

P**OWERLASER**

We put the **POWER** in your **LASER** printer.

The Situation

Reed International was looking for a change in vendor (supplying imaging products and printer maintenance). They decided to use Power Laser but have to put our cartridges on trial (testing).

Preventive Maintenance is a standard procedure offered to all customer using Power Laser, even for those not purchasing and on trial basis. This is to ensure that the printer is free from defects while testing Power Laser cartridges.

Service call was provided the very day we deliver the loan cartridge.

Compliments were responded almost immediately on the level of service offered by us.

----- Original Message ----- From: Chan, Lynn (RX)
To: 'pwrlaser@singnet.com.sg'
Sent: Thursday, 17 June, 2004 4:35 PM
Subject: Follow up on our meeting for past 2 days

Hi Sharon

I have met up with Raymond today and I can say, I am very impressed with his friendliness, professionalism and his passion for his work. Learnt quite a fair bit from him also. Very impressed.

The print, using your cartridge is also much better than the CRC toners that I am using.

As spoken, I still have abundant cartridges in my stock and am unable to place any order right now. I will catch up with you in the next one or two months and we will work on the price from there.

Thank you.

Rgds
Lynn Chan
Reed Exhibitions Singapore
Tel: + 65 67804648 (direct) Fax: + 65 65883803 (direct)
Email: lynn.chan@reedexpo.com.sg

GES Singapore – HP LaserJet 4050

Before Servicing



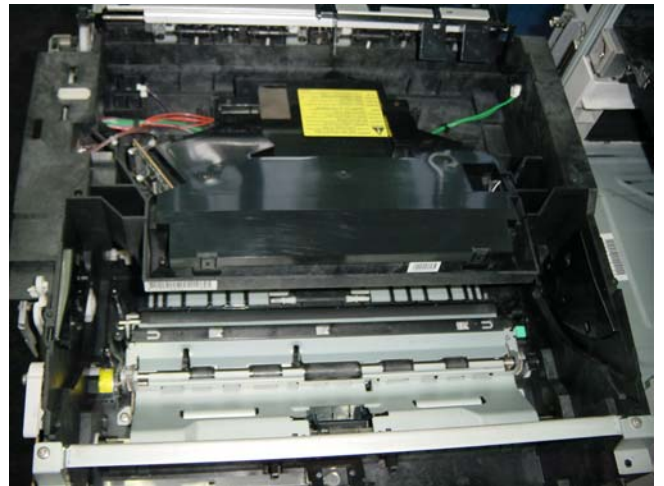
After Servicing



Before Servicing

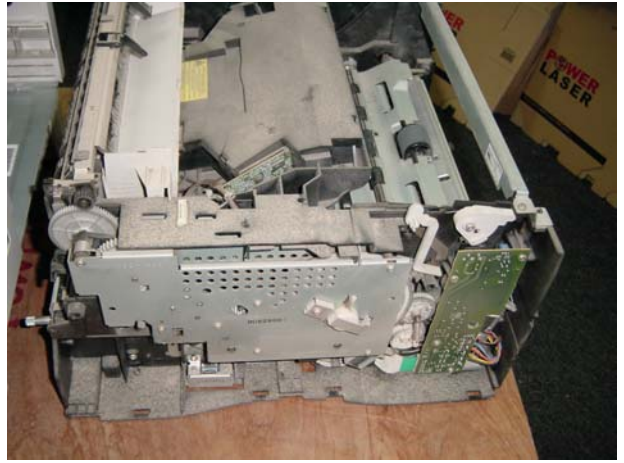
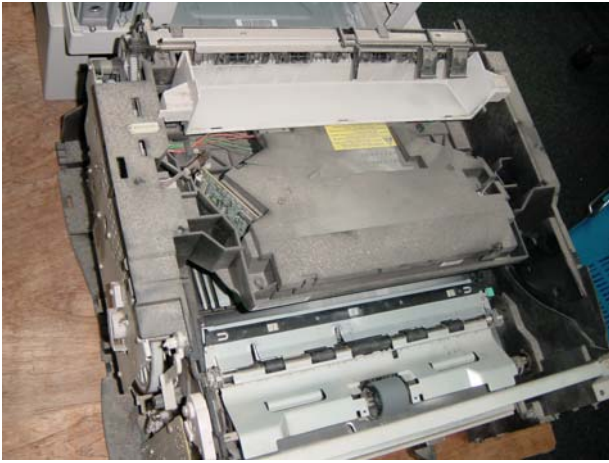


After Servicing



Shimizu Dillingham – HP LaserJet 5000

Before Servicing



After Servicing



The Situation

Recently **Carrefour** experienced a printer breakdown due to standard wear and tear.

A service call was requested and the printer was transported back to Power Laser for further servicing and evaluation.

A compliment printer loan was offered to Carrefour to allow the end-users to continue printing while we do the checking at the backend.

The Outcome

Our printer repair quotation was rejected as the customer preferred to purchase a new printer then to repair the printer.

Despite the fact that there is no profit for Power Laser, we delivered our promises by cleaning up the printer, in and out, completely.

Please take a look at the BEFORE & AFTER effect of that faulty printer.
Also see the client's feedback via email (*Mr Justin Loh - Carrefour Singapore*)

From: "Justin Loh" <Justin_Loh@carrefour.com>
To: "Power Laser" <pwrlaser@singnet.com.sg>
Cc: <ericp@carrefour.com>; <met@carrefour.com>
Sent: Monday, 22 September, 2003 5:15 PM
Subject: Re: Before & After

Hi Brenda,

I am impressed.

Could tell that you guys have done quite a bit to the printer even before seeing the actual set, even though we have decided not to proceed with the repairs.

I am happy and satisfied with your services to date, and your staff are prompt, helpful and knowledgeable, namely Raymond.

I am sure Matthias is aware of the excellent services provided by your company, but nevertheless, I will put in a good word for Power Laser.

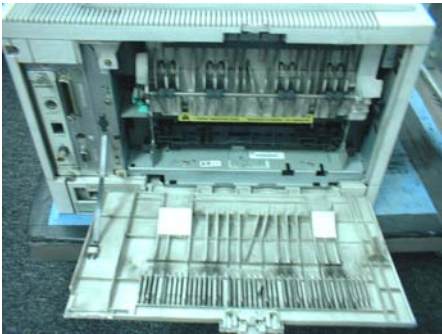
Good job so far, hope to continue receiving quality service from your guys!

Cheers,

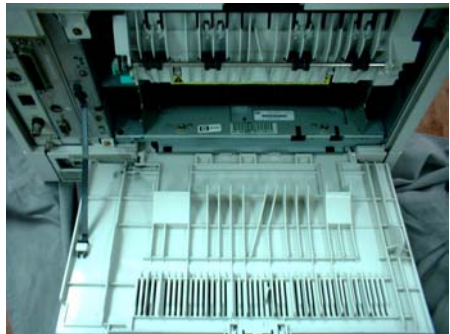
Justin

Carrefour Singapore - HP LaserJet 5

Before Servicing



After Servicing



**We can
live up to
your
standard.**

**Engage
us...**

Today.