co. Ltd.
Zhuhai Gene Magneto-Electric Co. Ltd.
Zhuhai Smarttech Printer Consumables Manufacturing Co. Ltd.
### Wednesday, Aug. 24, Session 1

<table>
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<td>S04 Aftermarket Pigmented Inks and Cartridges</td>
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<td>S06 Analyzing &amp; Measuring Print Quality</td>
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<tr>
<td>P01 Ask the Experts: Ink Tech Talk</td>
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<td>S15 Building a Successful Sales Force: How to Create a Winning, Results-Oriented Sales Team</td>
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<td>S28 Creating a Printer Repair/Service Department</td>
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<td>S29 Difficulty With Lexmark/Dell Printer Cartridges</td>
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<td>S35 Employment Laws That All Business Owners Should be Aware of</td>
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<td>S42 Hiring and Managing Employees</td>
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<td>S46 How to Leverage Remote Print Management Technology to Keep Your Customers Happy</td>
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<td>L04 HP 2300 Remanufacturing Lab</td>
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<td>L07 HP 2500/2550 Remanufacturing Lab</td>
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<td>L09 HP 4100 Remanufacturing Lab</td>
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<td>S03 Advancements in Color Laser Printer Technology</td>
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<td>S12 Basic Troubleshooting – English</td>
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<td>S19 Color Printer Image Performance</td>
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<td>S30 Document Management – A Guide in Organizing Your Documents</td>
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<td>S38 Expansion Opportunities in International Markets</td>
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<tr>
<td>S43 How Can Outsourcing HR Benefit My Business?</td>
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<td>S50 How to Sell Value With Confidence</td>
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<tr>
<td>L05 HP 2300 Remanufacturing Lab – Spanish</td>
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<tr>
<td>L06 HP 2420/2430 Remanufacturing Lab – English</td>
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<tr>
<td>L12 HP 4600/5500 Remanufacturing Lab – English</td>
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<tr>
<td>S55 Inkjet Formulation – The Art of Color Chemistry</td>
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<td>S57 Inkjet Outsourcing Analysis</td>
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<td>S60 Introduction to Copier-Based MFP Repair</td>
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### Wednesday, Aug. 24, Session 3

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<tr>
<th>3 p.m. to 4:30 p.m.</th>
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<tr>
<td>S09 Basic Inkjet Recycling Process – English</td>
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<td>S10 Inkjet Ink Quantitative Performance Evaluation – Spanish</td>
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<tr>
<td>S16 How Can I Maximize My Growth and Profits Given My Existing Business?</td>
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<td>S17 Chemical Color Toner – Alternative Technology</td>
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<tr>
<td>S27 Cost Per Page (CPP) – What You Don’t Know Can Cost You</td>
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<tr>
<td>S32 E-Commerce – Buying and Selling Products and Services Online to Improve Your Business</td>
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<td>S37 Exit Strategies for Aftermarket Entrepreneurs: Maximizing Your Company’s Value</td>
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<td>S47 How to Maximize the Value of Your Business</td>
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<td>L03 HP 1160/1320 Remanufacturing Lab</td>
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<tr>
<td>L13 HP 4600/5500 Remanufacturing Lab – Spanish</td>
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<td>L14 HP Q10A and Q11A – Spanish</td>
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### Thursday, Aug. 25, Session 4

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<tbody>
<tr>
<td>S02 Advanced Retail Inkjet Systems and Methods for Multiple Sites</td>
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<td>P02 Ask the Experts: Toner Tech Talk</td>
</tr>
<tr>
<td>S11 Introduction to Inkjet – English</td>
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<tr>
<td>S22 Common HP Ink Cartridge Issues</td>
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<tr>
<td>S24 Core Solutions in the Marketplace</td>
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<td>S34 Educating End Users for Remanufacturers</td>
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<tr>
<td>S36 Even More Sales Secrets of the One Percenters</td>
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<td>S40 Funding Your Growth</td>
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<td>L08 HP 3500/3700 Remanufacturing Lab</td>
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<td>L11 HP 4600 Color Cartridge Remanufacturing Lab</td>
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<td>S64 Last-Minute HP Cartridge Releases</td>
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<td>S73 Open Forum With MICR Experts</td>
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### Schedule

- **Wednesday, Aug. 24, Session 1**
- **Wednesday, Aug. 24, Session 2**
- **Wednesday, Aug. 24, Session 3**
- **Thursday, Aug. 25, Session 4**
### Thursday, Aug. 25, Session 5

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<tr>
<td>S21 Common Cartridge Failures: Problems and Solutions</td>
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<td>S23 Compatible Packaging – What You Should Know to Find the Right Supplier</td>
</tr>
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<td>S33 E-Mail Marketing Newsletters, E-Mail Blasts and More</td>
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<td>S36 Even More Sales Secrets of the One Percenters</td>
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<td>S39 Franchise Operations – How to be Profitable and Successful</td>
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<td>S44 How Does the SBA Work?</td>
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<td>S45 How to Effectively Market Your Cartridges in Latin America – Spanish (Marketing–Cartuchos–Reciclados)</td>
</tr>
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<td>S56 Inkjets – Myths and Misconceptions About Remanufacturing</td>
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<td>S58 Inkjet Patent Issues</td>
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<td>S61 Introduction to DesignJet Plotters</td>
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<td>S63 Inventory Control Management</td>
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<table>
<thead>
<tr>
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<tbody>
<tr>
<td>S08 Basic DesignJet Maintenance Support</td>
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<tr>
<td>S20 Common Break/Fix Solutions for HP Color and Monochrome Laser Printers</td>
</tr>
<tr>
<td>S25 Cost Per Copy and Total Cost of Ownership</td>
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<tr>
<td>S36 Even More Sales Secrets of the One Percenters</td>
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<tr>
<td>L02 HP 1150/1200/1300 Remanufacturing Lab</td>
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<td>L10 HP 4250/4350 and HP 4345mfp Remanufacturing Lab</td>
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<td>L15 HP Q12A, Q13A, Q38A and Q39A – Spanish</td>
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<td>S53 Improving Public Perception – Communicating the Message</td>
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<td>S54 Ink Cartridge Overview</td>
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<td>S76 Panel: Sourcing Empties</td>
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<td>S77 Patent Issues – Update</td>
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<td>S81 Printer Placement Forecasts</td>
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<table>
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<tbody>
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<td>S01 Analyzing Inkjet Inks</td>
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<tr>
<td>S05 Analysis of HP’s Inkjet Print Heads – The Key to Successful Remanufacturing</td>
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<tr>
<td>S07 Antitrust Analysis of Tying Arrangements</td>
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<tr>
<td>S31 Doing Business with the Federal Government</td>
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<td>S41 Guerrilla Inkjet R&amp;D</td>
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<td>L16 HP Q24A, Q42A, Q49A, Q70A and Q80A – Spanish</td>
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<tr>
<td>S65 Legal Issues – Confronting Unfair Competition</td>
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<td>L17 Lexmark T430/T520/620 and T630 Remanufacturing Lab</td>
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</tr>
<tr>
<td>P03 Panel – Franchise Discussions</td>
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<tr>
<td>S84 Real Solutions to Inkjet Problems – Based on Issues in Latin America – English</td>
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### Friday, Aug. 26, Session 8

<table>
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<th>1 p.m. to 2:30 p.m.</th>
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<tbody>
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<td>L01 Analyzing the Brother Series – HL-1240 (TN-460, DR-400), HL-1650 (TN-560)</td>
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<tr>
<td>S14 Benefits of Combining Toner Cartridge Recycling With Laser Printer Service – Spanish</td>
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<tr>
<td>S49 How to Develop a Strategic Marketing Plan</td>
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<td>S52 Improving Industry Image in Every Aspect of Your Business</td>
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<tr>
<td>L18 Lexmark T430/T520/620 and T630 Remanufacturing Lab – Spanish</td>
</tr>
<tr>
<td>S67 Marketing to Local, State, or Federal Government</td>
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</table>

### Additional Sessions

- S70 Networking for More Sales
- P04 Panel – Sales Talk – Industry Trends
- S78 Polyester Toner – Understanding the Technology
- L21 Remanufacturing the HP 1010/1012/1015 – Spanish
- L24 Remanufacturing the HP LJ 1500/2500
- D05 Servicing the HP LaserJet 3700 Color
- D09 Servicing the LJ 1160 and 1320 – Spanish
- S97 Setting Up Your Toner Production Floor
- S98 Shop and Kiosk Refill – The Future in Inkjet Cartridge Recycling
- S117 Understanding and Using Cost-Per-Page (CPP) Technology in the Printer Supplies Industry
- S122 Your Company’s Web Site: Where to Begin
- S14 Benefits of Combining Toner Cartridge Recycling With Laser Printer Service – Spanish
- S22 Adapting Your Company’s Website for Latin American Users
- S48 Outsourcing Claims Processing (Canadian Market) – Spanish
- S102 HP 1200/1220 and 1130 Remanufacturing Lab
- S103 SOHO Market Explosion: Opportunities and Challenges
- S111 The Future of Inkjet Ink in the Remanufacturing Industry
- S151 The Future of Inkjet Ink in the Remanufacturing Industry – English
- D03 Servicing the HP LaserJet 2420
- S06 Panel – Business Owners – Challenges and Rewards of Owning Your Own Business
- S91 Selling as a Wholesaler or Distributor
- S108 Tech Tips: Beyond the Manual – Color Laser Printers
- S126 Trials, Trials, Trials
- L25 Remanufacturing the Samsung 500/550 Cartridge – Spanish
- L27 Remanufacturing the Minolta QMS Magicolor 2300 Cartridge – English
- S118 Understanding the Cost of Quality
- S128 Introduction to Inkjet – Chinese
- S129 How to Effectively Market Your Cartridges in Latin America – Spanish (Marketing–Cartuchos–Reciclados)
- S132 Your Company’s Web Site: Where to Begin – Spanish
- S135 Understanding and Using Cost-Per-Page (CPP) Technology in the Printer Supplies Industry
- S136 Understanding and Using Cost-Per-Page (CPP) Technology in the Printer Supplies Industry – English
- S137 Using STM as a Marketing Tool
- S146 Going South – Market Trends and Expansion Into the Latin American Market
- L26 Remanufacturing the Samsung 500/550 Cartridge – English
- S152 Setting Up Your Toner Production Floor
- S153 Setting Up Your Toner Production Floor – English
- S154 Setting Up Your Toner Production Floor – Spanish
- S155 Technical Customer Service – The Key to Creating a New Customer
- S156 Technical Customer Service – The Key to Creating a New Customer – Spanish
- S157 Technical Customer Service – The Key to Creating a New Customer – English
- S158 Technical Customer Service – The Key to Creating a New Customer – Chinese
- S160 Technical Customer Service – The Key to Creating a New Customer – Korean
- S161 Technical Customer Service – The Key to Creating a New Customer – French
- S162 Technical Customer Service – The Key to Creating a New Customer – Italian
- S163 Technical Customer Service – The Key to Creating a New Customer – German
- S164 Technical Customer Service – The Key to Creating a New Customer – Portuguese
- S165 Technical Customer Service – The Key to Creating a New Customer – Russian
- S166 Technical Customer Service – The Key to Creating a New Customer – Arabic
- S167 Technical Customer Service – The Key to Creating a New Customer – Turkish
- S168 Technical Customer Service – The Key to Creating a New Customer – Dutch
- S169 Technical Customer Service – The Key to Creating a New Customer – Hungarian
- S170 Technical Customer Service – The Key to Creating a New Customer – Polish
- S171 Technical Customer Service – The Key to Creating a New Customer – Czech
- S172 Technical Customer Service – The Key to Creating a New Customer – Slovak
- S173 Technical Customer Service – The Key to Creating a New Customer – Norwegian
- S174 Technical Customer Service – The Key to Creating a New Customer – Danish
- S175 Technical Customer Service – The Key to Creating a New Customer – Swedish
- S176 Technical Customer Service – The Key to Creating a New Customer – Finnish
- S177 Technical Customer Service – The Key to Creating a New Customer – Estonian
Sales

S15 Building a Successful Sales Force: How to Create a Winning, Results-Oriented Sales Team
Sales is the key to growing your business, and a successful sales force is the key to getting those sales. This course covers all of the fundamental issues that face sales managers in today’s competitive environment, from hiring, indoctrinating and training new sales personnel to determining compensation, measuring performance and modifying behavior. Learn, adapt and employ the methods offered in this class and see how your sales team improves its performance. Session W1

S32 E-Commerce - Buying and Selling Products and Services Online to Improve Your Business
E-commerce is not only about buying and selling; it’s also about servicing your customers and collaborating or communicating with business partners and co-workers. When used effectively, it can improve your company's productivity and profitability. Learn more about the advantages of moving your business online, including lower procurement costs, reduced inventory costs and improved customer service. Hunter, Session W3

S36 Even More Sales Secrets of the One Percenters
Mr. Hoffman is back by popular demand! “Even More Sales Secrets of the One Percenters” is the session you can’t afford to miss. One Percenters are salespeople who are doing and saying the right things at the right time “on purpose”! They are salespeople who have taken their craft and reached a level of success that sets them apart from everyone else. Most One Percenters who are consistently reaching their goals are approaching their jobs with systems and processes, tactics and techniques that can be defined and duplicated. Michael Hoffman will bring even more secrets that all salespeople who are successful are doing “on purpose.” In this session he will help you discover the ways to ignite your productivity and focus your efforts like the top producers in your industry. Hoffman, Sessions T4, T5, T6

S50 How to Sell Value With Confidence
Getting a premium in today’s market is becoming more and more difficult. Learn the secrets of establishing and driving value in your organization. Watch your profits soar! Clemmer, Session W2

S68 Matching Your Sales Method to Your Potential Customer Base - Face-to-Face, Retail or Internet?
There are so many users out there we can pick and choose particular groups of potential customers to approach. The manner and method we choose to approach these customer segments is critical to our success. Patterson, Session W1

S72 OEM Technology Developments vs. the Aftermarket – Can We Keep the Peace?
The pace of OEM technology continues to escalate and to impact aftermarket developments. Every owner and manager needs to fully comprehend the road map that has been laid out by new printer introductions in the past two years and also what future technologies lie ahead, as revealed by the latest patents. This seminar offers a strategic briefing on the industry’s current and future technology requirements to provide a framework for business planning. Session W2

P04 Panel: Sales Talk – Industry Trends
Interested in the toner and ink industry? Find out the industry trends and outlook. This panel discussion will give you the updates on inkjet and toner markets, as well as new trends. The discussion will be followed by a Q&A session with the leading experts. Moderator – Roderick, Session T5

S89 Sales Management Training & Motivating Sales Reps
Are you sales in the dumps? Don’t blame your sales reps. Give them the guidance they need with proven motivational and sales training techniques. You’ll thank yourself later. Cowman, Session W2

S91 Selling as a Wholesaler or Distributor
Learn how to effectively sell remanufactured products and supplies to companies within the industry. Find out how quality and service can determine your company’s success. Session F8

S92 Selling Cost Per Copy
How do you create a unique value proposition for customers? Learn how this business model can be used as a selling tool for your business. The pros and cons of this model as well as the challenges of selling the program to customers will be discussed. Karimabadi, Session W1

S93 Selling Diversification - Selling and Managing Multifunctional Services
Many companies need to diversify their offerings not only to stay competitive, but survive. Find out what you need to broaden your company’s range of services and increase your profitability. Jones, Session W2

S95 Selling Your Cartridges in Latin America - Spanish (Ventas Cartuchos Reciclados)
Presented in Spanish - Learn from Latin American recyclers how to market and sell your cartridges in Latin America. Rosales, Session W2

S101 Should You Sell on e-Bay?
Most people know about e-Bay as a powerful sales tool. But is it for you? Learn the advantages and pitfalls about selling in an online setting with minimal customer interaction. Session W3

S107 Strategies for Long-Term Growth and Customer Retention
How do you build growth in your market? Simply sell more to your existing customers and attract new customers. Your product line is crucial to this success. OEM engine proliferation continues to cloud the aftermarket. To connect with market demand brought on by new technology you need a solid business plan. Quit sitting on the sidelines waiting for enough demand to materialize and start driving new sales opportunities to your business. Stretch, Session T6

Business Strategies

S07 Antitrust Analysis of Tying Arrangements
Although antitrust is among the most complex areas of law, the basic principles of antitrust are readily understandable. This class will primarily focus on what conduct among competitors is prohibited. We will also apply antitrust analysis to the relationships among firms in the vertical chain of distribution and to the possibility of a single firm violating antitrust law through unilateral conduct. Questions and discussion are encouraged. Wiegand, Session F7

S24 Core Solutions in the Marketplace
Empty cartridges are the lifeblood of the remanufacturing industry. This seminar explores the evolution of the aftermarket, and the impact that empty cartridge collection has played in its development. Delving into current and future trends, this seminar is a must-attend for managers and industry leaders. Pereira, Session T4

S25 Cost Per Copy and Total Cost of Ownership
Your market is changing and dealers of MFPs are taking business away from the printer market. Learn how the market is changing toward cost per copy and how you can profit from this. Get valuable information on total cost of ownership and how you can use it to increase your sales by automatically tracking the costs per copy and TCO. Piper, Session T6

S27 Cost Per Page, What You Don’t Know Can Cost You
Learn about having the infrastructure to handle CPP and the importance of data in cost control. This class will highlight the need for systems that can do CPP like OMD, LMS and Eauto, and why they are so important. It will include an overview of the types of data and information that are necessary in managing CPP costs and the service department. McArtor, Session W3
S30 Document Management - A Guide to Organizing Your Documents
Documents, which are a collection of information contained within a written, printed or electronic format, are the backbone of any key business processes. Customer service, sales and marketing all rely on some form of a document to help them with their day-to-day operations. Document management is necessary to reduce costs so you can respond quickly to changing market conditions and increase profits. In today's multimedia high-tech world, many businesses are required to capture information that is generated on both paper and electronic documents. How you store and use this information can determine your company's success. Learn about the importance of document storage and what devices are already on the market to assist you with this task. Session W2

S31 Doing Business with the Federal Government
GSA is the business manager and purchasing agent for the world's largest customer – the U.S. federal government. GSA actively seeks new bidders and competition for its supply and service contracts. GSA purchases goods and services on a worldwide basis for federal courts and the U.S. Congress. GSA purchases from both national and local markets from its headquarters in Washington, D.C., and its regional offices around the country. GSA is carried out by three services: the Federal Supply Service, Public Buildings Service and Federal Technology Service. General Services Administration Office of Small Business Utilization is responsible for ensuring that small, minority, women-owned and veteran companies receive access to agency procurements. Smith-Cressel, Session F7

S35 Employment Law That All Business Owners Should Be Aware Of
Learn about the most common employment laws that all business owners should be aware of to prevent employment-related liability. With a little prevention, you can potentially save thousands of dollars in fines, lawsuits and aggravation! Hartleb, Session W1

S38 Expansion Opportunities in International Markets
This class will assist attendees in identifying new geographical markets, their demographics, and the pros and cons of each of these markets. Breaking the barriers – methods of market entry will be discussed, as well as guidance on gathering further market information and assistance in individual countries. Ames, Session W2

S40 Funding Your Growth
Learn from a Small Business Association (SBA) insider the various routes to funding your company's growth, including what SBA programs are available. Cravenn, Session T4

S42 Hiring and Managing Employees
Setting ambitious goals for the company and establishing a system of control and reward are key to success. In this course, we will go through the process of defining a mission, goals, performance indicators, projects and a rewards system so the entire company is directed towards efficiency and success. Besides the fact-based "hard" analysis we will see how the system can be combined with a "soft" behavioral performance measurement to enrich the system. Ostrowiecki, Session W1

S43 How Can Outsourcing HR Benefit My Business?
More companies are outsourcing all or part of their human resource function, but is this a wise business decision for you? Many companies find that outsourcing gives employees the opportunity to work strategically, not administratively, adding value to the bottom line of the organization, improving productivity, and allowing organizations to focus on core competencies. This course will help you understand what HR outsourcing is and how it can benefit your organization. Hartleb, Session W2

S44 How Does the SBA Work?
The class will detail the ins and outs of the SBA’s loan programs. What do you need? Which programs are good or bad? Can you really get an SBA loan? These questions and more will be answered in this session. Cravenn, Session T5

S46 How to Leverage Remote Print Management Technology to Keep Your Customers Happy
There is no question that competitive pressures are increasing in our industry. Many resellers are left asking themselves the hard question, "What sets my business apart?" During this session, Norman McConkey will demonstrate the powerful differentiation strategy of leveraging print management technology to become even more responsive to your customers. Learn how print management technologies offer the potential to deepen the reseller-customer relationship by allowing your sales strategy to evolve to a higher level. A discussion of the various technology solutions available on the market will allow you to find a print management partner that best suits your business. McConkey, Session W1

S47 How to Maximize the Value of Your Business
This seminar is designed to give small business owners an overview of how to successfully develop and implement a realistic, solid business plan for their businesses. It will include: how to develop a vision and mission for your company; how to position your products and services; how to develop a marketing plan; how to properly set up your management and operations; and how to deal with financial matters, including an explanation of cash flow and how to manage it. Dudek, Session W3

S49 How to Develop a Strategic Marketing Plan
Whether you want to give your marketing efforts a fresh direction, or simply want to review and polish your current plan, this course is a must for all marketing professionals in the imaging supplies industry. Attendees will begin with an exercise in analyzing their company's current situation, examining existing and potential target markets and identifying new opportunities for innovation. Explore proven tactics in developing your strategy, implementing your plan and measuring the success. With a focus on the importance of building and managing a brand, this comprehensive course will guide companies of any size, with any budget, through all aspects of the strategic marketing process. Kittner, Session F8

S52 Improving Industry Image in Every Aspect of Your Business
The image of the remanufacturing industry is a critical element in all of our businesses. Learn how to promote the positive aspects of remanufacturing on a day-to-day basis. Session F8

S55 Legal Issues – Confronting Unfair Competition
Life can be unfair; so can romance. If these are the problems that plague us, we just take our lumps. But can you sue a company that has been unfair to you in the marketplace? Not everything that’s unfair is illegal. But some things that seem fair turn out to be illegal. How can you tell the difference between fair and unfair competition? How can you compete aggressively, but avoid the ever-expanding reach of the unfair competition laws throughout the U.S.? When can you, as a victim, take the offensive in an “unfair competition” lawsuit? Disner, Session F7

P06 Panel: Business Owners - Challenges and Rewards of Owning Your Own Business
Should you start your own business? Here you can get a good sense of the challenges – and the rewards – of owning your own business. Patterson, Moderator, Session F8

S80 Print Management Software – Understanding the Concept of Conducting Print Audits for Your Customers
Do you know about all of your customer’s printing assets? Do you know what the future supplies and service requirements are for them? What about their true printer needs? By conducting print audits in your customer sites, you will be taking the first powerful step to becoming a value-added service provider. West McDonald will demonstrate the fundamentals of a print audit, taking you from the initial discovery of the printing devices to how to effectively use the data collected. Learn about valuable tips and tricks when executing an audit. McDonald, Session W3
S83 Raising the Bar - Improving Your Sales and Operations Through Planning and Execution
Taking a road trip is easy and efficient with a good map and a solid plan. So why shouldn’t you run your business the same way? Learn how to streamline your internal processes to improve your operational efficiency. Then sit back and watch your profits rise! Cowman, Session T4

S87 Recharger Startup: A Primer for Business Entrepreneurs
You are thinking of starting a remanufacturing business. Should you outsource or do the work yourself? What equipment is necessary? How do I start? Find the answers to these questions and more in this course. Hunter, Session T6

S103 SOHO Market Explosion: Opportunities and Challenges
A frank and open discussion about this rapidly expanding market, with an emphasis on how to best take advantage of the benefits while avoiding the pitfalls. Goldberg, Session T6

S105 Spam - Legal Issues Concerning E-Mail and Fax Broadcasting
Do you know there are laws in place dictating how you can contact your own customers? Protect your relationships with your customers and guard yourself against potential lawsuits. Katz, Session T4

S26 Strategies to Gain New Business and OEM Market Share
Business isn’t getting easier, and our industry needs to react. With this class we’ll attempt to shed light on a few questions. How can we compete against the OEMs and gain some of their business, or at least maintain what we have? How can we get the interest of decision makers and make them aware of OEM alternatives? How can each of you make a difference in the overall aftermarket industry? Leveille, Session T4

S90 Trade Secrets: Strategies for Successful Global Trade
Globalization continues to grow at an impressive rate, offering opportunities and revenues for companies of all sizes willing to expand into new markets. This workshop examines which payment instruments are the best solution for your business situation and how to ensure the most important aspect of doing business — getting paid! Come learn about when to extend credit or offer terms on open account to your customers, or when you need to mitigate risk by getting paid in advance or through letters of credit. Participants should come to discuss international trade issues and solutions for expanding into the global marketplace. Farnsworth, Session W3

S124 Trials, Trials, Trials
Sooner or later, most companies find themselves in court. If they’re smart, they try to settle out and avoid trial. Even in the best case, trial results cannot be assured. But sometimes the justice process is unrelenting, and there you stand, in front of a judge in Fresno! Los Angeles trial lawyer Eliot Disner will attempt to guide you through the shoals, pitfalls, and occasional opportunities that trials in America present. This course should be particularly useful to foreign companies doing business in the U.S., which may some day find itself in the U.S. trial process, a process that is likely to differ significantly from their own. Included is a copy of Disner’s internationally published article “Trials in America.” Disner, Session W2

S117 Understanding and Using Cost-Per-Page (CPP) Technology in the Printer Supplies Industry
For years, imaging supplies dealers have struggled with the concept of cost per page (CPP) and how to apply it in the varied product world of printers. At the same time, copier dealers have mastered the technology and use it as a tool for increasing profits. The information from this class will change all of that. Learn what cost per page means; why CPP has strong penetration in the copier industry, but weak penetration in the printer industry; and how CPP can be used as a selling tool for prospects as well as a management tool for existing customers. Learn how to segue from selling a cartridge to providing a risk-management service for your customers. BE SURE TO BRING A CALCULATOR! Gordon, Session T5

S121 Web Site Design, Tips for Success
While effective Web site design can be considered subjective, there are a few things that should always be considered when creating your site. Learn more about the languages, use, and style of successful sites and how you can incorporate some of their cost-saving concepts into your own site. Hubble, Session W1

S122 Your Company’s Web Site: Where to Begin
Discussion includes the design process for developing clean and artistic Web sites. There will be an overview of Flash multimedia, print graphics, corporate identities, intranets, and Web-based database applications. Sources of search engine marketing professionals will help your business succeed on the Web. Other topics will include Web copywriting, search engine optimization to help your business grow and climb in the search engines, and Web hosting. Hibbard, Session T5

S126 Lending Printers as a Cost-Per-Page Strategy – Presented in Spanish
Lending printers as a cost-per-page strategy is a new way to increase your sales by capturing new customers of all sizes. It will show you several skills needed to convince your customer that by receiving printers on a loaner basis they’ll save thousands of dollars in assets, and your company can earn thousands more by contracting these printers for a period. This course will show you how lending printers will allow you to save in empties, chips, supplies and components. It will also show how this could increase the earnings per cartridge. The course will include a sample case, technical considerations, and possible customer objections and problems and how to solve them. Cano, Session W2

S37 Exit Strategies for Aftermarket Entrepreneurs: Maximizing Your Company’s Value
The single largest issue facing entrepreneurs in the aftermarket today is how to maximize the value of their investment in their businesses. As the industry changes and consolidation increases most entrepreneurs will face a significant choice: a) invest the capital to keep up with the changes in the industry, b) locate a source of capital to become an industry consolidator, c) be a consolidator, or d) face extinction. The era of the mom-and-pop operation for the aftermarket industry is over. Led by Joy James, this session will examine the various exit options available to entrepreneurs. James’ session will address the following questions: 1) what are the exit options available to entrepreneurs, 2) what are the pros and cons of each option, 3) what industry examples exist of different options (and how successful were they?), and 4) what critical things can entrepreneurs do to prepare themselves - from a financially strategic vantage point - to meet the new challenges of our ever-dynamic industry? James, Session W3

Service Technician Track

S08 Basic DesignJet Maintenance Support
This class introduces experienced printer/copier techs to plotter maintenance, troubleshooting, maintenance kits and where to get parts/manuals. Meyers, Session T6

S12 Basic Troubleshooting – English
Customer service is important and troubleshooting is an important aspect of providing good customer service to your clients. Learn the basics of troubleshooting and how to make your service department the best that it can be. Loborec, Session W2

S20 Common Break/Fix Solutions for HP Color and Monochrome Laser Printers
This seminar is back by popular demand with a focus on more recent HP technologies – HP’s 1000 series of color and monochrome printers. This class will provide a synopsis of common printer failures, symptoms of the problems and solutions. This class will be a great quick reference for the next time your service technician is out on a service call. Handouts will be provided, however it is strongly suggested you bring a pen or pencil to take lots of notes. Session T6
S60 Introduction to Copier-Based MFP Repair
A series of legitimate and complex operational issues exist for traditional printer service providers that want to expand their capabilities to include today’s high-end copier-based multifunction printers (MFPs). But as the market continues to rapidly embrace the convergence of these technologies, the business opportunity to expand your service model is substantial. Focusing on the challenges of copier and MFP repair, this session will explain the electrostatic photographic process, the complex features and accessories involved, and how to successfully add copier and MFP repair to the core capabilities of a printer service team. Session W2

S61 Introduction to DesignJet Plotters
What is a plotter and who uses them and why? This course will cover the exciting new business opportunities for servicing plotters. Meyers, Session T5

S62 Introduction to Printer Repair
This course will describe adding laser printer repair to an existing business, as well as starting from scratch, including new tools and equipment needed, what training and advertising is necessary, and what machines to work on. Meyers, Session W2

S99 Shortcuts to Troubleshooting Printers – English
Tired of taking the long road to troubleshooting? Find out how to save yourself time and money by learning the shortcuts to troubleshooting. This is a great class for those who want to improve their service repair department and take the stress out of troubleshooting. Loborec, Session T6

S100 Shortcuts to Troubleshooting Printers – Spanish
Tired of taking the long road to troubleshooting? Find out how to save yourself time and money by learning the shortcuts to troubleshooting. This is a great class for those who want to improve their service repair department and take the stress out of troubleshooting. Session F7

S108 Tech Tips: Beyond the Manual – Color Laser Printers
This course will take you beyond the manual for color laser printers. Our in-depth discussion details printer failures and print defects not outlined in the service manuals, and will feature ideas and processes that go beyond conventional solutions. Session F8

S109 Tech Tips: Beyond the Manual – Monochrome Laser Printers
This course will take you beyond the manual for monochrome laser printers. Our in-depth discussion details printer failures and print defects not outlined in the service manuals, and will feature ideas and processes that go beyond conventional solutions. Session F7

Service How-To

P05 Panel: Service Talk
Have you ever just wanted to sit down with experienced service managers or business owners to ask them business questions? Questions like, how much do you pay your technicians, do you give them bonuses or not, and what incentives do you use? How much should you charge a customer? Should you do service contracts, cost per page or just time and materials? What’s the best way to get a new technician up to speed? How do you get the experienced guys to share their knowledge and wisdom? These questions and others can be asked at the service panel talk. Bring your questions and your thoughts. Moderator — Geishirt, Session W3

D01 Servicing the CLJ 4600 and CLJ 4650
Hundreds of thousands of HP LaserJet 4600 and 4650 printers are in hundreds of thousands of businesses around the world. Color is growing and you need to be a part of it. This class will look at these hot color printers, kits and consumables, and built-in troubleshooting tools you need to know about to better troubleshoot color problems. Also, problematic areas of the printer, break-fix information and more will be discussed. Geishirt, Session W2

D02 Servicing the HP 1012, 3015 and 3030 LaserJet Series
If you think the new HP LaserJet designs ease servicing, think again. Covers and modules are not that easy to get to or remove. You could waste time without reference or direct hands-on experience the first time out changing a fuser or laser/scanner. LaserJet models 1012, 3015 and 3030 are new designs with their own personalities. Come to this session to discover take-apart procedures and learn what might go wrong with these new models. Take home basic procedures for future use. Thompson, Session T4

D03 Servicing the HP 1320 LaserJet
Fuser removal procedures on most HP LaserJets are pretty simple. Forget that on the new LaserJet 1320! Beside the covers, plenty of other items must be removed to get this fuser out. Find out what by attending this informative session on this new model before being faced with one in the field. Leave with the information to help you through the first time, and a lot more. Thompson, Session W3

D04 Servicing the HP 2420 LaserJet
Do you have time and the new model machines to learn basic service techniques? Most service technicians do not and face new models in the field fast! Don’t miss an opportunity to learn about a brand-new HP LaserJet design before that first call. Attend our session on the new LaserJet 2400 series machine and get the insider information to carry you for that first call. Thompson, Session F7

D05 Servicing the HP 3700 Color LaserJet
The 3700 provides desktop color at an affordable price. This session will include common break-fix information, service approaches and more. Session T5

D06 Servicing the Lexmark Optra S and T Printers
Many people are still confused when it comes to the Lexmark Optra S and T series of printers — which models are which, what parts interchange, which printers have maintenance kits and which do not. Also, how should they be serviced — what commonly breaks on these printers? There are many challenges to these printers if you don't know what you are doing. However, this class will address these questions and more. The class includes printer disassembly with pointers on things to watch for. If you want to know the key aspects of repair and maintenance for the Optra S and T printers, you should attend this class. Marquez, Session T4

D07 Servicing the Lexmark T52X, T62X and T63X Printers
The Lexmark T52X, T62X and T63X have become very popular in the business world as many banks, insurance companies and large businesses have traded in their old printers for these better, faster models of printers. This class will take a look at the Lexmark T52X, T62X and T63X series of printers, parts similarities and differences, maintenance kits, common break-fix information, printer disassembly, and more. If you’re servicing these printers, or are looking at doing service on them, this is a class you will want to attend. Marquez, Session T6

D08 Servicing the LJ 1160 and 1320
HP produced replacements to the LJ 1150 and LJ 1300 printers but with an interesting twist - same engine. Even so, there are parts that do interchange and key parts that don’t. This course will look at the unique aspects of these printers and look at the serviceability of them. Also, when should you service a LJ 1160 or LJ 1320 and when should you retire them? All this and more will be discussed along with common break-fix information. Voelker, Session T4

D09 Servicing the LJ 1160 and 1320 – Spanish
HP produced replacements to the LJ 1150 and LJ 1330 printers but with an interesting twist - same engine. Even so, there are parts that do interchange and key parts that don’t. This course will look at the unique aspects and serviceability of these printers. Also, when should you service a LJ 1160 or LJ 1320 and when should you retire them? All this and more will be discussed along with common break-fix information. Ruiz, Session T5
D10 Servicing the LJ 2420 and 2430
The LaserJet 2400 series includes the LJ 2410, 2420 and 2430 printers. These printers are radically different from their predecessors even though they look a lot alike. This course will look at the differences between the LJ 2300 printer and LJ 2400 printer series. Also, common break-fix information, similarities and key things you need to know about the LJ 2400 series if you are servicing them. Voelker, Session W1

D11 Servicing the LJ 4200/4250 and LJ 4300/4350
"Faster" and "already in many offices" are two ways to describe the HP LaserJet 4250 and 4350 models. The instructor will compare these new printers to their predecessors for common parts interchange. Also included will be parts interchange between the LJ 4250 and LJ 4350, common break-fix information and key things you have to know about these printers if you will be working on them. Voelker, Session F7

D12 Servicing the LJ 4345 MFP Printers
There is quite a stir amongst the copier guys about HP's new multifunction LaserJet 4345mpf - and with good reason. This desktop unit can act as a printer, copier and scanner for less than $2,600. Can you sell these units and more importantly, can you service them? Come see why people are comparing the LJ 4345mpf to the LJ 4300, but why you should treat it differently. We'll look at how the unit works, what you need to know about it and how to perform maintenance on it, as well as common break-fix information. This unit could be a great add-on to your service business and a great way to compete with the copier guys. Geishirt, Session T6

Ink Technology

S01 Analyzing Inkjet Inks
This course will focus on test methods and analytical equipment used to evaluate dye-based and pigment ink. It will also discuss methods of evaluating ink compatibility with the cartridge, printer and media to meet end user's performance requirements. Kwo, Session F7

S02 Advanced Retail Inkjet Systems and Methods for Multiple Sites
A discussion on professional refilling models using a wide array of advanced equipment. Systems that achieve higher success rates (versus mom-and-pop syringe filling at kiosks), point-of-sale tracking, bar-code printing, refilling strategies, culling incoming cartridges, circuit and print stations, remote-site supplies management, hub and spoke strategies, A and B stores, site locations, etc. Luthy, Session T4

S04 Aftermarket Pigmented Inks and Cartridges
This informative session will focus on desktop cartridges that use pigmented inks, OEM and aftermarket pigmented-ink performance properties and issues, and the substitution of dye-based inks for OEM pigmented inks. A discussion about the Epson introduction of pigmented black and color inks will also be part of the discussion. Baydo, Session W1

S05 Analysis of HP’s Inkjet Print Heads – The Key to Successful Remanufacturing
Based on several years of scientific research, an overview of most HP print-head design elements will be given. Micrographs generated by Scanning Electron Microscopy (SEM) of the inner print-head parts will be presented, starting from the black 626 to the most recent cartridge types. Typical print-head defects will be shown, as well as HP's efforts to make inkjet cartridge refill more difficult. The investigation results lead to important conclusions for successful recharging of modern cartridges. Session F7

S09 Basic Inkjet Recycling Process – English
The first step in recycling inkjet cartridges is understanding the theory behind the ink delivery system. With an emphasis on how all the parts work together to put ink to paper in a legible manner, this seminar details the different cartridge filling methods, proper print test procedures and choosing the right ink for each cartridge type. Carlotta, Session W3

S10 Inkjet Ink Quantitative Performance Evaluation – Spanish
Desktop printers have evolved from simple letters printing machines to highly sophisticated photo printing systems. Following these new applications, inkjet printing equipments and inkjet inks have increased their quality, to provide long lasting printouts. Photo quality is required to produce natural skin tones. Test protocol and performance evaluation is critical to provide the right product to the market. Testing methodology needs to move from the qualitatively to the quantitatively side. Presented in Spanish. Casas-Ballester, Session W3

S11 Introduction to Inkjet – English
This course will cover the basics of inkjet cartridges. This will include but not be limited to the three basic firing mechanisms of inkjets, how ink flows through the cartridge to the head, general construction of an inkjet cartridge and the difference between foam, bag and vacuum style cartridges. Wang, Session T4

S22 Common HP Ink Cartridge Issues
Inkjet cartridges are fraught with a variety of problems and potential failure modes prior to remanufacturing, including cross-color, loose nozzle plates, electrical defects, poor-quality emulsions, damaged foam and more. Cartridges can be remanufactured with reduced quality if certain precautions are not taken. You will learn the most common, and not-so-common, problems that lead to customer returns, as well as what you can do about them. Remanufacturing starts with the empty cartridge. Quality starts with your understanding of the empty cartridge problems and how equipment and techniques can help you increase quality by identifying and managing these problems. There will be time for Q&A at the end of the class. Carlotta, Session T4

S29 Difficulty With Lexmark/Dell Printer Cartridges
This class deals with the dynamic of the new method of cleaning pigmented black ink cartridges from Lexmark/Dell (Lexmark 70-type, Lexmark 82, Lexmark 16 and similar). The product is dry pigmented ink in the barrel and ink delivery system. This original process offers successful cleaning without removing the filter screen, by soaking in a special solution and cleaning in the VC 460 machine. Vujic, Session W1

S41 Guerrilla Inkjet R&D
Initiate a program to baseline the OEM, evaluate print quality on different medium, media cleaning and filling procedures, and perform quick-turn stability tests to document product performance. Lyles, Session F7

S43 Desktop Printers
This course will cover desktop printers that use pigmented inks, OEM and aftermarket pigmented-ink performance properties and issues, and the substitution of dye-based inks for OEM pigmented inks. A discussion about the Epson introduction of pigmented black and color inks will also be part of the discussion. Baydo, Session W1

S44 Aftermarket Pigmented Inks and Cartridges
This informative session will focus on desktop cartridges that use pigmented inks, OEM and aftermarket pigmented-ink performance properties and issues, and the substitution of dye-based inks for OEM pigmented inks. A discussion about the Epson introduction of pigmented black and color inks will also be part of the discussion. Baydo, Session W1

S48 Designing High Performance Cartridges
This class will cover the lessons learned dealing with the design of new inkjet cartridges. The main focus is on the customers' needs, what to look for in a top quality cartridge, and how equipment and techniques can help you achieve higher performance. Wang, Session T4

S49 Aftermarket Pigmented Inks and Cartridges
This informative session will focus on desktop cartridges that use pigmented inks, OEM and aftermarket pigmented-ink performance properties and issues, and the substitution of dye-based inks for OEM pigmented inks. A discussion about the Epson introduction of pigmented black and color inks will also be part of the discussion. Baydo, Session W1

S54 Ink Cartridge Overview
This class will be a general overview of the different types of ink cartridges and strategies for working with each. Wang, Session T6

S56 Inkjet - Myths and Misconceptions About Remanufacturing
This course will cover the basics of inkjet inks. It will dispell some of the myths of inks and how they work, why they work and why some do not work. Find out what to look for in an inkjet ink and how to talk to your supplier about the ink you are using. Carlotta, Session T5

S57 Inkjet Outsourcing Analysis
An informative session on how to investigate whether outsourcing inkjet cartridge issues is the most cost-effective method for recycled inkjets. Lyles, Session W2

S58 Inkjet Patent Issues
This course will help you to understand key technical design elements that OEMs employ in their inkjet cartridge systems. Lyles, Session T5

P07 Panel: Everyone You Wanted to Know About Ink But Were Afraid to Ask
There are a multitude of ink formulas available in the market. How do you know which ones will work best for the cartridges you remanufacture? Learn what you need to know about the best and worst of each ink scenario. Moderator – Bushman, Session W2
S84 Real Solutions to Inkjet Problems – Based on Issues in Latin America – English
Presented in English – Learn from an industry member how to resolve your inkjet recycling problems in Latin America. Audience members are encouraged to present their own remanufacturing problems to find solutions. Lee, Session F7

S85 Real Solutions to Inkjet Problems – Based on Issues in Latin America – Spanish
Presented in Spanish – Learn from an industry member how to resolve your inkjet recycling problems in Latin America. Audience members are encouraged to present their own remanufacturing problems to find solutions. Campbel, Session T6

S88 Recycling the HP 29A Lab
Learn options for visual inspection, circuit testing, cleaning, filling, testing and quality control for this very popular and often difficult-to-recycle inkjet cartridge. Lyles, Session W3

S98 Shop and Kiosk Refill - The Future in Inkjet Cartridge Recycling
An overview of the past, present and future of the different inkjet cartridge refill business models will be given. The advantages of shop and kiosk refill will be presented, as well as the required minimum of processing equipment. All manual and automated refilling technologies for successful cartridge processing in front of the customer will be shown, as well as most common problems and their solutions during the refill procedure. Important technical issues as nozzle-plate loosening, air bubbles within foam cartridges, centrlite cleaning and vacuum chamber filling technology will be explained via results of scientific research using scanning electron microscopy. Reick, Session T5

S111 The Future of Inkjet Ink in the Remanufacturing Industry
What does the future hold for inkjet ink and what critical knowledge will remanufacturers need to position themselves for success? This seminar will provide answers to these questions and more from the perspective of an inkjet ink manufacturer. Bailey, Session T6

S128 Introduction to Inkjet - Chinese
This course will cover the basics of inkjet inks, cartridges (print heads), and media. This will not only cover the three basic firing mechanisms of inkjets, how ink flows through the cartridge to the head, general description of an inkjet cartridge and the difference between foam, bag and vacuum style cartridges, but also how inks relate to the substrates and the waterfastness and lightfastness of dye or pigment ink inks. It will cover advanced inkjet inks issues from water-base to solvent-base, deajet to wide-format, sublimation to UV curable, and SOHO to industrial printing. Presented in Chinese. Wang, Session F7

Marketing

S23 Compatible Packaging - What You Should Know to Find the Right Supplier
Finding suppliers and purchasing minimum quantity orders are a couple of the big challenges facing small businesses and entrepreneurs. Learn how to find solutions, suppliers and resource sites that can help you overcome some of these persistent problems. Session T5

S33 E-Mail Marketing: Newsletters, E-Mail Blasts and More
E-mail usage continues to increase as many consumers consider e-mail to be a replacement for telemarketing and direct-mail pieces. When used correctly, e-mail marketing can be one of the most effective marketing techniques around. Reduction in in-house mail costs and postage are some of the advantages to switching to e-mail to promote your company and/or product. Whether it's a newsletter or an e-mail announcement, sending marketing materials via the Internet is more convenient than ever. Learn about the fundamentals of creating and sending e-mail marketing materials, from special offers to keeping in touch with customers. Karimabadi, Session T5

S34 Educating End Users for Remanufacturers
Effectively educating customers can often be the defining difference in closing a sale with a prospect or keeping a dissatisfied customer from going to the competition. This class will provide insight into knowing when and how to provide customers with the education required when using remanufactured laser and ink products. Learn how to educate in simple, but effective ways without becoming too technical in the process. Session T4

S39 Franchise Operations – How to be Profitable and Successful
This course will cover how owning your own business is beneficial because it can offer you financial stability and increase your income, and provide the opportunity to be your own boss and become independent. Learn how to determine which franchise would work best for you and how to find these opportunities. Thomas, Session T5

S45 How to Effectively Market your Cartridges in Latin America – Spanish (Marketing-Cartuchos Reciclados)
This course is designed to provide attendees the basic tools to improve the marketing analysis of their cartridges. With analysis tools the user will be able to study the company's position in the marketplace and the advantages and disadvantages when facing the competition. This course is the starting point for companies that don't have much support in the area of marketing and are currently looking at expanding its knowledge to grow sales. García, Session T5

S53 Improving Public Perception – Communicating the Message
Is your company trying to live down others’ bad reputations of their low-quality products and less-than-perfect services? Set your company apart and learn how to tactfully regain lost business and improve public perception of remanufacturing without insulting your competition. Session T6

S66 Marketing is Everything
Whether or not you advertise, have a PR firm or someone in charge of business development or sales, you have a fully staffed marketing department. Everything you do speaks volumes about you and shapes your brand in the mind of your customer. However, you do not own your brand. Perception is reality. There are many ways to shape the message of who you are. To learn more, attend Marketing is Everything. Belt, Session W1

S67 Marketing to Local, State or Federal Government
When selling to any government branch (local, state or federal), your marketing plan is the most important document you will prepare. It will be constantly evolving as your government market evolves. To the extent that government contracting becomes an important part of your company's sales, your financial projections, workforce plans, and technology implementations will radiate out from your marketing plan. Session F8

S70 Networking for More Sales
How many people do you meet during the course of a week? Month? Year? Are you capturing opportunities, making friends and building relationships with the people you meet? This course will teach you how to have fun working a room, how to build relationships with the important people in your business and industry and how to keep in touch with the important people in your life. Faczan, Session T5

P03 Panel: Franchise Discussions
The influx of refilling storefronts into the current landscape of the remanufacturing industry has the potential to change, both positively and negatively, the entire industry in a historic way. Get out a pen and paper and make two columns, because there are no doubt a wide variety of potential pros and cons. Moderated by Berosh, Session F7
Courses

S77 Patent Issues – Update
What are the hot legal issues in the industry? The aftermarket printing industry is experiencing some significant litigation, and this course will analyze the current state of litigation affecting the industry. Session T6

S79 PR for the Small Shop – Getting Maximum Exposure on a Minimal Budget
While a good ad campaign can't be beat, there are other ways to gain exposure for your company. A positive public relations spin can add shelf life to your efforts with little or no expenditure on your part. Learn how to maximize your company’s community profile through public and media relations - and find new business opportunities in the process. Turner, Session W1

S81 Printer Placement Forecasts
Evolution of the market and technology for laser color printers. Session T6

S48 Sell Added Value Through a Cost Management Solution for Office Printing Environments
Having a hard time getting the attention of larger accounts and IT people? Added value, real benefits and global solutions will be the interest of the managers in charge of printing budgets and IT. We’ll share our experience and success in selling added value with a cost management solution that goes further than the simple sale of supplies and service. Lachambre, Session W3

S119 Using STM as a Marketing Tool
This session will demonstrate how the results of a standardized testing program can be used to sell your product. Henry, Session T6

S125 Going South: Market Trends and Expansion Into the Latin American Market
The Latin American recycling industry has been expanding rapidly since the turn of the century, becoming a thriving market that has, with the exception of Mexico, Brazil and Argentina, been practically unexplored by American and European companies. Explore the recent development of the inkjet, toner and compatible cartridge industry and where it’s going. Gomez, Session F7

Toner Technical Series

S03 Advancements in Color Laser Printer Technology
Since June 2002, HP has rewritten the book on the color laser front with a succession of new models that have helped drive color lasers into the mainstream office printing environment. This seminar will arm you with technical knowledge you need to enter, succeed and thrive in a color world. Session W2

S17 Chemical Color Toner – Alternative Technology
This class will cover the advantages of chemical color toner and why the OEMs are moving in that direction. Coverage of the most popular color laser printers as well as the disadvantages of conventional/pulverized toner will also be discussed. Rossi, Session W3

S19 Color Printer Image Performance
This session will cover the ISO 13660 image performance standards. It will be beneficial to have reviewed ISO 13660 before the session, as copies cannot be freely distributed. This session will be informative for quality managers involved with inkjet and toner cartridge remanufacturing. There will be a discussion of the techniques of print-image analysis and a database method for processing test cartridges. Hibbard, Session W2

S21 Common Cartridge Failures: Problems and Solutions
Frequent, recurrent, repeated and even perpetual – some cartridge problems may occur regularly but are anything but monotonous. In our industry, remanufacturing complications periodically need revisiting to adapt new and unique solutions as new aftermarket products are introduced. This class refines several of the fundamental techniques to stay on the “cutting edge” of technology. Dipasquale, Session T5

S73 Open Forum With MICR Experts
In this seminar you will learn how quality MICR toners are manufactured. It will also show how to build a quality remanufactured MICR cartridge. The marketing segment of this seminar will show how to uncover potential MICR customers by showing what segment of the market utilizes MICR cartridges. Finally, this seminar will include ways to market your MICR cartridges so that you too can participate in this high-margin growth segment of the remanufacturer market. Rioux, Session T4

S78 Polyester Toner – Understanding the Technology
This course will look at polyester toner technology including comparison to the styrene-acrylic toner and show you the advantages and disadvantages in cartridge refilling. Coming to this class may save you experimentation time and a messy clean-up later. Pickett, Session T5

S110 The Chip: Creating the Smart Consumable
This class will help you learn how chip functionality is revolutionizing the relationship between cartridge and machine. Session F7

S113 The Sophistication and Globalization of Toner
Toners are complex mixtures of a wide variety of raw materials, each with its own specific function in the hard-copy creation process. Toner technology is continually evolving in both new and old technologies. In addition to these technological developments, the proliferation of companies manufacturing toner has taken a global dimension to include production in many new countries. This session will examine the impact and challenges of these developments, the opportunities and threats posed and explore the possibilities for the future. Galliford, Session T4

S114 Trends in Inkjet and Color Laser Printers and Supplies
Color laser printers are now penetrating all sectors of the market, and more low-end printers are making their way into the office environment as marketing strategies shift to targeting the replacement of monochrome laser printers. At the same time, inkjet MFPs and photo printers are becoming ubiquitous in the home and home office. This presentation reviews recent trends in the color laser printer market, with a focus on increased placements in the office, and forecasts how the color laser market will evolve, including how the aftermarket will benefit from the trend toward color. It also looks at trends in the inkjet printer market, including factors contributing to increased aftermarket share in supplies as well as factors inhibiting the aftermarket’s growth. Forrest, Session W2

S115 Trends in the Markets for Toner and Inkjet Cartridges
Where is the installed base of laser printers headed? What is the impact of faster laser printers on the market for toner cartridges? How will the convergence of copiers and printers affect the markets? Will the installed base of inkjet printers continue to grow? What problems are facing the aftermarket for ink cartridges? Session W1

S116 Troubleshooting Chip-Enabled Cartridges
This course will cover the properties and operation of the recent printers and cartridges with chips. Details for understanding and troubleshooting the printers’ toner level sensing methods and the chip data storage functions will be discussed. The practical uses for the advanced printer sensing functions and chip memory capabilities will be outlined. Wyhof, Session W1

Power Panels

P01 Ask the Experts: Ink Tech Talk
Ask the experts all your inkjet questions and get the right answers. Come armed with your most difficult questions to ask our panel of experts. Moderator — Fernandez, Session W1

P02 Ask the Experts: Toner Tech Talk
Ask the experts all your toner questions and get the right answers. Come armed with your most difficult questions to ask our panel of experts. Moderator — Hibbard, Session T4
S63 Inventory Control Management
Learn how to improve productivity through successful tracking and management of your on-hand inventory. Moderator — T5

S75 Overview of Production and Quality in Recycling—Spanish (Calidad Producción—Cartuchos Reciclados)
This course is intended for recyclers that are looking at improving the processing of recycled and the quality of their products. It covers an introduction and analysis of different techniques that come from systems used by Toyota (Toyota Production System) and Motorola (Six Sigma) that use techniques for Poka-Yoke (mistake proofing), Just in Time, S5; Kaizen and others. Garcia, Session F7

S76 Panel: Sourcing Empties
Having trouble getting empty inkjet cartridges? This course will give an overview of the issues of getting high-quality empties, including methods of finding empties (your customers, collection programs, brokers), and what to look for in brokered cartridges to make sure you are getting your money’s worth. Moderator — James, Session T6

S123 Quantitative Print Quality Measurements for Remanufacturers, Inkjet and Laser
This class will discuss the basics of print quality measurement for both inkjet and toner cartridge remanufacturers. The focus will be on quantitative ways to objectively measure print quality on sample sheets using densitometers and image analyzers. Subjects will include density measurement, text quality and line quality. Special topics will include background toner measurements, line and text edge quality (raggedness), and intercolor bleed. Instruments will be available for interested students to make some measurement of their own samples if time permits. Briggs, Session T4

S86 Real-World Toner Testing and Qualification
This session will cover the basics of selecting a toner within the scope of new product development. The focus will be on initial toner selection and then how to develop a materials specification program for materials management and quality management. The class will cover monochrome and color toners. Hibbard, Session F7

S96 Setting Up Your Inkjet Production Floor
This class will discuss production floor layouts for both small and large inkjet cartridge businesses. We will discuss the cartridge remanufacturing process, floor space and related necessary equipment. Floor layout discussions will address topics including bringing empty cartridges into the receiving dock, processing the empty, packaging it and finally returning the quality remanufactured cartridge to the shipping dock. Discussions will include various strategies, techniques and equipment that can change the look of the production floor and associated layout. Questions are welcomed and we will leave additional time for Q&A at the end of the class. Session W3

S97 Setting Up Your Toner Production Floor
In this session we will discuss production floor layouts for both small, medium, and large laser cartridge remanufacturing operations. Focal points will include the cartridge remanufacturing process, floor space and related necessary equipment. Floor layout discussions will address topics including bringing empty cartridges into the receiving dock, processing the empty, packaging it and finally returning the quality remanufactured cartridge to the shipping dock. Discussions will include various strategies, techniques and equipment that can change the look of the production floor and associated layout. Questions are welcomed throughout the class and we will leave additional time for questions and answers at the end of the class. Session T5

S106 Standardized Testing Methods Training — STM
This course is designed to provide an overview of what STM will do for a company’s ability to qualify components, cartridge page yield and density. Henry, Session T4
Courses

S112 Toner Dust in Small Workshops
Session will cover the importance of the MSDS on products used in the workshop and safety issues of the products and tools being used. The cleaning processes include vacuuming and blowing off toner, static electricity and ionizer gun, pouring process, toner plumes, etc. Also, we will share some methods of helping keep down dust, room layouts, air scrubbing and other dust collectors. Mehan, Session W1

S118 Understanding the Cost of Quality
The largest operational issue facing remanufacturers of both toner and inkjet cartridges is producing high-quality products. Most (if not all) remanufacturers claim to have the highest quality cartridges in the industry, yet many consumers continue to believe remanufactured products are inferior. Why aren’t remanufactured cartridges generally as reliable as OEM cartridges? Learn how to measure the trade-off between costs and quality. Shi, Session F7

S127 Dye Sub vs. Inkjet Printing
Dye sub personal photo printers entered the market late but offered distinct advantages over inkjet and all other photo printing technologies. Kodak’s entry into the market and Wal-Mart’s decision to carry dye sub printers in all stores are an indication of the marketing muscle that is now behind this new technology. The differences between the technologies will be explored and explained in this session. Compatible supplies manufacturers are starting to recognize and resellers need to become aware of this emerging market, its technology and its profit opportunities. Derungs, Session T6

Service Department Issues

S14 Benefits of Combining Toner Cartridge Recycling with Laser Printer Service – Spanish
Presented in Spanish. This course will explain the benefits of adding printer service to your cartridge remanufacturing business as well as how to do it. This includes parts to stock versus JIT (Just In Time) and where to get the information you need to service printers. Fabian Ruiz has been working with Spanish-speaking customers throughout Latin America and the United States for the last four years with an emphasis on Latin America. Ruiz, Session F8

S71 OEM Certification – Ins and Outs
How can you leverage OEM certification to make it a practical and profitable function of the business? How difficult is it to get certified and is it really worth the trouble? This course takes a strategic and tactical look at the specific benefits of developing an OEM certification program, including implications to the bottom line, warranty revenue opportunities, and increased staff and customer retention. It will also cover the process for getting an OEM certification program started including the application process, training requirements, profitable warranty service strategies, inventory considerations and technical support. Session W1

S94 Selling Service to Improve the Quality of Your Service Department
Critical Thinking: Learn how to teach your techs and sales reps to change your customers from low-cost commodity buying customers into highly profitable relationship buying clients. During this presentation you will actually create a customized plan to deal with your challenges, objectives, failures and ultimate successes that can be created through critical thinking. Join Ronelle Ingram in this interactive presentation that will provide you with hands-on experience in creating clients that will provide ongoing profits and referrals. Ingram, Session T6

S102 Small-Shop Production Issues
This course will include the following topics: single cartridge production versus group production, grouping “like” activities, occupational hazard and safety issues related to repetitive work, easy strategies to help avoid repetitive stress injuries, speeding up your toner pouring as well as help keeping down toner dust and injury. Mehan, Session W3

S104 Sourcing Service Parts
Getting started in printer service or fed up with your current parts supplier? If so, this seminar will help you find and evaluate the many different suppliers of laser printer parts. You will walk away from this session with the top factors in measuring supplier performance, ensuring that you get the service you (and ultimately your customer) deserve. Guy, Session W2

S82 The Remanufacturing World and R&D Rules
A common challenge all remanufacturers face is the increased complexity of OEM design. Understanding product design and factors leading to the functionality of the product is the key factor for a successful remanufacturing process. Poor reverse-engineering steps are costly as they cause the production of substandard product. In this session, we will explore applicable engineering methods to help direct R&D efforts more effectively. Oskui, Session W3

S120 Warranty Defined - Learn How to Interpret the Fine Print and Maximize Your Warranty Reimbursement
Why stumble through the jargon? Discover what you really need to know about warranty reimbursement for yourself and your customers. Session W1

Toner How-To

L01 Analyzing the Brother Series – HL-1240 (TN-460, DR-400), HL-1650 (TN-560)
The unique design of these popular cartridges can pose issues for remanufacturers. These issues can be resolved by understanding the different strategies remanufacturers must use to produce them. The course will teach how to successfully remanufacture with special attention to these unique features. Session F8

L02 HP 1150/1200/1300 Remanufacturing Lab
Learn to successfully remanufacture and troubleshoot problems from start to finish when working on the HP 1150/1200/1300. We will walk you step by step through the solutions to common problems that remanufacturers encounter when working on these cartridges. Dipasquale, Session T6

L03 HP 1160/1320 Remanufacturing Lab
Learn to successfully remanufacture and troubleshoot problems from start to finish when working on the HP 1160 and the 1320. We will walk you step by step through the solutions to common problems that remanufacturers encounter when working on these cartridges. Hopfer, Session W3

L04 HP 2300 Remanufacturing Lab
Learn to successfully remanufacture and troubleshoot problems from start to finish when working on the HP 2300. We will walk you step by step through the solutions to common problems that remanufacturers encounter when working on these cartridges. Smith, Session W1

L05 HP 2300 Remanufacturing Lab – Spanish
Learn to successfully remanufacture and troubleshoot problems from start to finish when working on the HP 2300. We will walk you step by step through the solutions to common problems that remanufacturers encounter when working on these cartridges. Presented in Spanish. Session W2

L06 HP 2420/2430 Remanufacturing Lab
Learn how to remanufacture the HP 2420 and the 2430 cartridges. Get all the hands-on tips and tools you need. David Thompson, Session W2
L07 HP 2500/2550 Remanufacturing Lab
Learn to successfully remanufacture and troubleshoot problems from start to finish when working on the HP 2500 and 2550. We will walk you step by step through the solutions to common problems that remanufacturers encounter when working on these cartridges. Hopfer, Session W1

L08 HP 3500/3700 Remanufacturing Lab
Learn to successfully remanufacture and troubleshoot problems from start to finish when working on the HP 3500 and 3700. We will walk you step by step through the solutions to common problems that remanufacturers encounter when working on these cartridges. Harland, Session T4

L09 HP 4100 Remanufacturing Lab
You can't afford to miss this class. The HP 4100 has the largest market share of the monochrome printer market and, with the addition of the new MFP model, its base is going to grow significantly. Discover critical information about the obstacles HP 4100 cartridges present and the technical advancements that allow you to overcome them. With a complete array of aftermarket products available, this is one cartridge that should be part of every remanufacturer's product lineup. Schwartz, Session W1

L10 HP 4250/4350 and HP 4345 MFP Remanufacturing Lab
This series from HP has become one of the most popular office network printers around. Learn the remanufacturing techniques to successfully supply the marketplace with high-quality remnants. Josiah, Session T6

L11 HP 4600 Color Cartridge Remanufacturing Lab
This is one of the better color printer systems from HP. This course will lead you from the darkness (black only), to the wonderful world of color! Learn what "special tools" are really needed and what replacement parts and supplies are available. Schwartz, Session W2

L12 HP 4600/5500 Remanufacturing Lab – English
This is one of the better color printer systems from HP. This course will lead you from the darkness (black only), to the wonderful world of color! Learn what "special tools" are really needed and what replacement parts and supplies are available. Harland, Session T6

L13 HP 4600/5500 Remanufacturing Lab – Spanish
This is one of the better color printer systems from HP. This course will lead you from the darkness (black only), to the wonderful world of color! Learn what "special tools" are really needed and what replacement parts and supplies are available. Harland, Session W2

L14 HP Q10A and Q11A – Spanish
Presented in Spanish, learn the basics of how to remanufacture these popular cartridges. Gesuaidi, Session W3

L15 HP Q12A, Q13A, Q38A and Q39A – Spanish
Presented in Spanish, learn the basics of how to remanufacture these popular cartridges. Alfredo, Session T6

L16 HP Q24A, Q42A, Q49A, Q70A and Q80A – Spanish
Presented in Spanish, learn the basics of how to remanufacture these popular cartridges. Rosser, Session F7

S64 Last-Minute HP Cartridge Releases
Every year, new printers are released in the months just prior to Expo. This class is designed to get the last-minute, up-to-date info on the latest printers. Rouse, Session T4

L17 Lexmark T430/T520/620 and T630 Remanufacturing Lab
Learn how to remanufacture cartridges for the Lexmark T430, T520/620 and T630 printers in this hands-on lab. This much-debated cartridge is growing in popularity, so this course is a must. King, Session F7

L18 Lexmark T430/T520/620 and T630 Remanufacturing Lab – Spanish
Learn how to remanufacture cartridges for the Lexmark T430, T520/620 and T630 printers in this hands-on lab. This much-debated cartridge is growing in popularity, so this course is a must. Presented in Spanish. Sanchez, Session F8

L19 New Release Cartridge Remanufacturing Lab
This demo lab will focus on a newly released cartridge. Come find out how to do a new cartridge and be ahead of the game! Session T5

L20 Remanufacturing the HP 1010/1012/1015 – English
Learn to successfully remanufacture and troubleshoot problems from start to finish when working on the HP 1010/1012/1015. This class will walk you step by step through the solutions to common problems that remanufacturers encounter when working on these cartridges. Session T4

L21 Remanufacturing the HP 1010/1012/1015 – Spanish
Learn to successfully remanufacture and troubleshoot problems from start to finish when working on the HP 1010/1012/1015. This class will walk you step by step through the solutions to common problems that remanufacturers encounter when working on these cartridges. Session T5

L22 Remanufacturing the HP LJ 1500/2500
Learn about common break/fix information on the 1500 and 2500 printers. Teardown will be explained, along with tips on how to best approach the challenging areas of the printer. Josiah, Session T5

L23 Remanufacturing the HP LJ 1500/2500 Cartridge – English
A must-see remanufacturing course for anybody interested in cashing in on SOHO channel consumables “sticker shock.” One of the most popular entry-level color machines on the market, the sub-$500 Samsung CLP 500/550 is sure to mean great profits for remanufacturers. Let us walk you through the remanufacturing process of this remarkable machine in an informative, detailed and yet easy-to-understand fashion. Rummler, Session F8

L24 Remanufacturing the Samsung 500/550 Cartridge – English
A must-see remanufacturing course for anybody interested in cashing in on SOHO channel consumables “sticker shock.” One of the most popular entry-level color machines on the market, the sub-$500 Samsung CLP 500/550 is sure to mean great profits for remanufacturers. Let us walk you through the remanufacturing process of this remarkable machine in an informative, detailed and yet easy-to-understand fashion. Trejo, Session F8

L25 Remanufacturing the Samsung 500/550 Cartridge – Spanish
A must-see remanufacturing course for anybody interested in cashing in on SOHO channel consumables “sticker shock.” One of the most popular entry-level color machines on the market, the sub-$500 Samsung CLP 500/550 is sure to mean great profits for remanufacturers. Let us walk you through the remanufacturing process of this remarkable machine in an informative, detailed and yet easy-to-understand fashion. Trejo, Session F8
**Instructors**

**Brett Adler - Wilder Technologies**
P04 Panel Member - Sales Talk Session T5

**Mr. Alfredo**
LIS HP Q23A, Q33A, Q38A and Q39A – Spanish, Session T6

**Patricia Ames, Recharger Magazine**
Patricia Ames is the global business manager for Recharger Magazine and one of the key coordinators for the magazine's recent digital editions in Chinese, Portuguese and Spanish. Ames has more than 10 years experience in foreign business relations. Most recently, she was managing director at a consulting firm handling clients in the telecommunications, semiconductor manufacturing and automotive industries in Europe and Southeast Asia. Prior, she was a consultant in the Netherlands and a director for foreign investments in Germany. Ames has a bachelor's degree in economics and business finance and a master's degree in business administration.

**S38 Expansion Opportunities in International Markets, Session W2**

**Mike Andreottola, American Ink Jet Corporation**
Michael A. Andreottola is founder, president and CEO of American Ink Jet Corporation in Billerica, Mass. Formed in 1984, American Ink Jet is a diversified company specializing in the development and manufacture of inks and media for inkjet printers and plotters. The company has expertise in the Hertz continuous flow inkjet and piezo inkjet technologies. Prior, Andreottola was staff scientist with Mead Digital Systems in Dayton, Ohio, and manager of Ink Jet Ink and Paper Development for the Color Plotter Group at Applicon in Burlington, Mass. He holds both a bachelor's and master's degree in biochemical engineering from Georgetown College, and an MBA from Northeastern University.

**S55 Inkjet Formulation – The Art of Color Chemistry, Session W2**

**Mark Appleberry, GreenFund Network/Core Recycling Concepts**
P07 Panel Member – Everything You Wanted to Know About Ink But Were Afraid to Ask, Session W3

**Laurie Bailey, Ink Tech**
Laurie Bailey is an inkjet ink expert at Ink Tech, which has grown to be the world's largest independent manufacturer of impact inks for the office supplies industry and now offers a complete line of high-quality inks for inkjet printing. With corporate and manufacturing headquarters in Cleveland, Ohio, plus warehouse facilities in Simi Valley, Calif., Ink Tech's quality has become known from coast to coast in the United States.

**S11 The Future of Inkjet Ink in the Remanufacturing Industry, Session T6**

**Rob Baydo, Sensient Imaging Technologies Inc.**
Rob Baydo serves as technical director of inkjet inks for Sensient Imaging Technologies Inc, a role he assumed in January 2005. He has been a member of the inkjet ink team since 1994 in various capacities, most recently serving as product development manager. Baydo's broad experience base ranges from formulation and technical support to sales and business strategy. He has been key in prioritizing and managing the development of new inkjet formulations for the past five years. Baydo holds a bachelor's degree in chemistry from the College of the Holy Cross and a master's degree in chemistry from the University of California at Berkeley. Since Aftermarket Pigmented Inks and Cartridges, Session W1

**Rodolfo Campbell**
S85 Real Solutions to Inkjet Problems – Based on Issues in Latin America – Spanish, Session T6

**Tami Bolt, Blue Cube Marketing Company**
Tami Bolt is an award-winning marketing professional with more than 15 years experience in such diverse industries as healthcare, news media, golf and education in both the for-profit and not-for-profit sectors. She recently launched Blue Cube Marketing Company, which serves as a catalyst for transforming the way companies approach social responsibility and communication strategy. By targeting small to midsize companies and community entities that may not have the internal resources to strategically align with each other. Blue Cube provides a blueprint for successful and strategic implementation of community engagements and communication plans. S66 Marketing is Everything, Session W1

**Craig Berosh, Recharger Magazine**
For the past two years, Berosh has held the position of lead editor at Recharger Magazine where he gets the opportunity to experience the imaging supplies aftermarket from a variety of viewpoints. He has reported and written on a number of different issues within the remanufacturing industry including retail refilling franchises. In his spare time, Berosh is an amateur empty cartridge collector.

**P03 Panel Moderator - Franchise Discussions, Session F7**

**Charles Brewer, Hard Copy Supplies Journal**
Charles Brewer joined the Lyra Research staff in 1997 and has written for The Hard Copy Observer and The Hard Copy Supplies Journal. He also has edited and authored various reports related to digital imaging hardware, consumables, and the industry in general. He joined Wellesley Information Services as a managing editor in 2003 and rejoined Lyra in 2005. Brewer has more than a dozen years of experience in analyzing business and technology, and his freelance work has appeared in such publications as InnMagazine and Computersworld.

**S114 Trends in Inkjet and Color Laser Printers and Supplies, Session T6**

**Benjamin Bud, Westbury Office Supplies Pty. Ltd.**
Bud has had a diverse career, having spent four years after school working as a stuntman and acrobat. He then spent a short time selling real estate before getting into the computer consumables market, a business he started in October 1990. Westbury Office Supplies Pty. Ltd. is a wholesale supplier to resellers throughout Australia, currently employing 28 people. Bud has seen huge changes and challenges over the last 15 years, and is focused on how the market will look in the short-term future given the current speed of change. He looks at the change as not creating problems, but great offering opportunities.

**P06 Panel Member – Business Owners – Challenges and Rewards of Owning Your Own Business, Session F8**

**Mike Bushman, M.B. Sales**
Mike Bushman is the president of M.B. Sales, an industry leader in buying and selling empty inkjet, laser and toner cartridges. Being the leader within the industry isn't easy, it takes commitment to quality, good service and a team dedicated to delivering uniformity that customers demand. At M.B. Sales, the inspection process has set the standards for the rest of the industry to follow, the goal is 100 percent customer satisfaction.

**S110 The Hard Copy Observer Articles Collection, Session W2**

**German Cano, Recarga Express**
German Cano has a degree in financial management from the Tec de Monterrey University in Mexico. He is CEO of Recarga Express and has seven years of experience in the industry. He arrived in the industry with an entrepreneurial project called the "Recycled Supplies" project, which won 2nd place and received a bank loan for US$7,000. Now his company is worth several million dollars.

**S26 Lending Printers as a Cost-Per-Page Strategy – Presented in Spanish, Session W2**

**Mick Carlotta, Inkprocess**
Mick Carlotta has been in the imaging industry for 28 years. He is the inventor on 27 OEM patents relating to print head and cartridge design. Currently, he is a partner in InkProcess.com, just north of Atlanta. The company provides inkjet processing machines, as well as related products and services. S09 Basic Inkjet Recycling Process – English, Session W3.

**S22 Common HP Ink Cartridge Issues, Session T4**

**Ramón Casas-Ballester, Sensient Imaging Technologies Spain, S.L.**
Dr. Ramon Casas-Ballester is the technical manager for Sensient Imaging Technologies Spain, S.L. He has a Ph.D. in organic chemistry and has more than 10 years of experience in the application and formulation of inkjet inks. His experience includes basic formulation of inks, raw materials selection and technical support. He has participated actively in developing new business opportunities in the Middle East, Asia Pacific and Europe.

**S10 Inkjet Ink Quantitative Performance Evaluation – Spanish, Session W3**
Richard Clemmer, Static Control
Richard Clemmer is the domestic sales manager for SCC's Imaging Supplies Division. Clemmer's six years of experience at SCC as a regional sales manager for three separate regions has equipped him with the knowledge necessary to deliver effective consultive selling solutions to SCC customers and sales associates. His management and leadership training stems from four years of experience in the U.S. Marine Corps as a nuclear, biological and chemical defense specialist.
S50 How to Sell Value With Confidence, Session W2

Rob Cowman, Environmental Business Solutions
Rob Cowman is the general manager for Environmental Business Solutions. He has been a contributing writer for Recharger Magazine for more than five years and is a sales and marketing instructor at national industry seminars. His experience covers advertising, direct mail, customer database management, product branding and sales management. A former U.S. Marine officer, Cowman holds a B.B.A. from Southwest Texas State University.
S89 Sales Management Training & Motivating Sales Reps, Session W2;
S16 How Can I Maximize My Growth and Profits Given My Existing Business?, Session W3
S83 Raising the Bar – Improving Your Sales and Operations Through Planning and Execution, Session T4

June Cravenn, U.S. Bank
June has done SBA loans with U.S. Bank for eight years and has been called "a miracle worker" by many of her clients. Her background of accounting, real estate broker and mortgage broker in a number of states makes her most qualified to assist a business in putting together an approachable loan package. June has helped neutralize the past negative conceptions that people have had about SBA loans and has helped many companies achieve their dream of owning their own building.
S40 Funding Your Growth, Session T4
S44 How Does the SBA Work?, Session T5

Walter Derungs, Cartec International Inc.
Walter Derungs was president of Pelikan, Inc. in Franklin, Tenn., from 1978 to 1987. Pelikan started as a ribbon manufacturer, and a toner factory and solvent coating operation were added later. During his tenure the company grew from zero to more than 900 employees. In 1991, Derungs established Cartec Intl in Canton, Conn., a leading provider of injection molds and molded plastic parts for the ribbon and film-slitting industries.
S127 Dye Sub vs. Inkjet Printing, Session T6

Tom Dipasquale, Diamond Tech Associates
Thomas Dipasquale is a 1974 graduate of Villanova University with a bachelor of science degree. He has been actively involved in magnetic roller and primary charge roller development since 1992. In 1993 he joined Diamond Tech Associates. He also started Diamond Imaging Inc., a small remanufacturing company, in order to stay atop of new developments in cartridge recycling. Dipasquale has also developed coatings for developer rolls, metal doctor blades and drums.
S21 Common Cartridge Failures: Problems and Solutions, Session T5;
L02 HP 1500/2000/3000 Remanufacturing Lab, Session T6

Eliot Disner, Van Etten, Suzumoto & Becket LLP
Eliot G. Disner is a Los Angeles-based antitrust and intellectual property trial lawyer. He has obtained numerous multimillion dollar defense verdicts, plus serves as a media commentator and speaker regarding antitrust and trial practice. Disner also writes books and articles, arbitrates and mediates, and is a 1972 Harvard Law School graduate.
S65 Legal Issues; Confronting Unfair Competition, Session F7;
S124 Trials, Trials, Trials, Session F8

Michael Dudek, Zygoquest Group
Michael Dudek is president and owner of Zygoquest Group, a firm that specializes in mergers and acquisitions for entrepreneurs interested in selling or buying companies in the office products and document-services industries, as well as other industries.
S47 How to Maximize the Value of Your Business, Session W3

Marjorie Farnsworth, Farnsworth International Trade Mgmt.
Marjorie Farnsworth, president of Farnsworth International Trade Management, has been a professional manager and troubleshooter in international trade operations for more than 15 years. Before developing her own management consulting firm, Farnsworth worked in trade operations for Motorola, ACCO, Hewlett-Packard, Marubeni Transport and other firms. She was able to save each company large amounts of money through operational improvements.
S90 Trade Secrets: Strategies for Successful Global Trade, Session W3

Debbie Fernandez, PTI
Debbie Fernandez is the sales and marketing manager for Printing Technology, Inc. (PTI). Fernandez started in the remanufacturing industry in 1993, holding various positions including operations coordinator, product manager and material manager. She currently works on special projects, sales, empty-cartridge sales, acquisitions, and marketing at PTI.
P01 Panel Moderator - Ask the Experts: Ink Tech Talk, Session W1
S76 Panel Member - Sourcing Emplties, Session T6

Jim Forrest, Lyra Research
Jim Forrest is responsible for the planning, editorial content, writing and management of The Hard Copy Supplies Journal. He has extensive technical and marketing experience in the printer industry. Prior to joining Lyra Research, he was manager of market development and research at Markem Corporation. His additional experience includes marketing management positions with NEC Technologies, Genicom, and Centronics Data Computer, and program management and consulting in the fields of electronic imaging, printing, and hard-copy imaging, emphasizing toner-based imaging processes. Forrest obtained his degree in applied physics at North West Kent College of Technology and his diploma in management studies from the Polytechnic of Central London Business School at the University of Westminster.
S113 The Sophistication and Globalization of Toner, Session T4

Graham Galliford, Galliford Consulting & Marketing
Graham Galliford founded Galliford Consulting & Marketing in May 1994. The firm provides technical and business consulting services and operates internationally in the fields of electronic imaging, computer graphics and hard-copy imaging, emphasizing toner-based imaging processes. Galliford obtained his degree in applied physics at North West Kent College of Technology and his diploma in management studies from the Polytechnic of Central London Business School at the University of Westminster. Galliford has helped neutralize the past negative conceptions that people have had about SBA loans and has helped many companies achieve their dream of owning their own building.
S40 Funding Your Growth, Session T4
S44 How Does the SBA Work?, Session T5

Martin Garcia, UniNet Imaging
Martin Garcia is general manager of UniNet Imaging Inc., a global manufacturer and distributor of toner, OPC drums, wiper blades and other supplies. He is based at the corporate headquarters in California. Garcia's experience includes 15 years of managerial experience at Honeywell automotive group and consulting in the medical and entertainment industries. He has a strong background in engineering & R&D, operations in domestic and international markets, and is a quality certified Six Sigma expert. His work experience includes the U.S., Europe, Latin America and Asia markets. Garcia has an electromechanical engineering degree and received his MBA from the Anderson School of Business at UCLA.
S45 How to Effectively Market Your Cartridges in Latin America – Spanish (Marketing Cartuchos Reciclados), Session T5;
S75 Overview of Production and Quality in Recycling – Spanish (Calidad Produccion Cartuchos Reciclados), Session F7

Steve Geishirt, Parts Now!
Steve Geishirt was the first employee hired at Parts Now! at its inception in 1989. Fifteen years later, Geishirt functions as the director of training. His present duties include keeping the Parts Now! sales and technical staff on the cutting edge of new printer technologies and keeping them current on newly discovered printer issues. Geishirt has been training field technicians since 1990 on laser printer repair and continues to be the lead instructor at Parts Now!
D01 Servicing the CLJ 4600 and CLJ 4650, Session W2;
P05 Panel – Service Talk, Moderator, Session W3;
D12 Servicing the LJ 4345 MFP Printers, Session T6

Diego Gesualdi
L14 HP C600A and C601A – Spanish, Session W3

Luke Goldberg, Future Graphics
Luke Goldberg, Future Graphics' vice president, sales and marketing, is responsible for developing international market analysis and sales trends, expanding domestic dealer channels, managing Future Graphics' international sales team of professionals, and heads the Future Graphics marketing team. With more than 12 years of experience in the industry, Goldberg has served as director of sales at Future Graphics/Nu-kote Components Division, vice president/partner at Imaging Division and vice president/partner of Earth Corporation and Ink Magazine. He has extensive industry knowledge and expertise in sales and marketing techniques as well as market analysis.
S103 SOHO Market Explosion: Opportunities and Challenges, Session T6
Instructors

Antonio Jose Gomez, LatinReps/Quickfill
Owner of Quickfill in Bogota, Colombia, and Quito, Ecuador. Quickfill is a major inkjet and toner remanufacturing chain in the area with nine stores, and is one of the oldest distributors in the region. He earned a bachelor’s degree in industrial engineering and economics at Texas A&M University, and a master’s degree in international business at Pepperdine University and one in finance at ITESM in Monterrey, Mexico.
S125 Going South, Market Trends and Expansion into the Latin American Market, Session F7

William Gordon, Miraco Computer, Ltd.
William Gordon is president and Chief Operating Officer of Miraco Computer, Ltd. Prior to Miraco, Gordon was president of KeyNetica Inc., CEO of TechSys Inc., a Nasdaq-traded technology company in New York, partner and Chief Operating Officer with Accenture, and responsible for strategic sourcing and partnerships worldwide with EDS Corp. He holds a graduate degree in international political economics from the University of North Texas.
S117 Understanding and Using Cost-Per-Page (CPP) Technology in the Printer Supplies Industry T5

Kevin Guy, Parts Now!
Kevin Guy is Parts Now’s vice president of sales and marketing and strategic programs. Guy’s main focus is bringing ideas and strategies to life with and through people, products and processes in order to continue Parts Now’s tradition of sustained growth. He has a master’s degree in business management from Indiana Western University and a B.S. degree from the University of Indianapolis.
S104 Sourcing Service Parts, Session W2

Scott Harland, Static Control
Scott Harland is lead customer service engineer at Static Control Components. He holds a bachelor’s degree in mechanical engineering from Washington State University and has been with Static since 2004. Harland travels extensively to customer sites concerning HP Color LaserJet 4600 remanufacturing issues. Other duties at Static Control include working with the toner development team on all color laser engines and assisting the technical support team with customer issues.
L26 HP 4600/5500 Remanufacturing Lab – English, Session W2;
L08 HP 3500/3700 Remanufacturing Lab, Session T4

Mary Beth Hartlieb, PRISM Human Resources Consulting, LLC
Mary Beth Hartlieb founded PRISM LLC after realizing that many human resources departments were looking to outsource projects, and smaller companies were at a great disadvantage in managing human resource functions due to limited resources. She holds a juris doctorate degree from the William S. Boyd School of Law, a master’s degree in human resource management and a bachelor’s degree in marketing and business administration from Upsala College. She is currently employed with All Business Owners Should be Aware Of, Session W1;
S43 How Can Outsourcing BH Help Benefit My Business?, Session W2

Bill Henry, American Laser Products Inc.
A veteran of the remanufacturing industry since 1992, Bill is President of American Laser Products Inc. Henry has been trained in Standardized Test Methods and was an instructor at previous World Expos.
S106 Standardized Test Methods Training – STM, Session T4
S119 Using STM as a Marketing Tool, Session T6

Jed Heyes, Continental Imaging Products, Inc.
Jed Heyes is quality control manager at Continental Imaging Products, an STMC-certified remanufacturer near Chicago. Heyes is a certified STMC trainer. With more than 20 years in quality assurance, he is a senior member of the American Society for Quality, a Certified Quality Engineer, Qualified Quality Auditor, and former editor of ASQ’s statistics division technical newsletter.
S106 Standardized Test Methods Training – STM, Session T4
S119 Using STM as a Marketing Tool, Session T6

Mark Hibbard, Eastport Engineering
Mark Hibbard, technical adviser for Recharger Magazine, teaches computer networking technology at Washington County Community College in Maine. Prior, he spent 13 years with Nashua Corporation’s Research Group developing business imaging products and was technical director for Oasis Imaging Products. S119 Color Printer Image Performance, Session W2;
P02 Ask the Experts: Toner Tech Talk, Moderator, Session T4;
S122 Your Company’s Web Site: Where to Begin, Session T5;
S86 Real-World Toner Testing and Qualification, Session F7

Michael Hoffman, Igniting Performance
Michael Hoffman is president of Igniting Performance, a Dallas-based company that specializes in sales, customer loyalty and leadership. During the last nine years, Hoffman has delivered professional speaking engagements and custom-tailored training to organizations across this country and abroad. With a background that includes being a waiter, disk jockey, entrepreneur, TV host, salesperson, manager, human resource generalist, national sales trainer (can this man hold a job?), Hoffman uses his rich background to drive home his message that business is and will always be about “people.” His highly contagious passion for business has won him the loyalty of many repeat customers such as Knight Ridder, IBM, Microsoft, Illinois Press Association, KRLD Radio, Ericsson, Oracle, Capital One Auto Finance, California Press Association, ExxonMobil, State Farm, SYSCO Foods, AFLAC, VHA, Novation and Dryers Grand Ice Cream.
S36 Even More Sales Secrets of the One Percenters, Sessions T4, T5 & T6

Paul Hopfer, Static Control
Paul Hopfer is a customer service engineer with Static Control Components. Hopfer graduated from North Carolina State University with a degree in mechanical engineering and has been with SSC since 2004. His duties with technical support include assisting the department with diagnosing and correcting customer problems and troubleshooting cartridges. Hopfer’s primary areas of expertise include HP and Canon products.
L07 HP 2500/2550 Remanufacturing Lab, Session W7;
L03 HP 1160/1220 Remanufacturing Lab, Session W3

Ben Hubble, Property Line
Benjamin Hubble is a Web development specialist for Property Line, a full-service marketing and technology company focusing on the commercial property brokerage community. Hubble designed his first Web page in 1996 and has experience in all areas of design for print and online publications, including HTML, Flash, PHP graphics and more. Hubble is also the president of El Visible Design, which since its 2001 debut at www.elvisible.com, has received various awards for creative design.
S121 Web Site Design, Tips for Success, Session W1

Cynthia Hunter, The Ink Dot
Cynthia Hunter founded The Ink Dot in 1994 by offering free education to end users at computer shows to make printing affordable for everyone. TheInkDot.com Web site launched in 1996 and with Hunter’s savvy marketing skills became an instant success. This year Hunter has been mentoring new dealers entering the exciting and lucrative inkjet and toner business. She has helped all of them avoid the pitfalls most beginners encounter and she looks forward to helping you. S32 E-Commerce – Buying and Selling Products and Services Online to Improve Your Business, Session W3
S87 Recharger Startup: A Primer for Business Entrepreneurs, Session T6

Bonelle Ingram, FKM Copier Products
Bonelle Ingram started her technical career as a tool-case-carrying field service tech, and quickly advanced to service manager. Currently, Ingram is vice president of technical service for FKM Copier Products in Irvine, Calif. A UCLA graduate, Ingram has traveled to all 50 U.S. states, Australia and Europe teaching her practical hands-on style of service management. Her new book, “Service With A Smile,” is a compilation of many of the syndicated columns she has written for national business magazines and newspapers. Ingram’s greatest credential is her 30 years of hands-on experience of running a very profitable printer/copier/tax service department.
S94 Selling Service to Improve the Quality of Your Service Department, Session T6

Joy James, Joy James Group
Joy James is an industry-leading authority with more than 10 years of experience growing successful aftermarket businesses. Joy James Group provides merger and acquisition assistance and strategy development.
services to clients in the office products industry. James holds both her MBA and bachelor’s degree in business administration/marketing and serves on the board for the California State University Northridge Center for Business and Entrepreneurship.

S37 Exit Strategies for Aftermarket Entrepreneurs: Maximizing Your Company’s Value, Session W3
S76 Panel: Sourcing Emptysp, Moderator, Session T6

Victor C. Johnson, R-Jet Tek
Victor Johnson is director of communications for R-Jet Tek. Johnson, who has been with the company since its founding in 1989, is a Microsoft Certified Systems Engineer. He is the author of The Inkjet Guide for Entrepreneurs, one of the industry’s first how-to manuals for individuals setting up an inkjet remanufacturing business. As an accomplished photographer, Johnson does all of R-Jet Tek’s product, catalog, Web and training photography.
P06 Panel Member – Business Owners – Challenges and Rewards, Session F8

Todd Jones, Wilder Technologies
Todd Jones is a founder and chief architect of Wilder Technologies. Jones has more than 20 years’ experience delivering innovative solutions for several office equipment manufacturers. He invented and developed several significant printing technologies while working in the R&D labs of both HP and Xerox, including the first truly networked printer. Jones holds a bachelor’s degree from the University of Idaho and a master’s degree in mathematics and computer science from the Florida Institute of Technology.

S93 Selling Diversification – Selling and Managing Multifunctional, Session W2

Mike Josiah, Summit Technologies
Mike Josiah is vice president of technical services at Summit Technologies, a global distributor of toner, OPC drums, wiper blades and other supplies. Josiah has been with the company for 17 years. He and the technical support team of Summit Technologies regularly contribute articles and teach seminars at association meetings and trade shows.

L24 Remanufacturing the HP LJ 1500/2500, Session T5
L10 HP 4250/4350 and HP 4345 MFP Remanufacturing Lab, Session T6

Houshyar Karimabadi, HOW Corporate Solutions, LLC
Houshyar “Hooch” Karimabadi is the president of Maryland-based HOW Corporate Solutions LLC, a three-year-old business that has rapidly become a leading resource for the office equipment industry’s marketing needs. He has been involved with rechargers since 1999 and his extensive background in graphic design, photography, sales and marketing, and a degree in information systems, has given him a wide range of expertise in this field, making his company a solid force in the office equipment industry.

S92 Selling Cost Per Copy, Session W1
S33 E-Mail Marketing: Newsletters, E-Mail Blasts and More, Session T5

Sheryl Katz, 10communications
Sheryl Katz is senior vice president and general counsel for 10communications, and publisher of Application Development Trends. Katz has a diverse background in law, government, technology and business. She is a current member of the Bar of the State of California. Katz received her bachelor’s degree from Cleveland State University, summa cum laude, in 1972, and her master’s degree in history from Cleveland State University in 1973. She received her JD in 1979, with high honors, from George Washington University.

S105 Spam – Legal Issues Concerning E-mail and Fax Broadcasting, Session T4

Jeff Kennedy - Sensient Technologies Inc.
P01 Panel Member – Ask the Experts: Ink Tech Talk, Session W1

Shannon King, Static Control
Shannon King is a member of the technical support staff at SCC. He served nine years in the U.S.A.F., with a background in communications. He has more than 13 years in the toner remanufacturing industry with experience ranging from plant layouts, production management, printer repair and sales. His current responsibilities at SCC include telephone support, facility layouts, customer training and on-site training when customers need assistance.

L17 Lexmark T430/T520/620 and T630 Remanufacturing Lab, Session F7

Yair Kipman, ImageXpert Inc.
Yair Kipman is the president of ImageXpert Inc., an industry leader in automated image quality inspection systems. Since founding ImageXpert in 1989, Kipman has guided the company to the forefront of the image quality industry. ImageXpert offers a diversified product line that addresses the needs of a wide range of markets including image quality and related fields. Kipman holds an M.S. in mechanical engineering with a major in electro-optics from the University of Connecticut and a B.S. from the Technion Institute of Technology.

S06 Analyzing & Measuring Print Quality, Session W1

Laura Kittner, PrintFleet Inc.
As director of marketing for PrintFleet Inc., Kittner has a background that focuses on advertising, integrated marketing communications and public relations. Laura spent three years with Multi-Laser Solutions Inc., where she implemented various successful marketing, promotional and customer support programs. While she was heading up their marketing efforts, Multi-Laser was the recipient of the 2004 Vendor with Best Marketing Award from one of the company’s long-standing Canadian partners.

S49 How to Develop a Strategic Marketing Plan, Session F8

Marcel Kunz, RTI Inc.
Marcel Kunz, an electronic engineer by trade and native of Switzerland, joined Pelikan Inc. in 1983, where he was actively involved in the manufacturing process of imaging supplies. In 1987, Kunz started the U.S. branch of SM Engineering of Switzerland and was responsible for sales and service of the complete product line of printer and typewriter ribbon production equipment. He was instrumental in the design of the CBR-SME line of inkjet cartridge recycling machines and has extensive knowledge of the recycling process of inkjet cartridges. RTI Inc. is a consulting firm specializing in inkjet cartridge remanufacturing production setup and improvements.

S99 Inkjet Quality Control, Session W3

Kelly Kwo, Sensient Technologies Inc.
Kelly Kwo is the laboratory manager for the inkjet ink division of Sensient Imaging Technologies and has been actively involved in the inkjet industry for 10 years. Most of her career years were focused on research and development of thermal and piezo inks including aqueous, phase change and UV-curable. Kwo holds a bachelor’s degree in chemistry from the University of California Irvine.

S01 Analyzing Inkjet Inks, Session F7

Alain Lachambre, Teckn-O-Laser, an Adsero company
With more than 20 years of experience in the imaging and IT industry and a sales and marketing background, Alain Lachambre has worked for companies such as Canon and IBM. He joined Teckn-O-Laser in 1992 as vice president of sales and marketing and as a shareholder. He has built his reputation on his ability to sell high-quality products and services to a variety of channels. Since February 2005, Teckn-O-Laser has been a subsidiary of Adsero Corp.; Lachambre was promoted to executive vice president for Adsero.

S48 Sell Added Value Through a Cost Management Solution for Office Printing Environments, Session W3
P04 Panel Member – Sales Talk – Industry Trends, Session T5

B.J. Lee

S84 Real Solutions to Inkjet Problems – Based on Issues in Latin America – English, Session F7

Yvon Léveillé, Teckn-O-Laser, an Adsero company
Yvon Léveillé is CEO of Adsero, a company that seeks to acquire or invest in well-managed companies that specifically address the e-waste market with a focus on desktop printing supplies. In 1988, he founded Teckn-O-Laser, an award-winning company that remanufactures quality printer cartridges. Since the company’s inception, Léveillé has promoted Teckn-O-Laser to a position of prominence and leadership in the North American industry. On Jan. 31, 2005, he rolled into Adsero. Prior to Teckn-O-Laser, Léveillé founded Micro Tempus, a communications software development company he shepherded to IPO in 1986. In 1969, he completed the electronic engineering program at the DeVry Institute of Technology in Toronto and graduated with honors. His urge to further develop the remanufacturing industry lead him to join, in the fall of 2001, the Int'l ITG, a nonprofit organization representing imaging supplies companies of all types. A philanthropist, he has raised funds for research on scleroderma, a rare disease, and since 1998 has been president of "Scélerodermie Québec," a nonprofit organization.

S26 Strategies to Gain New Business and OEM Market Share, Session T4
**Instructors**

**Tom Loborec, Advanced Technical Services**
With more than 20 years of experience in the remanufacturing and service industry, Tom Loborec has trained students from numerous countries in laser printer repair. Loborec is president/owner of Advanced Printer Services of Stillwater, Okla., which is an HP-authorized printer service company. He also operates Advanced Technical Services where students can receive hands-on instruction for repairing laser printers and unlimited technical support. He has helped start several printer service companies across the United States, and has taught at every previous World Expo.

**S28 Creating a Printer Repair/Service Department, Session W1**
**S32 Basic Troubleshooting – English, Session W2**
**S99 shortcuts to Troubleshooting Printers – English, Session T6**

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**Ben Lyles, LPS**
Ben Lyles is one of the industry's most highly recognized technical experts in the field of inkjet design, recycling processes, ink formulation and inkjet patent inventions. He has authored many technical articles for industry publications, as well as mentoring many classes and technical seminars covering all facets of inkjet technology. Lyles' past experience includes working for leading aftermarket inkjet ink manufacturers as well as leading inkjet recycling and compatible cartridge manufacturers. Currently, Lyles is owner and president of LPS, a company focused on providing innovative inkjet products and technical support services for the aftermarket imaging industry.

**S57 Inkjet Outsourcing Analysis, Session W2**
**S88 Recycling the HP 29A Lab, Session W3**
**S88 Inkjet Patent Issues, Session T5**
**S41 Guerrilla Inkjet R&D, Session F7**

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**Ron Marquez, Market Point**
Ron Marquez has been the depot manager at Market Point Inc., located in Exton, Pa., for more than eight years. He oversees the repair and refurbishing of Lexmark and HP printers and parts. Marquez is a certified Lexmark repair technician whose hands-on approach keeps Market Point's technical support department, he is now CEO of Brasilfax, Brazil's leading remanufacturing company.

**D06 Servicing the Lexmark Optra S and T Printers, Session T4**

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**Wes McArthur, BEI Services**
Wes McArthur started in the copier industry as a service technician for Savin Corp. in 1980. He has held various positions in copier and computer departments, ranging from technician to service manager. In 1988 he left the dealer environment to join Minolta Corp. as area service manager, and was promoted to national service marketing manager in 1992. After leaving Minolta in August of 1993 he and his partner co-founded BEI Services Inc. to provide independent imaging dealers with an unbiased source for standards and nationwide comparative service reporting. BEI Services now tracks every service call that occurs on more than 13 million imaging devices around the world and has almost 3,000 technicians using its compensation program. BEI Services.com offers customers imaging device performance comparisons and a variety of benchmarking and reporting tools to improve machine and technician performance.

**S27 Cost Per Page, What You Don’t Know Can Cost You, Session W3**

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**Norman McConkey, PrintFleet Inc.**
As the president of PrintFleet Inc., Norman McConkey has more than 10 years experience in both the remanufacturing and software industries and has held various management and executive positions. McConkey returned to North America after a three-year assignment in Europe where he was vice president of market development for WatchFire and Corel Software Companies. He is an active speaker and writer for the industry, with articles covering business growth techniques, printer fleet management and solutions selling.

**S46 How to Leverage Remote Print Management Technology to Keep Your Customers Happy, Session W1**

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**West McDonald, PrintFleet Inc.**
West McDonald is the director of sales and partner relations for PrintFleet Inc. His key strengths are in high-technology sales and solution-sales management and he has honed these skills working in senior roles for companies like PSSNet and GE Capital IT Solutions. McDonald has more than 10 years experience in building and streamlining winning sales organizations.

**S80 Print Management Software – Understanding the Concept of Conducting Print Audits for Your Customers, Session W3**
**S99 Shortcuts to Troubleshooting Printers – English, Session T6**

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**Terry Meyers, Meyers Laser Printer/Plotter Services**
Terry Meyers is the owner of Meyers Laser Printer/Plotter Services of Ventura, Calif. As an independent laser printer/DesignJet plotter trainer, he has been training for Don Thompson's Service Seminars since 1990, as well as conducting on-site custom/open classes for individual companies. Meyers is HP certified in both laser printers and DesignJet plotters, including the newly released DesignJet 4000 plotter.

**S28 Creating a Printer Repair/Service Department, Session W1**
**S61 Introduction to DesignJet Plotters, Session T5**
**S08 Basic DesignJet Maintenance Support, Session T6**
**P05 Panel Member – Service, Session W3**

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**Mehdi Oskui, MKG**
Mehdi Oskui presently directs MKG's manufacturing operations from the company's head office in Mississauga, Ontario, and holds a master's degree in engineering from the University of Toronto. He started his career with engineering functions in the automotive industry. Oskui joined MKG in 1996 as the company's director of manufacturing and helped the company to achieve its ISO 9001 certification. In 2004, Oskui led the company during the setup of one of the most sophisticated manufacturing plants in the remanufacturing sector with a monthly capacity of 120,000 cartridges per month.

**S28 Creating a Printer Repair/Service Department, Session W1**
**S80 Print Management Software – Understanding the Concept of Conducting Print Audits for Your Customers, Session W3**
**S08 Basic DesignJet Maintenance Support, Session T6**
**S88 Recycling the HP 29A Lab, Session W3**
**S88 Inkjet Patent Issues, Session T5**
**S41 Guerrilla Inkjet R&D, Session F7**

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**Alexandre Ostrowiecki, Brasilifax**
Alexandre Ostrowiecki has a degree in business administration and is currently earning his master's degree in organizational development. Having worked previously in Unilever's financial department and Accenture's strategy consulting department, he is now CEO of Brasilifax, Brazil's leading remanufacturing company.

**S42 Hiring and Managing Employees, Session W1**
**S68 Matching Your Sales Method to Your Potential Customer Base – Face-to-Face, Retail or Internet?, Session W1**
**S99 Shortcuts to Troubleshooting Printers – English, Session T6**

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**Betty Pereira, Greentec International**
Recognized as an expert in the reverse logistics and sale of empty cartridges, Pereira has more than eight years of aftermarket experience. As VP and co-owner of Greentec International, Pereira is one of the world leaders in the collection and distribution of empty cartridges, she is responsible for overseeing daily business while keeping abreast of global market conditions. Pereira works closely with clients to offer operational solutions and to set new standards for empties management.

**S46 How to Leverage Remote Print Management Technology to Keep Your Customers Happy, Session W1**
**S24 Core Solutions in the Marketplace, Session T4**

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**Terry Mehan, Cartridge Conservation**
Terry Mehan, owner of Cartridge Conservation, has been in the industry since 1993. Safety issues within the industry have been a priority for Mehan since that time. He is the designer of the innovative Multi Fill pouring funnel. Mehan is an active participant in the Australasian Cartridge Remanufacturers Association and has been called on to lecture within Australia and Barcelona. He is a contributing writer for Recharger Magazine and The Recycler Magazine. Mehan believes innovation and quality can come from sharing knowledge, particularly for small shop remanufacturers.

**S12 Toner Dust in Small Workshops, Session W1**
**S102 Small-Shop Production Issues, Session W3**

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**Betty Pereira, Greentec International**
Recognized as an expert in the reverse logistics and sale of empty cartridges, Pereira has more than eight years of aftermarket experience. As VP and co-owner of Greentec International, Pereira is one of the world leaders in the collection and distribution of empty cartridges, she is responsible for overseeing daily business while keeping abreast of global market conditions. Pereira works closely with clients to offer operational solutions and to set new standards for empties management.

**S24 Core Solutions in the Marketplace, Session T4**
John Pickett, Static Control
John Pickett is the manager of toner development for Static Control Components Inc., overseeing the development and quality control processes of SCC's complete toner line. He has impressive credentials beginning with a 20-year tenure with Nashua Corporation, developing toner formulations for Xerox and IBM. He was also plant manager of a three-shift operation that produced 600,000 pounds of toner per year. Pickett holds five patents for specialty toner formulations and an innovative imaging system.
S78 Polyester Toner – Understanding the Technology, Session T5

Richard N. Piper, FMAdult
Rich Piper has been in the document business for more than 15 years. He began selling analog monochrome copiers for M/Cs/Canon (now known as CBS East), and quickly migrated to selling color products, where he learned and leveraged software-based front-end solutions. Later, he worked for IKON as director of office integration for the Product Development and Fulfillment (P&DF) division. It was there he focused on electronic paper distribution (document imaging) and print management/assessment. After IKON he had a short stint at EFI. He recently ventured out on his own and contracted with GT Technologies to assist with business development. He plans to continue leveraging his experience and passion for assisting end users, distributors and other value-added service providers with achieving success within the print management space.
S25 Cost Per Copy and Total Cost of Ownership, Session T6

Wolfgang Reick, TB Acessorios do Brasil Ltda.
Dr. Wolfgang Reick was born in Germany and received his Ph.D. in mechanical and materials engineering at the Ruhr University of Bochum, Germany. He lectured in mechanical engineering at the University of Sao Paulo, Brazil from 1996 to 2000. He is a founder partnering of TB Acessorios do Brasil Ltda, a leading South American company for inkjet processing equipment and distribution. Reick is also a partner in EuroLabor, a German institute for materials investigation and failure analysis.
S98 Shop and Kiosk Refill – The Future in Inkjet Cartridge Recycling, Session T5

Gerry Rioux, Primedia Products Inc.
Gerry Rioux is known throughout the industry as an expert in toner facility design and the formulation of MICR and standard laser printer toners. During the past 34 years, he has designed toner facilities, developed quality assurance procedures and formulated toners at Nashua Corporation, Color Image, Troy Systems International and most recently, Primedia Products Inc. MICR toners developed by Rioux are being used commercially throughout the world. He has been a contributing writer for Recharger Magazine, Recycler Magazine and other trade journals. He has conducted numerous seminars on MICR technology, cartridge remanufacturing and toner manufacturing at industry trade shows and conferences.
S73 Open Forum With MICR Experts, Session T4

Brad Roderick, LaserCycle
Brad Roderick holds a degree in business administration. He has 20 years of sales, marketing and operations experience; 15 of those years are in the OEM and aftermarket supplies industry.
P04 Panel: Sales Talk – Industry Trends, Moderator, Session T5

Ivan Antonio Rosales, CIRSA
S95 Selling Your Cartridges in Latin America – Spanish (Ventas – Cartuchos Reciclados), Session W2

Carey Rosser
L16 HP Q24A, Q42A, Q49A, Q70A and Q80A – Spanish, Session F7

Paul Rossi, Static Control
Paul Rossi is the director of imaging materials development at Static Control. He heads up the Imaging Division's systems testing laboratory as well as toner and OPC quality assurance labs. In addition, Rossi coordinates technical vendor relationships and imaging component development. He has more than 22 years of experience with Xerox, Pitney Bowes and Kodak. Prior to joining SCC in 1998, he spent 11 years with Canon in various management positions including toner engineering/production, OPC and cartridge engineering and materials research and development.
S17 Chemical Color Toner – Alternative Technology, Session W3

Kelly Rouse, Static Control
Kelly Rouse is a member of the technical support staff at Static Control Components Inc. and has been with the company since 1994. He has worked in the product development/testing lab, internal printer repair and shipping/receiving departments. This cross training provides him an excellent background in SCC products and quality control procedures. His current duties include helping customers troubleshoot cartridges and printers, either by phone or direct analysis.
S64 Last-Minute HP Cartridge Pelesess, Session T4

Fabian Ruiz, Parts Now!
Ruiz has been working at Parts Now! for 10 years. He worked his way up through the ranks starting out as an order picker; he became an account representative in 2000 and was promoted to international account representative in 2002. His focus is helping customers in Latin America.
D09 Servicing the LJ 1160 and 1320 – Spanish, Session T5;
S14 Benefits of Combining Toner Cartridge Recycling with Laser Printer Service – Spanish, Session F8

Craig Rummel, Future Graphics
Craig Rummel, Future Graphics' development engineer, is responsible for new product development, customer technical support, technical training and technical article writing. Working more than 15 years in the imaging supplies industry, Rummel has a strong background in Lexmark and Canon cartridge parts development and engineering, as well as toner and cartridge remanufacturing.
L27 Remanufacturing the Minolta QMS Magicolor 2300 Cartridge, Session F7;
L26 Remanufacturing the Samsung 500/550 Cartridge – English, Session F8

Marcelo Sanchez, Static Control
Marcelo Sanchez is a member of the technical staff support at SCC. His previous job had him working in everything from electronics installation to customer service. His main focus at SCC is to work directly with the international sales team to help customers in any way he can. He assists these customers via telephone and e-mail, and even travels to their facilities when needed.
L13 HP 4600/5500 Remanufactured Lab – Spanish, Session W3;
L18 Lexmark T430/T520/620 and T630 Remanufactured Lab – Spanish, Session F8

Mitch Schwartz, Densigraphix
Mitch Schwartz is director of quality assurance for Densigraphix, a distributor of products for the remanufacturing and copier industries. Schwartz has been in the office equipment industry for more than 30 years. Previously he was employed for Sharp Electronics Canada as a regional service manager. He was instrumental in setting up Densigraphix's ISO 9002 certification.
L09 HP 400C Remanufacturing Lab, Session W3;
L11 HP 4600 Color Cartridge Remanufacturing Lab, Session T4

Hang Shi, Color Imaging Inc.
Hang Shi is the assistant manager of quality assurance for Color Imaging Inc. He has three years of experience in quality managing and is currently responsible for product quality control, new cartridge development and customer technical support. He has a master's degree in polymers from Georgia Institute of Technology and a master's in computer science from Georgia State University.
S18 Understanding The Cost of Quality, Session F7

Pamela Smith-Cressel, U.S. General Services Administration
Pamela Smith-Cressel is a business specialist for the U.S. General Services Administration Office of Enterprise Development. GSA is the business manager/purchasing agent for the world's largest customer, the U.S. Government, from both national and local markets from its headquarters in Washington, D.C., and regional offices around the country. Come learn how to do business with one of the largest Gov. buying agencies and get on the Federal Supply Schedule.
S31 Doing Business with Federal, Session F7

Bill Smith, Clarient
Bill Smith is a technical sales and marketing representative with Clarient's printing division. He has been with Clarient since October 2002, focused primarily on helping to manage the company's diversified raw material offerings for both the inkjet and toner industry and helping to maintain Clarient as a market leader. Smith's job responsibilities include working with research and development to create new products and promoting and selling these product offerings to customers around the country. Smith has a chemistry degree from the University of Rhode Island.
P01 Panel Member – Ask the Experts: Ink Tech Talk, Session W1;
P02 Panel Member – Ask the Experts: Toner Tech Talk, Session T4
Randall Smith, Cartridge Training Services/Laser Solutions
Randall Smith and his wife Peggy have owned and operated a toner cartridge remanufacturing business, Laser Solutions, in Stillwater, Okla., since 1982. Randall graduated from Oklahoma State University in 1982 with a bachelor’s degree in horticulture. While looking for second income opportunities in 1994, the toner cartridge business opportunity presented itself and Laser Solutions was started as a home-based business and it continues to operate in that capacity today. Servicing customers in the area, Laser Solutions remanufactures high-quality toner cartridges for a variety of customers and also offers printer service and repair. Currently, 95 percent of all the remanufactured toner cartridges sold by Laser Solutions are done in-house. Randall and Peggy have assisted family and friends in starting their own toner cartridge businesses over the years and in 2004, Cartridge Training Services was created as a division of Laser Solutions to assist, train and empower individuals to start, own and operate their own toner cartridge businesses.

L04 HP 2300 Remanufacturing Lab, Session W1

Aldo Spensieri, Teckn-O-Laser, an Adsero company
A results-oriented sales executive with a proven track record in a fast-moving market, Aldo Spensieri has been involved in the data products and printer supplies aftermarket industry for close to 20 years. Since joining Teckn-O-Laser almost four years ago, he has helped in the development of the Reflexion network, which has been a factor in the forward-thinking and award-winning reputation of the company.
P03 Panel - Franchise Discussions, Session F7

Cristy Stretch, Laser Life Inc.
Cristy Stretch, customer service manager with Laser Life, has a strong background in building positive work and life strategies. She has more than six years of industry experience focused primarily on customer retention and relationship development. She has a bachelor’s degree in business management and currently conducts customer service classes within Laser Life.
S107 Strategies for Long-Term Growth and Bottom-Line Profits, Session T6

Michael Thomas, The Cartridge Co.
S39 Franchise Operations – How to Be Profitable and Successful, Session T5
P03 Panel Member – Franchise Discussions, Session F7

David Thompson, Static Control
David is a customer training engineer with Static Control Components. Recently graduated from North Carolina State University with a bachelor’s degree in aerospace engineering, he has been with SCC since December 2004. Thompson’s duties with tech support include assisting the department with diagnosing and correcting customer problems and customer visits, and troubleshooting cartridges on-site. He also works with the product development team to develop and qualify new products, specializing in niche engines and working back-up for the Hewlett-Packard line.
L06 HP 2420/2430 Remanufacturing Lab, Session W2

Don Thompson, Don Thompson’s Service Seminars
Don Thompson’s well-respected reputation comes from offering premium printer service training to thousands of technicians since 1988. His contributions to the industry through scores of articles in trade publications and at industry conferences have made him an icon. Joining GRC in 1997, Thompson continues to concentrate on expanding his knowledge of new technologies, especially color printing. In so doing, he provides a path for others to learn how to profitably service and repair machines and to have fun doing so. Many rely on Thompson’s help over the phone. He offers this freely, only asking for a return call indicating how the problem was solved. Thompson often consults with GRC and other companies’ sales groups. He promotes a better understanding of how the cartridges and printing process work together to create the best possible output. Another hot topic is how to defend companies’ sales groups. He promotes a better understanding of how the cartridges and printing process work together to create the best possible output.
D03 Servicing the HP 3200 LaserJet, Session W3
D02 Servicing the HP 1012, 3015 and 3030 LaserJet Series, Session T4
D04 Servicing the HP 2420 LaserJet, Session F7

Felipe Trejo, Future Graphics
New to Future Graphics, Trejo assists customers as part of the expanded Future Graphics technical support staff. He previously worked for five years at MSE, helping customers troubleshoot laser cartridge problems, and also as quality control manager, responsible for all outgoing and incoming laser cartridges. L25 Remanufacturing the Samsung 500i/550i Cartridge – Spanish, Session F7
L28 Remanufacturing the Minolta QMS Magicolor 2300 Cartridge – Spanish, Session F8

Amy Turner, Recharger Magazine
Amy Turner, managing editor for Recharger Magazine, has been with the publication for more than three years. She has experience in both sides of media relations, having worked in public relations as well as radio and print media. Prior to joining Recharger, she spent three years as public relations manager for a nonprofit organization, where she learned the true meaning of “minimal budgets.” She has a bachelor’s degree in English from the University of Central Florida and a master’s degree in communication arts from the University of West Florida.
S78 PL for the Small Shop – Getting Maximum Exposure on a Minimal Budget, Session W1

Bill Voelker, Parts Now!
Bill Voelker has been training service technicians and internal Parts Now! employees for more than seven years. Before becoming a trainer, Voelker was a hands-on printer repair technician and worked on a wide variety of printers. Voelker also writes printer repair articles for Recharger Magazine, as well as Parts Now!’s own Service Today!
D10 Servicing the LJ 2420 and 2430, Session W1
D08 Servicing the LJ 1160 and 1320, Session T4;
D11 Servicing the LJ 4200/4250 and LJ 4300/4350, Session F7

Zlatko Vujic, FAES
A seven-year imaging industry veteran, Vujic joined FAES in 2002 and quickly established a reputation as an expert in inkjet remanufacturing systems and processes. Through a keen analytical approach and attention to detail, he has achieved a high inkjet remanufacturing success rate. Vujic has taught engineering and mathematics on a secondary education level and has a Bachelor of Science in mechanical engineering. Vujic also has experience in troubleshooting complex slitting/rewinding, hydraulic and pressurization systems.
S29 Difficulty With Lexmark/Dell Printer Cartridges, Session W1

Jie Wang, Graphic Digital
Dr. Jie Wang is the general manager and technical director of Graphic Digital. In recent years he has presented at various international inkjet and digital printing conferences to address his research and progress on inkjet ink development. His expertise is in polymer science, physical chemistry, analytical chemistry and organic chemistry, especially in inkjet ink chemistry and technology. In recent years he has contributed to many publications and patents.
S11 Introduction to Inkjet – English, Session T4
S54 Ink Cartridge Overview, Session T6
S126 Introduction to Inkjet – Chinese, Session F7

John Wiegand, Federal Trade Commission
John P. Wiegand is an attorney in the San Francisco office of the Federal Trade Commission. He practices antitrust law, primarily in the health care and telecommunications industries. He has been involved in several high profile matters that have resulted in litigation, including hospital merger and physician price fixing cases. He earned his J.D. from the University of Illinois in 1985 and his A.B. in economics from the University of Chicago in 1982.
S07 Antitrust Analysis of Tying Arrangements, Session F7

John Wyhof, Static Control
Dr. John Wyhof is director of imaging technology at Static Control Components Inc. As technical director for the Imaging Supplies Division, Wyhof heads the systems development laboratories and is responsible for systems matching, quality control, OPC development, technical vendor relationships and technical support. Wyhof has more than 25 years of experience in multiple areas of imaging technologies including printer design, OPC photoceptors, substrates, toners, developers, inkjet, electrostatics, ion deposition, paper coating and LCDs.
S118 Troubleshooting Chip-Enabled Cartridges, Session W1

Kelvin Yu, Ink 2000 Corp.
Kelvin Yu is founder, president and technical director of Ink 2000 Corporation in Chatsworth, Calif. Formed in 1995, Ink 2000 has long been a leader in manufacturing high-quality inkjet inks for all leading model desktop and wide-format plotters. Prior, Yu was senior research chemist for developing inkjet technology for Kodak, and manager of solid jet ink chemistry for Data Products in California. Yu received his B.S. in chemistry and an M.S. in organic and physical chemistry from Rutgers University.
P01 Panel Member – Ask the Expert: Ink Tech Talk, Session W1
360 Technologies Inc., Booth #2630
Phone: 512-266-7380, 888-883-0380 • Fax: 512-266-7366
E-mail: steve@360tech.com • Web: www.360tech.com
360 Technologies Inc. specializes in the resale of refurbished HP LaserJet and inkjet printers and plotters. All refurbished printers have 90-day parts and labor warranties and are shipped without toner. These printers are ideal for resale or for test beds for anyone who does toner recharge in addition. 360 Technologies sells all types of HP equipment, both new and refurbished, including servers, workstations, networking, printers, plotters, scanners, etc. 360 is an HP-authorized business partner and an HP-authorized service provider. Stop by our booth for a chance to win a free HP Color LaserJet printer and check out what we have to offer.

Accurate Imaging Resources, Booth #2571
Phone: 949-888-3880, 800-703-7377 • Fax: 949-888-3883
E-mail: info@accurate-imaging.com • Web: www.accurate-imaging.com
Accurate Imaging Resources, a 17-year market leader in thermal transfer technology, will be showcasing new color toners at World Expo. Accurate’s OEM Color Match toners were developed to ensure complete compatibility with the OEM toner. In addition, Accurate will be displaying its line of ribbons for plain-paper fax machines and bar-code/laser printers.

AccuTek Imaging Resource Inc., Booth #1216
Phone: 909-606-2628 • Fax: 909-606-0662
E-mail: sales@accutekimaging.com • Web: www.accutekimaging.com
AccuTek Imaging Resource is a leading manufacturer and wholesale provider of high-quality HP, Canon, Lexmark, and color laser printer parts (OEM and aftermarket). AccuTek specializes in fuser rebuild/service parts such as maintenance kits, fuser assemblies, fixing film, heater element, laser scanners, power supplies, upper/lower fuser rollers, transfer rollers, delivery rollers, feed and pickup rollers, separation pads, lamps, fuser gears, bushings, etc. AccuTek Imaging is also an HP Authorized Warranty Delivery Partner. AccuTek Imaging – a trusted source in the fuser rebuild/service industry.

ACM Technologies Inc., Booth #2450
Phone: 909-738-9898, 800-722-7745
Fax: 909-273-2114, 800-767-9722
E-mail: askacm@acmt.com • Web: www.acmt.com
ACM Technologies Inc. is a manufacturer and distributor of imaging products for copiers, facsimiles and laser printers, providing premium-quality Generic OPC drums, toner, rollers, components and chips technology to the laser cartridge remanufacturing industry. With offices located around the world, ACM is able to provide high-quality products at highly competitive prices. For additional information, please visit our Web site at www.acmt.com.

AcuJet USA, Booth #2605
Phone: 626-961-4680, 866-771-7776 • Fax: 626-961-4630
E-mail: sales@acujetusa.com • Web: www.acujetusa.com
AcuJet Inc. is a major manufacturer of compatible inkjet cartridges and inkjet refill stations for all leading brand printers. Products are US. patented and ISO 9001 certified to offer the highest quality and performance. AcuJet Inc. provides dependable products and offers unparalleled worldwide service. AcuJet Inc. is well equipped to handle and fill any orders whether they are for large, small, or custom programs.

Advanced Technical Services, Booth #2700
Phone: 405-624-8773 • Fax: 405-624-7319
Advanced Technical Services is a laser printer repair training facility that offers hands-on training and unlimited technical support for today’s color and black-and-white laser printers. Trainees not only learn the technical side of laser printer repair, but are also taught how to set up a repair facility and how to market their products. ATS is a sister company to Advanced Printer Services, an HP-authorized service lab, which offers an extensive line of new and remanufactured laser printer cartridge and shipping boxes, custom printed packaging, as well as coordinated customizable marketing materials. ATS offers packaging services for toner and ink cartridges including inserts, cartridge bags, customizable box and cartridge labels, shipping clips, and cleaning supplies. Since 1989, ATS, a division of Marfred Industries, has been a committed partner to the cartridge remanufacturing industry.

Aerofil International Ltd., Booth #2715
Phone: 44-191-445-200 • Fax: 44-191-441-149
E-mail: info@aerofil-int.com • Web: www.aerofil-int.com

AFEX International (H.K.) Ltd., Booth #2656
Phone: 852-24229230 • Fax: 852-26107466
E-mail: glorysouth@sbglobenet.com • Web: www.afex.com
AFEX International (H.K.) Ltd. is a world leader in the remanufacturing of high-quality monochrome and color laser toner cartridges. AFEX is a Hong Kong-based company with a state-of-the-art factory located in China. AFEX solutions include bulk packages, AFEX-branded products, generic packages and custom OEM packages. AFEX has excellent quality products and support. AFEX is an STMC-compliant company.

AJP LLC, Booth #2556
Phone: 954-970-8515, 888-737-8711 • Fax: 954-970-8558
E-mail: apelman@aol.com • Web: www.ajpllc.com
AJP LLC is the exclusive worldwide licensee for Polaroid-branded imaging supplies. All laser and fax cartridges meet high technical and quality standards before the Polaroid name is affixed to the products. We are open for new business to those customers who want to save money from high-priced OEM products by offering them a brand name that they know and trust.

AKO Enterprise Inc., Booth #1112
Phone: 770-936-8880, 770-936-7201
E-mail: sherry@akoenterprise.com • Web: www.akoenterprise.com

All That Ink, Booth #2744
Phone: 925-964-0667 • Fax: 925-964-0666
E-mail: altink@altink.com • Web: www.althatink.com
All That Ink Inc. (ATI), a MurriRim Chemical Technology Company (MCT), is still a relative newcomer in the industry positioning itself firmly among the top-ranked premium ink manufacturers and distributors. MCT is a subsidiary of MurriRim and ShinnMurriRim Paper Mfg. Co., Ltd., a paper manufacturer with annual sales revenue of $430 million. In three years ATI has established distributors and sales networks in more than 25 countries offering the industry leading quality inks. Visit www.althatink.com.

AlphaChem USA Inc., Booth #2606
Phone: 310-769-5652 • Fax: 310-769-5627
E-mail: seanian@inkmate.co.kr • Web: www.alphachemusa.com
AlphaChem Co. Ltd. (sold under the brand “Inkmate”) is one of the leading companies and exporters of digital printing peripherals. AlphaChem has grown into a driving force, not only in the domestic Korean market, but the world market as well. Certified by ISO 9001, CE and NT, AlphaChem produces high-quality products: refill kits and replacement cartridges for desktop printers; dye- and pigment-based inks and cartridges for plotters; dye-sublimation ink and cartridges; solvent-type inks and cartridges; OPC drums for laser printers; and various printing media.

American Ink Jet, Booth #2468
Phone: 978-670-9230, 877-236-7468
Fax: 978-670-5637
E-mail: info@ainjet.com • Web: www.ainjet.com
As one of the largest independent developers and manufacturers of inkjet inks in the world, American Ink Jet Corporation (AUC) combines more than 60 years of experience in color science, engineering and manufacturing disciplines. The company uses either dyes or pigments in the manufacturing of high-quality inkjet inks for all major and specialty printers, including archival ink for Epson printers. AUC will be displaying its compatible inks including pigment inks for the Epson desktop and wide-format printers, Ink-Jet cleaning fluid concentrate, new pitch-black pigment ink for HP cartridges.

American Testing Laboratory LLC, Booth #2701
Phone: 201-489-8573, 877-216-7468 • Fax: 201-489-9365
E-mail: info@mytestlab.com • Web: www.mytestlab.com
American Testing Laboratory is a nationally recognized independent testing laboratory offering a wide range of confidential testing services including laser and inkjet printer cartridge performance testing, environmental testing (humidity, high/low temperature extremes), dynamics (vibration, shock, acceleration), and packaging performance testing (transportation vibration, drop, and compression). Using many different test standards including ASTM Methods F1956 and F2038, American Testing Laboratory tests hundreds of printer cartridges for companies worldwide. Daniel Narbone, managing partner, has more than 10 years of experience testing printer cartridges for the remanufacturing industry and holds a master’s degree in engineering. Narbone has been a member of ASTM F05 Technical Committee on Business Imaging Products since 1994 and developed many test procedures and test standards.
Ameri-Tech Concepts Inc., Booth #1308
Phone: 703-321-4944 • Fax: 703-321-4947
E-mail: order@ameritechconcepts.com
Web: www.ameritechconcepts.com
Ameri-Tech Concepts Inc. is a developer and provider of chemical coatings for OPC drums, PCRs, mag rollers, wiper blades, Teflon lubricant and has been a provider of coating machines and other industry tools for the past 13 years. The company is also a remanufacturer of toner cartridges, and as such, is able to stay in step with the needs of the industry. Incorporated in the design of each of its tools is the expertise and experience of trained remanufacturing technicians. Look to Ameri-Tech Concepts Inc. for all of your business needs.

Ames Supply Company, Booth #2525
Phone: 630-964-2440, 800-322-3856
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E-mail: info@amesupply.com • Web: www.amesupply.com
Ames Supply Company provides industry-specific solutions to technicians in many industries, including office machine repair; laser toner and inkjet remanufacturing; third-party service organizations; bio-medical technology, banking equipment repair; amusement, coin-op and gaming; telecom and datacom installation and repair; reprographics; electronics; and printing.

Anno Technologies Ltd., Booth #1223
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E-mail: annoo@annoo.com • Web: www.annoo.com.cn
Anno Technologies Ltd. is a Chinese manufacturer specializing in manufacturing all kinds of high-quality laser printer wiper blades and doctor blades, copier blades, lamps, and rollers for laser printers and copiers. The key production equipment is imported from Japan, Germany and Taiwan. Anno has passed the certification of ISO 9001 quality management. Anno’s products are all produced according to the design of the original factory standard (OEM). Anno’s products include a variety of high-quality products.

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AnswerCo is the nerve center for global cross-referencing of all imaging products, IT supplies, data storage media, peripherals and office products from OEMs to manufacturers and third-party manufacturers. AnswerCo’s primary service and product is the cross-referencing of all the IT supplies industry’s SKUs into a proprietary cross-referencing system over the Web. Important characteristics of this system over competitors is that it will cross-reference the entire industry. The system includes more than 400,000 model numbers of 3,000 manufacturers worldwide, and more than 200,000 SKUs, integrated into AnswerCo’s proprietary cross-reference Web system. Guaranteed to get you incremental orders from your sales organization. The best and most powerful search application over the Web. Try a free demo at www.answerco.com or call 214-ANSWERS.

Anzen Corporation, Booth #2708
Phone: 303-371-2663, 800-940-6273 • Fax: 303-371-3217
E-mail: ben.bohannon@anzenonline.com
Since 1995 Anzen has been a leading remanufacturer and distributor of inkjet and laser toner cartridges to large dealers, distributors, wholesalers and retailers of inkjet worldwide. Anzen only markets the highest quality cartridges and has exceptional customer loyalty.

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Apex Distributing Inc. has been a market leader in manufacturing and providing an extensive range of imaging supplies such as compatible inkjet cartridges, inkjet refill kits, cleaning cartridges, printer ribbons, laser toners and thermal ribbons for all major brands in North and South America. With more than 14 years in the industry, Apex Distributing Inc. can provide high-quality products, services and guarantees to 100 percent satisfaction.

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The AQC Group is a worldwide leader in the toner manufacturing industry. Its advanced technology, quality-tested products and satisfaction guarantee have earned the AQC Group its place at the top. The company’s headquarters for toner manufacturing, domestic and international distribution is located in Pompano Beach, Fla. European distribution is handled from the facility in Alton, England.

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Arlington Industries has more than 30 years of experience distributing imaging supplies to resellers worldwide. Arlington is an industry leader, with the widest range of OEM, compatible and recycled supplies for copyers, computers, printers, inkjet micrographic and fax machines. Arlington also offers personal sales reps, five regional distribution centers and the largest copier, fax and compatible inventory in the industry.

Artech GmbH Inkjet Competence, Booth #2200
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Artech GmbH is more than a producer of high-quality consumables for inkjet printing applications. Artech develops high-quality, patent-free compatible inkjet cartridges at a high level of innovation together with digital identification systems. The inkjet cartridges are produced in Artech’s own production facilities in Dortmund and Prudnik (Poland). Artech works continuously with expertise and experience on new developments and on constantly optimizing production processes. Artech offers services for the development of concepts specific to customer needs.

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Ascend Distribution is an authorized distributor of Insten brand inkjet cartridges compatible with Brother, Canon, Epson and Xerox printers. All its compatible inkjet cartridges use brand-new inks and tanks factory sealed in retail packaging. Insten ink offers attractive packaging and quality of the highest industry standard. Thanks to a vertically integrated supply chain, Ascend can offer reliable print performance at a substantially reduced price.

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E-mail: marketing@asiaseelling.com • Web: www.asiaseelling.com
Asiaseelling is an exporter of fuser sleeves, heating elements, white silicon grease, fuser assemblies, all types of printer parts, and a manufacturer of inkjet and toner cartridges, dot-matrix printer parts including head guides, head pins, etc. Asiaseelling exports worldwide and is currently looking for distributors in all countries at attractive terms.

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Azya was established in 1999 to meet the growing needs for inkjet remanufacturing machines. Azya produced a revolutionary microcontrol-based machine series called FVC & AP, and all other series of machines. Azya Elektronik Bilgisayar Ltd. Sti. offers services to improve our customers’ operating efficiency, marketing effectiveness and overall service to their customers.

Azerty, Booth #1014
Phone: 716-662-0200 • Fax: 716-662-7616
E-mail: jmiedlewski@azerty.com • Web: www.azerty.com
For years Azerty has set the best-in-class standards for computer hardware, supply and accessory wholesaling. By offering programs that help improve our customers’ profitability, we have become a valuable part of their overall business success. We have developed these services to improve our customers’ operating efficiency, marketing effectiveness and overall service to their customers.

Balksan OPC, Booth #1660
Phone: 818-993-4466, 877-993-4267
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Balksan OPC (HAN) is an ISO 9001 world-class OPC drum manufacturer using leading-edge technology and the most advanced integrated facilities for the processing of aluminum tubes and the production of more than 100 different types of high-quality OPC drums.
Exhibitors

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We are a source of copier and service department benchmarking. We track every service call that occurs on more than 1.4 million copiers worldwide. Our technician compensation program is widely accepted as one of the most comprehensive and flexible in the industry, with more than 2,800 technicians currently being compensated using this program. Dealers compensating their techs using our program see on average a 20 percent reduction in service costs.

Beijing Lanjie Office Equipment Parts, Booth #1210
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E-mail: lanjie@lanjieparts.com • Web: www.lanjiparts.com
Beijing Lanjie Office Equipment Parts Development Company, established in May 1986, is a stock enterprise producing state-of-the-art parts and spares for modern office equipment of various kinds. The company has a group of senior professionals and excellent technicians to ensure the quality of its products. The company’s parts can be applied to duplicators, facsimile equipment, laser printers, label machines, engineering duplicators and integrated functional speed duplicators. For more than 10 years, the products have sold well in many countries.

BMW Imaging Products, Booth #1318
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BMW Imaging Products offers a full line of high-quality, plain-paper facsimile thermal transfer ribbons and cartridges. The products are available in the ImagingCare retail packaging or the dealer white box packaging. Also available are bar-code printer ribbons, ID printer ribbons and digital duplicator inks and masters.

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Bradshaw is a leading manufacturer and distributor of high-speed and desktop imaging printer parts for brands such as IBM, Oce, Hewlett-Packard and Lexmark.

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Phone: 5511-3616-8609 • Fax: 5511-3616-4100
E-mail: andrew@brasilflex.com.br • Web: www.brasilflex.com.br
The Brasilflex Multilaser Group was created in 1990, when it also started its cartridge remanufacturing activities, becoming the first Brazilian company to be certified ISO 9001/14001. One of the major reasons for the company’s success was the establishment of an efficient network for the collection of empty cartridges through the most technological system specially developed to collect and control the cartridges collection. The Group owns more than 70 different collection points thinly spread throughout the country, which provide for the collection of almost 80,000 empty laser jet cartridges per month. The export department was established in 1998 when efficient network of the collection of empty cartridges allowed for the purchasing of large quantities and different models. The Group supplies empty cartridge virgin and non-virgin, remanufactured cartridges, compatible, remanufacturing supplies and small circuit testers for most popular inkjers throughout the world.

BrokerBin.com, Booth #2825
Phone: 866-241-0639, 866-241-0630 • Fax: 507-292-5747
E-mail: rob@brokerbin.com • Web: www.brokerbin.com
BrokerBin is the world’s largest B2B wholesale network exclusively for brokers, resellers, and integrators with more than 5,000 members in 53 countries. Our unique sourcing and searching tools were requested by and designed for companies like yours. Buy and sell new and used systems, software, parts, and peripherals at wholesale prices from thousands of approved vendors.

Butterfly Print Image Co., Ltd., Booth #2658
Phone: 85-224105648 • Fax: 85-22470623
E-mail: sales@butterflyimage.com • Web: www.butterflyimage.com
Butterfly Print Image Corporation Ltd. is one of the pioneers of compatible inkjet cartridges and inkjet refills. Butterfly has its own manufacturing plant to supply the best-quality goods, as well as customized services, to its distributors and customers. Together with the experienced engineers, Butterfly always focuses on and reserves sizable resources for innovation, quality control and competitiveness of products. Whoever you are, distributors or OEM customers, Butterfly would sincerely like to know your needs.

California Ribbon & Carbon Co., Booth #2706
Phone: 323-724-9100, 800-633-9493 • Fax: 323-724-9218
E-mail: carribbonsales@bosprings.com
Looking for first-quality ribbons manufactured in the United States? Look no further - since 1939, we’ve been doing it for 60 years. California Ribbon & Carbon Co. distributes compatible inkjet cartridges, thermal fax ribbons, thermal transfer ribbons, remanufactured laser toner cartridges and point-of-sale ribbons. Dealers and distributors wanted.

Cana-Pacific Ribbons Inc., Booth #2426
Phone: 604-821-1787, 800-505-3339 • Fax: 604-821-1786
E-mail: info@cana-pacific.com • Web: www.cana-pacific.com
Cana-Pacific Ribbons Inc. is a leading manufacturer of compatible inkjet cartridges, printer ribbons and thermal fax ribbons. The company’s priority lies in serving its customers and has implemented many customized services such as the Guaranteed Availability System and Private Label Packaging to meet customers’ needs. Along with customer support, Cana-Pacific continues to keep abreast in developing the latest products for new printer models. Please visit the booth to see the new Continuous Inkjet System (CIS) and the remanufactured Samsung toner line.

Cartridges Are Us Inc., Booth #2456
Phone: 989-875-8133, 888-525-2322 • Fax: 989-875-8127
E-mail: info@cartridgesareus.com • Web: www.cartridgesareus.com
Cartridges Are Us Inc. is a world leader in high-quality remanufactured and compatible inkjet cartridges. Producing more than 100,000 cartridges each month with one of the lowest defect rates in the industry, Cartridges Are Us has unbeatable quality and customer service.

Cartridge Conversion Company, Booth #1700
Phone: 708-629-8667
Cartridge Conversion Company is an innovative company designing toner conversion kits and equipment for the remanufacturing industry. Our equipment and tools have been designed by remanufacturers for remanufacturers, for ease of use and speed for production purposes. With the increasing difficulty and cost of finding new-style empty cores, our equipment enables the ability to convert more commonly available cores to newer versions while saving dramatic costs, and the ability to fill orders with ease and speed.

Cartridge Conversion, Booth #1513
Phone: 61-249820355 • Fax: 61-249820107
E-mail: cc@cnnmentorau.com • Web: www.cartridgeconversion.com.au
Multi Fill and Multi Rack are the new generation in toner-pouring funnels and cartridge work racks. If you’re interested in cutting down exposure to toner dust in your workshop, the unique design of the Multi Fill pouring funnels and devices are a must-see at this show. A Multi Rack work rack provides you with a stable platform for more than just one type of cartridge. Visit www.cartridgeconversion.com.au for more information.

Cartridge Conversion Company, Booth #1900
Phone: 800-521-4600
Cartridge Conversion Company, an innovative company designing toner conversion kits and equipment for the remanufacturing industry. Our equipment and tools have been designed by remanufacturers for remanufacturers, for ease of use and speed for production purposes. With the increasing difficulty and cost of finding new-style empty cores, our equipment enables the ability to convert more commonly available cores to newer versions while saving dramatic costs, and the ability to fill orders with ease and speed.

Cartridge Warehouse International CWI Inc., Booth #2666
Phone: 310-230-0411, 877-687-2376 • Fax: 310-230-0401
E-mail: sales@cwitoner.com • Web: www.cwitoner.com
Cartridge Warehouse International carries a full line of copy cartridges, laserjets, inkjers, toners, developers, drums, MICR and ribbons for every manufacturer from AB Dick to Xerox. We have a full line of both original brand (OEM) and premium compatible cartridges, and have the capacity to ship nationwide via UPS to you, or blind ship to your customers. Call CWI to see how much we can start saving you today.

Cartridges Are Us Inc., Booth #2456
Phone: 999-875-8133, 888-525-2322 • Fax: 999-875-8127
E-mail: info@cartridgesareus.com • Web: www.cartridgesareus.com
Cartridges Are Us is a world leader in high-quality remanufactured and compatible inkjet cartridges. Producing more than 100,000 cartridges each month with one of the lowest defect rates in the industry, Cartridges Are Us has unbeatable quality and customer service.

Carbon Co. distributes compatible inkjet cartridges, thermal fax ribbons, thermal transfer ribbons, remanufactured laser toner cartridges and point-of-sale ribbons. Dealers and distributors wanted.
Exhibitors

Catlin Industries Inc., Booth #2718
Phone: 805-522-4662, 800-552.0644 • Fax: 805-522-4978
Web: www.catlinindustries.com
For more than 25 years, Catlin Industries Inc. has promoted your success by being “Your Printer Supply Partner.” Today, with a complete line of premium inkjet cartridges, competitive remanufacturing supplies, innovative refill systems and superior inkjet media, Catlin proudly continues that tradition.

CBR Engineering AG, Booth #2370
Phone: 416-3759060 • Fax: 416-3759069
E-mail: info@cbre.ch • Web: www.cbre.com
For 15 years, the Swiss-based machinery producer CBR Engineering AG has developed and produced inkjet remanufacturing equipment, supplies and processes under its CBER, CBER-ENG and CBER-SME labels. At World Expo Las Vegas, CBR Engineering AG is presenting its machinery range for inkjet refill shop applications. The technology is designed for shop-oriented producers (refill shops or retail chains). The new ShopTester100 will be CBR's highlight this year. This unique piece of equipment is able to test 28 different cartridge types all in one unit. The modular construction of CBR Engineering AG's machinery range allows the customized adoptions for every production size, with the best quality results.

CBB-SME, Booth #2340
Phone: 615-794-6161 • Fax: 615-794-8638
E-mail: sales@sme-us.com • Web: www.sme-us.com
SME is one of the oldest and most respected names in quality inkjet remanufacturing equipment, supplies and process knowledge, with a 25-year history of engineering and manufacturing equipment for the production of imaging supplies. Under the CBB-SME brand, SME has manufactured inkjet remanufacturing systems that yield the highest success rates in the world. Whether your needs are retail storefront (www.allinkfactory.com), entry-level, or high-output automated production (www.cbb-sme.com), SME offers the complete solution for every application. SME's popular hands-on and seminar-type inkjet process courses have trained more than 5,000 industry associates worldwide. With equipment design, production and manufacturing located in Franklin, Tenn., SME has service facilities located around the globe and a diverse and professional staff.

CEMS Co. Ltd., Booth #1226
Phone: 82-318587285 • Fax: 82-31858-8121
E-mail: dh107@hanmail.net • Web: www.cemsco.com
CEMS is an OPC drum manufacturer in South Korea. Our specialized technicians have 17 years of experience in OPC drum manufacturing. The four main characteristics of CEMS drums are long life (two-cycle drum), high resolution, excellent running stability and high toner transfer (between 90 and 95 percent). We are able to produce OPC drums for available printers and copiers (HP, Canon, Epson, Xerox, Samsung, Lexmark, Ricoh, Sondicher, NEC and OME). Continuous development of products and customized service will establish the success of CEMS and our customers. We are proactive in enhancing customer satisfaction and establishing and maintaining a partnership culture. CEMS is a bridge to a success.

Changzhou Tuna Toner Technology Co., Ltd., Booth #2663
Phone: 86-10-65856788 • Fax: 86-10-65856022
E-mail: manager@eastbesttoner.cn • Web: www.eastbesttoner.com
Changzhou Tuna Toner Technology Co. Ltd's main products are laser printer and digital copier toner for HP, Canon, Samsung, Epson, Lexmark, Toshiba, Xerox models and more. The company specializes in top-grade toners. It is also the largest manufacturer in China with a production of 1,500 tons annually. The company's quality products and competitive prices are available to you.

China Aviation Civil Industry & Commerce Co. Ltd. & Beijing Tianbao Office Equipment Co., Ltd., Booth #2723
Phone: 86-10-65756408 • Fax: 86-10-65753083
E-mail: sales@tianbaoparts.com • Web: www.tianbaoparts.com
Tianbao, established in 1967, is a leading manufacturer in China to produce mainly lower slevved roller, upper toner roller, drum cleaning blade, cleaning roller and thousands of spare parts such as feed tire, picker finger, separation pad, etc., being suitable for most of analog/digital copier and laser printers. All of Tianbao's compatible parts, which are of same quality as or better than OEMs, have been exported to more than 40 countries for many years. Tianbao owns a steady and efficient technology team who are able to trace the updated technique and to develop new compatible imaging parts. It can develop at least 30 new items every month to meet the vast demand of imaging parts at present.

China Eternal Copiers Technology Co., Ltd., Booth #1320
Phone: 8610-60521428 • Fax: 8610-60521778
E-mail: sales@chinavulcan.com • Web: www.chinavulcan.com
China Eternal Copiers Technology Co. Ltd., founded in 1996, is a specialized manufacturer for spare parts and consumables for copiers and laser printers. It applies advanced production-line technology to its products, such as lamps, blades, upper rollers, lower-sleeved rollers, cleaning web/rollers, pickup rollers, picker fingers, gears, bushing production lines, and high-standard testing instruments, which all have high-quality guarantees.

CN Manufacturing Ltd., Booth #1525
Phone: 86-755-86060393 • Fax: 86-755-86060393
E-mail: sales@cn-mfco.com • Web: www.cn-mfco.com
CN Manufacturing Ltd. specializes in designing, manufacturing and marketing CNJET-series inkjet print consumables. The main product line is compatible ink cartridges, ink refill kits, laser toner and photo paper that can be used for Epson, Canon, HP and Lexmark printers. The company was established in 2001, occupies 6,000 square meters and has 390 experienced staff members. The company spent $2 million for top-level facilities and high technology. We have a comprehensive quality-control system for incoming raw material and online assembling to ensure a superior product. We make the cartridge housings and most components by ourselves to ensure low costs. High quality, excellent service and competitive price make us a trustworthy partner in our target industries.

Coates Electrographics, Booth #2518
Phone: 570-675-1031 • Fax: 570-675-0415
Web: www.coatelectrographics.com
Coates Electrographics is an independent global manufacturer of toners and jet inks, with production centers in the United States and United Kingdom. Coates Electrographics is renowned for the quality, technical excellence and range of its non-impact imaging materials. The company is part of the Sun Chemical Corporation, a subsidiary of DaNnpon Ink and Chemicals, the world's largest industrial ink company.

Colman Mfg. Co., Booth #2640
Phone: 806-372-4722, 800-926-0123
Fax: 806-372-3976, 800-687-9105
E-mail: david@cmfg.com • Web: www.cmfg.com
Colman Manufacturing, established in 1955, is a worldwide wholesaler of OEM and aftermarket printer parts, fusers, and sub-assemblies for HP/CANON, Lexmark, OKI Data and Epson printers. Service manuals are also available. Colman’s large volume of fuser remanufacturing each year provides a high-quality product at a competitive price. Additionally, Colman carries banking equipment parts, and most recently, a new line of postal equipment replacement parts.

Color Imaging, Booth #2060
Phone: 770-840-1090, 800-783-1090
E-mail: sales@colorimaging.com • Web: www.colorimaging.com
Color Imaging formulates and manufactures compatible toner for laser printers, digital and color copiers; and other electronic printing devices. The company offers a wide variety of specialty toners, including MICR and color toners. Color Imaging's product line includes toner for more than 100 different OEM machines.

ColorStar Imaging/Embatex, Booth #2506
Phone: 615-628-0088 • Fax: 615-628-0090
E-mail: colorstar@colorstar.net • Web: www.colorstar.net
ColorStar Imaging offers the comprehensive line of remanufactured and compatible inkjet and toner cartridges, both under its own brand or private label. Located in Franklin, Tenn., ColorStar guarantees consistent and reliable products by using the latest manufacturing equipment and processes. Through its cooperation with Embatex, a leading producer of imaging supplies in Europe for the last 10 years, ColorStar has positioned itself to serve the needs of today’s market. To contact the friendly sales staff, visit the booth or call (615) 628-0088.

ComputerExchange Ltd., Booth #1033
Phone: 770-806-9309, 800-883-0800 • Fax: 770-717-9160
E-mail: jfogg@compexch.com • Web: www.computerexhangeltd.com
ComputerSupplies.com, Booth #1021
Phone: 858-269-7370 • Fax: 858-269-7371
E-mail: kym@computersupplies.com • Web: www.computersupplies.com
ComputerSupplies.com is a worldwide leader in the export of computer supplies globally, offering both OEM and compatible products for copier, laser fax and inkjet technologies. ComputerSupplies.com strives to provide quality products at extremely low prices. ComputerSupplies.com is headquartered in San Diego, Calif.

Copy Technologies Inc., Booth #1012 & 1013
Phone: 404-696-5414 • Fax: 404-696-5415
E-mail: david@copytechnologies.com • Web: www.copytechnologies.com
**Copystar Export (India) Pvt. Ltd., Booth #2807**

Phone: 91-22-56366370 • Fax: 91-22-26834466
E-mail: info@copystarexport.com • Web: www.copystarexport.com

**COSMOS Office Supplies Inc., Booth #1125**

Phone: 52-32-5717090 • Fax: 52-32-5718825
E-mail: best266@hotmail.com • Web: www.itketoner.com

**D5 Ink, Booth #1221**

Phone: 82-27293300 • Fax: 82-27900990
E-mail: info@d5ink.com • Web: www.d5ink.com

D5 Ink Co. Ltd. has proudly released ink solutions for wide-format printers with the D5 brand name to the world ink market after three and half years of intensive research and development efforts. D5 Ink’s solutions demonstrate the same color quality as existing top-brand inks more than 95 percent of the time and can be used by three cartridges for one print head. Moreover, the remaining amount of ink can be checked easily by the end users. Now, ink solutions for HP #1050/5000/5500 series and JV4 are available for immediate use.

**Daewon Imaging America Inc., Booth #1428**

Phone: 917-791-2470 • Fax: 917-791-0279
E-mail: daewonnocp@sbcglobal.net • Web: www.daewonnocp.com

Daewon SCN - stronger than ever to deliver the quality and service you need with OPC drums and chip technology. In 2002, the electrophotographic market saw an emergence of a new, yet familiar, player. Daewon OPC Drums was created by acquiring the OPC drum division of Samsung Electro-Mechanics. The acquisition involved a complete transfer of facilities and staff. Thus, Daewon OPC Drums continued the legacy of Samsung’s well-known commitment to quality and cutting-edge technology. These strengths are channeled throughout the operation with increased production capacity and efficiency to supply world-class photoconductor drums. Daewon offers its customers the best of both worlds: the quality proven by the track record as an established player and the innovation and flexibility of a new entrant.

**Dalhan Ink, Booth #2625**

Web: www.deerlee.com

Under the motto “For my country” Dalhan Ink Co. Ltd. has contributed to the development of Korea, its home country, and society in general through successful business activities since it was founded in 1945. The company places customers first. Listening to its customer’s concerns takes priority every day. The company continues to pursue development of environmentally friendly high-quality products that meet customers’ various requirements and stand up to the rapidly changing demands of the printing industry. As a leader in the Korean ink industry for more than 50 years, Dalhan is working toward being a worldwide leader in the color industry in the 21st century.

**Daisystek Computers LLC, Booth #2826**

Phone: 974-3930734 • Fax: 974-3930221
E-mail: daisystek@emirates.net.ae • Web: www.daisystekdubai.com

Daisystek Computers is one of the leading distributors for computer supplies, media products, and printers in the Middle East. The company specializes in Hewlett-Packard, Canon, Epson, Imation, Sony, Iomegra, Panasonic, Brother and many more.

**Dalian Strong Information Material Co., Ltd. Booth #2703**

Phone: 638-240-8357 • Fax: 638-240-1320
E-mail: dscim@yahoo.com • Web: www.dscim.com.cn

With monthly production capacity of more than 150 tons of bulk inks and 17 million cartridges, Dalian Strong Information Materials Co. Ltd. (DSL) is the newest quality-oriented manufacturer of computer consumable supplies, including bulk inks, compatible inkjet cartridges, inkjet refill kits, remanufactured toner cartridges and other various kinds of imaging media products. Excellence in R&D with state-of-the-art analytical instruments and experienced chemists make it possible for DSLC to be a front-runner in the ink industry.

**Dalian Xinsol Enterprise Co., Ltd., Booth #1211**

Phone: 86-64187328974, ext. 103 • Fax: 86-64187326997
E-mail: evam@xinsol.com • Web: www.xinsol.com

Hansol - a new brand, but strong in price, quality and service. Dalian Xinsol Enterprise Co. Ltd. is a joint venture located in Dalian, China, built up by two Korean companies and a Chinese partner, specializing in producing high-quality imaging supplies. We offer nearly 500 kinds of quality inkjet cartridges, refill kits, bulk inks, and remanufactured inkjet and toner cartridges that are compatible with HP, Epson, Canon, Lexmark, etc. We endeavor to produce the best quality Hansol products in a brand-new air-conditioned factory, dust-free workshop and using imported equipment, assembly facilities and our expertise from Korea. We can ensure the quality stability of our products.

**Databazaar.com, Booth #1005**

Phone: 954-843-0483, 888-335-DATA • Web: www.databazaar.com

**Denali Office Products Ltd., Booth #1422**

Phone: 604-941-4860, 877-941-4865 • Fax: 604-941-4865
E-mail: info@denali-office-products.com • Web: www.denali-office-products.com

Denali Office Products is dedicated to delivering a higher level of service. Denali distributes the Skyhorse brand of remanufactured inks, compatible inks, printer ribbons, fax thermal rolls, specialty paper, and ink refill kits. If you are looking for a supplier that cares about your business, then you owe it to yourself to experience the Denali Difference.
DPI Solutions Inc., Booth #1116
Phone: 82-428668914 • Fax: 82-428668915
E-mail: sundms@dpi-solutions.net • Web: www.dpi-solutions.net
DPI Solutions Inc. is a Korean company that develops, manufactures and markets innovative imaging materials for color electro photography worldwide. Its primary product, CM-Toner, is a polyester-based color toner designed for high performance color printing and boasts outstanding resolution, color and cost-per-page performance.

Eagle Flag Supply Ltd., Booth #1229
Phone: 86-7568623842 • Fax: 86-7568623533
E-mail: eagleflag@163.com • Web: www.eagleflag.com
Eagle Flag Supply Ltd. has been established for manufacturing printer consumables and spare parts. There are two plants owned by Eagle. Eagle Flag Supply Ltd. specializes in printer consumables and parts production. Eagle Imaging Supply Manufacturing Co. Ltd. is associated with copier products. Eagle Flag offers a portfolio of products including inkjet cartridges, color toner cartridges, lamps, rollers, inkjet refills and bottled toner for copiers and printers. Our production capacity is 1.5 million inkjet cartridges, 2,000 color toner cartridges, 100,000 bottled toners and 150,000 lamps per month. However, we have been continuously reinvesting in our plants to achieve optimal production capacity and efficiency in order to deliver the best value to our customers all over the world.

EF/IMobile Workforce Automation, Booth #1324
Phone: 480-538-5800 • Fax: 480-538-5882
E-mail: jane.callahan@fim.com • Web: www.fim.com

Eltotec AG, Booth #1314
Phone: 41-449492332 • Fax: 41-449492333
E-mail: admin@eltotec.ch • Web: www.eltotec.ch
Eltotec, a member of the Huber Group, develops, manufactures and markets a complete range of compatible copier toners for all the major OEM machines. The company markets these products through distributors to the dealer network. Eltotec also specializes in engineering turnkey manufacturing plants including toner lines.

Environmental Reclamation Services Inc., Booth #2330
Phone: 814-454-7008, 800-842-9923 • Fax: 814-454-6881
E-mail: information@ersusa.com • Web: www.ersusa.com
Environmental Reclamation Services Inc. is one of the industry’s original suppliers, buying and selling high-quality empty cartridges for more than 14 years. ERS is the exclusive distributor of Certi-Core cartridges. These empty cartridges undergo a stringent six-point visual inspection and are recertified to assure that they are virgin, undamaged and ready to remanufacture. In March 2004, ERS expanded into Canada with a new distribution site in Toronto.

ENX Magazine, Booth #1115
Phone: 818-550-7547 • Fax: 818-550-7527
E-mail: enx@sprball.net • Web: www.enxmag.com
ENX Magazine is a monthly sourcing publication dedicated to the copier, fax, printer and supply industry. ENX’s current circulation exceeds 40,000 in the United States. ENX provides business profiles, business and service management articles, and technical tips. ENX is an easy-to-use forum to find wholesale equipment, parts, supplies and services and an economical way of promoting your business nationwide.

Esha Corp., Booth #1206
Phone: 732-390-6446 • Fax: 732-390-6424
Web: www.eshacorp.com

EvenEasy Infotech (Hangzhou) Co. Ltd., Booth #2731
Phone: 86-57187922186 • Fax: 86-57187922182
E-mail: sales@eveneasy.com • Web: www.eveneasy.com
EvenEasy is a manufacturer of thermal transfer ribbon (TTR) and printer nylon fabric. The company established a TTR institute in 1985, owns several patents in this industry and is the main founder of TTR National Standard of China. With yearly capacity of 150 million square meters of TTR and 1 billion meters of printer ribbons, EvenEasy is one of the leading manufacturers in imaging industry. Moreover, the company uses materials directly from Japan and America, ensuring the high performance of printing. Customers are welcome to join us and explore a bright future together.

Everbright Rubber Mfg. Ltd., Booth #2647
Phone: 852-27566377 • Fax: 852-27566455
E-mail: tony@everbrightrubber.com • Web: www.everbrightrubber.com

Everlight USA Inc., Booth #1770
Phone: 800-252-3247
Web: www.evics.com
Everlight Chemical Industrial Corporation (EIC), founded in 1972, serves its customers in more than 90 countries with world-class chemical products through its five business divisions - Color Chemicals, Specialty Chemicals, Pharmaceuticals, Electronic Chemicals and Nano-Materials. EIC has successfully produced and marketed dyes for inkjet inks applications. Trend Tone Imaging Inc., a subsidiary of EIC, is a manufacturer of high-quality digital copier and laser toners for use in various machines. Everlight employs more than 1200 people around the world with subsidiaries in the United States, Netherlands, Turkey, Hong Kong and China, as well as agents and distributors in many countries.

Evermarch Holdings Pte. Ltd., Booth #1218
Phone: 65-63566933 • Fax: 65-63566939
E-mail: chris@evermarch.com • Web: www.evermarch.com
Evermarch is one of the leading companies in Singapore in the remanufacturing of inkjet and laser cartridges with manufacturing facilities in China and Indonesia. Evermarch also specializes in thermal transfer ribbons for fax machines including Brother, Panasonic, Sharp, etc. The company deals in empties for both inkjet and laser, as well as OCPs, and has earned a strong reputation as having high levels of customer satisfaction.

Express Computer Supply, Booth #1019
Phone: 858-565-6100, 800-342-4542 • Fax: 858-565-6194
E-mail: marketing@ExpressComputerSupply.com
Web: www.expresscomputersupply.com
Express Computer Supply is a national wholesale distributor for leading information technology brands such as Hewlett-Packard, Lexmark, Epson, Canon, Imation, Okidata and many more. Express sells to resellers and dealers with state reseller tax IDs, and takes pride in accommodating the unique needs of computer product resellers. Express ships from central distribution centers in California and Ohio; all products are in stock ship in less than 24 hours.

Express Toners Inc., Booth #2669
Phone: 866-350-0860 • Fax: 866-350-0861
E-mail: sales@expresstoners.com
Web: www.expresstoners.com
Express Toners Inc. is a retail Web-based company rated as one of the most reliable online retail stores. Dedicated to serving the general public as a steadfast source of imaging/office supplies, computer accessories and printers, ExpressToners.com is committed to providing its customers with the highest standard of quality and service in this industry. The company stands fully behind its warranty and expects only to continue generating more satisfied customers. We provide product solutions to individuals, businesses, government and educational institutions on a long-term basis, making us your first and final choice.

Farbax KFT, Booth #1855
Phone: 36-20-4496914 • Fax: 36-94316578
E-mail: sales@farbax.hu • Web: www.farbax.hu
Farbax is one of the largest printer supply recycling companies in Europe, with more than 300 employees all over Europe. The parent company, Farbax AG Switzerland, was founded in 1983 by A.J. Szoboszlai, a pioneer in the European recycling industry. Since 1990 the Farbax production facility has been located in Sombathely, Hungary. This office houses the central research and development department and the quality-control department. More than 200 employees produce more than 70,000 toner cartridges per month in a three-segment work shift. Farbax Kft. Sombathely is DIN EN ISO 90012000 and DIN 33870 certified. Sales offices are located in Germany, France, Slovakia, Switzerland, Austria and Hungary. The main Farbax brand is original PrintStar, which was created in 1997. Farbax also produces neutral boxes for private labels.
Exhibitors

Faroudja Toner, Booth #2702
Phone: 310-479-7604 • Fax: 310-479-1369
E-mail: sales@faroudjatoner.com • Web: www.faroudjatoner.com
Faroudja Toner carries toner and components for more than 40 engines. From unusual toners for Magicolor, Textorin and HP, to hard-to-find items, plastic parts and creams and coating solutions, Faroudja Toner has everything you need to recycle cartridges. The company’s focus is on customer service and providing high-quality toner and products that perform well consistently.

Ferrania Imaging Technologies, Booth #2816
Phone: 888-846-2846 • Fax: 651-734-6625
E-mail: usinfo@ferraniat.com • Web: www.ferraniat.com
Ferrania Imaging Technologies is renowned for its perfect color management and for ensuring image quality and accurate color reproduction, guaranteeing brilliant colors and sharp images. Ferrania Imaging Technologies has applied its more than 80 years of research and development expertise to a wide assortment of new optiJet dye-based bulk inks. What makes this new ink so special is the improved image permanence that allows reflectors to match the longevity claims of the OEMs. Product is available in 5- and 20-liter bottles for an assortment of HP, Canon and Epson cartridges. In addition to image permanence, optiJet-based bulk inks deliver excellent cartridge functionality, image quality and color matching. Ferrania Imaging Technologies designs, develops, manufactures and markets a wide array of photographic, medical imaging, graphic arts and digital imaging products, including an award-winning inkjet photo paper called FerraPix.

Fibre Containers, Booth #1424
Phone: 626-968-8503 • Fax: 626-330-0870
E-mail: Edwinn39@fibrecontainers.com
Web: www.fibrecontainers.com
Fibre Containers is an ISO 9001:2000 organization that provides packaging solutions for its customers. The company manufactures corrugated boxes, folding cartons and displays.

First Ink International, Booth #1414
Phone: 85-2255-03308 • Fax: 85-2287-35953
E-mail: sales@firstink.com.hk • Web: www.firstink.com.hk
First Ink has been one of the leading manufacturers of inkJet consumable products in Asia since 2000. Its head office is in Hong Kong, with a manufacturing plant in China. The company has customers in North and South America, Europe, Southeast Asia, Mainland China and Asia Pacific regions, and is continuing to expand in different markets. Major products include compatible ink cartridges for Brother, Canon, Epson and Xerox; remanufactured ink cartridges for Canon, HP and Lexmark; remanufactured toner cartridges; refill kits; and plastic clips for remanufactured ink cartridges. First Ink is ISO 9001 certified and offers 100 percent guaranteed quality products to its customers. All the inks we use are directly imported from Formulabs in the US.

Fortune Pacific, Booth #1227
Phone: 626-358-1518, 800-499-0880 • Fax: 626-358-1748
E-mail: fortune@fp.com • Web: www.fortunepacific.us
Founded in 1992, Fortune Pacific is a leading manufacturer and wholesale distributor of premium quality replacement parts and consumables for printers and copiers. Products include heat and pressure rollers, fuser films and heating elements, heater and exposure lamps, pickup rollers, backup rollers, separation pads, thermistors, gears, bushings and compatible ink cartridges. All of its manufacturing facilities are ISO 9001 certified and committed to consistent quality control to ensure that the products meet or exceed OEM standards.

Fibre Containers is an ISO 9001:2000 organization that provides packaging solutions for its customers. The company manufactures corrugated boxes, folding cartons and displays.

First Ink International, Booth #1414
Phone: 85-2255-03308 • Fax: 85-2287-35953
E-mail: sales@firstink.com.hk • Web: www.firstink.com.hk
First Ink has been one of the leading manufacturers of inkJet consumable products in Asia since 2000. Its head office is in Hong Kong, with a manufacturing plant in China. The company has customers in North and South America, Europe, Southeast Asia, Mainland China and Asia Pacific regions, and is continuing to expand in different markets. Major products include compatible ink cartridges for Brother, Canon, Epson and Xerox; remanufactured ink cartridges for Canon, HP and Lexmark; remanufactured toner cartridges; refill kits; and plastic clips for remanufactured ink cartridges. First Ink is ISO 9001 certified and offers 100 percent guaranteed quality products to its customers. All the inks we use are directly imported from Formulabs in the US.

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GreenFund Network/Core Recycling Concepts, Booth #1310
Phone: 502-736-1400 • Fax: 888-263-2331
E-mail: gps@greenfundnetwork.com • Web: www.greenfundnetwork.com
GreenFund Network is a leading collections fundraising program for inkjets, toners and cell phones for your schools, charities and non-profit organizations. Core Recycling Concepts is a leading collections and brokering company of quality toners, inksjets and cell phones. 1800-711-CORE, www.corerecycling.com

Greentec International, Booth #2070
Phone: 519-624-3300, 888-858-5115 • Fax: 519-624-3301
E-mail: info@greentec.com • Web: www.greentec.com
In business more than a decade, Greentec is a worldwide leader in the collection and distribution of empty print cartridges and cell phones. With locations throughout North America and Europe, Greentec specializes in fulfilling customer demands around the world. Greentec buys and sells the broadest collection of empty cartridges in the aftermarket, currently stocking more than 800 different types. Each and every Greentec cartridge is pre-certified using Greentec’s industry leading Production Ready process, saving customers valuable time and money.

Hi & Bestech Company, Booth #1212
Phone: 866-42533-5152 • Fax: 866-42533-775
E-mail: ahsu6801@ms38.hinet.net • Web: www.inking.com.tw
Hi & Bestech Company is a design company for chips and converters or circuitry testers located in Taiwan. With more than four years of experience in the inkjet and toner market, Hi & Bestech Company pushes the bounds of innovation and invention. It remains dedicated to helping entrepreneurs achieve their own success through our company's quality products and services. We produce chips for HP and Lexmark printers, Epson 6200/6200L and Minolta Page Pro 1300W/1350W. Our new compatible chips for HP color printers 1500/2500/2550, Minolta QMS 2400/2430 and Samsung CLP 500/510 will be displayed at World Expo booth.
Exhibitors

World Expo 2005

High Performance, Booth #1755
Phone: 305-260-0101, 800-780-0048 • Fax: 305-260-0203
E-mail: sales@compu-imaging.com
High Performance Imaging Supplies products are manufactured by two companies with more than 50 years combined experience in imaging product manufacturing and development. With certifications including STMC compliance and ISO 9001:2000 registrations, its products meet all OEM specifications. Contact Performance Plus Imaging at (800) 423-5531 from the West Coast and Compu-Imaging at (800) 780-0048 on the East Coast to become an authorized reseller today.

HK Toner Ltd., Booth #1325
Phone: 852-27417777 • Fax: 852-27418800
E-mail: info@hktoner.com • Web: www.hktoner.com
HK Toner Ltd. is a reputable toner cartridge remanufacturer in China that offers: direct to China factory, superior quality, unbeatable pricing schemes, an inventory of tens of thousands, strong empty stocks, and a unique solution to increase your cash flow. Our factory is situated in Zuhui Economic Zone, Guangdong PRC, with more than 300 full-time workers and 70,000 square feet of floor space. We have an expert from the U.S. overseeing the whole facility and our production capacity is currently more than 30,000 premium cartridges per month.

Image 1, Booth #2320
Phone: 972-424-0200, 866-646-2431 • Fax: 972-424-0449, 866-517-7278
E-mail: info@imageproducts.com • Web: www.imageproducts.com
Image1 is the one-source solution distributor-manufacturer for HP and Lexmark laser printer parts and supplies. Image1 offers customers the best parts distribution capabilities with locations in Texas, Denver and New Jersey while combining outstanding personalized customer service at market-leading prices. Image1 is positioned as an aggressive low-cost, high-quality distributor of OEM and remanufactured lasers, maintenance kits and the complete product line of OEM laser printer parts. See why Image1 is the fastest growing company in the industry.

ImageWorks Inc., Booth #1512
Phone: 818-407-8975, 800-805-3526
Fax: 818-407-0873
E-mail: gene@image-worksinc.com
ImageWorks Inc. is a full-line distributor of OEM, generic, compatible and remanufactured imaging products. ImageWorks Inc. sells copier, fax, laser, inkjet and ribbon products and offers a wide range of product in each category. ImageWorks Inc. offers blind drop shipping and same-day shipping from a 26,000-square-foot facility in Chatsworth, Calif. The knowledgeable staff can assist you to meet your customers’ needs with high-quality products at competitive pricing. Image is everything, that’s why ImageWorks!

ImageXpert Inc., Booth #1709
Phone: 603-598-2500 • Fax: 603-598-2687
E-mail: info@imagexpert.com • Web: www.imagexpert.com
ImageXpert is a leader in automated image quality measurement systems for ink and toner remanufacturers. Measure printability features such as uniformity, line and dot quality, area fill, background, percent area coverage, toner scatter, satellites, jet quality, inter-color bleed, text quality, and many other features. Measure cartridge yield, track cartridge life cycle, and benchmark against your competitors with results down to the micron level. ImageXpert also supplies cutting-edge inspection systems for parts such as nozzle plates, OPCs/OPRs and more. Companies such as HP, Xerox and Kodak have chosen Imagexpert. Come by for a demo and learn why.

ImageStar - Dare to Compare and Save.

Image Technologies International, Booth #2210
Phone: 818-610-2400, 877-462-4382 • Fax: 818-610-2070
E-mail: info@imagetechnologiesusa.com • Web: www.imagetechnologiesusa.com
Image Technologies International (ITI) is a state-of-the-art, technologically advanced and STMC-certified manufacturer of toner and ink cartridges that offers the Ultimate Business Solution for Partnerships. ITI is the exclusive manufacturer of the Image-2000 Brand. The products are 100 percent certified and STMC compliant after passing rigorous, cutting-edge procedures in quality control. The business solution in its entirety involves singular customer care provided by account specialist with unparalleled product knowledge, private labeling and outsourcing, comprehensive and customized programs for global shipping needs including blind drop shipment. Innovate 2005, Get the ITI Experience.

ImageWorks, Inc.

Imaging Resources, Booth #2150
Phone: 818-727-9740 • Fax: 818-727-7325
E-mail: info@imageinfo.net • Web: www.ir-usa.com
Imaging Resources is one of the leaders in worldwide distribution of superior, performance-tested and quality-proven components used in the laser toner cartridge remanufacturing industry. IR has partnered with the world’s major manufacturing companies, such as Coates Electrographics for toner, Kuroki Industrial for wiper blades and Samsung for OPC drums. Imaging Resources is committed to assisting its customers with informative, hands-on technical assistance and information. IR considers its customers as partners, offering competitive prices, same-day personal service and 100 percent product consistency, quality and performance guarantee.

Imaging Supplies Depot (ISD), Booth #1665
Phone: 800-208-4901, 800-208-4901 • Fax: 714-978-1264
E-mail: sales@imagingsuppliesdepot.com • Web: www.imagingsuppliesdepot.com
With 16 years of manufacturing experience, Imaging Supplies Depot is known for building high-quality products. Famous for its flexibility, ISD specializes in providing one of the most comprehensive lists of both rare and mainstream cartridges. As a family owned and operated business, ISD is able to offer a program that is both efficient and customer friendly. Growing your business is what ISD does best.

ImagingIndustry.com, Booth #1203
Phone: 800-621-2911, 800-621-2911
E-mail: info@imagingindustry.com • Web: www.imagingindustry.com
One of the industry’s largest search engines, ImagingIndustry.com provides access to more than 30,000 vendors and suppliers worldwide in the imaging industry. There is a cross-reference guide, auction house, six different forums, and that’s just the beginning. Best of all - it’s absolutely free.

Imex Group, Booth #1514
Phone: 503-391-1500 • Fax: 503-391-1505
E-mail: info@imex-global.com • Web: www.imex-global.com
IMEX is the world’s largest toner manufacturer for the aftermarket. For more than 20 years, IMEX has produced consistently high-performing toner for a wide variety of printer engines. Worldwide distribution puts IMEX quality right at your doorstep. For more information call (503) 391-1500 or visit www.imex-global.com.

Impression Inkjet Tech. Inc., Booth #2548
Phone: 818-998-1110 • Fax: 818-998-5578
E-mail: info@impressioninkjet.com • Web: www.impressioninkjet.com
Impression Inkjet is a wholesale supplier of high-quality inkjet cartridges. With more than seven years in the industry, Impression Inkjets sells approximately 30,000 inkjet cartridges per month. Quality and service is goal - count on Impression Inkjet.

Imprco Corp., Booth #2543
Phone: 800-564-5912 • Fax: 509-472-2072
Web: www.improcorp.com
Imprco Group is the leading buyer and seller of surplus office machine consumables. Established in 1979, Imprco now has stocking warehouses in the U.S., Belgium, Brazil and Mexico. The company handles more than 5,000 different supply products from Agfa to Xerox, both OEM and generic, which it sells for 10
to 40 percent below wholesale price. Impro also offers inventory liquidation services to the office imaging industry on either a consignment or outright purchase basis. Through its innovative application of technology and worldwide reach, Impro is the definitive platform for surplus consumables remanufacturing on a global basis.

**Indian Toners & Developers Ltd., Booth #1309**

Phone: 91-125730120 • Fax: 91-125731422
E-mail: export@indiantoners.com • Web: www.indiantoners.com

Indian Toners & Developers Ltd. was incorporated in 1990 and is a world-class manufacturer of compatible black toner for photocopiers, laser printers and digital machines. Research and development has been the cornerstone of the company’s success and is backed by a pilot plant and expertise from Japan. Indian Toners & Developers Ltd. has established itself as a pioneer in the domestic market and exports toners and developers of the best quality standards for use in various international makes of imaging equipment. The company doubled its manufacturing capacity in 2003-2004.

**Ink 2000, Booth #2170**

Phone: 818-882-0188 • Fax: 818-882-0268
E-mail: ink2000@yahoio.com • Web: www.ink2000.com

Ink 2000 offers high-quality inks with years of unsurpassed performance and are manufactured exclusively with high-quality purified ingredients. Ink 2000’s research team continuously enhances and improves the inks while simultaneously developing new products for the inkjet marketplace.

**INK Lab (H.K.) Co., Ltd., Booth #1120**

Phone: 852-25664881 • Fax: 852-27396900
E-mail: sales@inklabcartridge.com • Web: www.inklabcartridge.com

INK Lab (HK) Company Ltd. is a leading manufacturer and exporter of printing consumables. The company’s strong competitive edge starts with its innovation, technology and design. INK Lab’s well-trained technical support staff and sales professionals are dedicated to providing service that exceeds customers’ expectations. INK Lab has a comprehensive quality control program with online QC staffs that ensure all products are in superb condition from raw materials through final products. The company faithfully provides the best printing performance, competitive pricing and wide range of imaging products to maximize profit for their worldwide customers. INK Lab is your premium consumables OEM partner.

**Ink Nara, Booth #2722**

Phone: 82-319081870, ext. 270 • Fax: 82-319097074
E-mail: hjwoo@inknara.com • Web: www.inknara.com

Ink Nara is an ISO 9001, ISO 14001, CE-certified manufacturer of its own INKNARA brand of compatible ink cartridges, refill kits, bulk ink, large-format ink, remanufactured toner cartridges, solid ink and printing paper. Since its establishment in 1998, Ink Nara has been continuing to invest in research and development; its high technologies and experience allow it to reach top-notch quality at moderate prices. Please feel free to contact Ink Nara regarding any of its products.

**Ink Solution, Booth #1411**

Phone: 954-984-0438, 866-482-4857 • Fax: 954-984-0835
E-mail: info@inksolution.net • Web: www.inksolution.net

Ink Solution is your innovative source for quality, affordable and dependable supplies of ink and accessories, as well as inkjet cartridge recycling systems. Hundreds of businesses throughout the world use Ink Solution’s INK 3000 recycling machine. Operating as Ink Solution for the international market, Parai Company is a leader in northeast Brazil in inkjet and toner recycling. Parai is always on the edge of innovation to create new equipment for the inkjet recycling trade.

**Ink Tech Corp., Booth #1860**

Phone: 216-486-6720 • Fax: 216-486-6603
Web: www.inktechnology.com

Ink Technology is a leading manufacturer of high-quality inkjet inks for the office supplies industry worldwide. Ink Technology is the largest independent manufacturer of inks for impact printing and also carries a full line of digital duplication inks.

**Inkjetwarehouse, Booth #2350**

Phone: 860-693-6649, 800-478-7747 • Fax: 860-693-6670
E-mail: info@inkjetwarehouse.com • Web: www.inkjetwarehouse.com

Inkjetwarehouse Inc. is a factory-direct imaging supplies manufacturer and wholesaler. It offers resellers a nationally advertised brand of compatible and remanufactured inkjet cartridges including laser, fax, dye-sub cartridges, and various media. Inkjetwarehouse offers next-day delivery in the continental U.S. and its large warehouse enables the company to promise a 98 percent same-day order fill rate. Inkjetwarehouse has a simple “100 percent satisfaction or your money back” quality policy. Inkjetwarehouse exports worldwide.

**InknTec, Booth #2160**

Phone: 82-314907388 • Fax: 82-314922041
E-mail: info@inktec.com • Web: www.inktec.com

InkTec is a world-class research and manufacturing company of inkjet products. From our ISO 9001 manufacturing facility we offer a comprehensive portfolio of products including bulk inks, refill kits, compatible cartridges and specialty papers for small- and large-format printers. At World Expo 2005, InkTec and InkTec Zone will unveil a line of fully automated inkjet cartridge refilling machines. In addition, turnkey retail franchising opportunities are available under the InkTec Zone brand.

**Intelligent Office Products, Booth #1406**

Phone: 305-266-2609, 800-266-2609
Fax: 261-249-1111, 800-204-7174
E-mail: sales@iopcorp.com • Web: www.iop4u.com

Looking for a way to increase your bottom line? Look no further than Intelligent Office Products. Intelligent Office Products helps customers expand their product lines with Lexmark, HP and Xerox MCR toner cartridges and a full line of HP, Canon and Epson inks. IOP has a unique outsourcing program that enables you to drop ship products nationwide for fast delivery. Custom labels with your name and phone number as well as your company logo are also available. Fast delivery of hassle-free products with attractive profit margins will be the key to your increased success.

**International Digital Solutions, Booth #1224**

Phone: 305-593-8700 • Fax: 305-591-3600

**International Imaging Technology Council (I-ITC), Booth #1107**

Phone: 702-838-4279 • Fax: 702-838-3695
E-mail: sue@i-itch.org • Web: www.i-itch.org

The International Imaging Technology Council (I-ITC) seeks to unify and advance the interests of the different elements of the aftermarket imaging supply industry, including remanufacturers, distributors, service providers, manufacturers, resellers, dealers, and information technology providers as members of one organization with common business objectives, particularly the right to conduct business in an atmosphere of free enterprise. The ITC fosters the growth and security of its members by representing their interests in legislative and legal matters that affect the viability of the industry; advancing product improvement through industry testing standards and other production-enhancing programs, educating its members on business and technology issues, and enhancing the image of imaging supplies and related services with public-awareness and educational campaigns for consumers.

**International Ribbon Center Inc., Booth #1407**

Phone: 305-468-9667, 888-468-9667
Fax: 305-593-8700 • Fax: 305-591-3600
E-mail: sales@myribboncenter.com • Web: www.myribboncenter.com

International Ribbon Center Inc. is a family company, established in South America and the United States for 25 years. IRCI offers solutions, including a complete line of products at an excellent price; wonderful performance, endurance and absolute security for your printers; products manufactured in Canada and the U.S. with American, German and English parts, all of which are similar to OEM product quality and performance; and attractive and colorful packaging.

This denotes companies that have exhibited at all ten years of World Expo.
International Toner Corp., Booth #1016  
Phone: 847-276-2700 • Fax: 847-276-2702  
E-mail: jlee@intltoner.com

Serving the distributor/reseller community for more than 22 years, International Toner Corporation is one of the largest manufacturers-distributors of copier, fax, and laser-based printing supplies in North America. Located in Chicago, Illinois, International Toner Corp. is ideally located to facilitate both stock and drop shipments. The company also offers customers custom and contract packaging. The company has grown with its customers and has gained a thorough understanding of the expectations and requirements associated with selling to both regional and national distributors and wholesalers. The company’s products are manufactured for use in Brother, Canon, Dell, Gestetner, Hewlett-Packard, IBM, Konica, Kyocera/Mita, Lanier, Lexmark, Minolta, Monroe, Muratec, NEC, Oki Data, Panasonic, Pitney Bowes, Ricoh, Samsung, Savin, Sharp, Toshiba and Xerox copiers, laser printers and MFPs (fax). International Toner Corp.’s sales philosophy is built on a foundation of personalized service and quality products; honesty and integrity are its guiding principals.

Invengon Equip AB, Booth #2557  
Phone: 46-45453850 • Fax: 46-4549855  
E-mail: invengon@telia.com • Web: www.invengon.com

Invengon vacuum systems are fitted with HEPA filtration. These systems meet the same demanding standards required as when vacuuming hazardous materials. The Invengon product range includes the MCS Multi Cartridge Splitter with a number of jigs to handle most types of cartridges - even the HP 4100 cartridge. Systems and products are designed to improve product quality and production efficiency to reduce production cost.

Invision Imaging, Booth #1233  
Phone: 852-25464388 • Fax: 852-27366900  
E-mail: sales@inklab cartridge.com • Web: www.inklab cartridge.com

IPS Corporation, Booth #1101  
Phone: 82-2508-0972 • Fax: 82-2508-0995  
E-mail: jliwan@ipsimage.com • Web: www.ipsimage.com

IPS (Innovative Printing Solution) Corporation is the leading remanufacturer of ink and color laser toner cartridges in South Korea. With guaranteed product quality and reliability, IPS Corp. has become the preferred ink and color laser cartridge remanufacturer by reknowned distributors worldwide. Our facility is equipped with the most advanced technology and all products meet ISO 9001 and ISO 14001 standards.

Item International Austria, Booth #2661  
Phone: 43-732666271 • Fax: 43-732666270  
E-mail: office@item-international.at • Web: www.item-international.at

Jadi Imaging, Booth #1315  
Phone: 60-37043398 • Fax: 60-37043233

Jadi is an independent world-class toner manufacturer committed to total customer satisfaction through providing consistently high-quality products and services that meet or exceed the expectations of its worldwide customers. Based in Malaysia, it is an ISO 90012000 Quality Management System-certified company and exports its products globally.

Jahwa Electronics Co. Ltd., Booth #1420  
Web: www.jahwa.co.kr

Jahwa’s motto is "Produce reliable and maximum performance products for full customer satisfaction". Jahwa, a manufacturer of mag rollers, sleeves, developer rollers and PCIs in Korea, has been dedicated to providing the highest quality products since 1953. With more than 10 years experience in the development of developer units, Jahwa has designed, created and produced reliable consumable rollers for printers and copiers. Jahwa is vertically integrated from design, mold casting, injection molding and assembly; all within the same production plant facility. Its factories, producing top-notch quality products, are all ISO 9001 certified. Company representatives would like to meet you at the show and look forward to building a great business relationship with you.

Jiaxing Longxiang Electronic Printer Consumable Material Co., Ltd., Booth #2615  
Phone: 86-5734822588 • Fax: 86-5734752198  
E-mail: jianlei@skycolordnet.com • Web: www.bl.cn

Jiaxing Longxiang Electronic Printer Consumable Materials Co. Ltd., makers of the Skycolor brand, is a Sino-Japan joint venture enterprise. Skycolor can offer a full range of inkjet cartridges, laser toner cartridges, printer ribbons, refill kits, bulk ink, thermal transfer ribbons, inkjet printers, photo paper, and chip rewriters with superior quality and competitive prices. Skycolor is located in Shanghai, in a 37000-square-meter factory with advanced producing equipment, checking instrument, stringent ISO 9001 quality management and first-class service. Today, Skycolor is seeking agents and OEM product partners all around the world. We are pleased to build a mutually beneficial relationship with you.

Jiaxing Tianma Printer Consumables Co. Ltd., Booth #2444  
E-mail: skyhorse@tianma.net.cn • Web: www.tianma.net.cn

Established in 1988, Jiaxing Tianma Printer Consumables Co. Ltd. specializes in the manufacturing and development of inkjet cartridges, ribbons, ink and toner, and was approved by the ISO 9001 international quality management system in 1999. With advanced equipment and excellent R&D team, the company has acquired more than 50 recognized patents for new cartridges. The Epson/HP two-part cartridge won an honorable mention for Best New Twist in the 2004 Recharger Magazine Readers’ Choice Awards. More new products such as spongeless ink cartridges, twin ink cartridges and CISS are thought to be a breakthrough in inkjet printing technology and are honored by the government as well.

Katun Corporation, Booth #1232  
Phone: 952-941-2965, 800-228-2965  
Fax 952-941-9631, 800-752-4330  
E-mail: katunworldexpo2005@katun.com • Web: www.katun.com

Headquartered in Minneapolis, Katun Corporation is a leading alternative supplier of imaging supplies, photoreceivers and parts, as well as a leading manufacturer of fuser rollers and other products, for the office equipment industry. Since its inception in 1979, Katun has concentrated on delivering the best overall value through performance-proven imaging products that meet the quality standards and business needs of office equipment manufacturers and distributors around the world. Simply put, it provides high-quality imaging products at competitive prices. Katun provides products for more than 20 major lines of copiers, printers, fax machines, multifunction machines and other office equipment. As OEMs look to design tomorrow’s machines for future productivity, Katun concentrates on reducing the service and supply costs of machines today. With over 25 years of experience in the business equipment industry, the privately held Katun serves more than 19,000 customers in more than 170 countries. Visit Katun online at www.katun.com.

Kennedy Advertising, Booth #1633  
Phone: 888-725-4487 • Fax: 702-974-0119  
E-mail: johnkennedyadvertising.net

Whether it’s motivation, attention, recognition, loyalty, sales identity, promotion, relationship building or buzz, we’ll help you meet your short- and long-term goals. Kennedy Advertising sources a large variety of specialty products from worldwide sources and we manage the logistics direct to your door. Cool ideas, hot self-promotion items, a thousand nice little ways to say, “We appreciate you.” Our imprinted promotional items will help you enhance your relationships with clients, prospects and employees. We provide and manage new product or service promotions, trade-show giveaways, sales incentives, recognition programs, fundraising gifts, and product fulfillment and logistics.

KLE, Booth #2500  
Phone: 561-743-0638, 800-866-3799 • Fax: 561-745-2415  
E-mail: sales@color toner.com • Web: www.color toner.com/kle

KLE will be showing its full line of toner, drums, chips and blades for HP, Dell, Epson, OMS, Konica Minolta, Oki Data and Xerox color laser printers. New products include toners for the Epson C1100, Dell 3000n, Samsung CLP510, Xerox Phaser 6100, Konica Minolta 2400 and 5240 and Oki Data C5200 series. KLE has an extensive line of color toner and coatings for the OEM and remanufacturing industries and will display color and sublimation toner and cartridges.

Laser Gold Corporation, Booth #2645  
Phone: 800-262-2660 • Fax: 800-276-2660  
Web: www.lasergold corp.com

Laser Gold Corporation is a worldwide distributor of high-value imaging supplies. Over the past 18 years the company has worked directly with suppliers for the aftermarket, which allows it the unique opportunity to custom formulate toner, magnetic roller sleeves, primary charge rollers and developer rollers to meet your remanufacturing needs. Laser Gold - Imaging Supplies as Good as Gold.

Laser Imaging International, Booth #1800  
Phone: 800-438-5273 • Fax: 918-587-6775  
E-mail: sales@laserimaging.com • Web: www.laserimaging.com

Laser Imaging International manufactures one of the most diverse product lines in the industry with quality replacement cartridges for...
more than 500 types of laser and fax printers as well as inkjet cartridges for more than 90 printer models. Laser Imaging is proud to offer the combined experience of its production staff, outstanding customer service and the flexibility of its management team to fulfill customers’ needs in a professional and timely manner.

**Laser Life Corporation, Booth #2729**
Phone: 513-936-8940, 800-605-5750 • Fax: 513-936-8943
E-mail: laserlife@fuse.net • Web: www.besttonerprices.com
Laser Life Corp. is a Midwest supplier specializing in in-house remanufacturing as well as buying and selling empties. Laser Life has tripled in size and continues to meet their customer’s demands. Laser Life Corp. is committed to excellence through their services and products. Laser Life’s goal is to be a positive contributor to their customers and the community. With these principles and our branded line at unsurpassed prices, Laser Life Corp. is driven to become a leader in the industry.

**Laser Pros International, Booth #2646**
Phone: 715-369-5995, 888-558-8277
Fax: 715-369-5990
E-mail: carol@lasерpros.com • Web: www.lasерpros.com
Laser Pros International, your official HP APR, provides service the service industry relies upon. LPI provides the industry with the highest quality products and services at competitive prices for HP and Lexmark laser printers. LPI carries a complete range of products, components, supplies, documentation, and whole laser printers to satisfy all your laser printer needs.

**Laser Source USA Inc., Booth #2373**
Phone: 972-437-3515 • Fax: 972-437-1697
E-mail: bryanjlslasersourceusa.com
Web: www.lasersourceusa.com
Laser Source USA has been providing quality laser printers and laser printer parts to distribution and service centers since 1990. Laser Source USA is dedicated to you and your customers with the performance, reliability and value your company deserves.

**Laser Technologies, Booth #2360**
Phone: 610-524-2523, 800-229-9796
Fax: 610-524-0191, 888-220-9993
E-mail: info@lasertech.com • Web: www.lasertech.com
Laser Technologies is the color authority in the imaging industry, and has the resources, expertise and commitment to enhance the value of your business. Expand your product offering with our new premium line of compatible color laser cartridges, made with true chemical toners and the highest quality components. Laser Technologies is an industry-leading producer of premium compatible laser toner cartridges, which carry an unbeatable product guarantee. We offer your business many benefits including outstanding quality, the latest product releases, flexible packaging options, including our new private label packaging, and same-day shipping. Our ISO 9001:2000-certified quality management system combined with our adherence to STMC testing standards ensures Laser Technologies’ cartridges are of the highest quality. Our focus remains on the success of organizations interested in offering a true premium product, and supplying our partners with outstanding sales and marketing support. Let us help you take your business to the next level.

**LaserLand, Booth #2472**
Phone: 248-738-5800, 800-866-6637
Fax: 248-738-5808, 800-866-3760
E-mail: sales@laserlandus.com • Web: www.laserlandus.com
LaserLand is dedicated to assisting remanufacturers in making the best cartridges possible. Owner Steve Michelin was one of the first remanufacturers and switched to supplying others when, as a leader in the field, he was asked to solve many remanufacturing problems. LaserLand still enjoys fulfilling these requests. Steve's engineering background is the basis of more than 320 patents, all for products in the remanufacturing industry. The company's most popular products include Methuselah Powdering Powder, User-Friendly Recovery Blades, Platinum seals, MagConnections, PCR and De-Ox Cream and an extensive selection of pins. We look forward to meeting you at our booth.

**LaserMasters/LLMI, Booth #2550**
Phone: 602-278-6234, 888-215-1256 • Fax: 602-278-5589
E-mail: pgmrow@limisolutions.com • Web: www.limisolutions.com
LLMI will introduce the industry’s most comprehensive print management program at World Expo 2005. Developed with input from many dealers, the turnkey program brings together innovative software, service training, toll-free tech support, parts, financing - and LLMI's gold-standard laser cartridges - to help dealers sell and service copiers and printers more efficiently and profitably than ever before. A key feature of the new program is the LMI CONFIGURATOR, which empowers dealers to quickly and easily calculate cost per page and prepare business proposals. The LMI PRINT TRACKER automatically identifies imaging systems on and off the network, and collects meter data at customer sites. And the LMI DATA PROCESSOR automatically extracts data into billing software such as Great Plains, eAutomate and OMD. LLMI's state-of-the-art manufacturing plant and long-term R&D program mean that every LMI cartridge is STMC certified and fully guaranteed, setting the industry standard for performance and reliability. Visit LLMI at booth 2550 for a demonstration of the industry's first turnkey print management solution.

**Lasertone Corporation, Booth #1023**
Phone: 718-371-3331, 800-222-4911
Fax: 718-371-3341
E-mail: jshowe@lasertonecorporation.com
Lasertone Corporation is a national wholesale distributor serving the imaging industry for 18 years. Lasertone offers OEM supplies from HP, Lexmark, Brother, Canon, Epson, Panasonic, Oki Data, Tektronix, Xerox and most other leading brands. Lasertone ships from its 40,000-square-foot Long Island City, N.Y., corporate warehouse and several key shipping points across the U.S. We provide blind drop shipments with no minimum order requirements or small-order fees. Our extensive selection and inventory keeps our customers confident that Lasertone is the best source for all of their OEM and compatible supplies. Contact a representative today.

**LG Chem Ltd., Booth #1900**
Phone: 562-665-3303 • Fax: 562-653-8096
E-mail: smyoon@lgchem.com • Web: www.lgchem.com
LG Chem, founded in 1947, is not only one of the industry's largest companies (with production of $10 billion in 2004 and a group production of more than $100 billion), but is also the leading Korean chemical industry pioneer. Since 1987, LG Chem has launched an extensive facility of toner production for copiers and printers with a capacity of 500M/T. In the last decade, the company has focused on giving its customers the best quality products available. LG Chem's future is all about the expansion and development of color toners.

**Liberty Parts Team, Booth #2642**
Phone: 608-268-4700, 888-444-6776 • Fax: 608-268-7619
E-mail: richard@libertypartsteam.com
Liberty Parts Team was founded by David K. Reinke to serve the laser parts industry in a unique way. Liberty Parts Team is a highly experienced group of individuals that have come together to form a team that can’t be beat. Our camaraderie gives you the continuity through the procurement process to provide the service your customer's desire. Our shipping discount brings customers next-day service at guarded rates in many circumstances. Liberty Parts Team currently has more than 40 team members. We provide the best-quality laser printer parts and services for LaserJet printers and carry a substantial stock of fusers and maintenance kits, both new and refurbished exchange, for the repair of HP printers. Liberty Parts Team also carries parts for the Lexmark Optra printer series.

**Lid Factory, Booth #1410**
Phone: 561-995-2626 • Fax: 561-995-2626
E-mail: info@lidfactory.com • Web: www.lidfactory.com
Lid Factory is the globally recognized leader in the field of inkjet cartridge seal used for black and color cartridges. The Lid provides a soft, conforming, airtight seal with an OEM appearance. The Lids are lightweight and easy to apply - no additional equipment is needed - and they protect the office plate. Lid Factory received special recognition awards for best New Technology and New Startup in Recharger Magazine's 2003 Readers' Choice Awards. "Put a Lid on It!"

**Lipi Data Systems, Booth #1007**
Phone: 91-2222882960 • Fax: 91-2222873314
E-mail: supplies@lipidata.com • Web: www.lipadata.com
Lipi Data Systems Ltd. is a leading manufacturer of compatible toner cartridges and printer ribbons in India. Constant efforts for quality improvement to match OEM quality have won the confidence of many customers across the country and abroad. The company has a complete infrastructure set up for taking up contract manufacturing of toner cartridges and printer ribbons. Deployment of effective quality systems ISO 9000, Kaizen and Six Sigma ensures consistent performance of our products.

**Longer Life Products, Booth #1510**
Phone: 412-881-6106, 800-795-9561 • Fax: 412-563-5481
E-mail: wendyk@longerlifedealers.com • Web: www.longerlifedealers.com
Longer Life Products is a leading cartridge remanufacturer with an extensive line of laser, fax, and copier cartridges and inkjet and ribbon cartridges for wholesale distribution. LLP offers the most complete line of toner cartridges in the industry and serves as a valuable backup source for rechargers and wholesalers looking to expand their product lines or outsource their products. In addition, LLP provides dealers with a Premium Packaging Program, same-day shipping, and excellent quality products certified to ISO 90012000 standards.
LPS Technologies, Booth #2712
Phone: 760-471-9931, 800-700-6669 • Fax: 760-471-9945
E-mail: lpsmag@stglobalnet.net • Web: www.lpsmags.com
LPS Technologies is one of the largest remanufacturers of cartridge rollers in the market today, producing nearly 40,000 primary charge rollers, magnetic rollers and OPCs each month. LPS was founded in 1995 and quickly learned that by providing good customer service and fairly priced, quality products, amazing things can happen. Quality is the first priority. All of LPS’ products are inspected under the most stringent quality-control methods in the industry, backed by its no-hassle guarantee.

LVL, Booth #2644
Phone: 33-251709222 • Fax: 33-251709333
E-mail: commercialmanager@lvcartidge.com
LVL is France’s leading dealer of empty laser and inkjet cartridges. This dynamic company has created many partnerships with recyclers all around the world and works to develop new ones constantly. With a focus on reliable sources, LVL collects empties from end users through its European collection program. Once in the warehouse, the virgin cartridges are thoroughly inspected, inventoried and securely packaged. The LVL team ensures fast and efficient worldwide service so that working with you was, is and will always be a pleasure.

Lyra Research Inc., Booth #1631
Phone: 617-454-2658 • Fax: 617-454-2601
E-mail: anebelio@lyra.com • Web: www.lyra.com
Founded in 1991, Lyra Research is recognized worldwide as the leading provider of market, product, and technology information and analysis focused on the imaging industry. Lyra Research provides targeted information on printers and copiers, digital photography, and imaging software. Lyra Research has over 200 clients in more than 40 countries. Lyra’s researchers and analysts have solid professional industry experience and provide clients with decision-critical support and market intelligence. Lyra’s portfolio of services includes leading industry newsletters, special market reports, advisory services, conferences, Webcasts, and custom consulting.

M.B. Sales, Booth #2220
Phone: 818-710-0000 • Fax: 818-710-9770
E-mail: info@mbsalesusa.com • Web: www.mbsalesusa.com
M.B. Sales is an industry leader in buying and selling empty inkjet, laser and toner cartridges. Being the leader within the industry isn’t easy, it takes commitment to quality, good service and a team dedicated to delivering uniformity that customers demand. At M.B. Sales the inspection process has set the standards for the rest of the industry to follow; the goal is 100 percent customer satisfaction.

Magnum Data, Booth #1707
Phone: 661-775-0880, 800-869-2589 • Fax: 310-943-1672
E-mail: sales@magnumdata.net • Web: www.magnumdata.net
Since 1988, Magnum Data, owned by Mike Mahfouz, has been involved in the industry from selling imaging supplies to providing custom Web sites and marketing solutions. Building upon our extensive industry knowledge and experience we designed an industry-specific solution at affordable prices. Our services include Web site creation; domain name registration; full-color printing; graphic design, and advertising. Magnum Data currently manufactures more than 50,000 toner cartridges and 60,000 inkjets per month that are ready to ship from its four locations in North America. M.B. owns and operates facilities in California, Pennsylvania, Mexico and Canada totaling more than 125,000 square feet. M.S.E. offers full solutions for outsourcing, private label, private packaging, and blind drop shipping. M.S.E. offers detailed sales training and in-house marketing solutions to help you grow your business.

Milo Imaging Solutions Inc., Booth #2510
Phone: 719-550-1223 • Fax: 719-550-1390
E-mail: info@milosolutions.com • Web: www.milosolutions.com
Milo Manufacturing manufactures more than 250,000 fuser rollers a month for OEM and aftermarket customers around the world. Milo is producing fuser rollers for more than 350 models of copiers, printers and facsimile machines. State-of-the-art manufacturing cells with 90 CNC.

MIPO International Ltd., Booth #1704
Phone: 862-27307888 • Fax: 862-27307886
E-mail: sales@miplib.co.kr • Web: www.miplib.com
MIPO International Ltd. is one of the leading multimedia consumables and accessories manufacturers. The company specializes in producing compatible ink cartridges, refill kits and premium-grade toners for Epson, Canon, HP and Lexmark. Its product quality is certified by the ISO 9001: MIPO also supplies ultra-premium grade CDR, which is excellent for data storage and can prevent lost data.

MKG Imaging Solutions Inc., Booth #2510
Phone: 905-564-9278 • Fax: 905-564-2925
E-mail: info@mkimg.org • Web: www.mkimg.org
In its ISO 90012000-certified facility, MKG produces a full line of compatible laser, fax, copier and MICR products. Over the past 15 years, by building long-term partnerships and focusing on quality and service, MKG has become a name respected around the world. "MKG Dealer Direct" offers a premium product, customized programs, private label opportunities and empty return programs to suit specific needs. All programs are developed to provide customers with maximum flexibility and a wide range of choices.

Multi Union Trading Company Ltd., Booth #1970
Phone: 852-21797000 • Fax: 852-25157045
E-mail: info@multiunion.com • Web: www.multiunion.com
Multi Union is a Hong Kong-based corporation, ISO 9001 certified, with 20 years of experience in the imaging supplies industry. As one of the leading global companies in selling full array of compatible ink cartridges and ink refills, Multi-Union’s grand success has been marked by its continuous and tremendous growth in sales turnover.

Multi-Laser Inc., Booth #2432
Phone: 613-382-1115s, 800-338-2274
Fax: 613-382-6767, 866-382-6767
E-mail: info@multilaser.com • Web: www.multilaser.com
Founded in 1988, Multi-Laser Solutions Inc. is an industry-leading imaging supplies and printing solutions provider. As an ISO 90012000 certified facility, Multi-Laser...
puts quality and the environment first when developing and producing compatible imaging supplies and office printing solutions. Multi-Laser has one of the broadest product ranges of compatible imaging supplies in the industry, which features a full line of color and monochrome laser toner, inkjet and MICR products. Various industry credentials and certifications, such as Buyers Laboratory Inc. and ASTM testing methods, ensure that Multi-Laser’s page yield (page count) and cartridge density are equal to the OEM. Multi-Laser offers print management software programs, custom branding and packaging options, along with training and support to help get our partners to market. Multi-Laser products are available across North America through a partner channel of office supply, computer and copier dealers, distributors and VARs.

Myink Technology Co. Ltd., Booth #2529
Phone: 66-7568539998 • Fax: 66-756853999
E-mail: info@myink.biz • Web: www.myink.biz
Founded in 2001, Myink Technology Co. Ltd. specializes in developing, manufacturing and marketing printer consumables. The Myink brand encompasses 440 models in six series of compatible inkjet cartridges for use in Epson, Canon, Brother, Xerox, Sharp and HP printers. Myink offers one of the most complete product lines. Myink adopts an ISO 9001/2000 system and ERP for overall management. The company tests 100 percent of its products to ensure customer satisfaction. Myink's products are widely used around the world. Myink, I like!

National Parts Depot, Booth #1416
Phone: 845-469-4800 • Fax: 845-469-4855
E-mail: thriller@nationalparts.com • Web: www.nationalparts.com
National Parts Depot is a distributor of printer and computer parts that has been in business for more than 17 years. The company is an authorized distributor for Toshiba, Epson, and Konica Minolta-QMS. It specializes in new and remanufactured fusers for HP Laserjet, Lexmark and QMS printers, and also offers the most complete line of fuser films, paper-feed rollers, pressure rollers and heater elements. National Parts Depot is also a repair center for HP, Epson, Toshiba, Compaq and IBM and Minolta.

NDM Co., Ltd., Booth #2400
Phone: 82-24661010 • Fax: 82-24661018
E-mail: newyjinia@ndmtech.com • Web: www.ndmtech.com
NDM (Nano Display Materials) Technology is manufacturing high-quality water and solvent-based inks and cartridges for inkjet and wide-format printers. NDM guides high performance of compatible solutions for HP, Encad, Epson, Roland, Mutoh, Mimaki and Canon printers. NDM’s quality and price competitiveness meet the requirements of customers. NDM’s quality is certified by ISO 9001. For more information and a free sample request, visit www.ndmtech.com or e-mail newyjinia@ndmtech.com.

Nectron International, Booth #1960
Phone: 281-2460-2222, 800-456-4678 • Fax: 281-240-0468
E-mail: info@nection.com • Web: www.nection.com
Nectron International Ltd. is a worldwide leader in manufacturing printer consumables. Nectron offers a wide variety of compatible laser toner cartridges, compatible and refurbished inkjet cartridges, thermal transfer rollers, and ribbon foils for point-of-sale/cash register and computer printers. All Nectron products are ISO 9001/ISO 14001 certified and come with a one-year warranty/guarantee.

NeoTech Co., Ltd., Booth #2621
Phone: 652-23426328 • Fax: 652-23438180
E-mail: sales@neotechshop.com • Web: www.neotechshop.com
NeoTech is a leading manufacturer of laser toner cartridges and drum cartridges. This Hong Kong-based company with a production facility in China, is able to offer a large variety of more than 300 types of toner and drum cartridges for brands such as Apple, Brother, Canon, Epson, HP, Konica-Minolta, Lexmark, Panasonic, QMS, Ricoh, Samsung, Sharp and Xerox. NeoTech is an active player in Hong Kong and South China markets. NeoTech is also the nominated printer cartridge supplier for Bank of China, Citibank Hong Kong, MTR Railway Corp., FCCW Telecom, and a list of private companies.

NER Data Products, Booth #2320
Phone: 856-8815524, 888-NER-DATA
Fax: 856-8812393
E-mail: rbusch@nerdata.com • Web: www.nerdata.com
Founded in 1971, NER Data Products Inc. (NER) is one of the nation’s leading providers of imaging supplies and technology solutions. The imaging supplies division of NER is North America’s largest producer of impact printer ribbons and is a leading manufacturer of compatible toner and inkjet products. NER’s newest venture, Print4, pulls from the strengths of imaging supplies, technology solutions and image printer parts to provide a comprehensive print management solution. The technology solutions division of NER manufactures and distributes data center furniture, network/management products, media management solutions, and provides superior global services for the data center environment.

Network Recycling Systems, Booth #2150
Phone: 828-891-7400 • Fax: 828-891-2801
E-mail: netrecycle@mchsi.com • Web: www.nrscareings.com
Network Recycling Systems is an industry-leading distributor of imaging supplies and equipment. The company distributes aftermarket in-house coated magnetic rollers, which enable the recyclers to remanufacture up to 50 percent of non-vinyl cartridges. The in-house coating technology features MPI (Mixed Product Injection), which permits remanufacturers to coat their own magnetic rollers and PCRs with a specially developed coating liquid and obtain constant quality. Network Recycling Systems also distributes the recently released time-saving PCR cleaning machine, which can clean six PCRs per minute with only one operator. The latest development is the in-house toner filling machine, which can fill cartridges from 10-kilogram bags without any cleaning needed between toner changes.

Newport Data Products, Booth #1708
Phone: 201-531-0222, 800-572-4892 • Fax: 201-531-0722 • E-mail: newportd@aol.com
Newport Data Products is a distributor of office equipment and supplies, particularly new and factory-refurbished fax machines and copiers by leading manufacturers such as Sharp, Brother, Canon, Minolta, HP, Samsung and Copystar. Newport Data Products also carries OEM and compatible supplies for printers, fax, copiers and typewriters. Located in East Rutherford, N.J., Newport Data Products opened a second warehouse facility in Golden, Colo., in February 2005.

NH Laboratories Inc., Booth #2653
Phone: 717-545-3221 • Fax: 717-652-3142
E-mail: rbriller@nationalparts.com • Web: www.nationalparts.com
With over 10 years experience, NuPrint Technologies is the international leader in OPC drum remanufacturing. Headquartered in Kingsport, Tenn., NuPrint Technologies is helping remanufacturers worldwide improve their bottom-line profits by reducing production costs while maintaining or improving quality and performance. You can depend on GemKote OPC drums and Blackmaxx mag rollers to produce crisp, clear prints and exceptionally high page yields that will satisfy the most demanding customers.

NuPrint Technologies Inc., Booth #2664
Phone: 423-288-4877, 888-848-4762 • Fax: 423-288-7567
E-mail: andrew@nuprinttechnologies.com • Web: www.nuprinttechnologies.com
With over 10 years experience, NuPrint Technologies is the international leader in OPC drum remanufacturing. Headquartered in Kingsport, Tenn., NuPrint Technologies is helping remanufacturers worldwide improve their bottom-line profits by reducing production costs while maintaining or improving quality and performance. You can depend on GemKote OPC drums and Blackmaxx mag rollers to produce crisp, clear prints and exceptionally high page yields that will satisfy the most demanding customers.

Oasis Imaging Products, Booth #2100
Phone: 603-880-3991 • Fax: 603-598-4277
E-mail: marketing@oasis-imaging.com
Web: www.oasis-imaging.com
Oasis Imaging Products Inc. is a leading distributor of toner, drums, wiper blades and other imaging supplies for the remanufacturing industry. We are an international company with sales and distribution facilities in the U.S., Canada and the Netherlands. All of our products are co-developed with renowned manufacturers and certified by Oasis’ quality control standards to ensure reliability, durability and high-quality performance. In addition to a comprehensive product line, we offer one of the most knowledgeable technical support teams in the industry and a variety of information resources dedicated to the latest technology.
Exhibitors

Office Products Recycling Associates (OPRA), Booth #1519
Phone: 816-584-1000 • Fax: 816-884-1001
E-mail: recycle@oprausa.com • Web: www.oprausa.com
Office Products Recycling Associates (OPRA) has been a leading collector and distributor of quality empty inkjet and toner cartridges for more than nine years. Based in Kansas City, MO, the company services thousands of companies throughout the world. When selling to OPRA, not only will you receive top market pricing for all your empties, but assurance that you are working with a broker you can trust. With more than 200 different types of toners and inksjets in stock and a 100 percent customer satisfaction guarantee, you can feel confident that you are buying only top-quality inspected and circuit tested cores and inksjets. Each item is specially packaged in custom boxes to ensure maximum protection. Same day shipping is available. For more information about the company visit www.oprausa.com or call (800) 683-7975.

OMD Corporation, Booth #2531
Phone: 573-893-8930 • Fax: 573-893-3487
E-mail: sales@omdcorp.com • Web: www.omdcorp.com
OMD's Vision software is a completely integrated solution enabling the dealer to track the total remanufacturing process from start to finish. The remanufacturing process is incorporated seamlessly with OMD Vision's inventory control, service dispatch and management, purchasing, accounts payable and receivable, customer invoicing, financials and sales force automation. OMD provides wireless solutions for both the sales and service teams, along with an Internet product for customers to orders supplies, equipment and enter meter readings. For more information visit www.omdcorp.com or e-mail sales@omdcorp.com.

Optical Technologies Corp., Booth #1326
Phone: 718-729-4430, 800-682-7377 • Fax: 718-729-5291, 800-682-3292
E-mail: otcmail@opticaltechnologies.com
Web: www.opticaltechnologies.com
OTC, a leader in formulated specialty coatings and imaging technology, produces a range of superior performancetested products. They are the exclusive licensee of RIT's wiper blade inspection technology for reusing and reconditioning wiper blades. OTC inspected lubricates OEM and aftermarket wiper blades using their patented Liquid SureLube 25, which eliminates filling and ensures the safe reuse of the OPC. OTC's ChargeShare mag roller coating and Ultrastat PCR coatings have been applied to over 7 million components. Silver RiteSeal premium cartridge seals utilize OTC's innovative CleanSeal technology. ChargeLink XP and ChargeLink XPress is OTC's revolutionary, cost-efficient answer to eliminating the need for mag roller replacement while dramatically improving image density in graphics and grayscales.

Optimax Image Technology Co., Booth #2727
Phone: 626-369-0936, 866-592-4788 • Fax: 626-369-0926
E-mail: sales@optimaximage.com • Web: www.optimaximage.com
Optimax Image Technology's aftermarket parts include upper fuser rollers, pressure rollers, lamps, fuser covers, pickup/feeder rollers, transfer rollers, delivery rollers, gears, picker fingers and fuser caution labels.

PANA Exports, Booth #1750
Phone: 91-2950090001 • Fax: 91-2950090002
E-mail: info@panaparts.com • Web: www.pana-parts.com
PANA Exports is a leading manufacturer and exporter of printer and copier parts such as thermistors, feed tires, corona wires, ceramic heaters. It has a huge range of PANA's product range. PANA has its factory in Noida Export Zone, India. It has in-house R&D and production facilities to develop and deliver critical parts with cutting-edge technology including sensors customized per customer requirements. Our products are being sold in 32 countries to OEMs, refurbishers, distributors and wholesalers. PANA's major products under development are automotive sensors and CD/DVD laminators. For more information visit www.pana-parts.com.

Paramount Imaging, Booth #2728
Phone: 562-342-7300, 800-745-7676 • Fax: 562-342-7322
E-mail: bcrnonhle@csiperweb.com • Web: www.csiperweb.com
Paramount Imaging is the largest Sharp distributor in the country. selling new, used and factory refurbished copiers and fax machines. Paramount also sells Sharp OEM supplies at generic prices. Paramount Imaging carries a complete line of Sharp, Toshiba, Mitica and Ricoh copier and fax parts. Technical training, technical support, parts research and leasing are also offered. Se habla Español. Visit www.csiperweb.com.
Plastic Tooling, Booth #2504
Phone: 919-469-3322 • Fax: 919-469-3475
E-mail: plastictooling@bellsouth.net • Web: www.plastictoolingcorp.com
Plastic Tooling provides the industry with hopper splitters, hopper fixtures and trays for handling drums, mags and PCRs. Plastic Tooling’s warehouse is fully stocked with cartridge cleaning workstations, toner vacuums and filters and other toner-dust control devices.

Platinum Plus Products, Booth #1701
Phone: 818-349-0240, 866-349-0240 • Fax: 818-337-7216
E-mail: info@platinumplusproducts.com • Web: www.platinumplusproducts.com
Platinum Plus Products offers a comprehensive line of refurbished/remanufactured and compatible inkjet and toner cartridges backed with reliability, durability and high-quality performance. We have a state-of-the-art facility with the capacity of making 100,000 cartridges per month under the supervision of highly qualified professionals. Platinum Plus supplies premium products to retailers. All the cartridges are 100 percent inspected in pre- and post-production to guarantee a high-quality product every time. Platinum Plus products also has an effective collection program. We buy and sell empties everyday. We pay quickly.

Plus Supply International, Booth #1230
Phone: 845-371-1616 • Fax: 845-371-1658
E-mail: sales@plussupply.com • Web: www.plussupply.com
Plus Supply is one of the largest independent distributors of OEM consumable supplies for copiers, fax machines and printers, specializing in companies like Canon, Lanier, Minolta, Kyocera Mita, Muratec, Panasonic, Ricoh and Toshiba. Feel free to visit our Web site at www.plussupply.com for a list of products. Our sales representatives will be happy to assist you in your business and look forward to working with you.

PowerVip, Booth #2612
Phone: 54-1143025382 • Fax: 54-1143020290
E-mail: powervip@sinetdis.com.ar
PowerVip is a company created for the development of high-complexity projects. Founded by a technical group with extensive experience in the printing market (engine development, micro applications, toner cartridge remanufacturing and ISO 9002/14000), PowerVip has dedicated the last three years to the development of intelligent circuits for the recycling industry. PowerVip offers a large list of circuits and has several circuits under development.

Precision Roller, Booth #2665
Phone: 623-581-3330 • Fax: 623-581-453
E-mail: dennis@precisionroller.com • Web: www.precisionroller.com
Precision Roller and Engineering Division, Booth #2270
Phone: 646-252-7590, 866-253-6670 • Fax: 64-957592
E-mail: info@precisionroller.com • Web: www.precisionroller.com
PRI is an industry leader in toner test equipment that ensures higher cartridge quality at lower production costs. The latest generation LT-777 Mk III Turbo Analyzer features CAT (Computer Assisted Testing), automatic cartridge testing and fault diagnosis, an onboard training system that talks to the operator, affordable payment plans, variable test parameters, outstanding ease of operation, capacity to supersede more than 80 printers, plus many advanced test functions. Each year, more than 5 million cartridges are tested on LT-777 Analyzers in 70 countries.
Exhibitors

Pro Color, Booth #2304
Phone: 650-876-1800, 888-949-1678
E-mail: info@procolortink.com • Web: www.procolortink.com
Pro Color means “Professional Color.” Our mission is delivering professional color supplies for the imaging supply markets. We have developed more than 50 types of compatible cartridge ink kits for Canon and Epson printers. Pro Color is affiliated with an esteemed OEM manufacturer in the AV accessories industry. We have two production plants in mainland China, with more than 500 workers and seven production lines with eight robot hands.

Provide Technologies, Booth #1702
Phone: 617-625-2584 • Fax: 617-623-0436
E-mail: provideiron@com • Web: www.providetechnology.com
Provide Technologies offers remanufacturers innovative, patented insertable heat seal systems. Because the systems do not require splitting, cartridges retain their integrity, allowing for multiple reuse of the same cartridge. The systems for which insertable sealing solutions are currently provided include the A-30, EX, NX SW, WX, 2100, 2300, 2500, 3500, 4700, 4000, 4100, 4200/4300, 4500, 4600, 8000, and 8000. Also, for spilt cartridges, the company now offers the Universal SPLITSEALER, one machine capable of sealing (virgin and non-virgin) 2100, 2300, 4000 and 4100 cartridges in 18 seconds.

Q-Imaging USA, Booth #1780
Phone: 512-491-9900, 888-671-9993 • Fax: 512-491-6171
E-mail: info@usa.q-imaging.com • Web: www.q-imaging.com
Q-Imaging (USA) Inc. is the marketing and distribution company of a 100 percent brand-new compatible cartridges in the United States. Q-Imaging provides brand-new alternative toner and inkjet cartridges under the Q-Print, color Q-Print, Q-Fax, Q-Copy and Q-Jet range at much more competitive prices than the OEM models.

Qualijet Products Inc./ICS, Booth #2549
Phone: 305-468-1445, 877-462-4489 • Fax: 305-468-1465
E-mail: info@qualijet.com • Web: www.qualijet.com
Qualijet Products Inc. is celebrating its 10th anniversary this year. From its humble beginnings as a small importer, it has become an ISO 9001:2000-certified manufacturer/distributor with offices in Montreal, Miami, Buenos Aires and Puerto Rico, with other offices opening soon in São Paulo, Brazil, and Lima, Peru. The company handles dot-matrix ribbons, inkjet cartridges, thermal fax ribbons and remanufactured inkjet and laser cartridges, among others.

R&C Imaging Co., Booth #1319
Phone: 604-298-0299, 866-793-7394 • Fax: 604-298-0265
E-mail: janette@rcreservcs.com • Web: www.rcreservcs.com
R&C Imaging Co. is a professional printer consumables supplier, supplying compatible Epson, HP and Canon ink cartridges, toner cartridges and photo papers. We aim to provide our valuable customers all over the world with high-quality products and the best service. After all, customer satisfaction is our highest priority. R&C Imaging Co. has a strong manufacturing ability. We are dedicated to providing the highest quality compatible products to every customer worldwide. That is why we are strict with the production of every product. All our products are manufactured under the ISO-9002 management system. We use leading technology and first-class materials from Germany as well as state-of-art equipment to ensure each product obtains our customers’ highest approval. R&C is your smartest choice for a printer consumables supplier; we are the supplier you can rely on.

R & R Services, Booth #1002
Phone: 818-341-8866 • Fax: 818-341-8830
E-mail: ray@rrservices.com • Web: www.rrservices.com
R & R Services designs, manufactures and sells inkjet cleaning systems. Products include cartridge saws, filter removers, filter welders, and filters.

R.I.T. Booth #2710
Phone: 585-475-5385 • Fax: 585-475-5455
Email: reman@rit.edu • Web: www.reman.rit.edu
The Imaging Products Laboratory of RIT’s National Center for Remanufacturing and Resources Recovery was established to develop, evaluate, and apply cost-effective and innovative technologies for the imaging industry. It transfers the benefits of ongoing research and development to its clients through a collection of analysis, evaluation and industry outreach services.

Rapid Refill Ink Intl. Corp., Booth #1520
Phone: 541-431-6466, 877-880-4465 • Fax: 541-431-3401
E-mail: info@rapidrefillink.com • Web: www.rapidrefillink.com
Raven Industries, Booth #1400
Phone: 724-539-8230 • Fax: 724-539-2264
E-mail: raven@ravindenxtrindustries.com • Web: www.ravindenxtrindustries.com
Raven is a manufacturer of high-quality digital copier and laser toners for use in Brother, Xerox, Toshiba, Sharp, Mita, Ricoh, Canon, Savin, Lanier, Konica, okidata, Olivetti, Tec, Lexmark, Minolta and Panasonic machines. Raven also manufactures toners for use in cod, KP, Shaco, Regina, Diajet, Ditzogen and Mita engineering plotters. Raven is also proud to offer inks for use in HP Canon, Epson and Novajet inkjet printers. Products are sold worldwide exclusively through distributors, exporters, importers and other manufacturers.

Recycle Tech Solutions, Booth #2375
Phone: 312-226-2222, 866-636-4114 • Fax: 312-226-2554
E-mail: Cores@recycletech.org • Web: www.recycletech.org
Recycle Tech Solutions (RTS) provides cores and other remanufacturing solutions to referrers. RTS collects and distributes inkjet, laser and fuser cores as well as used cellular phones. RTS latest innovation is the “ProCore” line of premium laser cores - a high-quality, prequalified production supply. We are not a remanufacturing company; however, we do understand the vital role an excellent core plays in the remanufacturing process. Each “ProCore” is pretested and qualified at our test facility and packaged in our proprietary packaging. Let our combined 50-plus years experience in the recharging industry work for you. Our remanufacturing solutions RTS offers our valued clients include refurbished printers and fax machines, RTS’ proprietary “core pack” boxes and inserts to efficiently store your cores. Stop by Booth #2375 and find out more about how our “CoreValues”-based organization can benefit you and your business.

Recharger Magazine, Booth #1620
Phone: 714-438-5567 • Fax: 714-438-4025
E-mail: info@rechargermag.com • Web: www.rechargermag.com
Recharger Magazine, a 100communications publication, is the industry-leading trade journal for the office supplies remanufacturing industry. In addition, Recharger Magazine is the host of World Expo, the world’s largest gathering for the compatible and remanufactured office products industry. Recharger Magazine also produces ReView, the Remanufacturing Viewpoints Technology and Business Summit, providing high-end content for executives looking to grow their businesses.

ReChina Asia Expo 2005, Booth #1630
Phone: 949-294-5673 • Fax: 714-389-6108
E-mail: info@rechinaexpo.com • Web: www.rechinaexpo.com
Asia Expo is an annual international trade show hosted in the world’s fastest-growing economic area – China. It provides a platform for exploring new business opportunities and forging new business relationships in the global market; and facilitating and promoting the exchange of information, technologies, services and products in imaging supplies and printing consumables recycling. Asia Expo 2004 earned overwhelming success with more than 150 exhibitors and more than 3,500 visitors worldwide. Asia Expo 2005 will be held at the same venue, the prestigious Shanghai Exhibition Center, Dec. 8-10.

Recyprographic Technology International Ltd., Booth #2730
Phone: 519-743-1800, 888-746-1802
Fax: 519-743-6776
E-mail: sales@recyprographic-intl.com • Web: www.recyprographic-intl.com
Reprographic Technology International is an ISO 9001:2000-certified Canadian-based organization dedicated to sourcing and manufacturing products for the reprographic industry, whether it is or 10000 prints per minute. In business for 15 years, Reprographic Technology has grown to be a market leader in many fields. Quality first is our motto, coupled with value for money, which has seen the company grow every year since its inception. We supply quality parts, color and black toners, for a wide range of machines such as Xerox, IBM, Lexmark, Oki Data, HP, OCE, Minolta, Canon, Tektronix, from the high speed printing industry to the engineering, AD format, and the color laser market. Our company’s growth reflects the demands of our strong worldwide customer base and we now have a supplier base that produces auto-quality excellent competitive products and universal technical expertise. This in turn will bring you the very best products to an equally demanding printer market.
Rohm and Haas, Booth #1606
Phone: 215-641-7335 • Fax: 215-619-9849
E-mail: inkjet@rohmhaas.com • Web: www.AcryJet.com
Rohm and Haas Digital Imaging offers high-quality pigment dispersions to both OEM and non-OEM inkjet ink manufacturers. Backed by outstanding technical service, manufacturing, and customer support, Rohm and Haas Digital Imaging's black and color pigment dispersions are a popular choice among major inkjet ink manufacturers worldwide. Additionally, based on our experience as a developer of aqueous inks for specialty applications including textile and non-porous substrate printing, Rohm and Haas Digital Imaging offers ink manufacturers a unique combination of high-quality raw materials and the knowledge of how to utilize them in the manufacture of inkjet inks with outstanding performance. Rohm and Haas Digital Imaging, founded in 1995, is part of the Rohm and Haas Company, a premier specialty materials company. The Rohm and Haas Company continues to offer high-quality, innovative new products to assure that their customers are at the forefront of the industries they serve.

Retech Technology International Ltd., Booth #1602
Phone: 86-75584004000 • Fax: 86-75584004777
E-mail: retech@retech.com.hk • Web: www.retech.com.hk
Retech Technology International Ltd. is a reliable manufacturer of recycled toner cartridges in China. We have a 10,000-square-meter factory area, ISO 90012000301017347 authentication, and full-feeding production lines with minimum monthly output of 60,000 toner cartridges. We have more than 40 top-notch product-design engineers, more than 400 qualified workers, and more than 1,000 domestic dealers sell our products. Every finished toner cartridge should be strictly tested; salvage logistics of empties, raw-materials procurement and combo formulation are also stringently monitored to ensure high-quality performance. Providing private label service, Retech aims for perfect printing. We benchmark against the OEM standards and target to equate if not surpass such quality.

R3i3 Regenerate Refill Re-use - Rimini Fiera Spa (Italy), Booth #1632
Phone: 39-0541744474 • Fax: 39-0541744475
E-mail: czzolli@riminifi.it
Rimini Fiera SpA, based in Rimini, Italy, organizes trade shows in Italy and abroad. The company is a leader in Italy and has a high profile in the international market as well. In 2005, Rimini Fiera will organize R3i3 Regenerate Refill Reuse, its first exhibition for the regeneration, refill and reuse of printing media, hardware and IT/telecom products. The exhibition will be held along with ECOMDOO, the showcase of the International Trade Fair on Material and Energy Recovery and Sustainable Development, from Oct. 26-29, 2005.

Ribbon Tree, Booth #2616
Phone: 852-25208666 • Fax: 852-28733309
E-mail: enquiry@inkjetree.com • Web: www.inkjetree.com
Ribbon Tree is a leading Chinese manufacturer of a full range of quality compatible inkjet cartridges from personal computer printers to professional wide-format plotters. The company also produces remanufactured laser cartridges, thermal transfer ribbons and quality compatible ribbons for printers, typewriters, cash registers, telex machines, calculators and correction lift-off tapes.

River Cities Software Inc., Booth #1222
Phone: 940-387-7340 • Fax: 940-383-8071
E-mail: sales@river-cities.com • Web: www.river-cities.com
River Cities Software systems, used by business owners since 1983, offer the convenience of Inventory (remanufactured, serialized, component, and OEM), Cartridge Broker, Complete Accounting, Management Consoles, Bar Coding, and Sales Team Management. It tracks and reports virtually every facet of your business while meeting your accounting requirements. Data conversion is available.

R-Jet Tek, Booth #2408
Phone: 719-578-0506 • Fax: 719-578-9722
E-mail: sales@rjettek.com • Web: www.rjettek.com
Whether you are processing 100 or 10,000 cartridges a month, black or color, R-Jet Tek is the innovative source for quality yet affordable automated inkjet processing equipment, tools, and supplies that you will need to be successful. And R-Jet Tek is the distributor of inks of the finest quality by OCP GmbH. The company's Fluidix line includes both black and color processing systems. Depend on R-Jet Tek. Serving rechargers in more than 120 countries since 1989.

Royal Consumer Information Products, Booth #2652
Phone: 732-627-9977, 800-524-0799
Fax: 732-748-9601, 800-526-6697
E-mail: info@royalsupplies.com • Web: www.royal.com
Royal Consumer Information Products is a leading manufacturer of paper shredders, cash registers, calculators, PDAs and organizers, typewriters, and other office equipment. In addition to its own proprietary products under the Royal, Adler-Royal and Olivetti trademarks, Royal is also a distributor of OEM supply products. The OEM line includes Brother, Canon, Epson, HP, Lexmark, Panasonic, Ricoh, Sharp and Xerox, to name a few. Royal's compatible brand name, has been a leader in the supplies industry since 1925. Its product line includes laser and copier toners, thermal facsimile refills and cartridges, inkjet products, typewriter and printer ribbons.

Royal Imaging, Booth #1306
Phone: 818-407-5975, 877-889-1845 • Fax: 818-407-0496
E-mail: jjankel@royal-imaging.com • Web: www.royal-imaging.com
For more than 25 years, Royal Imaging has been a distributor of one of the largest assortments of brand-name, compatible and remanufactured imaging supplies in the country. Royal Imaging's commitment is to provide quality products, personalized service and competitive prices to resellers nationwide.

Royal Precision Technology Co. Ltd., Booth #2623
Phone: 886-225599498 • Fax: 886-225599493
E-mail: sales@rpt.com.tw • Web: www.rpt.com.tw
Royal Precision Technology (RPT), founded in 1996, is a leading toner manufacturer in Taiwan. It focuses mainly on HP and Canon laser and copier toner. With consistent efforts in quality control in the past 10 years, RPT has built a good reputation for quality control with customers worldwide. Still, there is a long way to go, and RPT will maintain its innovative R&D ability for its contributions to the world's imaging business.

S.E. Marketing LLC, Booth #2505
Phone: 770-207-0786 • Fax: 770-207-1813
E-mail: southern@alltel.net • Web: www.smartchipolutions.com
S.E. Marketing, LLC specializes in compatible replacement inkjet chips, refill kits, and wide-format raven- and pigment-based inks. S.E.M. offers three choices of HP inkjet replacement chips for HP 10, 12, 14, 80, 81, 82, 83, 84 and 85 cartridges. Single-use chips work like the original and shut down the printer when cartridges are low in ink. Resealable chips work like original and can be reset back to full by using our chip resetter. Auto reset chips work like original chip, but reset back to full when the ink level reaches 10 percent. S.E.M. has a full range of HP replacement inkjet chips and info at its Web site at www.smartchipolutions.com.

S.T.S. Refill Machine Ltd., Booth #1870
Phone: 972-088433030 • Fax: 972-08843257
Web: www.refillmachine.net
You can transform your $ to $$$ by using our complete hoppers, cleaning sides and other parts to turn cheaper available empties into expensive high-quality cartridges. You can see how easy this is at our booth. We are very open to building any other items you might need. Schoon Corporation, established in 1974, offers mag and developer rollers, mag roller bushings (using the same material as the OEM to actually meet OEM specifications), mag roller electrical contact plugs, jumbo hoppers and complete remanufactured cartridges.

SD Pacific, Booth #2300
Phone: 949-609-0777 • Fax: 949-609-0728
E-mail: keith@surplusmagmedia.com • Web: www.surplusmagmedia.com
SD Pacific deals in surplus, overstock, obsolete and discontinued consumables for copier, printer and fax machines.

Sensient Imaging Technologies, Booth #2161
Phone: 760-741-2545 • Fax: 760-741-0393
E-mail: corporate.communications@sensient-tech.com
For more than 10 years, Sensient Imaging Technologies Inc. has successfully produced inkjet inks of the finest quality by OCP GmbH. The company's Fluidix line includes both black and color single-use inkjet inks.
SEPOMs Technology Pte. Ltd., Booth #2732
Phone: 65-62928273 • Fax: 65-62928208
E-mail: info@sepoms.com • Web: www.sepoms.com.sg
SEPOMs will be introducing its new range of inkjet media at World Expo. This range of media is water resistant (just use normal ink, no water-resistant ink required - huge cost saving over expensive waterproof ink); features Instant Dry printout (eliminating messy handling of prints); allows the user to print with dye-based or pigmented ink (one media for all ink); features superior print quality of 2,880 dpi (stinging quality-control standard); comes in various sizes (A6, 4R, A4, A3 or roll for large-format or custom size); and is available in a double-sided version, best for POS and nametag printing.

Shenzhen Kingnote Digital, Booth #1106
Phone: 86-75583517500 • Fax: 86-7558356383
E-mail: yang@kingnote.com.cn

Shenzhen Garden Jet Computer Co., Ltd., Booth #1705
Phone: 86-75582914612 • Fax: 86-75582914823
E-mail: qjy@szgargen.com • Web: www.szgargen.com
Shenzhen Garden Jet Computer Co. Ltd. is a professional producer and exporter of consumable materials for laser and inkjet printers. After many years' efforts, the company evolved away from the production of recycling toner cartridges to supplying a complete range of printing materials such as toner, drums, ink boxes, ink ribbons, carbon belts and printing fittings, etc. Ninety percent of these products are developed, remanufactured and produced independently by the company. The products have sold well around the world, particularly Europe and the Middle East and have enjoyed a high reputation in the market.

Sinotron Ltd., Booth #2733
Phone: 852-24272688 • Fax: 852-24272638
E-mail: timothy.lai@sinotron.biz • Web: www.sinotron.com.hk
Sinotron Ltd. is a Hong Kong-based company specializing in various types of copier machines, fax machines and their consumables. We are also a distributor of OEM brands including Aurora, Brother, Canon, Epson, HP, Konica-Minolta, Mita, Panasonic, Ricoh, Sharp, Toshiba and Xerox. We also have our own factory specializing in remanufacturing laser cartridges, generic toners, upper/lower rollers, etc. Through our rigorous inspection procedures, we are able to ensure extremely low defect rates. Our cartridges are exported worldwide and have received excellent customer feedback. We have offices in Singapore, China, Malaysia and Vietnam.

Smart Recharge - Quick Fill, Booth #2554
Phone: 310-483-7290 • Fax: 571-248-4002
E-mail: info@smartrecharge.com • Web: www.smartrecharge.com
SR manufactures the most versatile semi-automatic vacuum technology inkjet refill machines, and testing and cleaning equipment that can be used from kiosk operations to midsize remanufacturing facilities. SR equipment is built to last using custom refill technology combined with heavy duty mechanical and standard electrical parts making them easy to operate and service. Check out our 2005 products at www.smartrecharge.com. Last year we teamed up with Quick Fill, a company with more than five years of experience in the retail refill market, to make SR the official equipment for their franchises.

Speedbrite USA, Booth #2553
Phone: 704-633-7115 • Fax: 704-637-5007
E-mail: jim@speedbrite.com • Web: www.speedbrite.com
Speedbrite has completely simplified its fill machine line with a vacuum chamber fill method, similar to the original OEM fill. This method reduces the cost of equipment and improves the quality of filling color and reduces the chance for stop color after a successful print test. Air is removed from critical areas of the sponge and ink is gravity fed to refill the wetted area. Color and black are filled in this method with a high speed and accurate volume, even in the retail environment - ideal for a franchise or shop. This is an out-of-box filling method that is done without an air compressor - simply plug and fill.

Startech International, Booth #1008
Phone: 858-278-2600 • Fax: 858-278-2780
E-mail: benny@startechint.com • Web: www.startechint.com
Startech International, a division of HMB Trading Group, is one of the largest full-line distributors since 1989. The company is committed to providing the finest product line from major manufacturers at the industry's most competitive prices. Startech International distributes more than 8,000 different products including media, printer-copier supplies and many accessories from more than 40 manufacturers including Canon, IBM, HP, Lexmark, Maxell, Ricoh, Sony and Xerox.
always provides customer satisfaction through consistency in product quality, service and timely delivery. The customer is our first priority. We recognize the need to provide dedicated, flexible and responsive customer service. All inquiries are welcome.

Supreme Imaging Pte. Ltd., Booth #1029
Phone: 65-62838700 • Fax: 65-62838000
E-mail: eyoe@supremeimaging.com • Web: www.supremeimaging.com
A forward-thinking company, Supreme Imaging is a Singapore-based laser printer, photocopier and fax toner manufacturer with state-of-the-art manufacturing facilities that are fully computerized and automated. Supreme is constantly developing new toner formulations (including polyester-based toners) and subjecting them to strict testing procedures. Supreme imaging always provides customer satisfaction through consistency in product quality, service and timely delivery. The customer is our first priority. We recognize the need to provide dedicated, flexible and responsive customer service. All inquiries are welcome.

System ID Warehouse, Booth #2372
Phone: 800-397-9783 • Fax: 800-397-0056
E-mail: mail@systemid.com • Web: www.systemid.com

Tacbo International Ltd., Booth #1126
Phone: 852-28260368 • Fax: 852-28267771
E-mail: sales@alltronix.com • Web: www.alltronix.com
Tacbo International Ltd. is your one-stop shopping place for printer consumables (compatible printer ribbons, inkjet and remanufactured toner cartridges) as well as computer accessories (mouse, keyboard, speakers, etc.). With plants in China and an office in Hong Kong, Tacbo hopes to serve whatever you need and wherever you are. Please come and visit the booth, Tacbo will be waiting for you to be our "AX" distributors.

TB Accessories do Brasil Ltda., Booth #2649
Phone: 55-1144229900 • Fax: 55-1144264886
E-mail: tbaccessoios@uol.com.br • Web: www.tbaccessoios.com.br
Since 1995 TB Accessories has offered a complete line of inkjet processing equipment and accessories. The innovative ECO Universal Vacuum is a complete unit of processing equipment that allows the remanufacturing of any inkjet cartridges. It is the most versatile system available today in the world. It has been designed by German engineers to fit in small stores or kiosks, where all cartridges can be processed within a few minutes directly in front of the customer.

Summit Imaging Products LLC, Booth #2555
Phone: 303-783-0336, 800-817-3758 • Fax: 303-783-4753
E-mail: dawnc@summitimaging.com • Web: www.summitimaging.com
Summit Imaging Products is a leading manufacturer of inkjet and toner cartridges. Since its inception in 1988, the company’s philosophy has been a commitment to its customers. That commitment is to provide the highest quality cartridges and inks at an affordable price with excellent customer service. In doing so Summit has developed long-term partnerships with its customers. This will continue to be our commitment to our current and future customers.

Summit Technologies, Booth #1650
Phone: 631-218-8376, 800-221-3516
Fax: 631-218-3265, 888-791-9188
E-mail: nct@summittechnologies.com • Web: www.summittechnologies.com
In 2004 two industry leaders, Summit Laser Products of New York, and Graphic Technologies of California, merged, creating Summit Technologies LLC, a company with more than 38 years combined experience in supplying the industry with the highest quality matched systems, and the technical service to back them up. The synergizing of the two award-winning technical, research and development teams has enabled the company to bring new products to market in record time. The combined resources allow them to develop many more new products and continue to improve on existing formulations. With distribution centers on both the East and West Coasts of the U.S., Summit Technologies has the ability to dramatically reduce freight times and costs. Its international distribution network reaches the UK, European Union, Brazil, Ukraine, Hungary, Israel, New Zealand, Serbia/Montenegro and Bosnia/Herzegovina.

Sun Light E Technology Co., Ltd., Booth #1524
Phone: 866-7302365 • Fax: 866-7302367
E-mail: alic@sun-light.com.tw • Web: www.sun-light.com.tw
Sun Light is a professional manufacturer of electronics products. The company develops and researches new products lead by their strong engineering team. Sun Light boasts an EMS factory, electronics design house and tooling factory to solve any problems that you have. The company’s products include ink, inkjet cartridges, toner cartridge, ribbon, mouse devices, keyboards and other accessories.

Supplies Network, Booth #1000
Phone: 636-300-4001, 800-729-9300 • Fax: 800-729-9312
E-mail: sales@suppliesnetwork.com • Web: www.suppliesnetwork.com
Supplies Network is one of the largest independent wholesalers of computer, printer, copier and fax supplies in the U.S. The company features an in-depth selection and aggressive pricing for 70 brands, plus the most comprehensive line of compatibles in the industry. 1- and 2-day UPS ground shipping are available in 94 percent of the U.S. to ensure absolute fulfillment accuracy. Independent dealer resources include SN direct shipping, direct e-commerce, direct connectivity, direct compatibles and retail marketing tools.

Ten Cate Enbi Inc., Booth #1231
Phone: 517-398-3287 • Fax: 517-398-3362
E-mail: k.stewart@tencate-enbi.com • Web: www.tencate-enbi.com
Ten Cate Enbi is a global supplier of numerous components used in the service, repair and remanufacturing of laser printer and copier products, including charge rolls, developer rolls, toner adder rolls, fusing rolls, pressure rolls, fusing belts and foam cartridge seals. Our technical expertise combined with our global manufacturing capabilities enables us to provide our customers with the reliable, cost-effective components required to succeed in today’s aftermarket environment.

Tex Tech Industries, Booth #1035
Phone: 757-476-6536, 888-414-4484 • Fax: 757-476-6537
E-mail: cbaer@textechus.com • Web: www.textechus.com
Tex Tech Industries is a leading manufacturer and distributor of printer, copier, and facsimile components. Tex Tech specializes in fuser cleaning wands, cleaning webs, oil supply rollers, magnetic roller seals made from Teflon, wicks, fuser roller fixing pads and other textile integrated parts. With sales offices in the U.S., U.K. and China, and manufacturing facilities in the U.S. and Shanghai, Tex Tech has a global presence and the ability to provide high-quality products at highly competitive prices. Our in-house development staff provides unmatched value that adds a distinct competitive advantage.
Toner Recycling Co., Booth #1421
Phone: 773-481-1219, 877-481-1212 • Fax: 773-481-1235
E-mail: sales@tonertime.com • Web: www.tonertime.com
Founded in 1991 and incorporated in 1995, Toner Time Inc. is one of the largest collectors and distributors of empty toner cartridges in the United States. In just over a decade, TTI has developed and implemented a meticulous inspection process to ensure the distribution of quality cartridges to remanufacturers around the world. TTIs 150,000-square-foot facility allows it to collect, inventory and distribute more than 450 different types of cartridges. TTIs aggressive end-user collections and relationship-focused business model have brought the corporation to its current level and will continue to propel it higher in the future.

Titan Recycling International, Booth #1316
Phone: 818-902-9969 • Fax: 818-902-9979
E-mail: empties@msn.com • Web: www.titanrecycling.com
Titan Recycling is the empty cartridge broker that makes a difference - in what TRI is not exact-
ly sure. The company may not take itself seriously, but TRI does take its customers seriously.

Toner Charge Inc., Booth #2050
Phone: 703-690-2300, 800-391-9298 • Fax: 703-649-8619
E-mail: customer_service@tonerchargeusa.com
Web: www.tonerchargeusa.com
Toner Charge is celebrating its 16th year in business as an outsourcing partner, selling quality compatible supplies for inkjet machines, laser printers, fax machines, copier toners and thermal facsimile ribbons to resellers all over the world. Its goal is to sell the highest quality products at competitive prices. To help dealers realize attractive profit margins, Toner Charge offers full-service training, marketing and technical support.

Toner Recycling Co., Booth #2826
Phone: 609-883-5156 • Fax: 609-771-8373
E-mail: tonerrecycling@imsn.com • Web: www.tonerrecycling.net
Toner Recycling Co. can supply all of your empty laser and inkjet needs. We have been located in the northeast of the U.S. for the last five years. TRC also provides finished seamless loop ribbons for Oki Data, Epson, Panasonic and NCR. We recently added select compatible cartridges (Brother, Panasonic, Canon and Samsung).

The Recycler Ltd., Booth #2600
Phone: 44-1993899800 • Fax: 44-1993899801
E-mail: info@therecycler.com • Web: www.therecycler.com
Let The Recycler Ltd. keep you in touch with the latest trends and developments in the fast-moving inkjet and toner remanufacturing industry. As publishers of The Recycler Trade Magazine, The Recycler Trade Directory and organizers of Remax Trade Shows, Remax Academy and IF Conferences, The Recycler Ltd. promotes and enhances the remanufacturing industry across the globe.

Tide Fuyuan Technology (ShenZhen) Co. Ltd., Booth #1505
Web: www.tidetime.com
Tide Time Technology Group is a global enterprise specializing in manufacturing technologi-
cally-advanced products to meet all companies’ IT needs, including printer consumables, net-
works and data storage media. Established in 1993, Tide Time Technology has become a leader in IT product design and manufacturing with a working capital of more than $30 mil-
lion and a workforce of more than 1400. Tide Fuyuan Technology Co., ltd., one of Tide Time Technology’s leading professional manufacturers, produces printer consumable products including ink cartridges, refill ink kits and toner. Tide Fuyuan Technology has successfully built a strong, competitive advantage by standing out in the printer consumable industry through its high-tech equipment workshop, state-of-the-art technology and high-grade raw materials. Tide Fuyuan Technology has established 10 advanced assembly lines with a monthly pro-
duction output of more than 500,000 ink cartridge units. Tide Time Technology received ISO 9001 quality assurance certification by SGS in 1998, and it has established a complete qual-
ity control system which allows it to live up to its solid reputation. Tide Time Technology’s products convenient solutions to its customers, wherever they may be located. Tide Time Technology grows with its customers by helping them develop and grow with the company.

Town Sky, Booth #2738
Phone: 650-866-3138 • Fax: 650-866-3136
E-mail: sales@town-sky.com • Web: www.town-sky.com
Town Sky also sells HP-compatible products and chip resetters.

TonerHead.com, Booth #2632
Phone: 815-331-1552 • Fax: 815-331-2089
E-mail: tnr@tonerplus.com • Web: www.tonerhead.com
TonerHead is the manufacturer and distributor of the cost-effective, efficient printer testing solu-
tion the TonerHead TestMessenger. These TestMessengers test laser, color and inkjet cartridges. Available in both serial and USB, TonerHead’s latest revolutionary product “The Ink-Creditable” will give you the test results needed to qualify a cartridge for refilling in the blink of an eye.

TonerPlus.com, Booth #2632
Phone: 512-632-6131, 800-393-5564
Fax: 512-632-6208
E-mail: info@tonerplususa.com • Web: www.tonerplususa.com
TonerPlus/ALBAAT globally supplies more than 4,000 prod-
ucts including remanufactured toner and inkjet cartridges, plastic parts, RAMORA Automated Inkjet Processing Systems, drums, blades and IT solu-
tions. They moved the recharging industry into an era of information-driven business with a multitude of Web sites: www.TonerPlusUSA.com (components), www.RamoriaCGR.com (inkjet processing systems), www.AsKOhRecharge (industry experts), www.CFC123.com (cartidge collection), and www.EMPITES.com (global buyers and sellers trade). With their "First to Market" commitment, TonerPlus develops product advancements for remanufac-
turers that confirm their global leader status.

Total Sales USA Inc., Booth #1522
Phone: 562-623-6500 • Fax: 562-623-0818
E-mail: info@totalsales.net • Web: www.totalsales.net
Our mission is to be the No. 1 source of inkjet and laser printer supplies on the Internet. We have been in business since 1997 and have earned the trust of thousands of customers nationwide. We know that our success will be dependent upon the satisfaction of our customers. You can count on low prices, personalized service, and prompt receipt of your order. If you are not 100 percent satisfied at any time with your order, or if you require any assistance in placing an order with us, do not hesitate to call us at (562) 623-0500. Total Sales USA Inc will sell and distribute until our clients and customers are satisfied with our products. We guarantee that our price and quality of our products will astonish you.

Town Sky, Booth #2738
Phone: 650-866-3138 • Fax: 650-866-3136
E-mail: sales@town-sky.com • Web: www.town-sky.com
Town Sky Inc. is located in the Silicon Valley in Northern California and has been engaged in the business of printer consumables for the past five years. Town Sky products include compatible inkjet cartridges for Epson and Canon printers, chips for inkjet cartridges, refill kits and ribbons. Town Sky products are marketed under the oA100 Brand. The oA100 brand has been recognized as having high-quality products with very competitive prices. Town Sky also sells HP-compatible products and chip resetters.
Tully Imaging Supplies Ltd., Booth #1402
Phone: 85-228662711 • Fax: 85-22532907
E-mail: tullyinfo@tully.com.tw • Web: www.tully.com.tw
Established in 1992, Tully is a leading manufacturer of compatible inkjet cartridges and ribbons for the worldwide market.

Turbon Group, Booth #2420
Phone: 856-666-6660, 800-282-6650
Fax: 856-786-1705, 800-257-1619
E-mail: info@turbongroup.com
Web: www.turbongroup.com
The Turbon Group manufactures and distributes a variety of compatible imaging supplies including monochrome and color toner cartridges, inkjet cartridges, printer ribbons, thermal supplies and solid inks. The Turbon Group offers empty cartridge recycling programs, paying competitive prices for used print cartridges and fusers. Turbon's manufacturing facilities are located across three continents and are ISO 9001/2000 certified, ensuring the highest quality standards in the international manufacturing community.

Ulix, Booth #1213
Phone: 886-4-2701-2603 • Fax: 886-4-2701-2603
E-mail: wugwojyh@ms14.hinet.net • Web: www.utec.com.mo
Ulix company is a leading manufacturer and wholesale provider of high-quality HP/Canon and Lexmark refill kits and ink cartridges. With more than five years in the industry, Ulix company can provide high-quality products, services and prices to guarantee 100 percent satisfaction.

UniNet Imaging, Booth #2230
Phone: 310-280-9620 • Fax: 310-838-7294
E-mail: sales@uninetimaging.com • Web: www.uninetimaging.com
UniNet specializes in Absolute Color toner for HP, Lexmark, Dell, Epson, Brother, Minolta, Kyocera, Panasonic, Ricoh, QMS, and Xerox. A truly international company with U.S. headquarters in Los Angeles and subsidiaries in Europe, Asia and Latin America, UniNet direct-sales services more than 6,000 customers in 72 countries, providing access to more than 10,000 products. UniNet markets, manufactures and develops the highest-quality brands: Absolute Color and Absolute Black toners, Clear Seal, UniRollers, UniCoatings and UniDrum OEM-style OPC Drums. With manufacturing capabilities of injection molding, die cutting, metal stamping, chemical coating and toner development formulation, UniNet is the ideal partner to provide custom solutions to OEMs and remanufacturers of toner cartridges.

Union Camera Ltd., Booth #2855
Phone: 852-23073938 • Fax: 852-23873058
E-mail: mail@unioncameratltd.com • Web: www.uni-1.net
1) Buy & Sell Empty Inkjet/Toner Cartridges
2) Manufacture and Export Direct Factory Price of High Quality Computer/OA supplies
3) Export/Wholesale all Well-Known Brand Computer/OA

UniNet Technology International, Booth #1950
Phone: 853-750520 • Fax: 853-719232
E-mail: sales@uteccmo.com • Web: www.union-tec.com
UniNet Technology International (M.C.) Co. Ltd. (U Tec) is the global master distributor of Print-Rite products. The company’s long-term partnership with one of the largest manufacturers of printer consumables means high-volume orders are manufactured and expedited to some 3,000 clients each month. Remanufactured toner cartridge, remanufactured ink cartridges, proprietary ink cartridges, ribbons and TTRs, copier toner kits, parts and bulk materials are U Tec’s major product line. Offering goods with high-quality, consistency and competitive prices, as well as providing impeccable service is our formula for success.

Universal Inkjet/Toner/CBW Inc., Booth #1204
Phone: 818-407-3994, 877-452-5846 • Fax: 818-407-4088
E-mail: universal@kalvins.com • Web: www.utable.com
CBW Inc. was founded in 1995 to bring cost-saving products to the computer and printer industry. Today, Universal is the only maker of toner refill kits and the largest maker of inkjet refill kits in the world.
Exhibitors

Valley Supplies Inc., Booth #1027
Phone: 973-854-8600 • Fax: 972-854-8650
E-mail: info@valleysupplies.com • Web: www.valleysupplies.com
Valley Supplies Inc. is a leading wholesaler for OEM/original imaging supplies such as copier, fax and printer toners, drums and imaging units. VSI stocks more than 2,000 consumable products from more than 30 manufacturers for wholesale trade only. Its buyers travel worldwide to acquire the most popular products at the lowest prices possible and can pass on the savings to customers. With a major distribution center in Irvington, NJ, and through its strategic alliance with major trucking companies, VSI offers top service on palletized shipping nationally and internationally, and also next-business-day delivery throughout the United States. Visit www.valleysupplies.com.

Veracity Inc., Booth #1412
Phone: 913-268-7968, 888-221-2286 • Fax: 913-268-5728
E-mail: info@veracitybiz • Web: www.veracitybiz
Veracity researches, designs and manufactures automation control systems for cartridge remanufacturers and custom electronic testing equipment. Veracity also integrates customized automation and robotics machinery into new and existing remanufacturing work cells.

Vivid Software Solutions, Booth #2726
Phone: 612-338-0794 • Fax: 612-338-4736
E-mail: info@cartpro.com • Web: www.cartpro.com
VWD is the creator of "CartPro," the world's premier cartridge remanufacturing software. Developed by a remanufacturer and a programmer, this unique, user-friendly software covers all aspects of the remanufacturing and printer service industry. Available in eight modules - CartPro, CartTrak, CartTest, CartRef, CartSrvc, CartAcdt, CartChek and CartLang - this software is all that a remanufacturer needs to operate business more efficiently and effectively.

Wel-Try Print Mate, Booth #1418
Phone: 86-75527275533 • Fax: 86-75527272418
E-mail: weltry@126.com
Our company has focused its attention on the development and manufacturing of the No Sponge Ink Cartridge for several years and has obtained several patents in this field. During the past several years we have been a successful supplier in the No Sponge Ink Cartridge market. The remarkable feature of our products is that they are high quality and competitively priced.

West Point Products, Booth #2240
Phone: 304-547-5660, 800-624-6991 • Fax: 304-547-0622, 800-423-7784
E-mail: customer servicio@westpointproducts.com
Web: www.westpointproducts.com
West Point Products manufactures a full line of toner cartridges for printers, copiers and fax machines for its distribution partners. Celebrating 34 years in business, WPP's quality-management system is registered compliant to ISO 9001:2000 and testing is done according to STMC standards. The company offers same-day shipping from Pennsylvania, Texas and Colorado, as well as customized labeling and packaging programs.

Wilder Technologies, Booth #1032
Phone: 206-429-8053
E-mail: info@wilder technologies.com • Web: www.wildertechnologies.com
Wilder Technologies has provided data acquisition, device monitoring and printer driver solutions to our customers since 1994. Our current product line includes DevioDirect, an enterprise-wide data acquisition system for device and supply manufacturers, DealerDirect, a remote device monitoring solution, and SupplyDirect, an automated supplies ordering program. We also offer custom development and consulting services.

WP Wholesale, Booth #1031
Phone: 877-772-8947, 877-772-8947 • Fax: 716-204-2577 • E-mail: jmcaflarland@wpwholesale.com
WP Wholesale's combined 25 years of experience is a major advantage to its customers. The company's representatives truly care about your business. You will always speak to your representatives when you need them – not some message service or telemarketing center. WP Wholesale carries a full line of OEM toner, ink and magnetic media at competitive prices. The company also carries a full line of hard to find HP printer maintenance kits. At WP Wholesale the main goal is to make your job easier.

Xcel Software, Booth #2805
Phone: 800-242-9494 • E-mail: pjplato@xcelsoft.com • Web: www.xcelsoft.com

Xumark Imaging Inc., Booth #2613
Phone: 626-581-7338 • Fax: 626-581-7337
E-mail: sales@xumark.com • Web: www.xumark.com
Xumark's goal is to be the most reliable laser printer parts provider. The company promises to deliver the right parts on time, in perfect working condition, and at the lowest price. Xumark is able to be your one-stop shop for all printer-related items because of an extensive inventory from its warehouse and worldwide connection with various manufacturers. The company is proud to announce the opening of its own manufacturing facility in China. Xumark started producing its first parts in January 2004. Right now, the company makes various transfer rollers, charge rollers, delivery rollers and pick-up rollers, wire covers and themistor cables. Making parts gives the company greater control over quality and cost, which helps to keep a promise of high standards to you, the customer.

Zhu Hai Ming Jia Electronics Co. Ltd., Booth #2721
Phone: 86-7568515397 • Fax: 86-7568515397
E-mail: mingjia@qyj.com.cn • Web: www.zh-mingjia.com
Zhu Hai Ming Jia Electronics Co. Ltd. is one of the leading manufacturers of compatible printer cartridges for Epson, Canon and HP series inkjet printers. The company uses excellent techniques, advanced equipment and high-quality raw materials, and is comprised of experienced technicians and outstanding managerial talent. The company was certified ISO 9001:2000 in January 2003, and uses Formulabs inks. It guarantees low prices. We are determined to support and serve our customers and we believe that with our concerted efforts, we can do something great in the industry. E-mail inquiries are always welcome; we will respond within 24 hours.

Zhuhai City Wellprint Computer Image Products Co. Ltd., Booth #2643
Phone: 86-07566101155 • Fax: 86-0756-6101100
E-mail: info@wellprint.com • Web: www.wellprint.com
Founded in 2000, Zhuhaí City Wellprint Computer Image Products Co. Ltd. is one of the fastest-growing companies in the industry. It owns multiple patented technologies and conforms to the very strict ISO 9001:2000 standards. Its sophisticated manufacturing facility in Zhuhai, China, spans 3,000 square meters with manufacturing and testing all in one location. Current production capacity is 500,000 high-quality cartridges per month. Wellprint welcomes the opportunity to cooperate with you in realizing maximum value of your business' needs.

Zhuhai Gree Magneto-Electric Co. Ltd., Booth #2607
Phone: 626-333-8068
Fax: 626-333-8093
E-mail: info@mmcamerika.com
Web: www.mmcamerika.com
Zhuhai Gree Magneto-Electric Co. Ltd. is one of the leading manufacturers of imaging products in the world with an output of 4 millions pieces per month. The products include compatible inkjet cartridges, refill kits, toner, toner cartridges and floppy diskettes. The company's R&D team, which is composed of experienced and innovative engineers, is always in the forefront of the printer industry. With its dedication, MMC can provide a comprehensive range of imaging products to its global customers.

Zhuhai Smartech Printer Consumables Manufacturing Co. Ltd., Booth #2631
Phone: 86-756-6616346 • Fax: 86-756-2533550
E-mail: zhimeep@pub.zhuhaigd.cn • Web: www.wdripickup.com
Zhuhai Smartech Printer Consumables Manufacturing Co. Ltd. is one of the largest manufacturers of printer consumables in China, producing Epson, Canon, Xerox and Brother-compatible ink cartridges and remanufacturing HP, Lexmark, Canon, Epson, Xerox and Brother ink cartridges and laser toner cartridges. The company is also the leading manufacturer of HP and Lexmark continuous ink supply systems in China. The company has a plastic injection workshop and a mold-processing workshop and can put new compatible products into the market in a timely manner.
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