

MARKETING FAQs



FAQs



Q. Does Graphics One manufacture the GO Xtreme inks?

A. Graphics One (GO) works with one of the world's largest chemical companies to produce dye sublimation ink which meets GO's quality and performance standards.

Q. Are the Xtreme inks using only dye, or does it include pigments as well?

A. GO Xtreme ink uses pigments and dyes at the same time. The definition of pigment is a colored particle that is not soluble in water, and our inks meet this definition.

Q. How are the Xtreme inks different from other dye sub inks?

A. GO Xtreme offers the following:

- Xtreme Color offers outstanding color gamut with True Blacks
- Xtreme Dots offers one of the best dot gain control for crisp, definitive images
- Xtreme Eco offers environmentally friendly inks with the worlds toughest environmental textile standards
- APEO-free eliminating environmental and skin toxicity concerns
- Manufactured to comply with Oeko-Tex® organization's standards
- Manufactured by world class chemical concern with total vertical integration of product line including the dyes, pigments and other ink components
- Outstanding color gamut with the finest dye and pigment colorants available
- Lightfastness meets all standards for performance
- Nano-scale particles for runnability
- Best price performance in business

Q. What does APEO-free mean?

A. APEO is an ink additive which most dye sub ink manufacturers use in their ink. Ink components which are not APEO-free (Alkylphenoethoxylates) cause environmental concerns due to their poor biodegradability and more importantly to their possible toxicity when used in textiles. While not banned in the USA, there is growing pressure on manufacturers to reduce the use of APEO when apparel comes into direct contact with skin. More importantly major textile and sporting apparel companies demand that textile ink used on their products be APEO-free. GO Xtreme is APEO-free.

The technical specifications and performance capabilities listed herein are subject to change at any time and may not reflect actual production capabilities. Graphics One is not responsible for any incorrect information contained herein and urges any buyer or potential buyer to test the product prior to making a purchase.

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Q. Why is the Oeko-Tex® Standard organization membership significant?

A. The Oeko-Tex® Standard was introduced at the beginning of the 1990s as a response to the needs of consumers and the general public for textiles which posed no risk to health. "Poison in textiles" and other negative headlines were widespread at that time and branded virtually all chemicals used in textile manufacturing as negative and dangerous to health. The Oeko-Tex® Standard was developed globally as a uniform testing and certification system for textile raw materials, intermediate and end products at all stages of production. The manufacturer of GO's Xtreme ink is a participant in the Oeko-Tex® group and Xtreme inks conforms to the standard. This is important for those users who are manufacturing and sublimating apparel which will come into direct contact with skin.

Q. Does GO's Xtreme ink qualify as environmentally friendly or green?

A. GO's Xtreme is one of the most environmentally friendly dye sub inks available. Not only is the ink water based, but it is also VOC-free, making the ink much less harmful than solvent inks, eco-solvent, mild solvent inks. Additionally, an important factor is Xtreme is one of the few dye sublimation inks which is APEO-free and adheres to the standards outlined by Oeko-Tex® for apparel. Very few inks adhere to both of these standards—GO Xtreme does.

Q. Why is dot gain control important?

A. Many inks lack good dot gain control which causes the ink to spread when imaged to either the paper or in the transfer process. The end result is a distorted image or unclear image which lacks detail. GO's Xtreme ink has outstanding dot gain control with the ability to image detailed and clear images not available from other ink manufacturers.

Q. Does the use of high quality dyes and pigment colorants improve performance?

A. Xtreme dyes and pigments are world class and offer an extended gamut. Additionally, deep reds, brilliant blues and blacker blacks are available due to using the highest quality dye and pigments. Further, with the offering of textile colors, such as Orange and Blue, Xtreme offers brighter colors with a more extended gamut than others.

Q. Some black dye sub inks seem to have a green or magenta tint--Does Xtreme?

A. GO Xtreme offers true deep black imaging and does not have a green or magenta tint.

Q. How lightfast is GO Xtreme Ink?

A. GO Xtreme ink offers industry leading lightfastness as a result of using the highest quality dyes and pigments.

Q. Does GO recommend special transfer paper for use with Xtreme?

A. Although GO recommends our GO RIO dye sub and Coldenhove dye sub papers, Xtreme works with virtually any dye sub inkjet paper in the business.

Q. Which printers can use GO Xtreme ink?

A. GO Xtreme dye sub ink can be used with any piezo printer, including GO RIO's, EPSON, Mimaki, Mutoh and Roland printers. The license agreement under which the ink is sold does not allow us to sell to anyone intending to use the ink on printers with a carriage width less than 42-inches.

Q. Why does this ink not clog printheads like others in the market?

A. GO Xtreme uses nano-scale particles and has been tested extensively to ensure continued runnability.

Q. What Xtreme colors are offered?

A. Cyan, Magenta, Yellow, Black, Blue, Orange

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Q. What are the Xtreme ink container sizes?

A. Initially GO Xtreme will come in two liter containers, but will be available in both 220 ml cassettes and one liter bottles in the near future.

Q. Can Xtreme inks be used for direct-to-fabric applications?

A. Although Xtreme inks can be used for direct-to-fabric printing, in the near future, GO will be launching a new version of our RioColor Direct inks for use in direct-to-fabric printing.

Q. What is the process for changing from one brand of dye sub ink to Xtreme ink?

A. All a user needs to do is flush the inkjet printer with our GO Atomic Flush solution. Once the system has been flushed with the Atomic solution, the user can then install the Xtreme inks. Additionally, GO offers cleaning kits and other parts needed for the changeover.

Q. Are the GO Xtreme inks offered by Graphics One covered by a patent license?

A. Since starting in the large format dye sublimation business, Graphics One has only sold licensed ink under U.S. Patent No. 5,488,907. Graphics One has a policy of adhering to all international commerce rules, and the offering of Xtreme inks is no exception.

Q. Does the license contain a limit on the printer size in which the inks can legally be used?

A. The licensing agreement states the ink must be used only on inkjet printers with a carriage width of 42-inches or more. As a policy, GO will not sell to anyone who indicates Xtreme inks will be used on a printer with a carriage width less than 42 inches.

Q. Will GO continue to offer the original RioColor ink?

A. We expect most of our customers to transition to the Xtreme ink due to the better quality, more colors and lower cost. We are expecting our newer versions to be at least 15% less expensive than our current offering. Based on this, we expect to discontinue our original version in the next 60 days.