

INX TECHNICAL SERVICES

A PROACTIVE APPROACH
TO SERVICE



INX IS YOUR INTELLIGENT SOURCE FOR SMARTER PRINTING.

Along with advanced product technology, INX delivers an unsurpassed level of services and support that begins with an entire group of application specialists to help improve pressroom efficiencies and reduce costs. From pressroom assessments and press fingerprinting, to product selection and trial support with continuous improvement recommendations, our technical team takes a proactive approach to service. Our structured approach focuses on increased efficiencies and throughput, waste reduction, quality assurance and lower applied costs.



EQUIPMENT PERFORMANCE

■ Press commissioning and start up

INX offers technical support during the initial start-up phase of a new press and will help identify the most suitable inks and coatings for your needs. This might include the testing of multiple ink sets, as well as making product recommendations for the best proven compatibility.

■ Press audit

To assure the press is running at peak performance our technical experts evaluate press conditions, such as: roller conditions, dosing equipment, and lamp output for UV. Our experts measure and analyze printed results and provide a comprehensive report with recommendations for improvements to your manufacturing operations.

■ Press fingerprinting

G7 fingerprinting helps reduce make-ready time and paper waste and allows jobs to match across different platforms such digital and offset, and from press to press within a customer's facility. INX G7 experts are here to help in first time G7 submissions as well as yearly renewals. They also provide comprehensive press fingerprinting services for any stable and repeatable printing device.

PRESSROOM PRODUCTIVITY

■ Pressroom audits

INX experts are available to perform pressroom assessments and audits to identify ways to improve productivity and lower applied costs. We look at the overall conditions in a pressroom, focusing on the interaction between existing products such as blankets, plates, chemistry, RO systems and how they are affecting daily operations and print quality as well as ink work flow. INX will provide a comprehensive report with recommendations for improvements to your pressroom operations.

■ Press-side service

INX can diagnosis and troubleshoot typical on-press issues that influence print quality, such as tinting/toning, piling, color issues, cure response, etc. We deliver recommendations for addressing these issues per observations and evaluation of the situation.

■ Inplant start ups

INX inplant operations include the strongest teams of ink application specialists in the industry. We provide experienced in-plant technicians to assist with the install and day to day running of the in-plant from simple to complex lab and production needs.

■ Ink trials and testing

INX Technical Services supports product trials and new product testing with comprehensive coverage on-site. We provide a mini pressroom audit to make sure the press is in good working order and will recommend any press related adjustments to get the machine running as close to peak performance as possible. Documentation and reporting of trial results, and any further recommendations going forward is also be supplied.



TRAINING AND EDUCATION

■ G7 Certification Assistance

With certified IDEAlliance G7 experts on staff, INX has the knowledge and technical resources to help our print partners achieve G7 Master Printer Certification. It's a critical component of brand color management and can bring color consistency across multiple platforms virtually around the world.

■ Education and Training

Learn from INX application experts via online or in-person training and education seminars that can be scheduled at a location of your choice for any class size. Seminar topics include:

- ✓ Color Theory
- ✓ UV Ink Safety and Handling
- ✓ UV Press Transitions
- ✓ Ink 101
- ✓ Fountain Solution
- ✓ Blankets
- ✓ X-Rite eXact basics
- ✓ Aqueous and UV Coating Basics
- ✓ General Lithography
- ✓ Press Profiling G7
- ✓ Troubleshooting
- ✓ Press-side Problem Solving

PRINT JOB SUPPORT


■ INX also offers print job support including but not limited to the following.

- ✓ Compressive laboratory evaluations of print problems and/or comparison of ink sets
- ✓ Low Migration compliance testing
- ✓ Best practice recommendations
- ✓ HAVI/GMI support

ACCOUNT DEVELOPMENT & MAINTENANCE

■ Yearly or bi-annual site check-ups

INX provides site check-ups to record changes in consumables, practices, press conditions and customer expectations. This is a good opportunity to perform press and pressroom audits and to identify areas for improvement and ways to drive business growth through collaboration.



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By working with INX on this total solution, we are able to achieve ZERO downtime in color management, allowing us to pass on those efficiencies to our customers. These efficiencies are what help us continue to win business by offering the lowest price with the highest quality.

- Catapult Print



Even when INX application specialists aren't on-site, our troubleshooting and printing guides can be. To learn more or to download the INX Troubleshooting App visit **inx4help.com**



Schedule a Tour of INX's State of the Art Research & Development Center in West Chicago, IL or INX's Digital Integration facility in Huntsville, AL

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