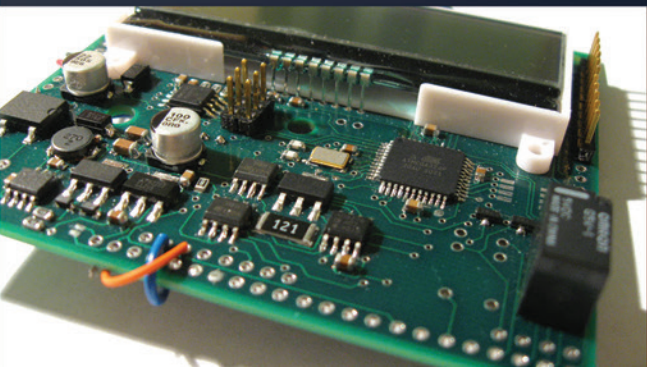# METROFUSER

- Printer Repair Training
- Remanufactured Printers
- Printer Parts
- Technical Support
- Tools & Equipment
- Toner

ALWAYS PARTNERING
NEVER COMPETING

Index

Awards

2015 Top 20 Recycling Waste Companies
2015 Manufacturing Companies
2015 Research Centers
2014 Top 20 Recycling Waste Companies
2013 NJBIZ Top NJ Manufacturing Companies
2013 NJBIZ Top NJ Research Centers
2013 Reached 2 Million Pounds of Material Recycled
2012 Top NJ Manufacturing Companies
2012 Top 20 Recycling Waste Companies
2011 Inc 5000 Fast growing Private Company
2011 New York Small Business Award Finalist
2011 Recharger Magazine Readers Choice Awards
2010 Inc 5000 Fast growing Private Company
2010 Green Leadership Awards
2010 Top 20 Recycling Waste Companies
2010 MPS Leadership Awards
2009 Inc 5000 Fastest Growing Private Company
2008 Inc 5000 Fastest Growing Private Company
2007 Inc 5000 Fastest Growing Private Company

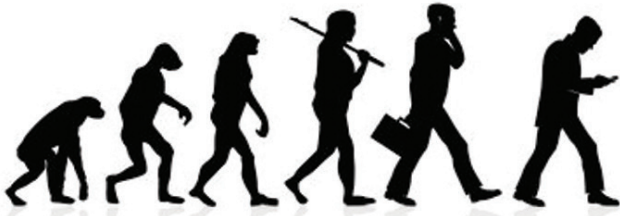PARTS PURCHASING
PARTNER

FIVE TIME RECIPIENT

Overview

Remanufacturing Evolution

We believe remanufacturing is not only an eco-friendly alternative, but it is also a chance for the part to evolve from its original state. At Metrofuser each repair generation is an evolution to greater quality - a continuous improvement from the original factory model. From implementing engineering upgrades and component-level redesigns all the way through to process engineering efficiencies, the evolution and innovation never stops at Metrofuser.

Key Customer Segments
• Online Resellers
• Mail Order Resellers
• Authorized and Non-Authorized Service Companies
• Value Added Resellers
• Rechargers
• MPS Service Providers

Parts and Toner
• Fuser Assemblies
• Power Supplies
• Logic Boards
• Paper Handling Units
• Certified Refurbished Printers
• Maintenance Kits
• Transfer Belts
• MpsClass Toner Cartridges
• OEM & Compatible Parts
• JetDirect Cards

Services Options
• Repair & Return
• Remanufactured Outright
• Remanufactured on Advance Exchange
• OEM New Outright
• OEM New on Advance Exchange

Our Mission
Our business is to be a leading innovator, developer and marketer of worldwide services, products and systems, which provide superior value to our customers in meeting their service parts needs, while conserving resources and preserving the quality of the environment.

Expertise
With over 20+ years of experience, Metrofuser is the company behind some of the biggest names out there. Leading organizations look to us for repair solutions.

• US Treasury
• US EPA
• Bureau of National Affairs
• US Department of Justice
• AFL-CIO
• Wells Fargo
• Boeing
• NASA
• Sloan-Kettering
• Cornell University
• Clorox
• Whole Food
• Raytheon
• NSA
• FBI
• ECOLAB
• Toll Brothers
• Yale University
• VISA
• Price Waterhouse Coopers
• ExxonMobil
• Aetna Life Insurance
• Harvard University
• Bank Of New York
• NIKE
• Lockheed Martin
• Marine Corps Intelligence Activity
• US Army 1st Special Forces Group
• US Army 8th Support Command

We Are All About One-To-One Relationships
We assign a dedicated account representative to act as your advocate, ensuring that you have someone from our team on your team.

Integrated Engineering Initiative
As one of the only Integrated Parts and Printer Remanufactures in the United States, Metrofuser gains knowledge and insight that forces quality advancements well beyond what a stand alone parts or printer remanufacture can offer. Quite simply, we eat our own cooking; our interests are very much aligned with that of our customer.

Independent Parts Distributor
As one of the largest NON-APR Authorized Parts Reseller parts distributors in America, we have access to markets others do not. Metrofuser sources the world for Genuine HP parts and offers great prices.

Research and Development

New products and technologies present new opportunities and often, these new opportunities present a new set of challenges. Our R&D staff is prepared to meet these challenges. Through reverse engineering, Metrofuser's R&D technicians make breakthroughs in service options and quality every day. Our commitment to excellence begins with our Research and Development team. This well-rounded team of engineers culled from four unique technical disciplines source parts, troubleshoot, test, recognize and solve the challenges technicians and distributors experience.

Latest, Most Profitable Models

We understand your needs for new and profitable models that continually enter the marketplace. That is why our engineers focus on the latest OEM part designs, specifications and technologies. We bring the newest parts to market fast so you have access to a low-cost, rock-solid alternative to parts often backordered or unavailable from the manufacturer or distributors.

Improving the Original Designs and Production Process

Metrofuser leads with innovation. We identify Original Equipment weak points and invest in solutions to eliminate these failures. Our engineers develop new technologies and custom equipment to automate our manufacturing process. Over the years, these developments have improved the parts we make over and above the level of quality of the OEM part they replace. Here are a few of our innovations:

• To address an influx of arcing ceramic heater elements, our engineers have developed a process that virtually eliminates the incidence of this catastrophic failure in fusers utilizing Instant-On Technology.

• We've teamed up with a leading manufacturer of industrial chemicals to secure a proprietary formulation of synthetic lubricant for use exclusively in our fuser bearings.

• Metrofuser stands alone in boasting a resolution to the industry-wide plague of HP 4200 fusers whose sleeves rip and fail prematurely.

Explore New Business Opportunities

Our expertise is in printing technologies and we welcome your repair inquiries. Whether it's bar code or point of sale, inkjet or laser, dot matrix or dye-sub, whole unit or sub-assembly, we're ready to provide you with best service available. Our specialty is in servicing the parts everybody else says 'we don't repair that'.

State of the Art Testing and Troubleshooting Lab

Fluency in the newest technologies requires we equip our lab and technicians with the most current testing and troubleshooting equipment. As technologies advance, the same old methods of electronic troubleshooting no longer apply. Our certified technicians are well versed in current and upcoming technologies and are on the cutting edge of utilizing and developing new and alternative troubleshooting methodologies. Our partnerships with key electronic component suppliers guarantee no PCB ends up Non-Repairable due to unavailability of proprietary or hard to find components.

ANTI TEAR™ TECHNOLOGY

Aretium™ Polymer Adhesives

ContinuityCoatings™
TONER BUILDUP REDUCTION

SIG™
CONTACT FINISHING

**[Quadriga™]**
Thermobaric Coatings

QUALITY

Metrofuser is focused on remanufacturing printer parts to the highest level of quality. Ensuring the utmost attention to detail, every part is inspected and cross-checked for quality control purposes throughout the entire remanufacturing process - from disassembly, cleaning and testing to final finished product. We work closely with our manufacturing partners worldwide, to ensure the highest quality and unmatched availability.

The process is proven. It begins with a comprehensive written procedure for every part we offer. Technicians of various technical backgrounds rebuild every part down to its lowest level. From IC's on your printer's logic board, to the smallest spring on a fuser, every part is scrutinized to the most demanding quality control standards in our industry.

Where our competitors' remanufacturing capabilities end at mere cosmetic replacement, we take it to whole new level. We apply all factory and proprietary upgrades to each remanufactured part. For electronic devices and PCB's, this includes upgrading to the latest applicable firmware revision to ensure full compatibility with current standards. Many of the parts we use in our remanufacturing process are manufactured exclusively to Metrofuser's rigid specifications; often well beyond off the shelf quality.

In compliance with ISO standards, Metrofuser's finely tuned Operations engine employs redundant quality control checkpoints throughout the logistic and production processes. Quality and production audits, third party testing, incoming materials inspection and post packaging inspection fully ensure all parts are remanufactured to the highest standard and provide an exceptional out of box experience to our customers.

Each remanufactured part is placed into a parametric test fixture to ensure it functions within all stated specifications of a new unit. Any deviations from the specification will cause the unit to be pulled as non-conforming material which requires a technician to correct the anomaly and send the unit back through the parametric testing process.
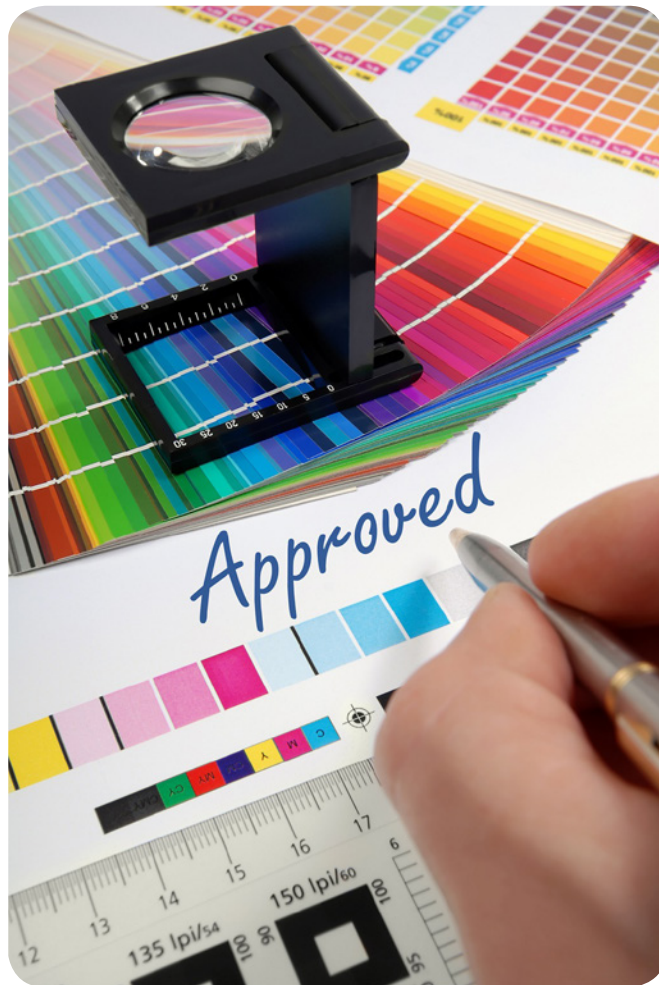
Metrofuser's commitment to quality cannot be understated. From the parts that go into our fusers, to the technicians that build them. From your sales partner who takes your order, to the packaging used to ship your parts. This commitment comes from 20+ years of combined experience and know-how. We've learned not only what works, but what doesn't work and have distilled this knowledge into the highest quality remanufactured printer parts on the market.
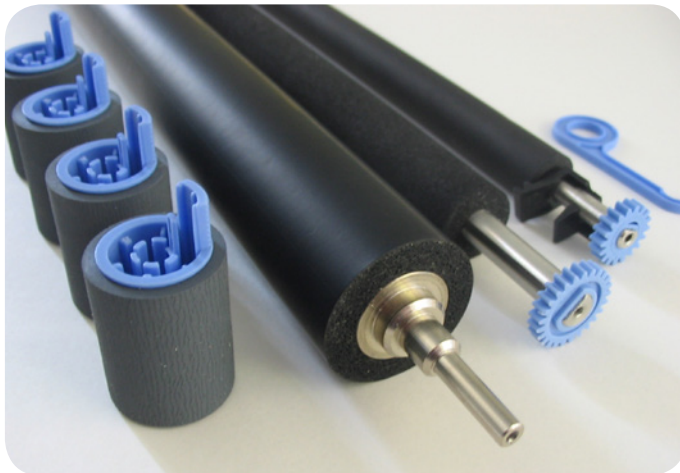
A full suite of functionality checks further ensure all remanufactured product performs as well as or better than Original Equipment. Full page graphic tests ensure complete and even page coverage and full nip distribution. Our full time test-technician closely monitors each unit's operation, listening for any auditory imperfections.

Printer Parts

Metrofuser stocks just about every part for HP and Lexmark laser printers, from the very hard to find parts to the smallest paper sensor, we have it all.

Depth of Product Line

Metrofuser stocks whole unit printers to help customers locate hard to find parts. Metrofuser offers parts that have no part number and not listed in service manuals. These parts are available to Premier customers only.

Boards
Low Volt Power Supply
High Volt Power Supply
Firmware
Memory
Hard drives
Control Panels
Formatter Boards
Scanners
Logic Boards
DC Controllers
Covers and Panels

Paper Handling
Paper input units
Paper Output Units
Tray 1 Assemblies
Paper Trays
Optional 500/1500 sheet Feeders
Envelope Feeders
Paper Pickup Assemblies
Registration Assemblies
ADF Automatic Document Feeders
Transfer Belts ITB/ETB

Genuine OEM Parts

As an independent parts distributor, we have access to markets others do not. Metrofuser sources the world for Genuine HP parts and offers great prices.

Brand Compatibles

Engineered to match OEM fit, form and function with a 30% savings. NEXTGENN™ parts are rigorously tested in real world scenarios within pilot facilities and our test center.

What Goes Into Our Fusers Is What Sets Us Apart

Our fusers are built from the ground up and are backed by 20+ years of experience. Every single component that goes into our parts--from bushings to bearings and pressure rollers to film sleeves is designed to Metrofuser's rigid standards to meet or exceed OEM specifications. It all adds up to performance that will never let you... or your customers down. Replacement parts include:

Teflon Impregnated Plastics
From paper sensors and flags to mechanical gears, Metrofuser uses plastic components that are Teflon impregnated, guaranteed to hold up better and perform longer .

Premium Upper Rollers
Our upper rollers have coatings designed to prevent wear, galling, and corrosion. This ultra-hard coating has excellent release properties even at the most demanding temperatures. Blackened under-coating for equal heat distribution.
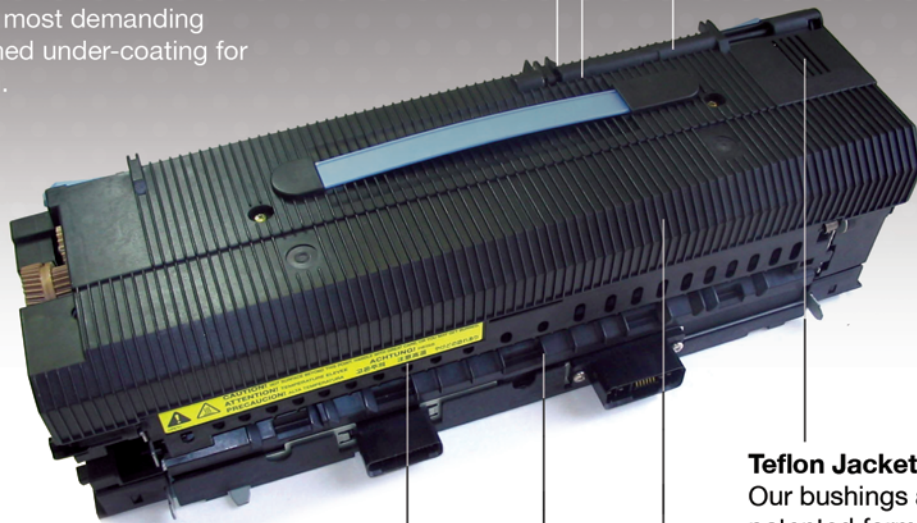
Genuine OEM Fuser Cores
The platform companies rebuild fusers on is the single most important aspect to quality. Many aftermarket fuser cores have contaminated the 9000 fuser core population in the United States. Metrofuser identifies and isolates aftermarket fuser cores to remove them from the remanufacturing process. Metrofuser is the first and only worldwide parts remanufacturer using only genuine OEM fuser cores in their rebuilt fusers

OEM Style Pressure Rollers
Durable silicon coated around aluminum substrate assures "jam free" simplex and duplex printing. Performs flawlessly across various types of media. Hardened roller shafts and machine milled axles promote durable long life.

Teflon Jacketed Bushings
Our bushings are jacketed with a patented formula that resists abrasion and performs fluidly at the fuser's high demand axis points.

Double Shielded Hi-Temp Bearings
Our replacement bearings offer durable precision movement and ultra low noise characteristics even in the most demanding environments.

Testing with Higher Standards
Every part we sell is tested live before it goes out the door. While other manufacturers conduct a simple page test with an empty toner cartridge, Metrofuser conducts comprehensive multi page image quality tests with toner. Metrofuser inspects for density and print defects, page yield and toner adhesion. Our state of the art test bed facility is meticulously maintained with the latest in firmware and printer drivers.

Remanufactured Printers

We understand how difficult it can be for you to make a profit on printers so we make it simple. As our dealer you'll get exclusive pricing on our remanufactured HP printers while we support you as a silent partner with our dealer only products.

No One Knows HP Printers Better

When choosing a source for HP remanufactured printers, what should you look for? A company whose expertise is in printer sub-assembly repair, developing solutions for the most problematic HP parts, and creating innovative one-of-a-kind technical tools? A company with superior technical support and HP service training? A company that has built a reputation in the past decade based almost singularly on quality? If these are the questions that you are asking when looking for a source for your printers, then Metrofuser is the answer.

Dealers Only

While most other remanufactures sell direct to end-users (through their company-owned stores, eBay and Amazon), we choose to sell to a dealer-only network. The Metrofuser model was built around the idea of servicing and partnering with our customers, NOT competing with them.

Remanufacturing Evolution™

We believe remanufacturing is not only an eco-friendly alternative, but is also a chance for the part to evolve from its original state. At Metrofuser, each repair generation is an evolution to greater quality and performance - a continuous improvement from the original factory model. From implementing engineering upgrades and component level redesigns all the way through to process engineering efficiencies, the evolution and innovation never stops at Metrofuser.

Guaranteed Firmware Compatibility

Metrofuser assures the most current, proven and compatible toner friendly version

Technical Support

At Metrofuser, dependable help and reliable advice is always just a call away. So you can do more with less worry. Your technicians have access to a myriad of support options.

MpsClass Printers

Chosen for effectiveness in manage print environments, the MpsClass devices are the best in their respected categories, color monochrome and multifunction.

Cosmetic Appearance
All internal plastics and compartments rigorously examined and thoroughly cleaned and detailed.

Logic System
Formatter board, firmware and all ports are upgraded and reset to factory defaults. Hard drives are cleared and reformatted.

Paper Handling System
Complete replacement of all rubber components.

Gear Train
Calibrated and aligned to original factory specs.

Extensive Testing
Parallel Port Test
JetDirect Card Test
Firmware Upgrade Test
Printer Configuration Test
JetDirect Card Configuration Test

Electrical System
Electrical components, including LCD Control Panel, Power Supplies and Sensors are tested. Wire harnesses guides and plugs are checked.

Advanced Testing
Engine, print quality, print density and acoustics, the printer is thoroughly road-tested to meet new-printer standards.

For a Small Blue Planet

Since many of the refurbished printers were otherwise destined for landfills by way of technology refresh programs, this option has given businesses the option to be environmentally friendly by introducing these new refurbished assets back into their corporate ecosystem.

The Metrofuser Certification Process

Metrofuser hand selects each printers for certification, choosing only cosmetically superior, low-page count printers in outstanding overall condition. Metrofuser -trained technicians then put these printers through a series of tests to help ensure reliability, quality and customer confidence—scanning for details even the most meticulous technician might overlook. Simply put, we won't call it Certified Reconditioned unless we're confident it meets our strict Metrofuser standards.

Tools And Equipment

Printer Cover Paint
Re-paint covers easily

Over time the various panels on HP printers color aged differently while some remain light white others turn various shades of yellow leaving a perfectly running Laser Jet printer looking like it was stitched together from various parts. Now poor cosmetic printers can be brought back to life.

Metrofuser worked closely with a specialty coating fabricator to develop this custom blend in a easy to use aerosol so it can be distributed to dealers. The formula is color corrected so acceptable aged covers can match newly refinished ones. It is the same durable acrylic lacquer used in Metrofuser's coating program for printer re-manufacturing.

RM1-X101-000CN "4200 White"
1320, 3800, 4000, 4100, 4200, 4250, 4350, 4600
4650,5000,5100,5500,5550,8000,8100,9000

RM1-X104-000CN "4345 Gray"
4345,M4345

RM1-X105-000CN "4015 Gray"
4014,4015,4515,M601,M602,M603
P2035,P2055,CP2025,M1522,CM2320,CP4525

Flash-It™
Saves thousands by extending transfer belts.

4700 Flash-It Tool
6015 Flash-It Tool

The HP LaserJet 4700 and 6015 Series transfer belts are programmed to generate an error message reading "REPLACE TRANSFER KIT" when the page count hits 120,000 pages. The only way to remove that message and restore the lifecycle, up to now, has been to purchase a costly new transfer kit.

The Flash-It Tool will set the transfer kit life to 100% and clear the "REPLACE TRANSFER KIT" message. This will allow the printer to continue to utilize the existing transfer kit far beyond the 120,000 pages. You can flash the lifecycle at any point. You don't have to wait for the error message. Technicians will be able to flash and synchronize fleets allowing scheduled maintenance rather then crisis management.

The ETB Flash Tool performs unlimited flashes, saving companies thousands of dollars in consumables and service calls. Flash-It is becoming an essential tool for dealers and service companies who have multiple color printers in MPS environments.

TekSuite
TekSuite was built for professional printer service technicians that repair HP and Lexmark laser printers. Simple how to, step by step instructions built by industry veterans contain;

- An **Error codes index** that helps technicians troubleshoot issues.
- **Detailed printer specs** display printer information and accessories.
- **Maintenance kit instructions with reset steps** which help enable technicians to navigate through the complex printer control panels.
- **Click to call** for fast one on one help.
- **Fuser ID photos** which help service organizations identify expensive cores.
- Troubleshoot and repair printers with the **symptom to solution knowledge-base.**
- **Visual chart of HP LaserJet print defects** help identify problems visually and suggests on how to correct them.

Transfer Belts

Advanced Color Technology

Metrofuser's remanufactured color transfer belts (ITB/ETB) for HP's LaserJet printers offer brilliant crisp black and white printouts as well as vibrant color prints guaranteed against such defects as image ghosting, toner buildup and film tearing. Our transfer belts hold up to the most demanding conditions offering unequaled durability and work flawlessly with OEM and compatible toners.

Advanced materials and testing protocols produce the market's true oem equivalent color ITB assembly.

• We utilize our state of the art engineering and innovation to manufacture products that print like originals.

• Metrofuser's technology eliminates many of the historical quality issues with transfer belts and results in a clean, streak free color print from the first page out to the end of life.

| New Build
100% Belt Replacement | Reconditioned
Low Page Count Reconditioned Belt |
|---|---|
| •2025/2320 | • 2600/2605 |
| • 3525/3530 | • 2025/2320 |
| • 3600/3800 | • 3525/3530 |
| • 4600/4650 | • 3600/3800 |
| • 4025/4525 | • 4600/4650 |
| • 4700/4730 | • 4025/4525 |
| • 5225/5525 | • 4700/4730 |
| • 5500/5550 | • 5500/5550 |
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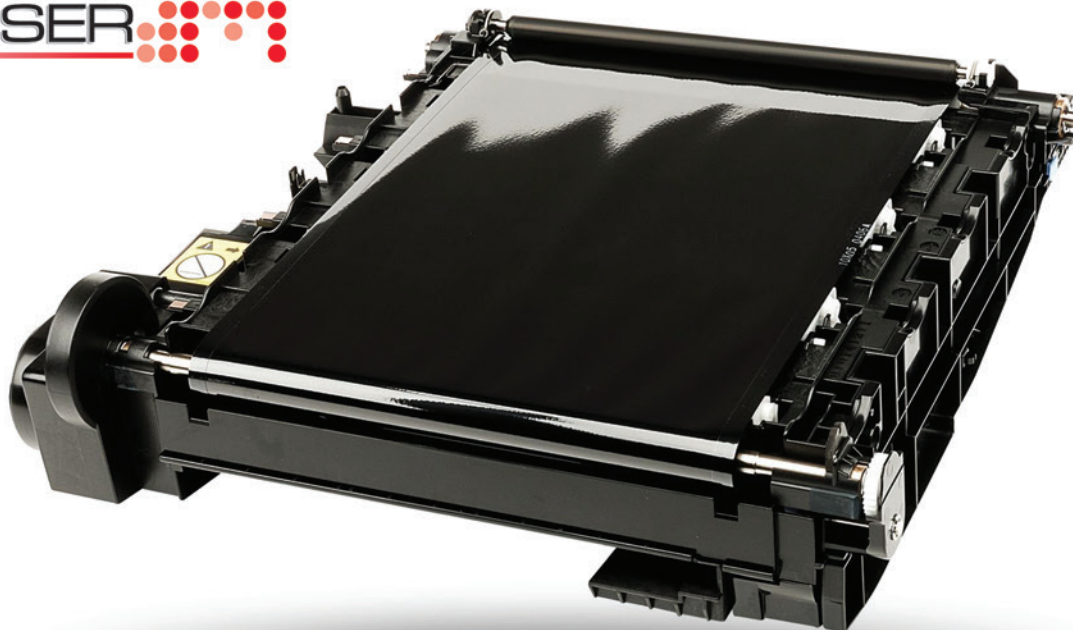
METROFUSER

MpsClass Toner Cartridges
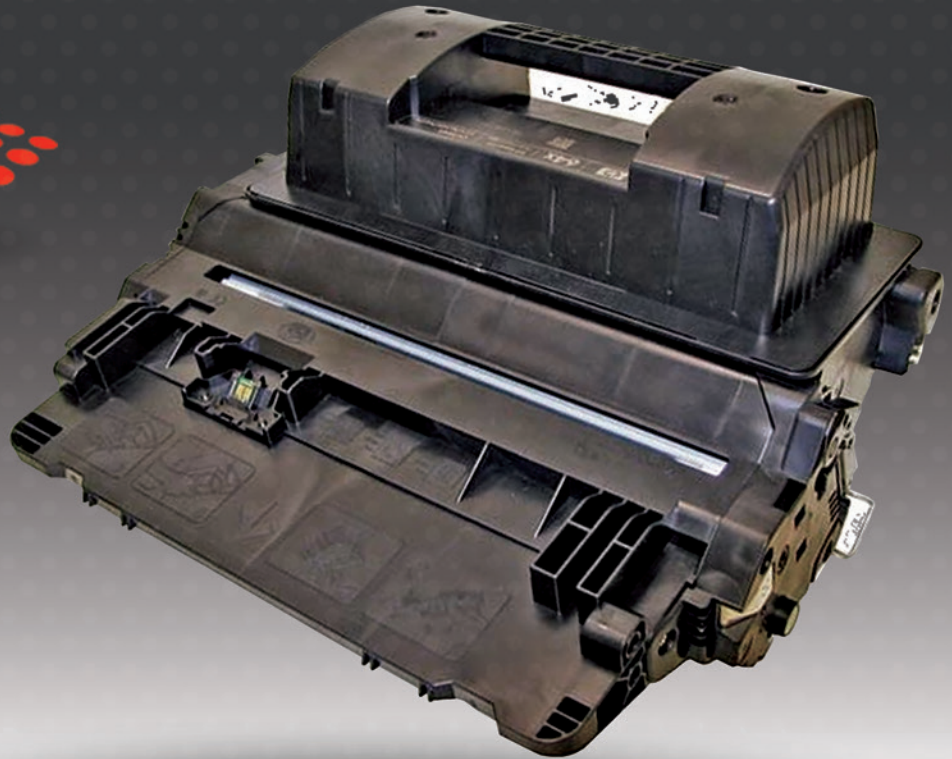
Dealer Only
Only available to our dealer network.

Certified Toner Guaranteed Quality
Joint testing matches this premium brand of toner to Metrofuser's parts which will improve field quality and reliability.

MpsClass Toner
MpsClass toner has extended page yields that provide the most cost effective approach in any environment. Custom yields available. Universal cartridges allow you to minimize inventory.

Made in the USA

Level 3 Technical Support
Un-matched troubleshooting capability. Full spectrum support solutions from the cartridge to the electro mechanical assemblies.

Ship Toner / Parts Simultaneously
One Call One PO! Parts and toner ordering are made easier. Our blind drop shipping and generic packaging allow us to support you while we remain your silent partner.

Expert Printer Knowledge
Metrofuser's comprehensive knowledge comes from its leadership in its four primary, interconnected business sectors. Metrofuser has been remanufacturing and innovating printer parts since 2003, allowing for a unique, granular-level look into each individual part.

Metrofuser's Remanufactured Printer line gives the tech support team real world experience into how all of the parts work together. Metrofuser has also been an industry leader in training technicians from around the world on how to repair some of the most popular printer models, a facet of the business that has grown its knowledge base and prepared its Response Team to assist and educate the customer.

To See Our Commitment To The Environment Just Follow Our Tracks

At metrofuser we take our responsibility as stewards of the environment seriously. We support programs that Recycle through Remanufacturing. Metrofuser proactively collects and even purchases defective and end-of-life office machines and their components. Metrofuser feeds these assets into a comprehensive remanufacturing program, where they are rebuilt to a "like-new" state. Because we understand that for our business to thrive, the world in which we operate must thrive.

Metrofuser's Whole Business Model is Based on Recycling and Reuse

Metrofuser reclaims, remanufactures then resells end of life components from office imaging machines such as laser printers and copiers. Our business model is designed around acquiring these assets which are otherwise destined for landfills and stripping components such as electronic boards, mechanical and electrical components from them. Once these components are removed, Metrofuser carefully remanufactures them to reintroduce the newly remanufactured part into the office IT ecosystem. Most of the components of these machines can be reused and reintroduced back into the ecosystem up to a half-dozen times. The residual effect of that alone significantly reduces the amount of electronic office equipment waste filling our landfills daily.

Recycling Through Remanufacturing

Metrofuser feeds these assets into a comprehensive remanufacturing program, where they are rebuilt to a "like-new" state. Quite often, Metrofuser's engineers resolve many of the original factory flaws, thus increasing the life of the component and enabling Metrofuser to provide a "better-than-OEM" component and longer-than-OEM warranty. Finally, these parts are sold on "Exchange" – Metrofuser's customers are given a discounted price on the remanufactured component if they promptly send the defective component back for remanufacturing, completing the cycle.

Collection Return Program

Metrofuser operates a Nation wide collection program. End of life parts from around the country return to Metrofuser's technology center in Roselle, NJ for rehabilitation.

Remanufacturing Program

Last Year, Metrofuser remanufactured 58,000 mechanical and electronic parts.

Sustainable Packaging Program

Packing Material that boasts a 5 -10 times life cycle and compresses to 10 percent of their mass foot print with full support of a Nation wide materiel Return & Recycle Program from the vendor.

R2 Compliant Processes

Metrofuser has worked hard to develop internal programs that manage materials to assure full reclamation and downward stream disposal auditing.

Paper Recycling Program

E-Invoicing has reduced paper invoicing and delivery. Our company wide office paper and cardboard recovery has eliminated thousands of pounds of paper waste in landfills.

Last year the company reclaimed:

• 350,000 pounds electrical and mechanical parts
• 22,000 pounds of aluminum metal
• 144,000 pounds of Cardboard/Paper Recycling
• 29,000 pounds of laser printers

Urban Economic Enterprise

Metrofuser's technology center is headquartered within Roselle, New Jersey. Through commerce, the company, its vendors and customers make a direct impact into one of the fastest recovering communities in the state.

Continued Commitment

Metrofuser's recycling commitment does not end with it's remanufacturing program. Most of the parts that are replaced within the remanufactured components are made from widely recycled plastics and metals such as aluminum, gold, tin, brass, etc. Each part that can be recycled is removed and sold to recyclers across the state and country. Metrofuser will always be committed to exploring new recycling opportunities. The company will continue to expand its program through by raising awareness and increasing the rate of electronics recycling among its business consumers in the United States. Optimally, the goal is to achieve a 100% recycling rate, and to improve and continue to expand the program until that goal is met. Last year the imaging recycling industry saved 131 million pounds of solid waste from our nation's landfills.

Printer Repair Training

Metrofuser's ServicePLUS Training is a compilation of the collaborative disciplines of parts theory, service management and general printer repair. Classes will provide students with hands-on, real-life scenarios which will challenge them to repair everything possible for each technology element. Students break it, fix it, install it, troubleshoot it, upgrade it and deploy it. That's how *Metrofuser's ServicePLUS* Training sets a new standard in printer technology training, becoming an essential element of your technician's professional and technical development.

Why ServicePLUS Training?

Metrofuser's ServicePLUS Training will provide technicians with all of the comprehensive tools needed by a novice and will prove to be more than sufficient for the industry expert looking to get certified. This includes one of the only suites of courses covering the management side of the field service industry. This integration between the parts and service industries has allowed us to author training so comprehensive it is backed by three types of certifications: Certified Imaging Specialist, Independent Service Professional, and Service Management Professional. These certifications provide a competitive edge by elevating the expertise of your team above and beyond that of your competitors.

ServicePLUS Training is Essential for:
• Entry-level technicians
• Help desk personnel
• Government technicians
• Repair/call center personnel
• Hardware technicians
• Copier technicians
• Sales/Customer service personnel
• Value Added Reseller VAR

Reasons to Attend *ServicePLUS* Training

1. **Authored by a printer industry technician veteran**, not a parts company.

2. **Real Gear-Real Life**- For a hands-on educational Experience work with the latest equipment in real life environments and scenarios.

3. **Training Methodologies**-engaging and interesting. You will learn faster and retain more.

4. **Take Away Materials**- When you leave you will not only have the confidence and skills needed but also binders full of resources.

5. **Certification**- Gain more than the knowledge-In today's competitive business, having certified technicians will put you out front.

6. **Access to our Tech Support**- Normally our support is offered as a pay as you go service. All students will have available access.

7. **Convenient Locations**-Training is offered in Santa Ana CA, 40 minutes from Los Angeles Airport and Roselle NJ, 15 Minutes from Newark International. On-site training is available upon request.

8. **Curriculum**-Our courses not only train on repair and troubleshooting but we are the only provider of a suite of service management classes designed for today's progressive business.

9. **Networking**-ServicePLUS Training gives you a unique opportunity to gain expertise, meet like-minded fellow students, learn, and grow.

10. **Return For Free**-We are the only company that allows students to return to future classes for free! (Based on Availability)

Learn How to Repair Printers Using the Latest Laser Print Technology

Class will cover: Brief history of laser printing technology with an introduction to major manufacturers equipment, theory of laser printer technology
• Emphasis on major components
• High mortality parts
• Evolution of design
• Industry terminology
• Troubleshooting
• Use of manuals and reference guides
• Diagnosing multiple trouble codes
• Print defects
• Use of flowcharts
• Power on self test P.O.S.T.
• Reset codes
• Maintenance menus
• Customer communication skills
• Color print defects
• Complete disassembly/reassembly
• Hands-On Classroom Labs

ServicePLUS vs. Traditional Training

Metrofuser's ServicePLUS training contains the only courses in the industry that integrate both the proven technology, innovation and expertise born from a world-class printer parts remanufacturer and the acquired industry knowledge and support experience of proven printer repair industry veterans.

Do you want your personalized training to reach beyond the limited perceptions of "common failures" found in other training courses? Previous training developed by parts companies in virtual labs has proven to be incomplete and leaves printer technicians helpless to deal with problems in real world scenarios while standing in front of customers.

Certified and Field-Experienced Instructors

You'll learn from our instructors who have been certified on the latest hardware. Their experience and knowledge rates at the very top in the industry.

LATEST TRAINING TESTIMONIALS

"The 4200/4250/4300 class was fun! I am much more confident in my ability to diagnose and repair printer issues I encounter in the future. Very worth the trip from Hawaii!"

-CA Student
Owner/Technician

We want to thank you for the outstanding training opportunity provided by your company. Your trainer did a excellent job presenting the training to my staff in an understandable format.

-NJ Student

"I had a great experience overall from attending Metrofuser's training course, their Teacher was extremely knowledgeable and a pleasure to work with. Learning the color printers has enabled me to trouble shoot all models across the board. Due to their training course, I have become HP certified with my new knowledge, hands on experience, and training materials provided by Metrofuser!"

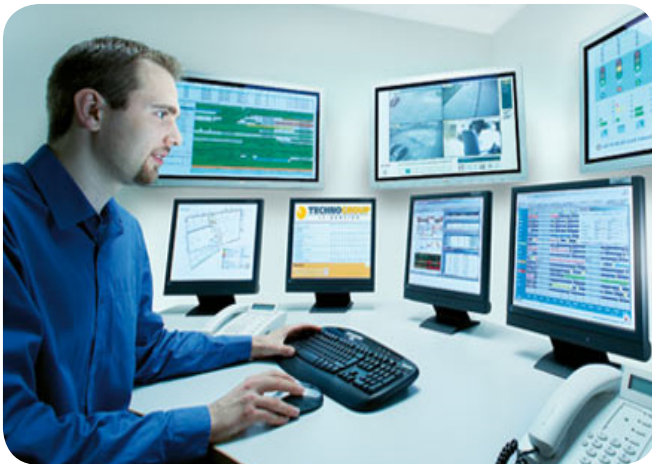-Student
Mid West Service Company

We Guarantee Results

Your satisfaction guaranteed! Your complete satisfaction is important to us. If you're dissatisfied for any reason, just return your workshop materials and we'll issue you a refund or arrange for you to attend another ServicePLUS program. It's that simple.

You will receive a Certificate of Achievement for taking the course. Only thru passing the test you will be awarded a certification.

Technical Support and Help Desk Solutions

Metrofuser can proactively manage assets, taking action to prevent problems and responding in real- time with unparalleled support. Let Metrofuser be the first point of contact on service issues and you'll instantly begin to maximize efficiency and service revenue while you reduce unnecessary costs. Offering a higher level of service/response will give your company a competitive advantage and increase your customers' uptime and satisfaction. Metrofuser's Enterprise Help Desk is an excellent force multiplier for the small to medium-sized companies to compete with larger competitors.

model drilling down to the parts replacement and diagnostic history. Reporting capabilities allow you to benchmark technicians, printer types, toner and customers.
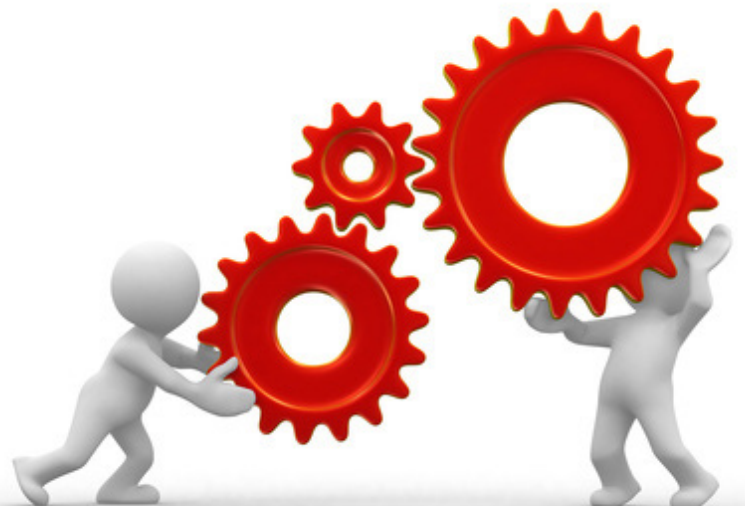
Revolutionary Features
• Industry print monitoring help desk and first response
• Service Triggered Parts Ordering
• Device Action and Part Replacement History Log
• Toner cartridge warranty verification and testing
• DirectConnect Representation
• Freight Carrier Damage Claims Management

Best Suited For
• Printer/Parts Resellers
• MPS Service Providers
• Toner Cartridge Resellers & Remanufactures
• Office Equipment Suppliers
• Local and National Service Providers

Help Desk First Response
Metrofuser's first response team is comprised of industry specialists, grizzled veterans with a minimum of 10 years of experience troubleshooting and repairing these devices in the field. Their depth and breadth of knowledge in imaging equipment is unparalleled. Also available to customers are a wide variety of OEM service manuals, factory service bulletins and Metrofuser's proprietary service notes. Metrofuser supports the biggest names in the printing industry and the team's goal is to assist in diagnosing problems, analyze recurring failure and ultimately eliminate wrongly ordered parts and unnecessary service calls.

Print Monitoring Help Desk
Now you can vertically integrate a specialized printer support help desk with the best in breed print management tools. Real-time monitoring unleashes the full capability of MPS software.

Device Action Log and Part Replacement History
Metrofuser systems can capture and track the pertinent data service points offering better visibility. You'll gain insight into parts replaced, asset history and action history by printer

From Metrofuser's print monitoring center, printers all over the globe can be tracked. Metrofuser can monitor and respond to customers running PrintFleet or fmAudit or any other print management software. If you're just using MPS to respond to issues and fulfill toner needs, you haven't begun to unlock the potential of how MPS can help you and your customers run more efficiently and profitably.

Expert Printer Knowledge

Metrofuser's comprehensive knowledge comes from its leadership in its four primary, interconnected business sectors. Metrofuser has been remanufacturing and innovating printer parts since 2003, allowing for a unique, granular-level look into each individual part. Metrofuser's Certified Remanufactured Printer line gives the tech support team real world experience into how all of the parts work together. Since 2006, Metrofuser has also been an industry leader in training technicians from around the world on how to repair some of the most popular printer models, a facet of the business that has grown its knowledge base and prepared its Response Team to assist and educate the customer. The HelpDesk Solution is the next step in the organic evolution of an industry innovator and a partner in MPS.

Support Solutions	Technical Support	Enterprise Help Desk	mpsEnterprise Help Desk
Pre Part ordering diagnosis reduces call backs and wrong part orders	x	x	x
U.S. Based Live Help	x	x	x
Image Defect and Error Code Troubleshooting	x	x	x
Part Installation Assistance	x	x	x
Freight Carrier Damage Claims Management	x	x	x
Firmware and Network Connectivity Troubleshooting	x	x	x
Expert Part Identification and Part Number Look Up	x	x	x
Available to Your Technicians	x	x	x
LaserPrinterHelp.Net web based tool solves print defect by model	x	x	x
ProNote™ Service Tips included with parts helps solve most common challenges	x	x	x
Part Installations Instructions	x	x	x
Pre Warranty diagnosis verification reduces call backs	x	x	x
ResetCodes.Com web based tool optimized for PDA/Smartphones, this tool helps technicians to navigate through the complex control panel menus in popular HP and Lexmark printers.	x	x	x
Part NTF Feedback Reports Suggest Other Possible Causes	x	x	x
24-36 Month Extended Printer Warranties	x	x	x
Toner Cartridge Installation Help & Troubleshooting		x	x
Third Party Toner Cartridge Testing Service & Warranty Verification		x	x
Printer Setup Assistance / Custom Printer Configuration		x	x
Printer Hot Swaps		x	x
User Reporting Helps managers see who is Accessing		x	x
Insight Trouble ticketing service that captures call data and prepares & suggest course of action		x	x
Dedicated Priority Phone Line		x	x
DirectConnect Help Desk Access for Your Customers		x	x
Dedicated and priority phone lines			x
Device Action Log and Parts Replacement History			x
Integrate your MPS Solution With Our Print Monitoring Center Creating Help Desk and First Response Service			x
Optional Auto PO Generator send supplies when and where you need them			x
Costs Waived For Customers Spending $200+ Per Month	x		
Per minute/blocks of time		x	x
Non-Customer Program Pricing Programs Available	x	x	x

Distribution

1-2 Day Ground Delivery to 80% of the Largest Metropolitan Areas

We have established a network of strategically located distribution centers nationwide. Our electronically linked network provides 1-2 day ground to 80% of the largest US metropolitan areas. With Metrofuser you can give your customer the ultimate in service and delivery without having to invest in stocking and warehousing. Local customers can enjoy convenient order pick-up service.
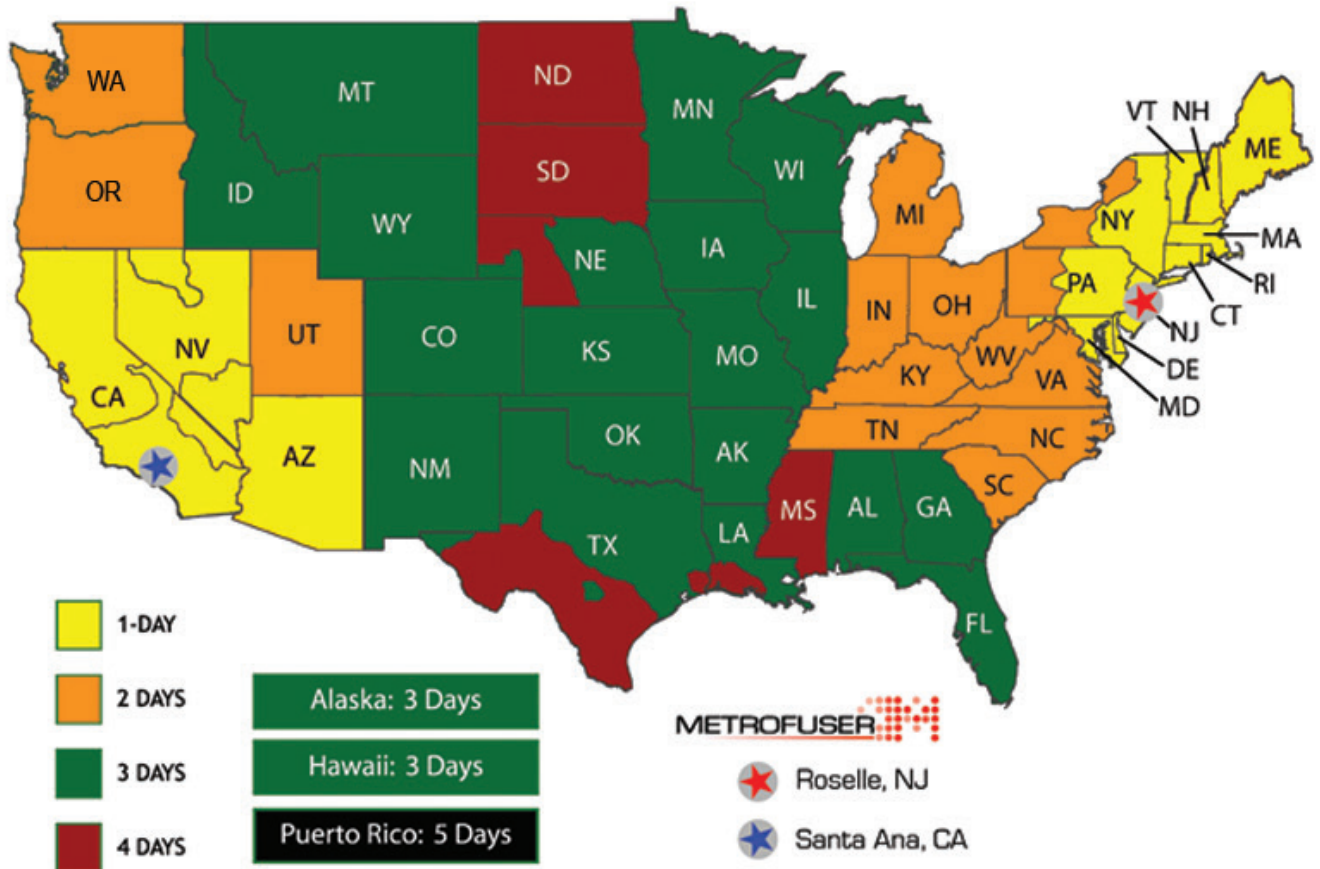
NEW JERSEY
Metrofuser LLC
263 Cox Street
Roselle, NJ 07203-0356
1-888-FUSERS-1 (387-3771)

Field Return Kit for Drop-Shipped Orders

Keep track of your core returns! On all drop-shipped exchange orders we can provide a pre-paid pre-printed return shipping label with packing and shipping instructions. In addition, Metrofuser can send you the tracking information for the return shipment the moment that the part is shipped.

CALIFORNIA
Metrofuser West
301 W Dyer Rd, Unit A
Santa Ana, CA 92707
1-888-FUSERS-1 (387-3771)

1-DAY
2 DAYS
3 DAYS
4 DAYS

Alaska: 3 Days
Hawaii: 3 Days
Puerto Rico: 5 Days

METROFUSER

★ Roselle, NJ
★ Santa Ana, CA

Core Management and Advance Exchange

Market Based Core Charges And Favorable Trades

In the event you are unable to return a core, Metrofuser uses current market prices to estimate core charges. Moreover we will always try to accept fair and equitable trades. Either way you will never get excessively charged.

Field Return Kit for Drop-Shipped Orders

Keep track of your core returns! On all drop-shipped exchange orders we can provide a pre-paid pre-printed return shipping label with packing and shipping instructions. In addition, Metrofuser can send you the tracking information for the return shipment the moment that the part is shipped.

Track Your Cores In The Field

Our Managed Core Return Program gives you instant and complete visibility. The tracking number for the return shipment can be emailed to you the moment the order is placed.

CoreBank IT!

Metrofuser systems can identify, itemize, inventory, report and manage your core inventory while you maintain control on how to utilize it.

Core Returns Made Easy

Metrofuser can help you manage core returns as easily as you handle your customer's outbound orders. Our core return process is as friendly to your customers as it is to your bottom line.

Online Ordering

Metrofuser Personalizes Buying Parts Online With Launch of Customer Portal

Metrofuser has developed one of the most robust part searches in the industry utilizing un-exact part numbers and keyword logic. Customer's can manage mutli carrier, multi-ship address books, view order history and more.

An advanced drag & drop analytics package allows service managers and buyers reporting and charting so they can manage every aspect of the parts business.

Humanized Approach to Buying Parts Online

An integrated sales support chat will be available to provide live help and and answer any questions. Pre/Post sale technical questions can be answered by Metrofuser live US based phone help desk.

Personal Service

Buying parts online shouldn't mean you have to sacrifice service. We are taking one-to-one relationships to the web by assigning customers a dedicated account representative. Seamless integration into the Metrofuser data systems enables customer's access to part price and availability so what happens on a phone with your representative is happening real time in your account on the web.

Buy with Confidence

Customers can trust the portal with sensitive data, including credit card numbers, addresses, preferences, and other personal information. Metrofuser's Commerce system places privacy and security of data, both during transmission and storage, as the top design priority. Systems are developed using SSL encryption and site certificates to ensure transmission safety, and encrypted storage and network security systems to manage confidential data.

METROFUSER

1-888-FUSERS-1 (387-3771)
www.metrofuser.com

MADE IN THE USA