

an agent in China (as reported on page 47 of issue 171) and the company plans to appoint an American agent presently.

XPS were pleased to report that things are going well at their new US HQ. The newly-appointed National Sales Manager John Garrett Jr. was at Remax representing the US side of the organisation.

Belgium's **Recyca** took a novel approach, bringing a clown to Remax to promote their message. Meanwhile, on the other side of the channel, another cartridge collector, Bob Milford of **Reclaim IT** reported on plans to install a conveyor belt at his UK facility.

**Primedia Products Inc./Ink Technology Corp.** were exhibiting new inks for the HP 78, 57 and 97, Lexmark 16 black and 83 colour and HP 96 black and 97 colour. The company also mentioned that it had microtoner available for HP P3005.

**Rohm and Haas** were promoting their new black 185 for refill operations. This dispersion, they told me, is very dark, very stable and very efficient and most appropriate for operations with a quick turnover. Rohm and Haas explained that it takes about 3-6 months for a product to take off as companies need to put it through a testing stage before buying in bulk, but the early indications are that there will be a big market for this product.

**Nupro** have opened new warehouse in UK in association with partners **Bannerbridge** and representatives from both companies were on hand at the show to talk to customers. Ron Harris of Nupro mentioned how international he had found the show – citing the fact that he had come to Europe from the USA and ended up doing business with people from places like Chile.

**Redeem** representatives were on hand to explain a bit about the company's premium supplier campaign which is aimed at encouraging suppliers to pack in such a way as to reduce labour and manhandling of cartridges. This works like a loyalty programme, offering rewards to premium suppliers. Their booth featured a bar, which proved very popular. The cocktails they had on offer were named after the people manning the booth and included a Raeyale Flush, a Harrison Hurricane, a Carole Colada, a Drew Lagoon and a Slam Dunk.

Recognising that its success relies on the success of its customers, **Static Control** will this year be concentrating very much on the service side of its business and ensuring

that their customers enjoy a great level of service from them. Static's Angela Buchholz took me around the SCC stand.

The company is rolling out remanufacturing instructions for every engine, starting with colour. These are available in video format on their website and customers will have a password to access these. These are available in several languages and feature the most important parts of each cartridge and details of special parts and tools.

Static Control's new Chipfinders include charts detailing all the chips available for each cartridge model – which the company believes are a great reference tool. These are being mailed out to customers and given out at shows. The

OPC like many of those existing on the market already. Buchholz explained that the sound levels on these are good – comparably quiet with the OEM equivalent.

The company has also been concentrating on improving its seals – searching the world over to look for an adhesive that works well on seals. The result? A hybrid seal for some of the colour engines – this features a plastic and foam mix that is able to adhere better to the contours of the cartridge once it has been split. Static is also getting ready for a huge roll out of mag rollers – in Europe in particular.

Static Control was also announcing its entry into the inkjet chip market – they have been doing a lot of research in this area and the products will be introduced in the week to two weeks following Remax.

We met with Armando Lameirinhas of

**Ambireci** – a remanufacturer of colour and black ink and laser products. Armando says his company is based in the centre of the universe (Porto apparently) and he has another facility some 60km from Porto in FelGueiras. Static Control's Peter Payne did STMC training with him in Portugal – he STMC certified in record time, working over the weekend to get all the necessary testing done. Peter said that by the time he got into work on the Monday morning Armando was already chasing him for feedback! And as if that wasn't enough, his efforts were rewarded when the STMC chairman remarked that his was one of the best reports he'd seen.

First time exhibitor **Perfect Refills** is a relatively new company that has been going about nine months. Representatives were on hand to demonstrate its refill



Static now has over 30 products for the HP2600

Recyca's Dimitry Van Raamsdonk (left) and Mike Van Der Weyde (right) pose with their clown



company is also sending updates to customers and doing reprints to ensure that everyone is in possession of the most up-to-date information.

Also in the pipeline are tours of major cities – dubbed "Colour club" in Europe and "Technical Tours" in the States – which will seek to give customers technical training. In fact, the company was doing training and presentations at the Remax show as part of their "Colour Club" scheme. In addition the company will have a presence at 14 shows in the next four to five months.

In terms of products, Static is currently working on solutions for the new compatibles that Canon has introduced and the HP 5200. Static also now has over 30 products for the HP2600. Also on display on the stand were tools to install chips and foam PCRs that don't require an inserted