

## DISCLAIMER

### Minimising Risk of Rejections

Inks are specifically engineered over a period of time for any, or all of the following reasons:

- Optimising performance because of an end users request eg. improve resistance and relevant testing specifications.
- Optimising performance because of a printing machine requirement eg. Improve printing speeds
- Optimising costs to maintain competitiveness eg. Assist customer in targeting new business

The performance of the inks especially under these conditions is matched to the substrate being printed on and can fail if the substrate is changed without proper evaluation or running trials prior to production .The costs of failure go beyond the material losses incurred and could result in loss of sales thereby affecting both our businesses. It is therefore in the best of both our interests to maintain proper control over our processes to avoid finding ourselves in this situation. Hi-Tech Inks will not change formulations without consulting with our customers and would like your commitment as a valuable partner to do the same on your side by not altering the conditions on your machines or changing substrates without proper evaluations.

Further to this, Hi-Tech Inks relies on your Quality Management System for the early detection of any non-conformances so that any risks to both our businesses are minimized. Good business practice in our industry is based on the following:

- 100% Q.C. testing on start-up
- 100% Q.C. testing on the first reel ( usually run at moderate speeds and minimum length)
- Subsequent testing at the customers discretion
- Monitoring any corrections to subsequent reels as above.

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Reg No: 1989/007131/07

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This will minimize the exposure of the businesses to any risks, to the first reel.

Where the ink has been proven to be out of spec and the sole cause of a rejection, Hi-Tech must be held accountable for the first reel only off the press. Failure to detect rejections as early as possible adds costs to both our businesses and is contrary to our business objectives of taking costs out of the process.

It is a standard practice in our industry to do Q.C. checks on all reels printed,

As there can be variations within reels and different batches. Many substrates have a minimal shelf life which has a tendency to reduce treatment levels therefore more pre-caution should be taking

Whereby test should be done throughout the reel to minimize any risk.

If any assistance is required to achieve your technical objectives we suggest that, you contact our technical department who can assist with relevant testing to provide you with proactive solutions to achieve your customer's requirement.

Yours Faithfully

Hi-Tech Inks Technical Team