



## Quality and Manufacturing

The driving force behind what we do at Disabled Veteran Enterprises, Inc. is a company-wide commitment to quality, integrity and service. Thus, you can be assured of a reliable product that meets our high standards and exceeds the end users expectations.

Our manufacturing process is a testament to our commitment to quality. Each cartridge undergoes a thorough cleaning, inspection, and testing process before they are deemed worthy for release.

After the empty core arrives, each cartridge is inspected for damage or toner leakage. It is then disassembled in the following manner:

- Toner hopper - Cleaned
- Waste collection unit - Cleaned
- Drum - Replaced
- PCR (Primary charge roller)
- MAG roller (Magnetic roller)
- Wiper blades-Replaced
- Doctor blades-Replaced

Each of these components are cleaned and/or replaced each time a used cartridge is remanufactured.

The toner hopper and waste collector are cleaned with compressed air in a special cleaning room, and wiped down with a lint-free cloth to extract toner particles.

- All corresponding screws and loose parts are kept with the hopper and collector for reassembly.
- A brand new drum is replaced every time we remanufacture a cartridge. We realize that the drum is the most instrumental part of the cartridge and cannot be compromised with substandard equipment.
- PCR and MAG rollers are replaced whenever necessary. These items are responsible for the transportation of toner through the imaging process. If toner is not properly transported, copy quality issues arise. Both of the PCR and MAG rollers have a synthetic coating and are subject to constant wear.
- The wiper and doctor blades aid in cleaning the surface of the drum and MAG roller respectively after each image is produced. Over time, the rubber of the blades (much like that of a windshield wiper blade) becomes worn and can cause rotational scratches to the surface of the drum and MAG roller.
- After each cartridge is completely reassembled, a toner seal is put on to prevent leakage between the hopper and waste collector.

- A new chip is put on all chip cartridges, (HP and Lexmark).
- The cartridge then goes into 60 page testing, where copy quality, such as darkness, print clarity and print density, is rigorously checked before packaging.

### **Recycle Procedures**

- DVE breaks down the cartridge and vacuums out all of the excess toner.
- DVE replaces the Mag Roller and PCR Roller or coats with an image enhancing coating every cycle.
- DVE changes the wiper blade every cycle.
- DVE soaks the corona wires in a sonic cleaning solution, only on the oldest cartridges (i.e.: SX, A-30).
- DVE will replace the drum with new long life drums.
- DVE changes the felt pads to assure a good seal every time.
- DVE uses portion control bottles of toner to guarantee the consistency of each cartridge.
- DVE puts in a new Mylar seal every cycle.
- DVE reassembles and cleans the cartridge cover to enhance the appearance.

DVE runs a 60-page post-test to ensure the cartridge quality prior to shipping.