

CHAMPION COLOR SPECIALIST SERIES INK JET CARTRIDGES

The **Champion Color Specialist Series** (CSS) replacement HP and Epson Ink Jet cartridges is one of the most important product launches from Champion in many years and we have selected Photokina, the largest and most exciting Worldwide Imaging Industry event, as our launch pad.



FREQUENTLY ASKED QUESTIONS

- Q1** *Why has Champion Photochemistry entered this exciting new market sector?*
- A1** We have identified an available, global market for Wide Format (greater than 20" width) of US\$2 Billion and which is growing by at least 10%/annum. Combining Champion's World Wide expertise and quality reputation, this exciting range of **Champion Color Specialist Series** (CSS) replacement HP and Epson Ink Jet cartridges are a logical addition to our portfolio of products, for our family of Authorized Distributors.
- Q2** *Are Champion Color Specialist Series replacement Ink Jet Cartridges as good as, or better than, OEM inks?*
- A2** Champion, "The Photochemical Specialists", will only offer products which maintain or enhance its reputation as Color Specialists and Champion CSS inks are no exception to this quality statement.
- **Champion CSS** replacement Pigmented Ink Jet cartridges are made with the latest "Self-Dispersing Technology"(SDT), so no more worries about head clogging and with increased jetting reliability, higher productivity!
 - **Champion CSS** replacement Dye-based Ink Jet cartridges offer High Light Fast (HLF) properties, while providing exceptional color Gamut.

Our successful product design process has "plug and play" ease of use and replicates the exacting high quality of the leading HP and Epson products. **Champion Color Specialist Series** replacement Ink Jet Cartridges can be introduced without any interruption to your customer's work flow or production.

Q3 *I have heard that non OEM inks quality standards are not very high and are purchased from the cheapest suppliers. Is this the case with your ink?*

A3 Definitely not! Champion has invested considerable time, energy and resources to research and develop the **Champion CSS** replacement HP and Epson Ink Jet cartridges. Our inks are manufactured in the United States of America under tight Quality Control procedures, in conjunction with a partner with over 20 years of experience in this market sector.

Q4 *Does the use of Champion Color Specialist Series replacement Ink Jet Cartridges invalidate my warranty with Epson/HP?*

A4 No. It is illegal for a manufacturer to force a customer to exclusively use that manufacturer's consumables in this way (the Sherman anti-trust Act in the USA and the European Competition Law, Article 82, in Europe, both cover this). However, Epson/HP may refuse to pay for repairs that are genuinely caused by defective ink but this must be proved, rather than assumed, and will be limited to the ink delivery system (i.e. the cartridges, tubes and print-heads).

Q5 *What if we have a problem with Champion Color Specialist Series replacement Ink Jet Cartridges?*

A5 All printers can incur blockages at times and require simple housekeeping i.e. cleaning/flushing. However, Champion are so confident in the quality of **Champion CSS** inks, we will immediately exchange any faulty stock. Further, in the event that there is printer head damage proved to be caused by **Champion Color Specialist Series** replacement Ink Jet Cartridges, we will reimburse the customer (or the AD's customer) for reasonable cost of repairs.

Q6 *How easy is it for Champion customers to convert to Champion Color Specialist Series Replacement Ink Jet Cartridges?*

A6 Very easy! Here are a few supplementary answers:

- *Do I have to make any alterations to the printer to use Champion CSS ink?*
No. Just "plug and play"! **Champion CSS** inks are designed as a superior "drop-in replacement" to OEM inks
- *Do I have to change the profile of the printer to use Champion CSS ink?*
No. The ink is closely colour-matched and will give similar results to the OEM ink. However, on non OEM media, we suggest that you profile, as this could give a larger colour gamut
- *Do I have to flush out the printer tubes before I use Champion CSS ink?*
No. There is no preparation of the machine needed as the ink is compatible with OEM ink. However, if you are not using OEM inks, we do recommend that you flush the tubes and print heads.
- *What if I only need to change one cartridge as the others still contain some ink?*
No problem. Just fit the **Champion CSS** ink cartridge in the normal manner as the Champion CSS ink is designed to mix with the OEM ink and will continue to give the same output results.
- *If I insert a new Champion CSS ink cartridge does it start printing immediately with the new ink?*
No. The Epson/HP printers contain approx 10 ml ink in the tubes feeding the print-head which will be used first
- *What is that shelf life of your inks?*
The shelf life of our inks is 12 months
- *Can I use inks that are past the "use by" date?*
No. All inks can suffer from the particles "settling out" of the suspension over a large period of time and, like OEM manufacturers, we do not recommend using **Champion CSS** ink after the "use by" date.
- *Are there any special media that you recommend for use with your ink?*
No. Any media that will work with the OEM ink will perform equally well with **Champion CSS** inks

If you have additional questions about Champion CSS inks please contact your Champion Sales Representative.

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