



Coast to Coast Capabilities and Certifications Overview

Coast to Coast Computer Products, Inc.™ was founded over 26 years ago and promotes three core principles: honesty and integrity, superior customer service and the highest environmental quality guarantee. Our dedicated representatives, who continuously attend ongoing training, are committed to providing you with the best possible service at the most enticing price. Recognized by the Better Business Bureau as an 'Industry Expert', Coast to Coast Computer Products, Inc.™ is a trusted partner for all of your printing and IT needs.

<p>Diamond Series™ Our Diamond Series™ toner cartridges print cleaner, can run and help your printer last longer, while meeting or exceeding all OEM performance specifications, including 100% OEM warranty compliance.</p>	<p><u>View Diamond Series™ Presentation</u></p>	<p><u>View Compatible vs. OEM</u></p>
<p>100% Return Guarantee Accounts benefit with a two-year, 100% extended warranty.</p>	<p><u>View Coast to Coast Warranty</u></p>	<p><u>View Message from CEO</u></p>
<p>Manufacturing Excellence We comply to a comprehensive, 10-step manufacturing process and are ISO 9001 certified, which is the highest standard of production.</p>	<p><u>View 10-Step Process</u></p>	<p><u>View ISO 9001 Certification</u></p>
<p>Green Initiatives We are an EPA preferred vendor and help you to have a significant impact in preserving the environment. The ISO 14001 certified production processes further reduces your carbon footprint and our packaging complies fully with the Sustainable Forestry Initiative® (SFI) program.</p>	<p><u>View EPA CPG Certification</u> <u>View Carbon Footprint Analysis</u></p>	<p><u>View ISO 14001 Certification</u> <u>View SFI Program</u></p>
<p>Partnering with Coast to Coast is Simple Submit your order by telephone, fax, Internet or ESP (Electronic Ordering) ESP provides “war room” style control over your printers, eliminates local inventory and enables rapid delivery.</p>	<p><u>View ESP</u></p>	<p><u>View Delivery Map</u></p>



The Coast to Coast Warranty

When you partner with Coast to Coast Computer Products, Inc.™ you can expect ultimate satisfaction and reliability. We offer a two-year, 100% quality guarantee on our Diamond Series™ toner cartridges, available exclusively at Coast to Coast.

About Diamond Series™ Toner Cartridges

All Diamond Series™ cartridges must pass rigorous compliance tests and are certified under the ISO 9001/14001 Quality and Environmental System, as well as being STMC certified. All incoming components are inspected prior to being released into production. Engineers analyze toners, measure seals and blades and even modify many incoming components to enhance their performance to meet or exceed OEM (Original Equipment Manufacturer) specifications.

What Does This Warranty Cover?

The two-year* Coast to Coast warranty covers your Diamond Series™ toner cartridge as well as the integrity of the machine you are running it in. In the unlikely event that a Diamond Series™ toner cartridge should cause damage, contact your sales representative at Coast to Coast immediately. They will either set up a service appointment (if required) or work with you on an approved technician of your choice.

If any damage to your printer is found, the technician must state in writing that damages are due to a Coast to Coast product in order to receive repair, replacement or reimbursement of service, parts or equipment. All defective toners can be returned for credit within the two-year warranty period. No returns will be accepted without a return authorization. Coast to Coast's liability shall be limited to repair, replacement or reimbursement, as stated above. This warranty is exclusive and in lieu of any and all other warranties, expressed or implied.

*Diamond Series™ toner cartridges are guaranteed for two years from the invoice date.



www.coastcoast.com | 4277 Valley Fair St., Simi Valley, CA 93063 | 800.223.8890

Copyright © 2011 Coast to Coast Computer Products, Inc. All rights reserved.



10-Step Manufacturing Process

1. **INCOMING RAW MATERIALS INSPECTION** - All materials, drums, toner, blades, primary charging rollers, magnetic rollers, etc... are verified against our rigorous standards before they reach the production floor.
2. **SORT and GRADE** - All empty cartridges are sorted and graded. Only premium empty cartridges are used in our products. This assures the surpassed quality of the finished product.
3. **RECYCLE** - All used packaging materials, used hopper and non-conforming components are disassembled and recycled to help protect our environment.
4. **SPLIT & CLEAN** - Premium empty cartridges are carefully disassembled and cleaned with our unique state-of-the-art process. Through automation we can precisely split the toner hopper with custom splitting equipment and prepare them for sealing.
5. **DIGITAL AUTO FILLING** - State-of-the-art automated filling equipment is used to ensure precise fill weights for each cartridge. Toner hoppers are filled with premium toners, which are technically matched to the OPC drum for optimal yields and printer performance.
6. **SEALING** - Each toner hopper is sealed with an OEM style seal. Our quality sealing process ensures a leak-proof cartridge and ease of installation for the consumer.
7. **ASSEMBLY** - Our expert technicians assemble all cartridges with OEM grade compatible components (up to 75% new components are used in each cartridge). The assembly process includes installation of a pre-qualified drum, wiper blade, doctor blade, primary charging roller and magnetic roller.
8. **100% POST TESTING** - Each and every cartridge is post tested utilizing industry standard print tests to ensure outstanding performance and quality.
9. **PACKAGING** - All cartridges receive a final inspection to assure they conform with our quality standards. Cartridges are cleaned, polished, heat-sealed in a static resistant bag and then boxed. A full set of instructions and warranty information is included.
10. **QUALITY CONTROL** - Each step in our manufacturing process is monitored by dedicated Quality Control experts, who undergo regular and rigorous spot inspections to ensure our products will meet the expectations of our partners.





ISO 9001 is a family of standards and guidelines for quality in the manufacturing and service industries from the International Organization for Standardization (ISO). ISO certification ensures that the processes that develop the product are documented and performed in a quality manner. Some of the requirements in the ISO 9001 standard include: documenting procedures, monitoring processes, keeping adequate records, taking corrective action, regularly reviewing the overall system and facilitating continuous improvement. The overall idea is to establish a system to improve product quality and reliability.

For more details, please click → [ISO - ISO Standards](#)





The **Sustainable Forestry Initiative**[®] (SFI) program is based on the premise that responsible environmental behavior and sound business decisions can co-exist. SFI

program participants practice sustainable forestry on all the lands they manage. They also influence millions of additional acres through the training of loggers and foresters in best management practices and landowner outreach programs. This unique commitment to sustainable forestry recognizes that all forest landowners, not just SFI program participants, play a critical role in ensuring the long-term health and sustainability of our forests.

For more details, please click → [Sustainable Forestry Initiative](#)



Reduce your carbon footprint with Compatible Cartridges

New OEM Cartridges vs. Compatible Cartridges*

Life Cycle Stage	Emissions per new cartridge (gCO ₂)	Emissions during remanufacturing (gCO ₂)
Components (Inc. end of life)	2,136	223
Component Packaging	286	65
Cartridge Packaging	980	380
Component Shipping	203	19
Distribution	33	451
Energy Use	761	663
Total	4,399	1,801

*From a 2008 independent study performed by Best Foot Forward and commissioned by Centre for Remanufacturing and Reuse.

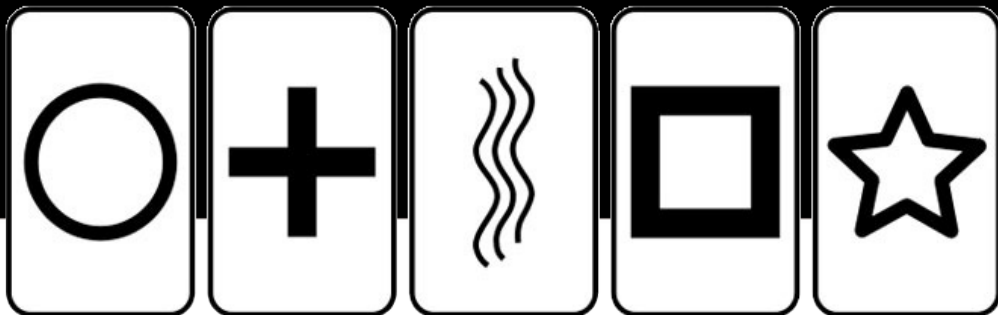




ISO 14001 is the international specification for an environmental management system (EMS). It specifies requirements for establishing an environmental policy, determining environmental aspects and impacts of products/activities/services, planning environmental objectives and measurable targets, implementation and operation of programs to meet objectives and targets, checking and corrective action and management review.

For more details, please click → [ISO - ISO Standards](#)





What could you do with ESP™?

It's like having service, supplies and maintenance at your fingertips, automatically, 24 hours a day!

ESP (Essential Strategic Printing) is the latest high-tech service offered by Coast to Coast Computer Products, Inc.™ and it will revolutionize the way we do business with you. ESP is installed on your network and allows you/us to continuously monitor your printing devices. This new service will allow us to supply maintenance and parts to you before a machine goes down or runs out of supplies. ESP is a remote print management solution designed to continuously monitor your printing fleet. By installing a Windows application on a single computer, you will gain access to comprehensive device information 24 hours a day through our secure web portal.

ESP has backend features designed to support:

- Supplies fulfillment
- Maintenance and servicing
- Cost per copy programs
- Asset management and consulting

Supplies Fulfillment

- Set alerts for customized low toner levels
- Provide online/automatic supplies ordering
- Track toner orders
- Track toner stock levels

Maintenance and servicing

- Set alerts for automatic notification of a printing device issue
- Proactive maintenance flags for regular servicing
- Track maintenance

Asset management and consulting

- Transparently view printing costs and device utilization
- Generate comprehensive reports
- Lower your printing costs



