



## THE GILMAN BROTHERS COMPANY

December 18, 2015

Valued Customer,

Re: Canon Océ Arizona printers

This letter is written to address the printing defects (artifacts) that may randomly occur on the surface of our paper and plastic faced rigid substrates and to provide recommendations. After months of extensive testing with multiple equipment and ink companies, below are findings as agreed upon by Canon and The Gilman Brothers Company;

### INFINITY® / Styrene Surface:

Our research has found that artifacts may randomly appear on polystyrene manufactures' surfaces. The following research has taken place: visits to print equipment manufacturers, customer print tests, testing of competitive substrates, collaboration with polystyrene resin manufacturers and polystyrene sheet extrusion manufacturers and 3<sup>rd</sup> party laboratory sample analysis.

- Based on Canon research, our recommendation is for Océ Arizona users to use Océ IJC258 series ink or equivalent Fuji Sericol inks, which print defect free on this material and were specifically formulated to providing improved coverage and adhesion on a very wide range of substrates.
- If users must use Océ IJC256, 257 or equivalent Fuji Sericol inks, artifacts have occasionally been observed. The majority of sheets print perfectly fine, however artifacts may show up but are very rare and random. These defects cannot be visibly seen on unprinted boards and so there is no means to determine when a problem will occur. To help minimize the occurrence of these artifacts, **it is recommended that the sheets first be cleaned** with a solution of alcohol/Simple Green/water.
- Océ Arizona customers wishing to convert to Océ IJC258 inks should call Canon Solutions America for technical support @ 1-800-355-1385.

### InSite® Reveal® / Paper Surface:

After extensive investigation by The Gilman Brothers Company, WestRock and Canon, discovery has lead Canon to recommend Océ IJC258 ink or Fuji Sericol equivalent inks for printing onto WestRock's SBS paper due to their maximum coverage performance.

- If users must use Océ IJC256, 257 or equivalent Fuji Sericol inks, print artifacts can occasionally be observed. To help minimize contaminant related artifacts we recommend **pre-wiping the board with a clean dry cloth** prior to printing.
- Océ Arizona customers wishing to convert to Océ IJC258 inks should call Canon Solutions America for technical support @ 1-800-355-1385

Best regards,

*Bill VanHorn*

Bill VanHorn  
Director of Sales