

The Laser Group

2001 Toner Cartridge
Remanufacturing
Training Program

***“The Best Keeps
Getting Better!”***

(Now - 14 Tapes with more on the way and NO PRICE INCREASE!)

Welcome to the New **LASER GROUP** for 2001 & Beyond!

Thank you, again, for requesting information on the Laser Group's laser printer, photocopier and fax machine toner cartridge remanufacturing training. In the following twenty-seven pages we will describe our highly acclaimed programs in detail. In addition, you will find specifications on our very popular "**Business-in-a-Box**", along with a **Question** and **Answer** segment designed to help you decide if this is the business you have been looking for, and, if it is, which toner cartridge remanufacturing training firm is right for you.

Here's the reason this industry is causing so much excitement among future remanufacturing business owners, like yourself: The remanufacturing industry is still in its infancy. Last year, the best estimates indicate that 20% - 30% of the 85,000,000+ toner cartridges sold were remanufactured, with the remaining 70% - 80% thrown away. That difference of nearly 62 million cartridges represented a huge potential marketplace for your services. Beyond that, the number of laser printers, fax machines and photocopiers which use remanufacturable toner cartridges is expected to more than double in the next 3 - 5 years, and so should the number of cartridges in use, meaning even more potentially profitable business for you.

At the Laser Group, our mission is to reassure prospective remanufacturers that our acclaimed, proprietary techniques are easy to learn and master, and are not "rocket science". These proven techniques are used daily to remanufacture laser printer, fax and copier cartridges for our 4,000+ customers and by 3,000+ satisfied Laser Group trainees.

Since we know for a fact our proven, proprietary, state-of-the-art methods are easy to learn, we also tell prospective remanufacturers not to be scared or misled into believing that expensive training is necessary to get them quickly and successfully, up and running. In fact, we're so certain the competition's \$2,000 - \$20,000 training is a total waste of your time and money, we guarantee it in writing. **And, we are the only company which guarantees your satisfaction and your success with no less than four different written money-back guarantees!** Can you imagine paying several hundred to several thousand dollars for training, "sight unseen", and not getting any guarantee (or any REAL guarantees) at all? Neither can we.

According to remanufacturing industry statistics, the average remanufacturer remanufactures 50 - 150 cartridges per month. At \$49.95 per cartridge (a realistic and competitive price) they net \$35 a cartridge (\$70/hr - minimum!). $\$35 \text{ per cartridge} \times (50 \text{ to } 150 \text{ cartridges}) = \mathbf{\$1,750 \text{ to } \$5,250 \text{ monthly income for 25 - 75 hours worth of work!}$ And, even at that small volume, that's real money. **Many small remanufacturers pump out 300 - 500 cartridges per month for profits of \$10,000 to \$20,000.** We can't predict how far you'll grow, but depending on how hard you work and how big you want to get... the demand and need for your remanufacturing service is there. Just look around you, laser printers, fax machines and photocopiers are everywhere. And, that means the business is just waiting there for you if you are willing to go after it and claim it for your own!

We take our leadership position in this growing industry very seriously. We are members of the two industry associations. Our founder and president, Duane K. Siebert, was nominated for positions on the board of directors of each association, and is an advisor to the largest international cartridge remanufacturing association. Duane regularly writes articles for the two publications devoted entirely to this industry (in fact, **the Laser Group is the only cartridge remanufacturing training firm to ever have been featured as the cover story on both industry magazines** (no other training firm has even been featured on the cover of even one, nor have they even been written up by either magazine). He is invited to speak before industry association meetings (nationally and internationally). Our company remanufactures 2,500 cartridges per month for a diverse customer base which includes big business, government, single-person firms and everything in-between. **Our leadership role gives us the best possible position and advantage to teach you everything you need to know to successfully start a remanufacturing business and grow it rapidly and profitably (based on our on-going, firsthand, pioneering experience, our blood, sweat and tears, our successes and our failures, our life's work for nearly ten years!).**

Please look over the enclosed materials carefully. When you have questions about the industry, would like to purchase our products, or even if you have questions about another training firm's offerings, please call either Duane or Annette (his wife and partner in the business and in life) at 1.800.527.3712 (International calls 1.954.796.8000). **If this is the business you have been searching for and dreaming about, our number one job is to help you and to see you succeed.**

(Remember: Only a few short years ago, we were just starting out in this business, in our basement, just like you will be. We can help you avoid the mistakes we made and get you on your way, quickly and economically - we guarantee it. And, the sooner you get up and running, the sooner you can be making money! If you know which end of the screwdriver to hold on to, our training materials can easily teach you how to remanufacture toner cartridges, either full-time or part-time!)

Now, set aside about thirty minutes and read on.....

The Laser Group's • Videotape Remanufacturing Training •

At the Laser Group, we have performed in excess of 250,000 toner cartridge remanufactures on all types of cartridges used in laser printers, photocopiers and fax machines. The formula for our continuing success is simple: **We strive to offer the highest-quality products and services, completely guaranteed, at the best possible prices.** This philosophy and commitment to value is clearly represented in the latest and most highly-acclaimed edition of videotape training we have ever produced, our brand-new, 14-tape series of remanufacturing training videos.

Researching and viewing many competitors' materials, we saw a tremendous need for improvement in the following areas: Technical detail, picture clarity, quality of the manuals, number of cartridges covered, how frequently the information is updated with new procedures and techniques, and most important of all, price-to-value ratio. We set out to address each of those areas with our complete set of fourteen training tapes and succeeded in every area.

Our fifteen-hour series of videotapes and 400+ pages of manuals walk you through every step of our proprietary cartridge remanufacturing process for all of the most important cartridges in use today (a total of 19 cartridge types are covered. **We reveal the exact same procedures which have earned us 4,000+ repeat customers.** We use close-up action with 500-lines of broadcast-quality video resolution produced with over \$75,000 of in-house video production equipment to make certain you can see every single step of our proprietary process, ensuring you will fully grasp the process taking place, making you an instant expert (and the experts are the ones making the money!)

In addition, **we key our comprehensive manuals directly to the videos through the use of "Chapter Headings" recorded on the videotape.** Our trainees find that these chapter headings make it very easy to locate a particular segment on the tape when a quick refresher course is necessary.

Our complete set of the highest-quality, industry-acclaimed instructional videotapes and the accompanying comprehensive set of manuals is STILL only \$795 (an absolute bargain in relation to how much money you can make expertly remanufacturing just a single one of the four main cartridge types) and is completely covered by four unmatched money-back guarantees.

(NOTE: To make our videotape training as cost effective as possible, it is sold as a complete training system. When you need supplies, we highly recommend you rely on our on-going research and development to guide you in your selections of toner, drums, coatings, etc. To purchase these researched and proven supplies, you can call us, call the select vendors on our confidential suppliers list or buy our "Business-in-a-Box" starter kit for the best value and fastest start possible.)

"Your training is crystal clear and to the point. I have seen many military training films and yours beat theirs hands-down! Thanks, again." **Dwight S.**

"Unfortunately, we tried to save a couple hundred dollars and bought a less expensive, training set from one of your competitors (you know who I mean, the ones who say, "Video training is unnecessary!"). Boy did there materials stink! Our business was floundering. We bought your 60-minute tape on remanufacturing the HP Series 4 and now realize what a mistake we made. Enclosed please find a check for your complete training set. Send it immediately via UPS Next Day Air!" **John S.**

The Laser Group's highly-acclaimed and economical fourteen-tape, fifteen-hour set of videotape training covers the following topics in complete, close-up detail (each tape covers a single cartridge type, averaging 60-minutes long):

- Tape 1: Canon EP-S/SX (HP Series II/III)
- Tape 2: Canon EP/CX (HP Series I) and Canon "PC-Large" (PC01/2000)
- Tape 3: Canon EP-L/LX (HP IIP/IIIP)
- Tape 4: Canon "PC-Mini" (A15/A30)
- Tape 5: IBM 4019/4029/4039
- Tape 6: Canon EP-N/NX (HP IIISi/4Si)
- Tape 7: Canon EP-E/EX (HP 4/4+/5/5N)
- Tape 8: Canon EP-P/PX (HP 4L/4MP)
- Tape 9: OkiData 400/800 Toner Hopper and OPC Drum Unit
- Tape 10: Fuji/Xerox 15/20
- Tape 11: Minolta SP101
- Tape 12: Canon EP-B/BX (HP4V/5000)
- Tape 13: Canon EP-W/WX (HP5Si/8000)
- Tape 14: Canon LBP-52X (HP4000) - **NEW!**

Accompanying our detailed videotapes are the following manuals:

- Intro: Remanufacturing Business Manual
- Ch. 1: Canon EP-S/SX (HP Series II/III)
- Ch. 2a: Canon EP/CX (HP Series I) and
- Ch. 2b: Canon "PC-Large" (PC01/2000)
- Ch. 3: Canon EP-L/LX (HP IIP/IIIP)
- Ch. 4: Canon "PC-Mini" (A15/A30)
- Ch. 5: IBM 4019/4029/4039
- Ch. 6: Canon EP-N/NX (HP IIISi/4Si)
- Ch. 7: Canon EP-E/EX (HP 4/4+/5/5M)
- Ch. 8: Canon EP-P/PX (HP 4L/4MP)
- Ch. 9: OkiData 400/800 Toner Hopper and OPC Drum Unit
- Ch. 10: Fuji/Xerox 15/20*
- Ch. 11: Minolta SP101
- Ch. 12: Canon EP-B/BX (HP 4V/5000)*
- Ch. 13: Canon EP-W/WX (HP 5Si/8000)*
- Ch. 14: Sharp Z50/55/70
- Ch. 15: Canon InkJet/DeskJet
- Ch. 16: Ricoh 4080/4081/4150
- Ch. 17: Panasonic 4420

Each chapter includes a comprehensive troubleshooting section, along with last-minute changes, additions or procedural changes in our 'Tech-Tips'.

(*As of 1/1/97, all new videos will have complete remanufacturing details covered in the videotapes and "Tech-Tips" and will no longer have written manuals.)

Remanufacturing • Business-in-a-Box • (All new for 2001!)

At the Laser Group, we have performed over 250,000 cartridge remanufactures. The reason for our success and the overwhelming acceptance of our cartridges is based on **our simple business philosophy: Offer the highest-quality products and services, at the best possible prices.** This was the key idea behind our videotapes, remanufactured toner cartridges and our "Business-in-a-Box".

Our "Business-in-a-Box" includes every tool you need for the fastest, most economical start in the remanufacturing business. Every essential tool we make reference to in our training (toner vacuum, pin-pullers, torx-bits, etc.) is included in this kit. We even include empty toner cartridges for you to practice on.

The \$595 "Business-in-a-Box" contains enough toner, seals, felts and supplies to remanufacture thirty of today's hottest cartridges. It also includes even more advanced items (e.g., long-life drums, corona cleaning solution, mag-roller cleaners and more). Charging \$49.95 for your remanufacturing service (a realistic and competitive price) you will take in \$1498.50 in gross revenue, covering the cost of your training and the cost of the 'Business-in-a-Box'. **After remanufacturing your first thirty cartridges, you will have recovered your business start-up costs and will be in the black (both literally and figuratively)!**

Purchased separately from our suppliers these items would cost approximately \$850. Buying them in our \$595 package saves you over \$250. And, contrary to what other training firms that force you to buy only their supplies hope you believe, no single firm has the best of everything, that's why our 'Business-in-a-Box' also eliminates the time-consuming task of dealing with the 11 select manufacturers we trust and depend on daily.

When coupled with our expert videotape or 'Hands-on' training, most trainees find our "Business-in-a-Box" invaluable, getting them off to a quick and profitable start. Join them and you'll get off to the best and fastest start, too!

Here's what our economical **Business-in-a-Box** includes - (Over 155 items!):

18 bottles EP-S/SX Graphics Toner	2 EP-S/SX Long-Life OPC Drums
2 bottles PC Toner	1 bottle EP/CX Toner
3 bottles EP-L/LX Toner	3 bottles EP-E/EX Toner
2 bottles EP-N/NX Toner	1 bottle EP-P/PX Toner
18 EP-S/SX Seals	2 PC Seals
1 EP/CX Seals	3 EP-L/LX Seals
3 EP-E/EX Seals	2 EP-N/NX Seals

EP-S/SX Test Printers Available!

In addition to offering all the best start-up supplies you need to get up-and-running in our 'Business-in-a-Box' starter kit, as you will see from our **Question** and **Answer** sheet, we usually keep a supply of used 'Test Printers' in-house for the Canon EP-S/SX laser printer toner cartridges (the machine which represents 40% - 50% of the cartridges you will run into). These used Hewlett Packard Series II laser printers have been completely refurbished and usually have fewer than 100,000 total prints on them or a total of about 30 toner cartridges worth of printing (some of our own test machines in our shop have already gone past the 400,000 page mark and are still going strong). Depending on what we paid for these printers, they will normally sell for \$350 - \$550. Call for availability and special **"All Inclusive Package Pricing!"**

Business-In-a-Box (continued)

- 1 EP-P/PX Seal
- 18 EP-S/SX Nomex Felts
- 2 PC High-Temp Nomex Felts
- 1 EP/CX Nomex High-Temp Felts
- 30 Mylar Cartridge Bags
- SX/CX/PC Non-Marring Pin-puller
- EP-L/LX Non-Marring Pin-pullers
- IBM 4019/4029 Pin Removal Tools
- IBM Cartridge Upgrade Kit
- IBM 3/32" Hex Bit
- Atrix Superior AAA Toner Vacuum
- Soft-bristled Vacuum Brush
- Drum Padding Powder
- 3M Dust Masks
- #10 Torx Bit & Driver
- Rubber Mallet
- Flat-Blade Screwdriver Assortment
- Phillips-Head Screwdriver Assort.
- Plier Assortment
- Latex Gloves
- Primary Corona Roller Cleaner
- Spring Hook
- Magnetic-Roller Cleaners
- 2 Practice Empty Cartridges

"We almost fell for the 'free supplies' deal from another training firm (which you talk about in your "Question and answer" guide). After we worked through the math, we realized we would have paid nearly 3-times what their supplies were really worth. Your "Business-in-a-Box" saved the day and for a whole lot less." Roy S.

"Everyone else we talked to 'forgot' to mention that the only way to test a cartridge is in the machine it came out of. Not only did you guys tell the truth, you sold us a HP LaserJet Series II test printer for \$395, \$300 less than we were quoted by a local dealer." John A.

"Since we couldn't afford your complete training, we actually considered buying the competition's clearly inferior materials. Your new "discount matching" offer gave us the training we wanted, and, at a price we could afford." Gary and Anna Z.

Remanufacturing • Demo Video • Available!

For those of you who like to “look before you leap”, our **one-hour demo video, “Toner Cartridge Remanufacturing - The Black Gold of the New Millennium”**, tells the stories of both the remanufacturing industry and Laser Group in detail. This tape shows an abbreviated overview of the disassembly and reassembly of the most popular cartridge in use today - the Canon EP-S/SX (HP II/III) toner cartridge. **The SX cartridge STILL accounts for a huge share of all remanufacturable cartridges used today.** We also provide a marketshare preview of every one of the cartridges we teach you to remanufacture.

This informative tape also shows where our company came from and where it has grown to in just under eleven years (and how we can help you do the same with your own successful remanufacturing business). For those who are not at all familiar with these types of machines, it shows cartridge insertion, pre/post testing and removal. **We also cover the economics of the remanufacturing business in detail, completely exploring the outstanding profit potential of this emerging growth industry.**

You can view our demo with a refundable \$10.00 deposit or you can apply the entire amount toward the purchase of our complete videotape training. To order, call 1.800.527.3712 (Int'l orders: 1.954.796.8000, FAX: 1.954.757.8475 or email us at mail@lasergroup.com) or use the enclosed order form.

Your Best Bet for Detailed Info, the Fast-Track Introductory-Pack!

If getting a one-hour overview of this industry is not enough to satisfy your curiosity, **we now offer a special two-tape introductory training set which actually includes our nearly 100-minute ‘Tape 14’ on remanufacturing the brand-new, Hewlett Packard LaserJet Series 4000 (Canon LBP-52X) toner cartridge along with our hour-long ‘Black Gold of the New Millennium’ demo tape.**

In addition to everything revealed on the ‘Demo’ tape as described in the section at the top of the page, **this two-tape set will show you every single step we use in our proprietary remanufacturing method to remanufacture the Hewlett Packard 4000 (Hewlett Packard's latest and most popular desktop laser printer).** This tape is the exact same ‘Tape Number 14’ we include in our fourteen-tape series of videotapes and will show you the in-depth coverage and close-up quality you can look forward to receiving. **With this tape we also include our comprehensive “Introduction to the Remanufacturing Business” manual.**

For those of you who are trying to decide whose training to buy or if this business is really as good as you think it is, watching our two-tape set and comparing it with the sample tapes from any of our "competitor's" will make the decision much easier for you and lead you to choose us!

There is a refundable deposit required for this special two-tape introductory set of only \$49.95. Of course, the entire amount is applicable toward purchase of our complete videotape training or is completely refundable, the choice is up to you.

To order, call: 1.800.527.3712. Int'l orders: 1.954.796.8000. FAX 1.954.757.8475. Email: mail@lasergroup.com or mail in the enclosed order form.

“How do you guys do it? I learned more about remanufacturing from your \$49.95 introductory package than a competitor provided in their whole \$595 training package. Please send me your complete set of videos!” **Lisa T.**

“In our opinion, The Laser Group provides the highest-quality and most cost-effective training in the industry today, bar none!” **Art D.**

“I purchased your videos in May of '92. We are now remanufacturing over 500 carts. per month. I've enclosed pictures of our new 3,000 sq. ft. facility. We owe it all to your training.” **John D.**

“We are now doing 300 cartridges per month and both of us have quit our full time jobs. Working for ourselves at something that is fun and profitable is GREAT. Thank you, again, Annette and Duane, we'll never forget you.” **Bill P.**

“Hearing a local remanufacturer wanted to retire, you spent nearly three hours on the phone with us teaching us how to buy his business. That 'no-cash' purchase you came up with doubled our business overnight. We can't thank you enough for all your help.” **Ray K.**

“I never thought I would really get into business for myself. You said I could do it. You had more confidence in me than I had in myself. Once again, you were right. I'm having fun, I'm working for myself, I'm making money, and I owe it all to you and Annette. Thanks!” **John M.**

“In April 1995 I bought your training. I asked for your best five-minute advice on cartridge remanufacturing success. You told me to cold-call all-day-long, five days a week, make cartridges at night and on the weekends and do nothing else. I followed your advice to the letter and only six months later I am doing over 1,000 cartridges per month. I went from being a disabled, nearly bankrupt truck driver to head of my own company. To say you saved my life is an understatement.” **Gene Van G.**

Why Is the **LASER GROUP** my best choice?

With over thirteen years and 250,000 cartridges worth of cartridge remanufacturing experience under our belts, a regular monthly series of articles we author in the most popular remanufacturing magazines, a position on the largest, most influential remanufacturing industry association board and regular invitations to speak before remanufacturing industry association meetings (both nationally and internationally), we feel particularly well-qualified to answer questions about what to look for in quality toner cartridge remanufacturing training.

Before we begin, take heart. Several years ago we were doing the same thing you are doing right now; trying to weed through all the fluff we had received on remanufacturing training. Many firms have beautiful literature, offer 2 or 3 day stays in sunny (or not so sunny) locations, “give” you “enough remanufacturing supplies to make back your initial investment”, etc. Most training firms sound okay on paper, some sound good, but it is hard to know which is the right firm, unless you are already familiar with this business. That's where this “**Question & Answer**” section is designed to come in. In the following pages we answer the most frequently asked questions and offer our personal opinions.

“For such a great business, why is the Laser Group’s training so CHEAP?”

First of all, we like to call our training inexpensive or economically priced. A better question to ask is, “**Why is the training offered by most other firms so expensive?**”

“Okay, then why is just about everyone else’s training so much more expensive?”

The only difference we can see is a question of greed. As long as you come away knowing how to expertly remanufacture cartridges and successfully run a “state-of-the-art” remanufacturing business using our proprietary methods, our economical, value-packed training served its purpose. **We show you the same “secret” techniques as everyone else, but for a lot less.**

“Since the Laser Group training is so affordable, how can we be sure we learn everything we need to know about remanufacturing cartridges and the toner cartridge remanufacturing business?”

At The Laser Group our corporate mission is crystal clear: We want to provide the most thorough, most detailed and most complete training in the industry and make it the best value for your money. According to our 3,000+ trainees and industry experts, we have succeeded. But, don't take their word for it, see for yourself. **We guarantee you will be completely satisfied with the quality of our training or you get your money back.** (In fact, we are the only firm which guarantees your investment, satisfaction and success four different ways!)

“Some firms say that they only teach how to remanufacture cartridges and they aren’t remanufacturers who are competing against us. They seem to suggest that is a better approach for some reason. What does the Laser Group have to say?”

We are definitely in the remanufacturing business and plan to stay in the business for a long, long time. **One of the reasons we know we can teach you how to remanufacture cartridges better than any other firm is because we use our techniques and supplies on our customer cartridges and our livelihood depends on the quality of our work.** Thanks to our large, diverse customer base, we experiment with new products, techniques and combinations, every day of the week. We pass the successful results of our on-going research on to our trainees so they don't have to “reinvent the wheel”. **(Taking cartridges apart and putting them back together is easy, making it work properly is another story entirely!)**

Here is another way of looking at it: Who would you rather have operate on you, the doctor who only teaches other doctors how to perform the operation, who never actually operates in a real-world setting, or the doctor who successfully performs the operation everyday and teaches new doctors the same procedures as well? The obvious choice is the doctor who makes a living providing the newest and best techniques to his living patients. Because we do remanufacture 2500 cartridges per month, that proven knowledge is the expertise we teach you.

“Do you require your trainees to buy their supplies from you?”

ABSOLUTELY NOT! Not content with the money they extract from you to begin with, some training firms stock cheap, second-rate supplies and require you to buy them at inflated prices “in lieu of royalty fees”. Even if the supplies they buy are good, we find most smart business people would rather go straight to the manufacturer and save money without being contractually obligated to pay a middleman his cut.

Some training firms don't obligate you to buy their supplies, but they fail to tell you where you can buy the best toners, drums, etc. This is the same as obligating you to buy their supplies since you have nowhere else to go. We completely divulge all of our suppliers' names. (The same ones that helped us get to where we are today and stay there). If you use the same techniques and supplies we use, your cartridges should work the same as ours - GREAT!

“How many dollars of “FREE” supplies do we get with the Laser Group’s training ?”

We give you exactly the same amount of “FREE” supplies our competitors give you - NONE. **You are paying (actually overpaying) for their “FREE” supplies, as well as for their training.** As a way to justify their exorbitant prices, many firms will “give” you up to 100 bottles of toner, felts and

hopper seals “enough to recoup your entire investment on training”. **Through the suppliers we reveal to you, you’ll be able to buy the highest-quality supplies for a total cost of under \$8.50 a cartridge (bag, the box, high-quality graphics toner, replacement Nomex felt, etc.).** Multiply \$8.50 times the number of cartridges these firms say you can remanufacture with the supplies they include and see what their “FREE” supplies are really worth. Next, subtract that from the price of their training and you’ll see you’re still seriously overpaying for both their training and supplies.

“I’m not good with math, can you give me an actual “real-world” example of what you were just talking about?”

One training firm charges \$4995(!) for their training. According to their literature, with their training you receive “enough toner and supplies to remanufacture 100 cartridges”, a toner vacuum and assorted tools. “A \$6,000 value.” Let’s figure out what these “FREE” supplies are really worth if you had to buy them for yourself:

- Toner/supplies to remanufacture 100 cartridges x \$8.50 = \$850.00 (Fair market value)
- Toner vacuum and other assorted tools = \$500.00 (Fair market value)
- \$4995 - (\$850 + \$500) = \$3645! (Actual cost of training only!)

In effect, you are either paying \$3645 for their training (almost \$3,000 more than ours) or you are seriously overpaying for their supplies. **Either way the cost is outrageously high!**

“Isn’t it a good idea to have supplies on hand when I complete my training so I have everything I need to get going?”

Of course it makes sense to have supplies on hand. What doesn’t make sense is for you to overpay for those supplies, have more on-hand than you will need for quite some time and to not receive the best quality supplies available. Keep most of your money in your pocket to begin with and order only the best supplies as needed (from us or our approved suppliers).

“Does the Laser Group sell supplies, tools, toner vacuums, etc.?”

Yes. We use all of these supplies daily in our business, so we need to have them on the shelf anyway. Since these are “inventory items”, we make them available for individuals who want them. But, unlike most training firms out there, you are not contractually forced to buy them.

For those who are interested in the fastest, most economical way to get the best supplies, we offer our value-packed “Business-in-a-Box”. This kit includes all the best tools you need, the toner vacuum, the best supplies, toner, etc., enough to do a total of 30 of the most popular cartridges on the market today. The entire kit is only \$595. (If you work through the numbers we just showed you above, you will see as with everything we offer, this is another great value, as expected.)

“So, how does the Laser Group’s ‘Business-in-a-Box’ differ from the starter kit other training firms have to offer?”

First, and most important, you aren’t forced to buy it. Second, it includes all the same proven tools and supplies we use on our videos and in-house, everything you need to start your business as fast as possible. Third, as with our training tapes and in-house training, our starter-kit represents the best value for the money.

(The “market” value of our tools and the toner vacuum is approximately \$500 and the value of the toner, felts, seals, etc. is about \$255. So, at only \$595, you save \$150 buying our kit vs. buying the components separately. You save another \$150 - \$200 by avoiding suppliers’ minimum orders, separate shipping and C.O.D. fees. A savings of \$250 - \$350 in total.)

“Since you give your trainees the names of your suppliers, couldn’t they buy the same components directly from them?”

They certainly could and some of our trainees elect to do just that. Initially though, it will end up costing them about \$200 - \$400 more to deal directly with these suppliers for several reasons:

First, suppliers generally have minimum order quantities on toner (usually 10 bottles). So, to get toners for the main groups of machines you will be servicing you will have to buy at least 50 bottles at their smallest quantity discount. **Second, some dealers have an order minimum of \$50 - \$100.** If you don’t meet their minimum you have to pay a “minimum order charge” (usually \$10 additional). **Third, all of these suppliers will ship you your supplies via UPS COD which will cost an extra \$3.00 - \$10.00 per supplier** and there are a total of 11 select suppliers used for the components of our “Business-in-a-box”. One last non-monetary consideration, **by not ordering the “Business-in-a-Box” you will have to call all of these suppliers individually and wait for all the items to arrive before you’re up and running.** (Open our “Bus-in-a-Box” and you’re in business!)

“What if we want to buy more supplies. Can we buy them from the Laser Group?”

Of course you can and we would be honored to serve as your supplier. In fact, **a large percentage of our trainees rely on us as their “one-stop-remanufacturing-supply-source”.** Because of the fact that we remanufacture so many cartridges every month for our retail remanufacturing base, we always maintain a large inventory of name-brand supplies in-house. These supplies are the same premium, supplies you can buy from all of the suppliers we list in our “Confidential Dealer and Supplier Directory”. (This is a distinct advantage over the supplies you will find our competitors sell.) We will only sell those supplies which perform the best, not the ones which offer us the highest gross-profit by dumping off-brand supplies on our unsuspecting trainees. **We want you to produce cartridges which are second to none and by using our techniques and the best supplies (whether bought from us or direct from the manufacturer), you will!**

(IMPORTANT NOTE: As of this writing, we have finalized a strategic alliance with one of the five largest firms in the remanufacturing industry. This firm has a staff of toner chemists, OPC drum physicists, quality control engineers, production managers, corona and mag roller engineers, all employed full-time to ensure the supplies this company buys are the absolute best they can be.

By forming this strategic alliance, our trainees will be in a position to buy the absolutely best supplies, matched toners and drums, at the best prices. We estimate the aggressive pricing of our supplies (which already has forced our competitors to drop their prices over 50% in the last two years) will drop another 10% - 40% making the profit potential represented to our trainees better than any other training firm in the industry, bar none! **The best training, the best supplies, the best quality control, the best pricing, the best chance for your success all rolled into one firm - The Laser Group!**

“Okay. With that in mind, how much money should we look forward to making?”

This business has the potential to be quite lucrative. **Realistically, you can make \$60 - \$125 per hour (or more) remanufacturing cartridges (doing 2 - 3 per hour).** Claims of substantially higher profits come from inflated prices for your cartridges, from unrealistic assumptions of the number of cartridges you can remanufacture per hour (due to quick or incomplete remanufacturing techniques), **or even worse, training firms which lead you to believe remanufacturing a toner cartridge is nothing more than pouring some toner into a cartridge and giving it back to the customer.** (As you will see in another question, we believe in "state-of-the-art" remanufacturing: replacing drums, wiper blades, recovery blades, mag roller sleeves, any component that can fail, we recommend replacing before it fails. If you don't, your customer won't be happy and you will constantly be looking for new customers, never earning the sort of profits this business can represent). **The bottom line is simple, aim for “quality of cartridges per hour”, not quantity.**

“What about the 'Profit Sheet' I got from one of your competitors? If they're telling the truth, I should make a lot more per hour than what you say I should make!”

This business is potentially very lucrative. But, **regardless what some competitor's brief "Profit Chart" leads you to believe, to be successful in this business, THERE IS MORE TO REMANUFACTURING TONER CARTRIDGES THAN JUST REPLACING THE TONER!** (Then again, maybe that's why their videos are only 1/4 as long as ours...)

To give you inflated profit figures based solely on the cost of replacement toner is downright misleading. As always, we tell you the straight scoop. **If you are really interested in succeeding in this business, take out paper and pencil and work through this example:**

The HP Series II/III (Canon EP-S/SX) cartridge is the most important cartridge you will remanufacture. To remanufacture that cartridge so it will equal or exceed the performance of the original in every respect, you need to replace the drum, wiper blade, mag roller sleeve and recovery blade during the first recycle, in addition to replacing the toner, bag, felt and the box.

Do all of these parts absolutely need to be replaced the first time? YES! (If one of our competitors misleads you into believing only the toner needs to be replaced, then ask them why the biggest remanufacturers in the world (Nu-Kote, General Ribbon, Access, Nashua) and The Laser Group recommend replacing the other components?) Could you reuse the original components a second time and get by? Sure! (And you could buy re-tread tires for your family car.)

Why the difference? **The difference is (as the old saying goes), “you never get a second chance to make a first impression.” We don't teach you how to make cartridges that will just, “Get by”, we teach you how to make cartridges that your customers will love and keep coming back for more.** (That's also another reason why our competitors' tapes have 1/4 the detail that we put into our tapes - they believe in “getting by”, we want you to **SUCCEED!**) **Only The Laser Group has the guts and honesty to tell you that there is more to remanufacturing toner cartridges than pouring in \$5.75 worth of toner! A lot more!**

“So how much profit can I make if I do the cartridge the right way (The Laser Group way) and replace the drum, wiper blade, recovery blade and mag roller sleeve, in addition to the toner, bag, box and Nomex felt?”

Using the prices off of our supplies list (and, remember, we tell you the names and phone numbers of our suppliers where you can buy supplies direct), to replace all of the critical components on the first remanufacture of the SX cartridge will cost you under \$35 (very soon it will be under \$24!). **That means by taking our much more professional approach, ensuring that your cartridge will work as well as it possibly can, you will still make over \$14 for that 30 minutes worth of work.**

But, the next time, when that customer comes back thrilled by how well that cartridge worked, you will no longer have to replace all of those components. Unlike unwisely being told to reuse the original cartridge components (which were specifically designed by the OEM (original equipment manufacturer) to fail shortly after the first use), those long-life components you replaced the first time will easily last another three uses (**run, don't walk, away from someone who tells you they have drums, wiper blades, etc. that will last 10, 20 times or more - once again, they are misleading you and are missing the point of this business entirely.**)

To continue with our SX cartridge example: For the next three remanufactures, you will replace the toner, the bag, the box and the felt wand (as you can plainly see, even after replacing all the critical imaging components the first time out, there is still much more than just \$5.75 worth of toner to properly perform a remanufacture) for less than \$8.00. **Charging \$49 you will make over \$40 in profit (or nearly \$80 per hour).** If you add the \$14 first-time profit to the \$41 profit for each of the next three uses, that gives you over \$135 in total profit on four remanufactures. **Doing the cartridge The Laser Group way (the most professional way), you will average nearly \$35 per time and \$70 per hour! Not bad for something you can do in your basement, part-time!**

**“Who should I believe? They say all I
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Once again, believe in yourself and your common sense. Do you think a cartridge with all new

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have to do is replace the toner. The Laser Group says I have to replace all the critical image-production components? I'm confused!"

"Once I learn the proprietary Laser Group techniques to remanufacture a cartridge, they never change, right?"

"Okay, so when were The Laser Group's tapes produced?"

"Let's back up a minute. If a large part of the business in the remanufacturing industry comes from the Canon EP-S/SX cartridge, why in the world do I have to know how to remanufacture 19 different types of cartridges? I don't get it!"

"Are you saying we should never watch the other videos or read the other manuals provided with your training?"

"Since I'm not yet in this industry, can you put this concept into terms I can understand? How about relating it to another industry I might be more familiar with?"

"Should we also do laser printer and copier maintenance?"

critical image production components will perform better than one which reuses parts which were designed to be used only once? Of course it will. And, **that's what our mission is all about, teaching you how to make the best remanufactured cartridge you possibly can, so your business will be as successful as it possibly can!**

FALSE! But, **that's what our competitors hope and pray you'll believe. In fact, they must believe it themselves since many of their tapes are two, three, four, even five years old!** We feel exactly the opposite. There is almost no similarity between the procedures, techniques and supplies we were using just a few short years ago and what we use today. Whenever new procedures, techniques or supplies are uncovered, not only do we reveal that information to our trainees on our fax-on-demand system, we also announce those new, improved supplies and techniques in our newsletter and completely refilm our videos.

This industry has changed so much in just the last eighteen months, nearly every single one of our fourteen tapes has been completely refilmed and reedited for our NEW edition. If you were to start your new remanufacturing business using the techniques and supplies which were used in the early 90's, your competition would drive you out of business today. Although it cost us nearly \$25,000 to refilm and reedit our videos, we felt that in order for our trainees to be as successful as possible, and to maintain our industry-acclaimed leadership position, in our minds we had no choice.

(Make certain you ask our competitors when their tapes were produced...you'll be shocked! In fact, the most amazing thing is since their tapes are generally are much shorter than ours and far less detailed, they should find it easier and cheaper to update their tapes (if they were interested in doing so), but they don't. Apparently they don't care to keep you abreast of the newest techniques or can't keep you updated because they don't remanufacture cartridges.)

You actually do get it. **Ready to hear an amazing fact about the remanufacturing biz?** Before you are up and running in this business, it is very easy to get fooled into believing that the number of **TYPES** of cartridges you remanufacture will determine how much money you make. The opposite is true. **READ THIS NEXT SENTENCE SLOWLY! It is not how many different types of cartridges you remanufacture, it is how many cartridges you remanufacture of the FOUR MAIN TYPES that can make you rich!** That's right, there are only four main types.

Industry statistics (backed up by our nearly eleven years of real-world experience) show the Canon EP-S/SX (also known as the Hewlett Packard II/III) accounts for nearly 45% of all toner cartridges in use today, the Canon EP-E/EX (HP Series 4/4+/4M/5/5Se) accounts for 25%, the Canon EP-N/NX (HP IISi/4Si) accounts for 11%, and the Canon EP-L/LX (HP Series IIP/IIP) accounts for approximately 8% of the market. **That means that those four types of cartridges account for nearly 90% of all the cartridges you will find in the marketplace today.**

Stated another way, that means that without ever watching two-thirds of our fourteen, hour-long videos, you will be ready to capture nearly 90% of the business you will find in your area (which means that the fourteen remaining cartridge types we teach you to remanufacture each account for an average of less than 1% of the market!) **When a competitor claims a cartridge is "Popular, Not So Popular, Very Popular, etc.," it masks the true industry statistics which show the four main Canon cartridges, by themselves, account for nearly 90% of all cartridges used today.** Follow the leads of successful remanufacturers around the world and focus on the four main types and you will have more business than you can handle!

Like we tell our existing trainees (and, we have told this same story to other firms' trainees who were lucky enough to discover our articles in industry magazines), **to be as successful as possible, concentrate on the four bread-and-butter Canon cartridges until you have all the business you can handle in those types and then slowly add other cartridge groups one at a time.** It's the wisest way to further your business, with the fewest headaches.

No problem. This point is easier to understand with examples from two other industries: How many items are offered on the menu at your local family restaurant? (The average is over 100 items). How many items are on the menu at McDonalds? (Under 20 if you ignore options for sizes of drinks and fries). Now, which restaurant makes millions for its owner? Why is that? Because **McDonalds realized a long time ago that if they can satisfy 90% of the market with the food they want 90% of the time, they will get rich...you can too!**

Clearly, the key to making money is to serve the largest number of customers in the shortest period of time, with the least amount of trouble. Case in point? How much money could you make performing oil changes on Rolls Royces in your town? **How much money could you make performing 10-minute oil changes on Chevrolets? That's the same with remanufacturing cartridges.** Once again, only the Laser Group has the real-world experience and the guts to tell you that four main types of cartridges can change your life!

There's no denying it, **if you feel comfortable doing high-tech, electronics repair work, you can add revenue to your business by performing service work.** On the other hand, there's a lot to be said for being able to stay in your shop and just do cartridges all day long. It depends on your

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technical acumen and desire.

One of our lower-priced competitors throws in a tape which supposedly teaches you how to service laser printers. This tape shows you only how to disassemble the printer and then says, "To reassemble the printer, reverse the steps used to take the machine apart." On top of that, they don't tell you how to diagnose what is wrong with the machine, all you know how to do is disassemble it. Evidently they forgot that being able to determine the nature of the problem is 90% of the solution to that problem. **If you are inside someone's \$4000 laser printer, with the customer looking over your shoulder, you want to know you received the best repair training available, not a free videotape thrown in with a box of cereal.** (When and if you decide you want to learn how to service a machine, we will be glad to give you the names of the best service training firms around.)

One last thought on this: **The five largest cartridge remanufacturers in the world DO NOT offer service on laser printers.** These companies average 40,000 - 60,000 cartridges per month! We remanufacture 2,500 cartridges per month and we don't do printer service. Get the picture?

"Okay. You mentioned it ... why shouldn't I buy the cheapest training I can find?"

I've never met a person yet who wants to own the cheapest of anything. I've met many people who want the best, many more who want the best value for the money, but I have never yet met a person who made it their goal to buy the cheapest of anything, especially when it is something as important as an investment in their future. From personal experience you know **the cheapest product and the best product are two entirely different things.**

When we shop for anything, we do extensive research to determine what is the best of whatever we are searching for and make certain it is the best value for our money. This is what we advise you to do when looking for remanufacturing training. **We know for a fact that our training is the absolutely best training available today, at any price.**

Rather than take our word for it, rely on industry experts who tell you in their own words why our training is the best there is, at any price. **Our firm is the only training firm to ever have been featured as an industry magazine cover story (and soon to be featured on another industry publication's cover!)** As you will see from that enclosed reprint they refer to our training as the best there is. In addition, **we have scores of trainees, who in their own words, "made a huge mistake by buying training solely on price, rather than quality."** (who then came to be properly retrained by us.) If being successful in business is not your primary goal, but finding and buying the cheapest training (regardless of quality) is, call the competition. **If you've decided this business is going to be your life's work and you want to be as successful as we have been, call us.**

"Alright, so the experts say that The Laser Group's training is the best, but I have gone to movies that the experts have raved about and they stunk!"

That is an excellent point and we know exactly what you are talking about. **Better than the word of the "experts", is what you see with your own eyes and ears.** Our new, two-tape, two-hour, Fast-Track Intro-Pack contains Tape 14 from our 14-tape set of videos (the tape which covers the Canon LBP-52X laser printer toner cartridge remanufacturing process (also known as the Hewlett Packard Series 4000/4050/N/T/TN) the hottest laser printer sold today). The Fast-Track Intro Pack also includes our "Black Gold of the 90's" demo video. **These two tapes are designed to let you see and hear for yourself why our training is the best training out there.** In fact, those two tapes are so good, no other training firm will let you see their HP4000 toner cartridge remanufacturing videotape before you buy their set of tapes. (Why? They know when you see their HP4000 tape next to ours, they would never sell another set of their tapes.) This two-tape set is only \$49.95, covered by a 30-day money-back guarantee (or is completely applicable toward the purchase of our complete set).

"Can you sum up the difference between your training and the competition's really cheap training in just a few sentences?"

In a few words: Quality, detail, thoroughness and guaranteed. Offering the cheapest training never was and never will be our goal. Our goal has been, and always will be, to offer the best remanufacturing training available anywhere, at any price. According to industry experts, we have succeeded. When your new venture, your time, money, effort, blood, sweat, tears and reputation are on the line, you need the best training to succeed. **Where is Yugo today? (They set out to build the cheapest cars). Where is Mercedes? (They set out to make the best cars).** Our competitors have set out to make the cheapest training (and, boy, did they succeed!) We set out to make the best training (and, boy, did we succeed!) **That's the difference!**

"I still have a full-time job. Can I start this business part-time and still succeed?"

I did and you can, too! This is yet another advantage of dealing with The Laser Group. When I started remanufacturing cartridges, I had a full-time job (which I hated). I had to learn ways to make this business grow as fast as it could, as inexpensively as I could, without taking a minute away from the job which was putting food on our table. Vowing to never forget what it took to start this business while holding down that full-time job, **I decided to incorporate anything and everything I could from that experience into making it easier for others in the same position to be successful.**

"Can you give a concrete example of how your experience of starting the business part-time, while keeping your full-time job helps us?"

I can give you two perfect examples (which no other training firm offers, regardless of price!) Since I was working a full-time job during the day, I did most of my remanufacturing at night and on the weekend (I still recommend our part-time trainees start in the same way.) Unfortunately, that meant that if I needed technical support while doing those cartridges, during those late hours, I had no one to turn to (since they were probably already in bed). **To make certain our trainees never had the same problem, we invested nearly \$10,000 in a state-of-the-art voicemail and fax-on-demand system which allows all of our trainees around the world to receive technical support when**

they need it, 24hrs-a-day, seven-days-a-week. (Of course you can always make use of our "live" technical support during normal business hours, but we have received more letters of thanks and compliments on those two systems than any other single advantage we offer.)

“After I invest in the Laser Group's training, how long will it be before I can actually start to remanufacture cartridges for my new customers?”

Our video training and manuals are so clear and complete, you will be able to watch our tapes over a weekend and start offering your services on Monday. But, more important than just learning the mechanical remanufacturing process, it is extremely important that you get on the phone as soon as possible. Don't wait until you feel you are making the world's best remanufacture, or until you think you have all the answers to the questions your prospective customers will ask, both of those things will only come with experience. While we can almost guarantee you won't be as nervous as we were when we did our first "real" cartridge (we didn't have any videos to refer back to, nor did we have any manuals - kinda like one of our competitors), you will still have some butterflies working on your first cartridge, it's human nature. But, **the sooner you get your first customer cartridge under your belt, the sooner you will be on your way to doing hundreds of cartridges.** And, as we say time after time, GET ON THE PHONE!

“One of your competitors says your tapes are repetitious. How 'bout it, Duane?”

Have you ever heard the old saying, “Repetition is the mother of learning?” (We didn't make that saying up, Bartlett's Quotations indicates Wallace Stephens first used it back in 1876.) **We all know for a fact that the more you see, hear and do something, the sooner you will have it mastered.** What our competitor appears to be talking about is the fact that we have intentionally made every one of our videos "complete" in its coverage of the cartridge in question. In this way, if the first cartridge you run into happens to be covered on the twelfth tape in our series, or if it is a cartridge you run into "once in a blue moon", **we feel it is far better and more expedient to show you the complete remanufacturing procedure on that single tape, than expect you to go back and watch all of the previous eleven tapes to learn how to "clean the drum, empty the waste hopper, remove the mag roller..."** Plus, there are little differences in all of those procedures from one cartridge to the next, so rather than taking the short-cut, quickie way out, we chose to make every one of our tapes complete. **(By the way, only the competition feels that our practice of being as detailed as possible on every tape is a bad thing. Our trainees (and their former trainees which have come here to be retrained) love that approach!)**

“How much detail do you go into teaching us to market our remanufacturing services?”

Marketing is the lifeblood of your new business. **We pride ourselves on having marketing materials which are the best in the remanufacturing industry. Our marketing efforts set the standard for other firms in this business.** We go into extensive detail on the marketing aspects of this business to help ensure your success. In fact, an individual who had recently been trained by a cheaper competitor called us (as many have done) looking for some advice on marketing, saying that the other firm didn't really prepare them for the task of marketing (or how to make the best cartridge possible). After just twenty minutes on the phone he said he had a better handle on this business and how to be successful than he had after taking their entire training course. (He subsequently bought our complete set of training materials).

(IMPORTANT FREE TIP: Even if you don't buy our training, we'll give you a little tip right now which highlights why this business is so fun and so easy to make money doing (assuming your cartridges work as well as our trainees' cartridges do). **Anytime a company or individual can save up to 70% on the cost of something they are already buying (toner, for example), it doesn't take an exotic advertising campaign to get them excited about, and ultimately buy, your product.** But, they have to know you exist and telemarketing is your best tool to let them know. (No matter what our competitors want you to believe, DO NOT waste your time and money mailing junk-mail to prospective clients, it doesn't work. If you don't believe me, what do you do when you get unsolicited mail at home or at the office?)

If you get on the phone and call every accountant, lawyer and businessman in your area, introduce yourself and your services, follow-up and call them back periodically, **it won't be long before you are taking in as many cartridges as you can handle.** Don't be scared into believing that you have to be a marketing wizard to sell remanufactured cartridges or be misled into believing that some training firm will do your prospecting for you. **JUST GET ON THAT PHONE - NOW!**

“Do you also tell us how to make long-life cartridges and other attractive products?”

You bet! As we said, we tell you everything you need to know (and more) to set yourself up in business, just like we did. We tell you which products work, which ones don't, who to deal with and who to avoid. We know from personal experience there are too many suppliers who will tell you they have a secret "widget" (for only \$4.95 per cartridge) that will make your cartridge last fifteen times as long and your breath smell sweeter at the same time. There's no reason to deal with half of the "dealers" out there and we tell you that up front so you don't waste your time or your money. But, we also tell you who to deal with and what to buy!

“Are you saying that the Laser Group has all the answers?”

Even though we are recognized by our peers as true industry experts, no one firm has all the answers, not even ours. **The advantage we offer is we spend time and money researching problems, products and solutions for you.** As we make new discoveries and uncover new information, we pass it along to you via our fax-on-demand system and newsletter.

“Do you offer protected territories?”

No, and for that matter, nobody really does. Don't be fooled by the \$20,000 "protected territory" one training firm offers. After you have paid them your hard-earned \$20,000, anyone from

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“Some training firms offer free technical support. The Laser Group offers on-going technical support and it's included in the price of the training, right?”

“I don't mean to sound dumb, but what is fax-on-demand? How does it work?”

“Okay, now that I know there are no dumb questions, what's so important about the voicemail system?”

“If I leave a message for technical support, how are you going get in touch with me to answer my questions while I'm working at my job? I can't take calls at work!”

“What about the Internet? Is The Laser Group on there, too?”

“How can I tell which printers, copiers or fax machines are remanufacturable when I'm talking to my prospective customers?”

Yes. From the moment you take our training you can call us for technical support, any time you need it. As we pointed out before, not only do we offer "live" technical support during normal business hours (10:30am - 6:30pm EST), **we are the only training firm which has a \$10,000 voicemail and fax-on-demand system which is at your service 24hrs-a-day.** These systems allow you to get technical support when it is most convenient for you.

Never be afraid of asking something, especially if you think it is a "dumb" question. Before we got started in this business we didn't know anything about laser printers and toner cartridges (all we knew was that the guy who taught us how to do this was making \$80,000 a year, part-time(!) at this). We figured that if he could do it and if we weren't afraid to ask all the "dumb" questions, we should be able to do at least as well as he was.

Fax-on-Demand is like sending a fax, but only in reverse. If you call our Fax-on-Demand system from the phone attached to a fax machine or from your personal computer's fax modem, you are given a menu of documents you can receive any time of the day or night. (Currently there are over 30 documents on the system, with more being added all the time!)

If you are doing cartridges at 2:00am, Sunday morning (believe me, I have done more than my share of cartridges between Saturday night and Sunday morning) **and want to know whether we have any new tips on how to make that cartridge work better, call our system.** When it asks what document you would like to receive, punch in the four-digit number for the tech-tips for the cartridge you are working on. The next thing you know, that 1, 2, or 3-page document will appear in glorious black-and-white on your fax machine or PC (at 2:00am)! **Talk about keeping you up-to-date, with our system you are never waiting for the information you need, it's always there when you need it!**

I don't know which tech-support system our trainees rave about more, "live" support, the voicemail or the fax-on-demand. My personal favorite is the voicemail system. Having been in the remanufacturing business for nearly eight years, I know for a fact that there are very few true, tech-support emergencies where you need an answer to your question this very minute (**if you do, call our "live" support, that's why it's there.**)

On the other hand, I know I would have been a lot farther along in this business if there would have been a way for me to collect all of my questions for the week (or day, or whatever) leave a message for the person who had trained me and have him answer all of those questions in "one fell swoop". That is exactly how I came up with the idea of the voicemail system.

Trainees make use of our voicemail system from different time zones, on different schedules, in the middle of the night, on weekends, even from countries half way around the globe and leave detailed questions covering anything and everything relating to remanufacturing toner cartridges. Twice per day we sit down and answer all of the messages received up until that time by leaving our response in your private mailbox. We make our answers as detailed as possible. Then, at a time when it is convenient for you, you can retrieve our responses and be assured that you have the answers you were looking for, when you need them. **(On the rare occasion a trainee still has a question we encourage them to call us on the "live" tech-support line for one-on-one discussion.)**

By the way, after eighteen months of service, **our trainees have raved about the advantages of being able to get voicemail and fax-on-demand tech support when they need it most,** rather than at the time dictated by "normal business hours". It was worth every penny of the nearly \$10,000 it cost us to install and it is available free to every one of our trainees.

Of course we are. As of 9/1/97, we are the only training firm that offers, voicemail tech-support, fax-on-demand tech support, live "crisis" tech support and internet technical support for all of our trainees. With the advent of "on-demand" electronic internet publishing, we saw an immediate way to make our already acclaimed training and support even better. And, once again, we are the only firm so committed to your success that we have a sales and support presence on the net!

When you are on the phone prospecting (the life-blood of this business), you need information on printers, fax machines and photocopiers, and you need it now! Like a lot of the smaller, less-thorough training firms out there, we used to print up our own compatibility list, thinking that was "good enough". But, we realized that in the same way that we are the acknowledged leaders in remanufacturing training, another firm is the expert in compatibility guides. **We have just struck a deal with the publisher of the largest printer, copier and fax machine compatibility guide in the world to include their guide, free of charge to our full trainees!**

This book isn't some small, photocopied listing, but a full listing of the supplies every major fax machine, laser printer and photocopier engine consumes. In this business, if you can answer all of your prospective customers' compatibility questions in one call, you can walk away with their business and this guide will guarantee you will do just that. **Don't settle for a homemade list of photocopied pages, get the industry's most complete, master listing and earn all you can - (Once again, included only with The Laser Group's training!)**

(Continued on page 17)

(To use the order forms, cut along this line or remove all four inside pages)

The Laser Group's • Contract with Trainees •

I, Duane K. Siebert, duly authorized as the President and founder of The Laser Group, guarantee in writing that our trainees will receive all of the following materials.

	Included? (YES/NO)
1. At Least Fourteen Individual Videotapes and Nearly Fifteen Hours of Training.	YES
2. Videos which Average nearly an Hour of Detailed Coverage PER CARTRIDGE.	YES
3. Every Video Completely Re-Filmed and Re-Edited.	YES
4. 400+ Pages of Training Manuals.	YES
5. 500 Names, Addresses and Phone Numbers of Prospects in Your Area (USA/Canada only).	YES
6. The Industry's Best Technical Support - "Live", VoiceMail, Fax-On-Demand and Internet.	YES
7. The Industry's Most Complete Compatibility Guide.	YES
8. The Name, Address and Phone Number of the industry magazines.	YES
9. Special Pricing on a industry magazine subscription (A 33% Savings!).	YES
10. FREE Sample Copy of Industry Magazines.	YES
11. The Phone number of the premiere industry trade association.	YES
12. Three Money-Back Guarantees (actually four, including this one) provided with the pre-purchase sales literature (not after you have handed over your money, when you realize it is "too late").	YES
13. An Up-to-Date List Containing the Names, Addresses and Phone Numbers of at Least 30 Independent Industry Vendors and Suppliers.	YES

Signed: _____ Dated: _____ YES 13 NO 0

_____ Contract with Remanufacturing Trainees

I, _____, duly authorized as the _____ of _____, hereby guarantee in writing that our trainees will receive all of the following materials. If they do not, they must call for an RMA number to return all of their materials within 30 days. When received, they will be entitled to receive all of their initial investment back (less shipping/handling).

	Included? YES/NO
1. At Least Fourteen Individual Videotapes and Nearly Fifteen Hours of Training?	___
2. Videos which Average nearly an Hour of Detailed Coverage PER CARTRIDGE?	___
3. Every Video Completely Re-Filmed and Re-Edited?	___
4. 400+ Pages of Training Manuals?	___
5. 500 Names, Addresses and Phone Numbers of Prospects in Your Area (USA/Canada only)?	___
6. The Industry's Best Technical Support - "Live", VoiceMail and Fax-On-Demand?	___
7. The Industry's Most Complete Compatibility Guide?	___
8. The Name, Address and Phone Number of Industry Magazines?	___
9. Special Pricing on a industry magazine Subscriptions (A 33% Savings!)?	___
10. FREE Sample Copy of Industry Magazines?	___
11. The Phone number of the premiere industry trade association?	___
12. Three Money-Back Guarantees (actually four, including this one) provided with the pre-purchase sales literature (not after you have handed over your money, when you realize it is "too late")?	___
13. An Up-to-Date List Containing the Names, Addresses and Phone Numbers of at Least 30 Independent Industry Vendors and Suppliers?	___

Signed: _____ Dated: _____ YES ___ NO ___

FAX THIS FORM TO ANY OTHER TRAINING FIRM OUT THERE

(And remember: If you don't get it in writing, signed and dated, your are completely unprotected and have no recourse!)

Laser Group • Training & Supplies Order Form •

Please fill out this form and return it ASAP. (If you FAX it to us @ 954.757.8475, the original hard copy must be sent to get technical support)

Name: _____
 Company: _____
 Address: _____
 City: _____ St: _____ Zip: _____
 Country: _____ Phone#: _____

Payment (Circle one): **Visa MC Amex Discover Diner's Club**
C.O.D. Money Order Cashier's Check Personal Check
(10 - 14 day delay without pre-approval)
 Credit Card#: _____
 Exp. Date: _____ Order Date: _____
 Signature: _____

First, The "Goodies":

Amount

Complete Fourteen-tape (as of 1/15/99!) set VHS Videotape Training @ \$795

(Foreign orders MUST circle desired tape format: NTSC PAL PAL-M PAL-N SECAM)

Remanufacturing "Business-in-a-Box" @ \$595 (Normally purchased with Complete Videos)

Special "Introductory Two-tape Set" ("Demo" & HP Series 4000 Videos) @ \$49.95

(An excellent two-hour overview of all aspects of remanufacturing including our NEW Tape#14 and new Demo tape! NOTE: This overview set alone can not be used to properly start a complete remanufacturing operation.)

All new Laser Group Remanufacturing "DEMO" Videotape @ \$10.00 (Refundable deposit)

Optional items (Please list):

SUBTOTAL:

Next, "The Details":

Sales Tax (Florida residents add 6.00% of Subtotal)

Shipping charges: (Charges valid for USA orders only)

Complete Videos: UPS Ground = **\$15** 2nd Day = **Call** Next Day = **Call**

"Business in a Box" UPS Ground = **\$25** 2nd Day = **Call** Next Day = **Call**

"Introductory Set" UPS Ground = **\$5** 2nd Day = **Call** Next Day = **Call**

"DEMO" Videotape: UPS Ground = **FREE** 2nd Day = **Call** Next Day = **Call**

(All Alaska and Hawaii orders must be shipped via Next Day or 2nd Day Air. Foreign orders must call for shipping charges before ordering and all payments must be made in U.S. funds)

UPS C.O.D Fee \$5.00 (Approval in Advance, Cash or Cashier's Check - USA orders only)

Last, Your Signature:

TOTAL:

I acknowledge the information contained in the Laser Group's training materials is copyrighted, proprietary information, protected by law. As such, I am licensing the information from the Laser Group only for my use (or the use of my employees) and agree not to divulge, sell or distribute this information to anyone else. I have read and understand the Laser Group's guarantees and agree to the terms set forth in those guarantees. I further understand that until this form is received by the Laser Group, none of their copyrighted materials will be sent to me, nor will I be eligible to receive technical support.

Signed: _____

Date: _____

The Laser Group, Inc. 1.800.LASER12

1.800.527.3712

6156 NW 72nd Way • Parkland, FL 33067

1.954.796.8000

FAX 1.954.757.8475

Please sign this form and return it to us ASAP (If you FAX it to us @ 954.757.8475, the original hard copy must also be sent to receive technical support)

The Laser Group - Supplies Order Form

(To use the order forms, cut along this line or remove all four inside pages)

#	Item Description	Cost	Qty	Total
Laser Group Approved and Recommended Graphics Black Toner				
1.	EP-S/SX Toner (New Type)	\$5.76		
2.	EP-S/SX Toner (Former Type)	6.25		
3.	EP/CX Toner	5.65		
4.	PC01 A15/30 Toner	5.25		
5.	EP-L/LX Toner	7.50		
6.	IBM 4019/4029 Toner	12.95		
7.	IBM 4039 Toner	13.95		
8.	EP-N/NX Toner (New Type)	17.90		
9.	EP-N/NX Toner (Former Type)	17.95		
10.	EP-E/EX Toner	11.90		
11.	EP-P/PX Toner	6.50		
12.	OkiData 400/800 Toner	7.95		
13.	Fuji/Xerox 15/20 Toner	15.95		
14.	Sharp Z-50 Toner & Devel.	16.90		
15.	Panasonic 4420 Toner & Fuse	17.95		
16.	EP-B/BX Toner	16.95		
17.	EP-W/WX Toner	25.90		
Laser Group Approved and Recommended Magnetic Ink Character Recognition Toner (MICR) (Used for writing magnetically encoded checks)				
17.	EP-S/SX MICR Toner	\$24.95		
18.	EP-E/EX MICR Toner	29.95		
19.	EP-N/NX MICR Toner	42.95		
Laser Group Approved and Recommended OPC Long-Life Replacement Drums				
20.	EP-S/SX Drum (New type)	\$13.90		
21.	EP-S/SX Drum (Former type)	14.95		
22.	EP/CX Drum	37.95		
23.	EP-L/LX Drum	14.25		
24.	A15/30 Drum	24.95		
25.	IBM 4019/4029 Drum	24.95		
26.	IBM 4039 Drum	26.95		
27.	EP-N/NX Drum (New type)	13.95		
28.	EP-N/NX Drum (Former type)	17.95		
29.	EP-E/EX Drum	17.90		
30.	Okidata 400/800 Drum	29.95		
31.	EP-B/BX Drum	35.95		
32.	Minolta SP101 Drum	25.50		
33.	EP-W/WX OPC Drum	23.50		
Laser Group Approved and Recommended Toner Hopper Seals				
33.	EP-S/SX/A15 Hard Plastic Seal	\$.25		
34.	EP-S/SX/A15 OEM-Style Seal	.95		
35.	EP/CX/PC01 Hard Plastic Seal	.25		
36.	EP/CX/PC01 OEM-Style Seal	.95		
37.	EP-L/LX OEM-Style Seal	1.95		
38.	EP-N/NX Hard Plastic Seal	.40		
39.	EP-N/NX OEM-Style Seal	.95		
40.	EP-E/EX Hard Plastic Seal	.40		
41.	EP-E/EX OEM-Style Seal	1.95		
42.	EP-P/PX OEM-Style Seal	1.95		
43.	EP-W/WX OEM-Style Seal	3.95		

#	Item Description	Cost	Qty	Total
Laser Group Approved and Recommended Wiper Blades and Recovery Blades				
43.	EP-S/SX/A15 Wiper Blade	\$2.10		
44.	EP-S/SX/A15 Recovery Blade	.50		
45.	EP/CX/PC01 Wiper Blade	2.95		
46.	EP/CX/PC01 Recovery Blade	\$.50		
47.	EP-L/LX Wiper Blade	3.95		
48.	EP-L/LX Recovery Blade	.50		
49.	EP-L/LX Waste Auger Blade (pr)	.95		
50.	IBM 4019/4029/4039 Wiper Bl.	3.95		
51.	IBM 4019/4029/4039 Recovery	.50		
52.	EP-N/NX Wiper Blade	3.20		
53.	EP-N/NX Recovery Blade	.50		
54.	EP-E/EX Wiper Blade	3.20		
55.	EP-E/EX Recovery Blade	.50		
56.	OkiData 400/800 Wiper Blade	3.95		
57.	EP-W/WX Wiper Blade	7.95		
Laser Group Approved and Recommended Nomex Felts				
57.	EP-S/SX Felts (each)	\$.25		
58.	EP/CX Felts (each)	.25		
59.	A15/A30 Felts (each)	.30		
60.	Oki 400/800 (each)	.30		
61.	IBM 4019/4029 (each)	.25		
62.	IBM 4039 (each)	.45		
Laser Group Approved and Recommended Complete Fuser Wands				
63.	EP-S/SX (each)	\$.95		
64.	EP/CX/PC01 (each)	1.95		
65.	A15/A30 (each)	2.95		
66.	IBM 4019 (each)	2.95		
67.	IBM 4039 (each)	2.95		
68.	Panasonic 4420 (each)	2.95		
69.	Minolta SP101 (each)	2.95		
Laser Group Approved and Recommended Remanufacturing Tools and Equipment				
70.	Atrix AAA Vacuum	\$139.95		
71.	Atrix AAA 220v. Vacuum	169.95		
72.	Atrix Filters (pair)	21.95		
73.	UltiVac Filter (each)	13.95		
74.	Soft-Bristled Vacuum Brush	6.95		
75.	Mylar Bag Heat Sealer	109.95		
76.	Heat Sealer Repair Kit	15.95		
77.	Da' Thumbsaver (SX)	7.95		
78.	Da' Thumbsaver (LX)	7.95		
79.	Da' Thumbsaver (LX & SX)	13.95		
80.	Pin Puller (SX)	7.95		
81.	Pin Puller (LX)	12.95		
82.	#10 Security Torx Driver	6.95		
83.	Flat Blade Screwdriver Assort.	15.95		
84.	Philips Screwdriver Assortment	17.95		
85.	Spring Hook	6.95		
86.	3/32" IBM/PX Hex Drill Bit	5.95		

#	Item Description	Cost	Qty	Total
87.	Pliers - Electronic Needle Nose	\$9.95		
88.	Pliers - Medium Needle Nose	9.95		
89.	Pliers (Set of three)	24.95		
90.	Dust Masks (10 pack)	4.95		
91.	Latex Gloves (15 pair)	6.95		
92.	Ribbon Re-Inker (each)	79.95		
93.	Rubber Mallet	10.95		
94.	Ultrasonic Cleaner Heavy-Duty	649.00		

**Laser Group Approved and Recommended
Miscellaneous Supplies**

95.	IBM/HP 4L Screws (50)	\$5.95		
96.	Zinc Stearate	5.95		
97.	Funnel (38mm)	.50		
98.	Funnel (43mm)	.50		
99.	Toner Wipes (each)	.19		
100.	Corona Cleaner	4.95		
101.	HL Platen Cleaner	12.95		
102.	Isopropyl Alcohol	2.95		
103.	Conductive Contact Grease	17.95		
104.	IBM Upgrade Kit	2.95		
105.	EP-N/NX PCR Clip	.85		
106.	White Lithium Grease	4.95		
107.	Cotton Swabs - Wooden (50)	1.95		
108.	Laser Group Drum Treatment	49.95		
109.	EP-E/EX Drum Axle (each)	1.00		
110.	EP-E/EX Hopper Clips (each)	.25		
111.	EP-S/SX Toner Hopper Caps (ea)	.45		
112.	EP-S/SX Inner Pin (each)	.10		
113.	EP-S/SX Outer Pin (each)	.10		
114.	EP-L/LX Steel Pin (each)	.25		
115.	Laser Group Mag Roller Treatment	39.95		
116.	EP-S/SX Mag Roller Sleeve	5.95		
117.	EP-L/LX Mag Roller Sleeve	6.95		
118.	SX Fuser Rebuild	59.95*		
119.	LX Fuser Rebuild	59.95*		
	* Requires \$125 Fuser Deposit	125.00		

**Laser Group
Empty Cartridges
(Call for Availability)**

120.	EP-S/SX (untested)	\$5.00		
121.	EP-S/SX (virgin)	6.50		
122.	EP-S/SX (used long-life drum)	6.50		

#	Item Description	Cost	Qty	Total
123.	EP/CX (untested)	\$5.00		
124.	EP/CX (virgin)	6.50		
125.	PC01 (untested)	10.00		
126.	PC01 (virgin)	12.50		
127.	EP-L/LX (untested)	6.00		
128.	EP-L/LX (virgin)	7.50		
129.	EP-L/LX (used long-life drum)	7.50		
130.	A15/A30 (untested)	15.00		
131.	A15/A30 (virgin)	17.50		
132.	IBM 4019 (untested)	15.00		
133.	IBM 4019 (virgin)	18.75		
134.	IBM 4019 (used long-life drum)	18.75		
135.	IBM 4039 (untested)	20.00		
136.	IBM 4039 (virgin)	25.00		
137.	IBM 4039 (used long-life drum)	25.00		
138.	EP-N/NX (untested)	5.00		
139.	EP-N/NX (virgin)	6.50		
140.	EP-N/NX (used long-life drum)	6.50		
141.	EP-E/EX (untested)	15.00		
142.	EP-E/EX (virgin)	18.00		
143.	EP-E/EX (used long-life drum)	18.00		
144.	EP-P/PX (untested)	15.00		
145.	EP-P/PX (virgin)	18.75		
146.	OkiData 400/800 Toner Hopper	5.00		
147.	OkiData 400/800 OPC Unit	20.00		
148.	Fuji Xerox 15/20 (untested)	20.00		
149.	Fuji Xerox 15/20 (virgin)	25.00		
150.	Minolta SP101 (untested)	15.00		
151.	Minolta SP101 (virgin)	20.00		
152.	Minolta SP101 (used long-life)	20.00		
153.	EP-B/BX (untested)	15.00		
154.	EP-B/BX (virgin)	18.75		
155.	EP-B/BX (used long-life drum)	18.75		
156.	EP-F/FX (untested)	15.00		
157.	EP-F/FX (virgin)	20.00		
158.	EP-F/FX (used long-life drum)	20.00		
159.	Ricoh 4080/4081/4150	10.00		
160.	Sharp Z50 (untested)	10.00		

**Laser Group Approved and Recommended
Mylar Bags**

161.	Mylar Bag - EP-S/SX	.30		
162.	Mylar Bag - EP/CX/PC01	.30		
163.	Mylar Bag - EP-L/LX	.30		
164.	Mylar Bag - EP-W/WX	.95		

Trainee ID Number: _____ Phone Number: _____
 Company Name: _____ Your Name: _____
 Street Address: _____ Apt./Suite #: _____
 City: _____ State: _____ Zip Code: _____ Country: _____
 Method of Payment: _____ Check _____ Visa _____ MC _____ COD* _____ Cash in Advance
 Credit Card #: _____ Exp. Date: _____ * Cash or Cashier's Check Will Be Required Without Prior Approval
 Signature: _____
 Total: \$ _____ Note: Shipping charges will be added to all orders.

Mail to: The Laser Group, Inc. 6156 NW 72nd Way • Suite 100 • Parkland, FL 33067 Phone: 954.796.8000 FAX:954.757.8475

954.796.8000

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"The Best Keeps Getting Better" - 16

<http://www.lasergroup.com>

To use the order forms, cut along this line or remove all four inside pages

anywhere, trained by another training firm can open a remanufacturing business in your very own backyard (and for a lot less than the \$20,000 you spent!) But don't worry...

The best protection you have against other remanufacturers is the way we train you to do your job right. Thanks to our highly effective training which teaches you our customer-proven, proprietary marketing and remanufacturing techniques, you will be able to compete successfully with any remanufacturer, large or small, new or old. Plus, keep in mind last year over 80% of all cartridges which could have been remanufactured were tossed in the trash. We have several remanufacturers serving our small town of 25,000 people and we rarely run into them, so there's plenty of business for everyone. (When we do run into the 20% who are already remanufacturing, we make a quick decision: If that customer is happy with the service they are already using, we move on to the next prospect. If they're unhappy, we stake our claim.)

“One of the other firms gave me the name of one of their trainees to talk with as a reference. Does the Laser Group do that?”

Of course we do. But, keep in mind if you buy our training based on the recommendations of one of our 3,000+ satisfied trainees, order it, and then decide you don't like it (however highly unlikely that is), our money-back guarantees will give you your money-back. If you buy a competitor's training based on the testimonial of a “satisfied customer” and don't like it, without a guarantee (or if their only guarantee requires you to work like a dog with inferior materials for six months before you get your money back), you are stuck. (This isn't made up. **Make sure you know the terms of our competitor's guarantee up-front! As you will see, every one of our guarantees was included in this literature pack. Were their's?!**)

“Are you saying we shouldn't pay attention to what those 'satisfied customers' have to say?”

Let's put it this way: You never know who you are talking to. In the past, I worked for a commodity-trading software company (what a mistake!). Their \$3000 software package didn't have a money-back guarantee, but they loved to give out the names of “satisfied customers”. I quit the day I found out that the “satisfied customers” prospects were talking with were actually the owner's relatives and they were paid a \$300 commission on every sale they made. **(We know for a fact that our references are legitimate, but strongly urge you to rely on the recommendations of industry-experts, non-biased sources, and your own eyes and ears!)**

“Great. Now that you made me suspicious of everybody I talk to, how can we get good, factual information on the training firm we are contemplating dealing with?”

Go right to the agencies which keep track of this sort of factual information. **Independent organizations such as the Better Business Bureau or Chamber of Commerce won't pass judgment on the quality of a firm's products, but they will be able to tell you if the organization in question has had numerous complaints lodged against them and what the outcome of those complaints has been.** Those organizations are there to help you, the consumer, so use them!

Beyond that, as we've stressed before, trust your own eyes and ears. If you are seriously interested in this business and want to decide for yourself which firm offers the best training, order our two-tape, two-hour, Fast-Track Introductory-Pack and compare our HP4000 remanufacturing tape and the techniques we reveal in complete detail on that tape with the HP4000 tape from any other training firm out there. **(NOTE: Do not let the other firms tell you that you cannot see their HP4000 tape before you buy their training. You need to compare “apples with apples”. You are the customer, you have the money, they want that money, if they expect to earn your business, demand to see their HP4000 tape and take their refusal to let you see that tape as a big-time, "red-flag" warning signal.)**

(Don't hold your breath waiting for their HP4000 tape to show up, because they know that every time someone sees our tape compared to theirs, they lose another prospect and we gain another trainee. Don't let them send you a “FREE” demo tape (which only when you get to the small print, or when you are placing your order, will you be told costs you \$25!) about printer cleaning/repairing and other stuff. **The lion's share of the revenue in this business comes from the proper remanufacturing of toner cartridges.** The HP4000 toner cartridge, found in the HP Series 4000/5000, is the hottest new toner cartridge in the industry today. If you can't do that cartridge properly (and see for yourself how their 15-minute HP4000 tape tells you to do that cartridge as compared to how our nearly 90-minute HP4000 tape tells you how to do that cartridge), you will be out of business before you start.)

“One training firm says they include a 'data generator' which will allow us to test all our cartridges, why doesn't the Laser Group include the same thing?”

Pay attention to what we are about to tell you. **Without owning or borrowing the use of the printer, fax or photocopier a particular type of cartridge is used in, there is no way in the world to test the performance of a remanufactured toner cartridge - NO WAY AT ALL!**

This “data generator” is nothing more than a little box with a power supply and cable which prints out fancy test patterns on printers. (It does nothing for faxes or copiers.) It is made by Anacom and can be purchased for under \$200 if you ever need one.

If, and when, you talk with that training firm, ask them how you hook up that “data generator” directly to the cartridge. After they “hem and haw”, they will tell you what we have told you all along, you plug the box into the printer and stick the cartridge into the printer. So, now they finally admit you need the printer. **Don't waste your money on the “data generator”, get the printer to test the cartridge (it has a built-in test button already).**

“Wait a minute. Are you saying I have to <http://www.lasergroup.com>

This is another topic most of our competitors forget to tell you about. Make no mistake about it, the **“The Best Keeps Getting Better” - 17** ©2001 - The Laser Group - 6/01/2001 **954.796.8000**

buy a bunch of laser printers, fax machines and copiers just to test my cartridges? I'm not Howard Hughes, you know!"

only way you can sleep at night knowing you gave your customer a properly working cartridge is by replacing all the critical image production components and then seeing that cartridge work with your own eyes before you give it back to the customer. **This DOES NOT mean you have to buy every single laser printer and copier you will remanufacture cartridges for, but you do need ACCESS to those machines to test your work.**

Most people who are not yet in this business do not realize that 60% - 70% of all cartridges are of the same type. The most frequently found cartridge is the Canon EP-S/SX (as you will see from the enclosed two-page, summary compatibility list (not the 35,000 listing, 300-page list included with our training), this cartridge is found in the most popular printers in the world, the HP Series II or Series III laser printer). **Having just that one EP-S/SX printer in your shop will mean that you have the ability to test the vast majority of all cartridges you will run into.**

We usually have a good supply of used test printers available for our trainees at below market prices. Start with that one EP-S/SX machine first. As your business grows you can consider adding other test machines, but we recommend you only add them when you are doing so many cartridges of a particular group per month that it requires too much of your time to test them at the customer site.

As another alternative, if you can't afford a printer, do what we did to start. Tell the customer that as a part of your service you will print out a few test prints on their machine when you bring the cartridge back. Tell them the reason you do that is to make certain they are getting the sort of performance they need before you ask them to pay for your work. But, keep in mind, **once you have done your first 15 - 20 cartridges with the supplies in our "Business-in-a-Box", you will have made more than enough money to buy your used EP-S/SX test machine and with just that one printer you won't have to leave your shop to test the majority of the cartridges you do!**
Simple: As soon as you have these magazines, you have the names and numbers of suppliers who sell the same supplies these other training firms offer, but at much better prices. (So you are no longer stuck buying their supplies, a big source of their profit!)

You say there are two magazines devoted to the remanufacturing industry. Why don't the other training firms even mention them?"

Since we do not require you to buy any supplies from us, we want you to know about these other suppliers. **When these other training firms "forget" to tell you about these magazines, not only are they keeping you from being able to purchase better supplies at better prices, they are also preventing you from learning all that can be learned about this business from the countless articles written by experts in the field of toner cartridge remanufacturing** (articles like the ones we have contributed more than 30 times, to date).

"One of the other training firms says 'you are not required to buy any supplies from our firm.' That's good, right?"

You are partially right. Not being obligated to buy inferior supplies at inflated prices is good. Unfortunately, **most other training firms we know of that do not contractually require you to buy their supplies "forget" to tell you the names, addresses, and phone numbers of other suppliers, and also don't tell you about the two magazines devoted to this industry.** So, while you are not contractually obligated to buy their supplies, you have nowhere else to go, so you still end up buying their overpriced, inferior supplies. In addition, find out if the supplies they recommend are the same supplies they use in-house for their own remanufacturing customers (as we do with ours). (That assumes that they actually have a large-scale, on-going remanufacturing operation.)

"Another training firm says they have a 'super secret' way to make a cartridge last twice as long as anyone else's cartridge, and that fact alone will make all other cartridge remanufacturers lose business. Should I buy their training?"

This is one of those firms that "forgets" that this sort of information is widely available in this business as long as you are told where to look (like in those two magazines, for example). Since March of '92, everyone who reads those magazines knows about the availability of 500 gram SX toner hoppers. The standard SX toner hopper holds approximately 300 grams of toner. By replacing the old toner hopper with the new 500 gram toner hopper, you will make a remanufacture which lasts about 66% longer (not twice as long - they can't even do the math right). The company that makes those hoppers is located in Tennessee and will sell them to anyone for \$2.95 apiece. **So much for that "secret"!**

"I found a couple of training firms which charge even less than the Laser Group does for their training, are they any good or am I right in thinking, they are too good to be true?"

We've seen all the other training firms' products and we stand by our claim that our tapes are the highest-quality and most thorough tapes available, bar none! But don't take our word for it, assess what they have to offer for yourself. Call the Better Business Bureau and Chamber of Commerce and find out what they have to say. Are they on the board of any of the remanufacturing organizations? **(We are.)** Do they give you the names and phone numbers of those organizations? **(We do.)** Are they members of those organizations? **(We are.)** Do they regularly write articles for the industry's most important magazines? **(We do.)** Are they regularly invited to speak before industry meetings? **(We are.)** Do they actively remanufacture cartridges for satisfied customers? **(We do, 2,500 per month.)** How many tapes are in their set? **(Ours contains twelve tapes.)** How long are their tapes? **(Each of ours averages nearly an hour - around twelve total hours.)** Do the chapter headings on the tapes match the manuals for easy reference? **(Ours do.)** Do they provide you with 500 leads? **(We do.)** Do they give you four money-back guarantees? **(We do.)** Do they give you a free compatibility guide? **(We do.)** Do they have three types of tech support? **(We do.)** **And the Laser Group advantages go on, and on, and on.**

Once you answer these questions, you will have a much better idea of the quality of their training. Always keep in mind one overriding concern: **Your entire business will depend on what you are**

taught by their training. Saving a few dollars up front only to find out you haven't been taught nearly enough to be competitive, will cost you your business, a cost you can't afford to bear.

"I have a friend who works at AT&T in purchasing. Can you tell me what to do to get their business?"

First, let me point out something: **Never tell anyone who you are doing business with or who you hope to do business with.** Unless there is a darn good reason that you have to mention their name, don't. When talking to a supplier, friend, competitor, etc., just say, "you have a friend who works at a large company...". You never know who you are talking to. Now we'll provide the answer to your question. **Since we have years of proven, firsthand experience in prospecting large and small companies alike, we are more than happy to tell you what you can do to get "company X's" business.** Our marketing section goes into this at great length (As you'll learn, it's easier than you might think it is). But anytime you need more help, call us or get our prospecting updates off of our Fax-On-Demand system or off of the internet.

"Why in the world does the Laser Group have three guarantees, when it seems hardly anybody else has even one?"

Actually, we now have four guarantees. **Our guarantees are more than just words on paper. They represent our business philosophy, our commitment to this industry and to you, our new remanufacturer trainee.** We want to see you succeed and our guarantees help you do just that. Let's take a look at why we offer all these guarantees and what they mean:

Guarantee Number One: "Try Us You'll Like Us"

(No other training firm offers this guarantee!)

At the Laser Group, our excellent training suffers from a common American misconception: More expensive must mean better, less expensive must mean inferior. Since ours are among the lowest-priced training tapes out there, we are directly affected by this. In order to combat this misconception, **when you order our complete videotape training we allow you to take a look at the IBM 4019 tape and manuals for up to ten days to see for yourself the perfect clarity of our tapes and the high-quality and comprehensive nature of our manuals. If you don't like what you see, send everything back for a full "no-questions-asked" refund.** In fact, even if during this period you decide you would rather be a chef instead of a cartridge remanufacturer (don't laugh, it happened), send all the materials back for a full refund. (Our "competitors" don't offer this sort of guarantee, because they know once you saw the "quality" of their materials, you would send their tapes back and buy ours!)

Guarantee Number Two: "The Higher Priced Guarantee" (No other training firm offers this guarantee!)

Our second guarantee allows you to use all of our materials for up to a full thirty days. If after seeing all of our tapes and manuals with your own eyes you still feel you need more expensive training, send back all of our materials along with proof of attendance at, or purchase of, some other firm's higher-priced training and we will refund your money. (Nobody has ever asked for this refund!!!) (Our cheaper "competitors" would never do this because then everyone who bought their training would switch to ours after they were able to view the "quality" of their training.)

Guarantee Number Three: "Work and You'll Make Money"

(This is the only guarantee any other training firm offers and they only started offering it after they realized we were educating prospective trainees to demand a way to get their money back!)

Our third guarantee is painfully simple: If after trying our proven methods for a full six months you feel you just don't like this business, it stinks, you want to open a mini-blind cleaning business, whatever the reason, send back your tapes and manuals, along with any remaining tools and supplies and include a list of names, addresses and phone numbers of all the prospects you found who have a remanufacturable laser printer, copier or fax machine and we will refund \$5 per name (up to your total purchase price, less whatever supplies you used). (This is the only type of guarantee our cheaper competitor chooses to offer, they "forgot" about the other two.)

My "Work-and-You'll-Make-Money" guarantee is much more than just a money-back guarantee. It's my way (hopefully) of convincing you to get on the phone and dial your fingers off to find prospective customers who have remanufacturable machines. I know from personal experience (and from the experience of our most successful trainees) the more calls we made, the more customers we eventually had. There was a direct correlation (what a concept!). So I know that if you understand the way to get a refund after trying this for six-months is by sending us that list, some of you (hopefully, all of you) will pick up that phone with a vengeance and find prospective customers. **But, since all of you are smart, once you have that list of qualified prospects, all but the laziest people will say to themselves, "Now that I've got these hot prospects, why in the world would I want to give up now? I'm going to stay in business, call these people, sell them my cartridges and make a lot of money!"**

"So what's the real secret behind this 'Work and You'll Make Money' guarantee?"

The real secret is: I also know that the faster you find those prospects, the faster you will be making money remanufacturing cartridges for them and then you truly will be on your own, making money for yourself. And, if it was my "Work and You'll Make Money" guarantee that got you off of your rear-end and onto that phone, then it served its purpose and both of us are happy.

"One of your competitors says the Laser Group's tapes are 'too long, too detailed and too technical'. Can this really be true?"

We are flattered that our competition acknowledges our tapes are much longer and much more detailed than their tapes are. When you are learning how to start a computer-related, high-tech business, common-sense tells you that getting as much information as possible is better than having too little. Can you imagine complaining that when your cardiologist was in school they made him/her study too long or read too many textbooks? Of course not.

We set out to provide as much information as we could to give you the best start possible. Our fourteen videotapes average nearly an hour per cartridge and show you everything you need to know to make a perfect remanufacture. As you will see for yourself if you take us up on our "Fast-Track

Introductory Pack" offer, there is no filler in these tapes, we walk you through the actual remanufacturing process with picture-perfect clarity and beautiful close-up detail.

As for being "too technical", in our videos and manuals we use the actual technical names for the components of the cartridge. We call the corona wire the corona wire, not "that little wire thingy", we call the magnetic roller the magnetic roller, not "the long thing with that black stuff all over it", we intentionally use the appropriate technical terms for accuracy and we have never had a trainee complain about that - EVER!

(VCR Technical Tip: In the highly unlikely event that you are the first person who feels we give you too much detail and offer too much information on our tapes, or if you think that we are taking too long to describe the technical aspects of cartridge remanufacturing, take the remote control and press the ">>" button. Hold the button down until you find the next segment you are interested in viewing. Repeat this procedure as necessary. By the way, this apparently little known technique works on movies, as well.)

"Okay then, what's their real objection?"

We know their real objection is that we have spent six years and nearly \$100,000 assembling what are regarded by industry experts as the best videos in the business. Our tapes were designed from scratch to be the most comprehensive, most clear, highest-quality remanufacturing training tapes available anywhere, at any price. We succeeded in spades!

We are not telling you that just because our tapes are as much as 500% longer than most of our competitor's tapes (if they even have ANY videos, at all) is why the industry feels our training is the best there is. What we are saying is the reason our tapes are up to five times longer than most of our competitor's tapes is because they are far more detailed and contain far more valuable information. And, **the extra detail is what makes them better than all the rest.** (But, again, don't take our word for it, take a look at our Fast-Track Introductory Pack and see for yourself.)

"One of the other training firms is talking about fixing computer monitors or something like that. Do I have to do that, too?"

We have over twenty printers and fourteen personal computers. **None of our laser printers have ever required service** (other than a 10-minute fuser assembly exchange. Which is why we advise against muddying up the works with laser printer repair - printers are really, really reliable.) Of the over twenty monitors we have owned, two have actually broken; a beautiful Mitsubishi monitor and an "el cheapo" Samsung monitor. We took both monitors in for repair to a professional VCR/A MONITOR/TV repair person we have known and patronized for over twenty years. Chuck asked us, **"Why would you want me to repair a couple of two-year old monitors for \$150 - \$250 each, when you can go out and buy brand-new ones, with a new warranty and better specs for about the same price? It doesn't make any sense!"**

(We recently asked Chuck about whether someone should go into monitor repair and he said that the equipment necessary to properly remanufacture computer monitors costs around \$3,500 (if you want to do the job right), so not only are you fighting the "why pay more to fix it than it costs to get a newer, higher-quality, better resolution monitor with a warranty", you are also looking at thousands of dollars in test equipment, many thousands of dollars to get trained, and a market that is already serviced by the same computer store where they bought the computer and monitor to begin with. So as we have advised all along, stick with cartridges!

One other note on the same topic. That competitor's ad suggests that by the year 2000 there will be more monitors in use than there are people on the face of the earth. It also suggests there are 235 million monitors in use today. There are 8 BILLION(!) people on the earth. If what they are telling you is true, that means that over 7 BILLION monitors will be sold in the next 4 years, 1.55 billion monitors a year or 4.2 million monitors sold per day. I think **before I spent that sort of money on something that questionable, I would ask them to substantiate their statistics!**)

"I have already been called three times by one of your competitors trying to convince me to buy their videotapes. Plus, he got really huffy when I told him I still wasn't ready to buy anyone's training. Are you going to harass us, too?"

ABSOLUTELY NOT - We don't need to! We pride ourselves on having a zero-pressure approach to selling our training. **This literature and our Fast-Track Introductory Pack will give you all the facts you need to make a decision on your own.** About the only call we might ever make is to make certain you received our literature. So, if you want to talk with us and discuss this business in-depth, or place an order, please feel free to call us (but don't sit by the phone waiting for it to ring, it probably won't...we don't even make those no pressures calls on a regular basis).

"Hey...I just thought of something. If The Laser Group says the only way to do a cartridge right is to replace all of the critical image production components on the very first remanufacture, how come you don't include 30 drums, 30 wiper blades and 30 mag roller sleeves in your "Business-in-a-Box"?"

That is a very good question and one with a very easy answer. MONEY. The least expensive long-life drum we sell is only \$12.95. **To include 30 drums (not even counting the mag roller sleeves or wiper blades) would raise the "Business-in-a-Box" price by almost 100%!** While we do firmly recommend you replace all of those critical image production components the first time out, we cannot force our brand-new trainees to invest another \$500, or more (that they might not have), beyond the cost of our training. If you want additional supplies and can afford the additional investment, we can recommend what supplies you might want to buy. On the other hand, as we have said all along, try to keep your out-of-pocket costs low when starting this or any other business. We the superb suppliers we list around the country (and around the world), when you need additional components, you can get them FAST!

**"Is it true that The Laser Group now
954.796.8000**

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Yes it is. If you live in the USA or Canada, we provide the names, addresses and phone numbers of
"The Best Keeps Getting Better" - 20 <http://www.lasergroup.com>

provides 500 leads of prospective customers in my area along with the training?"

500 prospective customers to call on to get you off to the fastest start possible. These leads are output on "Laser Group Lead Sheets" which help you keep track of who you talked to, what sorts of printers, copiers or fax machines they have, how many cartridges they use, what they are paying, everything you need to know to determine as fast as possible whether they are a good prospect.

(IMPORTANT NOTE: As always, get ready for the "straight scoop". **These leads are not magic leads.** In fact, no leads are magic leads. Even if you had a list of companies which used 100 SX toner cartridges a week, even those leads would not be magic leads. The only leads that are worth a "hoot" (okay, I'm from the Midwest) are the ones you turn into active customers. So, no matter where the lead comes from, unless you call it, it won't do you any good, at all. The leads we provide are no better, nor no worse than the ones you could find on your own in the yellow pages (our favorite source of leads when we were starting The Laser Group). **The most important thing you can do is get on the phone and contact every single name on the 125+ page list of leads as fast as possible.** If people hang up, are rude, don't have time to talk, tell you to call back, whatever they do, don't get discouraged, call the next company on the list. **Eventually, the calls will get easier and easier and you will start to make sales. THAT is the reason we provide the 500 leads, to get you comfortable on the phone as fast as possible, with no excuses.**

"Who else is already offering remanufacturing services in my area?"

Rest assured you will probably not be the first person to offer remanufacturing in your area. One thing about the modern business world, if there is a legitimate way to make money, someone is already doing it. But this industry is booming and there's plenty of business for everyone. The best way to assess the potential market for your services in your area is to get out the yellow pages, get on the phone, call all the accountants and lawyers and find out what they do with their toner cartridges. By no means are these the only customers you will do business with, but they are "power-users" of laser printers and a good place to start.

By contacting them and asking what sort of laser printers they have, how much they pay for their cartridges, how many they go through in a month, if they are already using remanufactured cartridges, who they are using to do their remanufacturing, etc., you will find out far more about the actual market in your area than any of us could possibly tell you. While the national statistics for this industry indicate more than 80% of all laser printer users simply throw out their old cartridges and buy new ones, making these calls in your area will tell you exactly what you can expect from your market. The information you collect during these calls will be invaluable once you get your business up and running, so take a lot of notes and keep track of who you talk to and what they are doing with their cartridges. These people will turn into your first customers and you will be building your customer base at the same time you are assessing your potential market.

"What general advice do you have for someone thinking about going into business for themselves?"

The most important advice I can give is, "JUST DO IT!" What I mean, is, I hope you decide to go into the remanufacturing business based on our straightforward "no-baloney" information. But, I don't care nearly as much if you go into the remanufacturing business, dry-cleaning business, windshield repair business, or whatever. My only real goal is to make sure that I convince you to get into business for yourself and DO IT NOW! There's no time like the present to get started.

"Do you have any last tips or words of advice to put our minds at ease?"

I have had the good fortune of working for some of the largest and most respected companies in the world (Merrill Lynch, Smith Barney, E.F. Hutton, Racal-Telesystems, etc.) and some of the smallest (SCC, MH Group, Essex Trading, etc.). I also had the misfortune of being treated like a "number" at most of those companies.

With today's down-sizing, "right-sizing", capsizing, and uncertain economic outlook, many employers are treating their employees worse than ever before because they know that if you quit or are unhappy, there are "plenty more where you came from". And, you and I already know, working under those conditions, STINKS!

Even though I have worked for some great bosses, I have never ever felt as good about what I do and about myself, as I do today, working for myself. You can read about being in business for yourself, talk about it, dream about it, but until you do it for yourself, you will never know what it is like to turn on the lights in the morning and turn them off at the end of a long, hard day where you and your family are the only ones who benefit. Let me tell you again, it feels GREAT!

"And, last, but not least?"

Toner cartridge remanufacturing is not "rocket science". As our 2,500+ satisfied trainees will attest, the Laser Group's proprietary, customer-proven remanufacturing process is easy to learn thanks to our highly-acclaimed tapes and manuals. When you realize all you need to do to sell your cartridges is to let everyone know that you offer top-notch supplies for up to 50%, or less, than the cost of new, and then go out and do it, you will be well on your way to success. This year it is estimated over 65 million cartridges will be sold (some estimates place the number at an incredible 100 million cartridges!), and 80%, or more, will be thrown away. **As you can see for yourself, the business is out there - so don't wait for it to find you, go find it.** Good luck, work hard, have fun and make money!

Thanks for listening, I wish you all the success we have achieved and more. If I can help you in any way, let me know. **Duane**

The Laser Group's *“Try Us -* *You'll Like Us”* *Guarantee (#1)*

The old saying, “Seeing is believing” applies to the remanufacturing industry and our remanufacturing training. Our competitors want you to believe cartridge remanufacturing is “rocket science” requiring expensive 2 - 4 day stays at their facilities in order for you to learn (when nothing could be further from the truth!).

To prove our competitor's wrong and to allow you to “see for yourself” how easy it is to remanufacture cartridges, order our complete set of toner videotapes. **This “Try Us - You'll Like Us” guarantee gives you the opportunity to open and view our videotape and manual covering the IBM 4019 toner cartridge remanufacturing process without obligation.** (The IBM 4019 represents the most difficult and time-consuming cartridge to remanufacture, as well as one of the most profitable).

After seeing how easy it is to remanufacture this “most difficult” cartridge, you will agree this isn't “brain surgery”. **We know you will say to yourself, “Hey, if that cartridge is the most difficult cartridge to remanufacture, I'm positive I can be successful in the remanufacturing business.” And, you will be right!**

In the highly unlikely event you are disappointed with our IBM 4019 tape and manual in any way (or if after viewing the actual remanufacturing process you decide this business is not for you), simply call us for an RMA# and send all of our materials back within ten days of receipt for a complete refund (less S&H).
(Try to get our competitors to offer this same sort of guarantee!)

The Laser Group's ‘Higher - Priced’ Guarantee (#2)

As you have already seen from the enclosed literature and testimonials, our toner cartridge remanufacturing training is the best there is, bar none. But, unlike any other training firm in the world, we let you decide for yourself whether our training is right for you.

Our ‘Higher-Priced’ guarantee is simple: If after receiving and viewing our industry-acclaimed remanufacturing training (for up to a full thirty days) you still feel you need to purchase the more expensive training offered by our higher-priced competitors before you can successfully start your remanufacturing business, call us for an RMA#, return all of our materials, tapes, manuals, tools, supplies, etc., and include proof of attendance at, or purchase of, their more expensive training and we will refund all of your money (less the value of any supplies you might have used and shipping/handling).

Demand that our cheaper competitors offer you this same ‘Higher-Priced’ guarantee! (And, don't hold your breath waiting for them to agree).

The Laser Group's Common - Sense “Work & You'll Make Money” Guarantee (#3)

There are two primary components to toner cartridge remanufacturing. The first, **the mechanical part of remanufacturing toner cartridges, is easy.** The second, **prospecting for new customers, is the more challenging part of remanufacturing.**

The difference between success and failure in this (and most other businesses) will be determined by how much effort you put into attracting new customers. To get that point across, we now **guarantee** you will make money with any of our programs (as long as you follow our instructions to the letter and really work at them).

Here is our guarantee: Try our remanufacturing program for six full months. If you gave it your all and decided this business just wasn't for you (meaning you are no longer going to be in this business or a part of this industry), call our offices within ten days of the "sixth month anniversary" date of receiving your order for an RMA#. Upon receiving the RMA#, return all remaining materials, along with a list containing the names, addresses, phone #'s and the type(s) of remanufacturable laser printer, fax machine or photocopier toner cartridge they had (from our list of remanufacturable cartridge groups) and we'll refund \$5 for each verifiable name (up to the total purchase price, less any missing or used items).

(See the following page for an explanation of why we are willing to make this kind of offer - 5/18/01).

The Laser Group's Common - Sense "Work and You'll Make Money" Guarantee (Explained)

I'm more sold on this business than ever before. Our sales of remanufactured cartridges are going strong and our training materials are guaranteed to be second to none. So, when I talk about this business, I get excited. I'm excited for you knowing the money you can make if you do what I teach you to do and follow my proven step-by-step program to the letter. In fact, **I'm so sold on the opportunities for making money this business represents, I guarantee you will make money as long as you follow my procedures.**

One point I always try to drill into the heads of the people I talk with is that **our proprietary customer-proven techniques, the actual mechanical remanufacturing operations, are very easy to learn and do properly, and they work great!** But, in my opinion, most people who are interested in starting a remanufacturing business place too much emphasis on the mechanical aspects of remanufacturing cartridges and too little emphasis on the more challenging aspect of this business (and most other businesses, as well) - prospecting for new customers. **The more challenging side to this business is prospecting for new customers!**

Here is an important point about this business that most people don't appreciate at first. **You do not get paid in the remanufacturing business to remanufacture cartridges. You get paid to sell cartridges to your customers.** The more customers you find, the more money you make. You could do the best job in the world of remanufacturing cartridges, but, unless you have customers to sell your cartridges to, you won't make any money. **So, remember, you get paid to find new customers: Find more, make more!**

My "Work and You'll Make Money" guarantee is designed to drive this point home as clearly as possible so you know exactly what you need to do to make as much money as you can in this business. **The more people you find who have laser printers, photocopiers or fax machines who want to use remanufactured cartridges, the more money you will make.** It's as simple as that.

Up until now, the unknown element in training new remanufacturers was I never knew how much effort our trainees would put into finding new customers. I knew for a fact that if I could sit next to you and make you get on the phone, you would make money. Since I can't sit next to you all day long and force you to make the calls, I'm hoping this guarantee will have the same effect. **I want this guarantee to encourage you to get on the phone with a vengeance to make certain your business succeeds beyond your wildest expectations** (or, if you only have low expectations, I hope it will encourage you to at least make certain that you get all of your initial investment back). In either case, the bottom line is, **if you get on that phone, I guarantee it will pay off and pay off big!**

Here's what you need to do in order to get a refund under this "Work-and-You'll-Make-Money" guarantee. As with everything I do, I make sure it is easy to understand. **If, after giving it your all for six full months you decide this business and this industry isn't for you and want to receive a refund, call us within ten days of the six month anniversary date for an RMA#. Next, send back all remaining materials along with your list of prospects and we will give you \$5 for every verifiable name, address, phone number and machine type you give to us of the prospects you found who have remanufacturable laser printers, photocopiers or fax machines which could have been remanufactured using our training (not to exceed your purchase price).** So, that means if you buy our complete videotape training and "Business-In-A-Box" (currently selling for \$1390), at \$5 per name you will need to locate 278 individuals who had remanufacturable machines in order to get a complete refund...you get the idea. (For any supplies you have used or if you lost some of the tools, we will deduct the appropriate amount from your refund.)

FREE PERSONAL ADVICE: Right now, before you even order our training, look at the total amount you are planning on spending. Figure out how many names you need to get a full refund. (Divide the total price by \$5 and that's the number of names you need for a complete refund). **Make it your goal to find however many people you need who have laser printers, photocopiers or fax machines that need remanufacturable cartridges as fast as possible. (Use the 500 prospective customers names we include with our USA and Canadian training to get you as many of those leads as possible.)** As soon as you find the required number, the pressure is off, you're home free. Then, you have the peace of mind knowing that when six months are up, if you haven't found this business to be everything we told you it would be, if you aren't making the sort of money you wanted to, if for any other reason you decide this business isn't for you, you can send in those names for a full refund (less any used supplies).

THE BEST NEWS: Let's not miss the point here. **You aren't just making those calls for \$5 per name. As an active remanufacturer, each one should be worth an average of \$100 - \$500 per year. 280 customers times \$100 - \$500 per year equals \$28,000 - \$140,000 annual income. I'll say it again, the more customers you have, the more money you will make.**

(IMPORTANT NOTE: You might wonder what we will do with your pre-qualified prospects in the unlikely event you give up and decide this business isn't for you. I'll make no bones about it...I know our techniques will work for you, if you only work at them. Once you give up and send us that list, we will contact your prospects and attempt to provide them the same cartridges you were trained to provide, using the same techniques and supplies you were provided, if only you hadn't given up. But, we don't want you to quit! Remember one simple fact, if we can turn them into customers, you can too! **Now get on that phone! - 5/18/2001)**

We Teach You to Remanufacture all of these Cartridges

The Best Training is Your Best Value

Our affordable training teaches you to expertly recharge all of these printers (with greater detail, information and expertise) than any of our "competitors" provide!

Our **Guaranteed** training includes the popular HP/Canon printers, faxes & copiers, as well as Ricoh, Sharp, Panasonic, Epson, Xerox, Inkjets & Deskjets, and more!

Tap 1 - Canon SX/EP-S

Apple LaserWriter IIF
Apple LaserWriter IIG
Apple LaserWriter IINT
Apple LaserWriter IINTX
Apple LaserWriter IISC
Apple LaserWriter M6000
Brother HL-8
Brother HL-8D
Brother HL-8E
Brother HL-8PS
Brother HL-8PS/AP
Brother HL-8O
Brother HL-8V
Brother HL-10DS
Brother HL-10DPS
Brother HL-10DV
Canon FAX L920
Canon FAX L3100
Canon FAX L4600
Canon FAX L4600E
Canon LBP-8II
Canon LBP-8IIR
Canon LBP-8IIT
Canon LBP-8III
Canon LBP-8III Plus
Canon LBP-8IIIR
Canon LBP-8IIIT
Canon LBP-200SII
Canon LBP-200V
Compugraphic CG408
Computer Lang Res 2E
Computer Lang Res 2EX
Computer Lang Res 2EXD
Computer Lang Res 2M
Computer Lang Res 2MX
Conterm Laser II
CPT LP-8
Data General 6454
Data General 9454
Data Point 7410
Data Point D700
DEC LN05
DEC LN06
DEC LN06P
DEC DecLaser 2100
DEC DecLaser 2150
DEC DecLaser 2200

DEC DecLaser 2250
Decision Systems 6308
Digital Laser Systems +141
Eicon Laser 400
Eicon Script 400 Version 1
Eicon Script 400 Version 2
Eicon Script 400 Version 3
Genicom Acewriter
Genicom 6000
Genicom 6100
Genicom 6140 Acewriter
Genicom 6142 Acewriter
Genicom 6145
Gestetner Corp GLD 801
Gestetner Corp GLS 800
Gestetner Corp GLX 801
Gestetner Corp Laser 800
Gestetner Corp LX 800
Hewlett Packard 33259A
Hewlett Packard 33440A
Hewlett Packard 33447A
Hewlett Packard 33449A
Hewlett Packard LaserJet II
Hewlett Packard LJ IID
Hewlett Packard LJ IID/Mac
Hewlett Packard LJ III
Hewlett Packard LJ IIID
Hewlett Packard LJ IIID/Mac
Imagen 2308/S
Imagen 2308/S Turbo
Imagen 3308/S
Imagen 3308/S Turbo
Interface Systems 7028
Interface Systems 7028-D
Inversion Technologies 80T
Itek Graphix 400
Itek Graphix PTW
LaserMaster 400SX
LaserMaster LsrMax 1000
LaserMaster LsrMax 1000K
LaserMaster 800
LaserMaster 800 TurboRes
LaserMaster 1000
LaserMaster 1000PC
LaserMaster 1000 Personal
LaserMaster 1000 PS/2
LaserMaster TurboRes
LaserMaster Unity 1000
LaserMaster Unity 1000-J
LaserMaster WinPtr 400/8
Lasersmith 1000
Lee Data IS-482
MAI Laserprinter
McDonnell Douglas 2-1810
MDS 4727-3
MDS LaserJet II
Micropartner LBP-8IIV
Mitek Systems Model 130T
NBI LP910
NBI LP911
NEC Silentwriter 260
NEC Silentwriter 290
NEC Silentwriter 990
NEC Silentwriter II 260
NEC Silentwriter II 290
NEC Silentwriter II 990
Newgen Turbo PS/300
Newgen Turbo PS/360
Newgen Turbo PS/400
Newgen Turbo PS/480
Newgen Turbo PS/630
Newgen Turbo PS/840
Newgen Turbo PS/840E
Newgen Turbo PS/880

NeXT Comp Laser Printer
Norsk Data ND Laser
North Atlantic Kiss Plus T
North Atlantic Laser IID-T
North Atlantic Laser II-T
North Atlantic Laser PS810
Olivetti LP 5000
Olivetti PG 108
Olivetti PG 208
Olivetti PG 303
Packard Bell PD 8190
Panasonic KX-F5000 FAX
Parris LDC II
Pitney Bowes 9200
Pitney Bowes 9200 FAX
Pitney Bowes 9250 FAX
Pitney Bowes 9400 FAX
QMS ImageStation/S
QMS Kiss Plus
QMS LaserGraphix
QMS PS810T PostScript
QMS PS815 PostScript
QMS PS815 MR
QMS PS820 PostScript
QMS PS820T PostScript
QMS PS825 PostScript
QMS PS825 MR
QMS 2308/ST Imageserver
QMS 3308/ST Imageserver
Ricoh FAX 2800
Ricoh FAX 2800DI
Savin FAX 6300
Siemens Highprint 7800
Star Micronics Laser Printer
Star Micronics Laser Ptr 8II
Syntrex Desktop Laser I
Talaris Systems T-811/2
Tandem Laser-LX
Tandem 5573-D
Tandem 5573-LX
Tandem 5574
Tandem 5574-PC
True Tech 1000
U.S. Laser BDS 630/8E
U.S. Laser PS Jet Plus
Wang LCS-8
Wang LCS-8 DSK
Wang LDP-8
Wang LDP-8 DSK-T
Xante Accel-A-Writer 8000

Tap 2 - Canon CX/EP

AB Dick IP-0800
AB Dick IP-0800SMT
AB Dick 2205
Acom Computer LO8219
Acom Computer LX528
Acom Computer LX321
Acom Computer LX3219
Acom Computer LX831
AdvVision Res AVR-LPC3
Aedex Corp Laserbar-508
Allied Linotype Laser 8/4
Apple Laserwriter
Apple Laserwriter Plus
Arkwrite 8A2
Atl Res Temp Laserwriter
Atl Res Temp Laserwriter+
Autographix Corporation
Autologic APS-55/200
BDS Comp Laser 630/8
BDS Comp Laser 630/8E
BDS Comp Laser 630/8T

Bedford Comp QMS 800
Canon LBP-8A1
Canon LBP-8A2
Canon LBP-8 D A1
Compugraphic CG300-PS
Compugraphic EP-308
Computer Lang Res 2
Computer Lang Res 2X
Cncpt Tech Conceptwriter
Cncpt Tech Laser 8
Cordata Intellipress Printer
Cordata Inc. LP-300
Cordata Inc. LP-300X
Corona Data Sys LP300
Corp Data Sci CDS 2300
Corp Data Sci CDS 4300
CPT LP-6
CPT LP-8
CPT LP-8GS
CPT LP-8S
CPT PS-8
CTI Conceptwriter
Data Copy LP
Data General 4557
Data General 4558
Eastman Kodak Keeps
Eastman Kodak 1308
GBT Laserstation
GBT 6630 DW
GBT 6630 LS
GBT 6630 XP
GBT 6633 XP
GBT 6634 XP
GBT 6635 LM
GBT 6635 XP
GBT 6636 PM
Gestetner Corp
Gestetner Corp LaserWriter
GSD Systems Laser 5224
GTC Tech Blaser
GTC Tech Blaser Five
GTC Tech Blaserstar
Hewlett Packard LaserJet
Hewlett Packard LJ Plus
Hewlett Packard LJ 500
Hewlett Packard LJ 500+
Hewlett Packard 1686 TA
Hewlett Packard 2686 TA
Hewlett Packard 2686 Jet
HP 2686A/OPT300
HP LaserJet Series I
Hightech Solution MLP 300
Imagen Designer
Imagen Executive
Imagen 8/300
Imagen 2308
Imagen 3308 Image XP
Imprint Tech Lightwriter
Informer Computer 287-LP
Interkom I-4908
Interleaf LPI-308
Interleaf LPR-308
Interleaf OPS-2000
Intek CompSys Digatek LSR
Intek CompSys PTW Laser
Kodak Ektaprint 1308
Kodak Keeps
Kodak 1308S
Laser Barcode Systems
Laserlink Sys Jet Plus
Laserlink Sys Jet Twinmax
Laserpro LX-1
Lasersmith PS-300
Lasersmith PS-415

Lasersmith PS-415 GT
Lasersmith PS-415 MAC
Lasersmith PS-415 S
Lasersmith PS-415 T
Lasersmith PS-415 Plus
Lasersmith PS-415 Plus 2
Lasersmith PS-415 Plus 3
Lasersmith PS-600
Lasersmith PS-830 GT
Lasersmith PS-830 T
Lasersmith PS-830 MAC
Lasersmith PS-830 Plus
Lasersmith PS-830 Plus 2
Lasersmith PS-830 Plus 3
Linotype Laser Printer 8/4
Mitac LSD 820
Mitek Lasershare 210S
Mitek Lasershare 211S
Mitek Systems Model 100T
Mitek Systems Model 110T
Mitek Systems Model 115T
Mitek Systems Model 120T
Mitek Systems Model 125T
Mitek Systems Model 2125
Moore Bus Forms 40-2
Moore Bus Forms 40-2X
N.A. Temp Laser 8-8 Kiss
N.A. Temp Laser 8-Kiss
N.A. Temp Laser 8-PS800
N.A. Temp Laser 8-PS800+
N.A. Temp Laser 8-SW800
NBI LP908
NCR 6406
NCR 6416
NEC BIT IV
NEC BIT IV-S
North Atl Temp Laser II
North Atl Temp Smartwrite
Oasys Laserpro 805-C
Oasys Laserpro 810-C
Oasys Laserpro 820-C
Olivetti PG101
Packard Bell PB-8300
Packard Bell PB-8300DP
Packard Bell PB-8300PS
QMS Big Kiss
QMS Big Kiss II
QMS Conceptwriter
QMS Kiss
QMS Lasergraphix 800
QMS Lasergraphix 800 II
QMS Smartscript 800
QMS Smartwriter
QMS Smartwriter Plus
QMS Smartwriter 8/3X
QMS Smartwriter 80 Plus
QMS 2308/S-2 XP
QMS 2308/S-3 XP
QMS 3308 Turbo
Savin FAX 6300
Sony IPL 1340
Sun Microsystems Laserwriter
Synsys Desktop Laser 2
Tab Series 1000
Talaris Systems T-610
Talaris Systems T-800
Talaris Systems T-802
Talaris Systems T-810
Talaris Systems T-812
Talaris Systems T-820+
Unisys Laser Printer
Vari typer Signature
View Tech Writer 8
Wang LPS-8

The Laser Group, Inc.

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NOTE: All machines under a chapter heading share the SAME engine and use the SAME cartridge!

We Teach You to Remanufacture all of these Cartridges

Wang LDP8 III
Wang LDP8 IIID

Tape 2 - Canon PC01/20/2000

Canon PC10
Canon PC14
Canon PC20
Canon PC24
Canon PC25
Canon PC30
Canon PC70

Tape 3 - Canon LX/EP-L

Apple LaserWriter LS
Apple LaserWriter NT
Apple LaserWriter NTR
Apple LaserWriter SC
Brother HL-4
Brother HL-4PS
Brother HL-4V
Canon FX-770
Canon LBP-4
Canon LBP-4 Plus
Canon LBP-4 Mark III Plus
Canon LBP-4SX
Canon LBP-LX
Canon P 110
DEC Declaser 1100
DEC Declaser 1150
DEC Declaser 1152
DEC LN07
DEC LN07R
DEC LN073
HP LaserJet IIP
HP LaserJet IIP Plus
HP LaserJet IIIP
HP LaserJet IIIP/MAC
HP LaserJet IIIP Plus
HP 33471A
HP 33472A
HP C2007A
LaserMaster 400
LaserMaster 600
LaserMaster 800I
LaserMaster Maxwrite 400
LaserMaster Maxwrite 600
LaserMaster Winprint
LaserMaster Winprint 400
LaserMaster Winprint 800
LaserMaster 800/4
LaserMaster 1000/4
LaserMaster 1000/4 AFM
LaserMaster 1000/4 KX
Newgen Sys PS/300P
Newgen Sys PS/360P
Newgen Sys PS/400P
Pitney Bowes 9200 FAX
Pitney Bowes 9250 FAX
Pitney Bowes 9400 FAX
Star Micronics Laser 4
Star Micronics Laser 4 II
Star Micronics Laser 4 III
Vartyper 5510
Wang LDP-4P
Wang LDP-4 III
Xante Accel-A-Writer 4000

Tape 4 - Canon A15/A30

Canon PC1
Canon PC2
Canon PC3

Canon PC3II
Canon PC5
Canon PC6
Canon PC6e
Canon PC6re
Canon PC7
Canon PC9
Panasonic FP820

Tape 5 - IBM 4019/4029/4039

Burroughs AP 205
Burroughs AP 210
Burroughs AP 9205
Burroughs AP 9210
IBM 3800 Model 3
IBM 3800 Model 6
IBM Laserprinter E
IBM Laserprinter 4019
IBM Laserprinter 4019-01
IBM Laserprinter Model 5E
IBM Laserprinter Model 6
IBM Laserprinter Model 6A
IBM Laserprinter Model 6P
IBM Laserprinter Model 10
IBM Laserprinter Model 10L
IBM Laserprinter Model 10P
IBM 4029 Model 6
IBM 4029 Model 6A
IBM 4029 Model 10
IBM 4029 Model 10A
IBM 4029 Model 10L
IBM 4029 Model 10P
Lexmark 4029 Model 5E
Lexmark 4029 Model 6
Lexmark 4029 Model 6A
Lexmark 4029 Model 6P
Lexmark 4029 Model 10
Lexmark 4029 Model 10A
Lexmark 4029 Model 10L
Lexmark 4029 Model 10P
Lexmark LaserPrinter 5E
Lexmark LaserPrinter 6
Lexmark Laserprinter 10
Lexmark Laserprinter 10L
Unisys AP205
Unisys AP210

Tape 6 - Canon EP-N/NX

Canon LBP-NX
Canon P 170
GBT 6817 SI
HP LaserJet IIISi
HP LaserJet IIISi/MAC
HP LaserJet IIISi/PS
HP LaserJet IVSi
HP LaserJet IVSi/MAC
HP LaserJet IVSi/PS
Newgen Sys Turbo PS/440
Newgen Sys PS/440 ND
Pacific Semi Turbo PCL5
QMS 1700
QMS 1725
QMS PS1700
QMS PS1725
Tandem 5577
Wang LDP-17

Tape 7 - Canon EP-E/EX

HP LaserJet Series 4
HP LaserJet SEries 4+
HP LaserJet SEries 4M

HP LaserJet Series 4M+
HP LaserJet Series 5
HP LaserJet Series 5M
HP LaserJet Series 5N

Tape 8 - Canon EP-P/PX (Canon EP-V/VX)

HP LaserJet 4L
HP LaserJet 4P
HP LaserJet 5P
HP LaserJet 5MP
HP LaserJet 6P
HP LaserJet 6MP

Tape 9 - OkiData 400/800

GCC BLP Elite
GCC BLP Elite II
GCC BLP Elite IIS
GCC PLP II
GCC PLP IIS
Lanier 4250 FAX
Lanier Faxwriter 4000
Lanier Faxwriter 4100
Lanier Faxwriter 4200
Lanier Faxwriter 4200 Plus
Lanier Faxwriter 5600
Memorex 1704
Memorex 2108
OkiData Doct 3000
OkiData Doct 4000
OkiData OkiFax 2000
OkiData OkiFax 2100
OkiData OkiFax 2300
OkiData OkiFax DF-110
OkiData OkiFax DF-150
OkiData OkiFax DF110
OkiData OkiFax DF150
OkiData OkiLaser 400
OkiData OkiLaser 800
OkiData OkiLaser 810
OkiData OkiLaser 820
OkiData OkiLaser 830

Tape 10 - Fuji Xerox 15/20

Advanced Tech LC-6815
Advanced Tech LC-6820
ATI LC-6815
ATI LC-6820
BGL Lazer 9115-1
BGL Lazer 9115-2
BGL Lazer 9115-3
BGL Lazer 9115-4
BGL Lazer 9120-3S
BGL Lazer 9120-4D
Compaq PageMark 15
Compaq PageMark 20
Data Products LZR 1555
Data Products LZR 1555-1
Data Products LZR 1555-2
Data Products LZR 1555-3
Data Products LZR 1560
Fuji Xerox XP 15
Genicom 7150
Harris PL2610-A1
Harris PL2655-A1
Interleaf LP-306
Interleaf LPR-326S
Sun Micro Newsprinter 20
XLI XPert 5000
XLI XPert 5000LE

Tape 11 - Minolta SP-101

Acer Acerlaser II G
Acer Acerlaser III G
Acer Acerlaser 506-G
Acer Acerlaser 510-G
Epson EPL-7000
Epson EPL-7100
Epson EPL-7100 Mega 2
Epson EPL-7500
Epson EPL-8000
Epson EPL-8100
Fujitsu JetFax
Fujitsu Printer Partner 10
Minolta FAX 1000
Minolta FAX 3000
Minolta FAX 3300
Minolta SP10
Minolta SP10CL
Minolta SP10DL
Minolta SP101 S
Minolta SP3000
Minolta SP3500
NEC NE Fax 460
NEC NE Fax 461
NEC NE Fax 462
NEC NE Fax 600
NEC Silentwriter 90
NEC Silentwriter 95
NEC Silentwriter II - 90
NEC Silentwriter II - 95
NEC Silentwriter II - 95FX
NEC Silentwriter II - 97
NEC Silentwriter II - 97FX
NEC Silentwriter S50
NEC Silentwriter S50P
NEC Silentwriter S62P
Olympia LP60
Olympia LP65
Olympia LP105
Omni FAX L007
Unimax Tech UL 300
Unimax Tech UL 300 Plus
Unimax Data Systems UL-300

Tape 12 - Canon EP-B/BX

Hewlett Packard Series 4V
QMS Hammerhead 860
Xyvision 6408
Zygal C8

Tape 13 - Canon EP-W/WX

Hewlett Packard Series 5Si
Hewlett Packard Series 5SiMX
Lexmark Optra N

Tape 14 - Canon LBP-52X

Hewlett Packard Series 4000
Hewlett Packard Series 4000N
Hewlett Packard Series 4000T
Hewlett Packard Series 4000TN

Sharp Z50

Sharp Z50/Z55/Z70/Z75
Xerox 5008/5009

Canon InkJet/DeskJet

Hewlett Packard InkJet
Hewlett Packard DeskJet

Canon InkJet
Canon DeskJet
Canon BubbleJet

Ricoh 4080/4081/4150

Acom Computer Checkmaster
Acom Computer LX3815
Acom Computer LX3815 MICR
Advanced Technologies DW-1
Advanced Technologies DW-2
Advanced Technologies RP-1
Advanced Technologies 1500
Advanced Technologies 1570
Advanced Technologies 0880
AST Turbo Laser Plus
AST Turbo Laser PS
AST Turbo Laser PS Plus
AST Turbo Laser PS Plus 1
AST Turbo Laser PS Plus 2
AST Turbo Laser PS Plus 3
AST Turbo Laser XL
DEC LN03
DEC LN03 IC/P
DEC LN03 Plus
DEC LSC15
DEC RF-LN03
DEC RF-LN03S
DEC RF-LN03S Temptest
Honeywell PRU 7550
Honeywell PRU 7260
Honeywell PRU 9960
Personal Comp 2000
Personal Comp 2020
Personal Comp 2022
Personal Comp 2024
Personal Comp 2025
Personal Comp 3000
Ricoh LP3080
Ricoh LP3150
Ricoh LP3320
Ricoh LP4080
Ricoh LP4080R
Ricoh LP4080V1
Ricoh LP4150
Ricoh LP4150 Flex
Ricoh LP4150 R2
Ricoh MP2006

Panasonic 4420

Raven LBP800
Panasonic 4420

New Groups

New machines are frequently added to our compatibility list. As recognized leaders in the industry we keep you in the most competitive position possible, we release instructions and suppliers lists as soon as practical after the machine is released.

(The instructions to recharge every machine on this list (and thousands more) are included in our complete 14-tape videotape training package)

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#	Ask before you buy!	<u>Laser Group</u>	Company "A"	Company "B"	Company "C"
1	Number of tapes in their set? (Not segments, actual videotapes!)	14 (as of 6/01/2001)	8	6 "Loaner" tapes only	
2	Can you preview their HP4000 toner cartridge recharging tape?	Absolutely!	Nope! (They don't have one)	Nope! (They don't even have a loaner!)	
3	Number of cartridges covered (or "crammed") on each videotape?	Only 1	Up to 3, or more, on a single tape!	2	
4	Average length of each training video (or cartridge video segment)?	60 minutes	Only 15 minutes per cartridge!	Only 30 minutes per cartridge	
5	How many hours are devoted to the science of cartridge recharging?	16+ hours	Under 4 hours (Way under!)	Also way under four hours	
6	What is the total price of their set of videotapes and manuals?	Still just \$795	\$595	(\$735 or \$487 after "discount")	
7	Price per hour of remanufacturing instruction? (Divide #6 by #5)	\$49/hour	Over \$150/hr (280% costlier!)	\$120 per hour! (245% costlier)	
8	Do you get to keep the videos as on-going reference materials?	Of Course!!!	Yes	Nope! (What's that all about?)	
9	How many volumes and pages of written information are included?	4 vols 600pg!	2 vols/200 pages (1/3 as much info)	300 pages (1/2 as much info)	
10	How many types of cartridges are covered in COMPLETE detail?	19 - Completely!	None are covered in adequate detail	None are covered in adequate detail	
11	When were the videos produced? Technology changes very rapidly.	All NEW Videos	Many as old as 1990, 1991, 1992!	MANY, MANY years old!!!	
12	Are you obligated, forced or tricked into buying their supplies?	NEVER	Always (no other suppliers revealed)	Suppliers? What Suppliers?	
13	How many satisfied trainees do they have (or total trainees)?	3,000+ Satisfied	1700 total (Satisfied???)	300 or less... (Satisfied? Right)	
14	Four types of tech-support? Live, voicemail, fax-on-demand & Internet?	YES - all four	"Live" (only when someone is available)	How can they offer support? They don't make cartridges!	
15	How many leads do they provide to get you off to the fastest start?	500 Leads	None (Again, you are on your own)	Once again, you are on your own	
16	How long have they been offering cartridge remanufacturing training?	10 years	6 years	Under 2 years	
17	Do they share knowledge and write articles for the best magazines?	YES!	Never	They have nothing to share	
18	Do they regularly speak at important industry trade shows in your area?	YES!	Never (Assocs. aren't revealed)	Never	
19	How many cartridges do they actually recharge per month?	2,500	Unknown if they recharge at all	They DO NOT recharge AT ALL!	
20	Were they featured as a Recharger & R&R Magazine cover story?	YES! YES!	NO WAY!	Come on, Are You Kidding?	
21	Do they offer four money-back guarantees? (Included in literature?)	YES!	One (offered only after it's too late!)	Nope, you buy it, you are stuck!	
22	Do they completely cover the HP4000, including hopper splitting?	Of Course	Nope	Are you kidding? NO WAY!!!	