FRN – Factory Renewed Fusers and Maintenance Kits

- Bridges the quality gap between OEM and typical refurbished or compatible parts
- No compromising performance for price
  - FRN series fusers and kits are remanufactured with 100% OEM components
  - Must pass rigorous testing standards, far above general refurbishing standards
  - <1% failure rate
  - Supports customers who insist on environmentally friendly products

<table>
<thead>
<tr>
<th>FRN vs. Refurbished</th>
<th>FRN</th>
<th>Refurbished</th>
</tr>
</thead>
<tbody>
<tr>
<td>Uses 100% Genuine OEM parts</td>
<td>YES</td>
<td>NO</td>
</tr>
<tr>
<td>Incorporates most recent engineering changes</td>
<td>YES</td>
<td>NO</td>
</tr>
<tr>
<td>Remanufactured under ISO 9001 certified processes</td>
<td>YES</td>
<td>NO</td>
</tr>
<tr>
<td>OEM equivalent performance</td>
<td>YES</td>
<td>NO</td>
</tr>
<tr>
<td>Lower failures / Higher yields</td>
<td>YES</td>
<td>NO</td>
</tr>
<tr>
<td>Consistent, predictable performance</td>
<td>YES</td>
<td>NO</td>
</tr>
<tr>
<td>Consistency of supply</td>
<td>YES</td>
<td>NO</td>
</tr>
<tr>
<td>Will not void manufacturer’s warranty</td>
<td>YES</td>
<td>NO</td>
</tr>
</tbody>
</table>

- Follows strict quality standards
  - Using only OEM components
  - Ensures consistent parts quality and performance
- Includes comprehensive remanufacturing and testing processes
  - ISO 9001 certified processes
  - Includes the most recent engineering changes and improvements (most refurbished fusers DO NOT)
- Tested to be equivalent to new
- Packaged per the original factory specs
- All rollers are replaced with genuine rollers
- Each sleeve is replaced with a new sleeve (not a refurbished sleeve)
  - Each fuser is completely disassembled
  - Every gear, screw and spring is fully inspected and replaced as needed
- Any part that is not compliant to OEM standards is replaced
- Duty cycles equal to OEM
- Less intervention / lower operational costs
- Improvements to customer print quality
- Fewer service calls
- Increase in customer satisfaction and lower customer attrition

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