trebla/cpac news

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Converting your E-6 Process:

A Trebla Success Story

Professional photographers demand extremely high standards of quality and reliability when processing film. In fact, some will even adjust their camera exposures to match a lab's process to maintain these standards.

So it's no small decision when a professional lab considers converting its E-6 process to new chemistry. Changing the chemistry in the tanks can alter the seasoning and produce unpredictable results. It's a risky proposition and one that is never entered into without serious consideration.

Tommy Morgeson, president of **Dallas Photo Imaging,** was considering just such a conversion.

According to Mr. Morgeson, "The new Fuji films and Kodak ES series films present challenges to pro labs for consistent processing. We had been using the same E-6 chemistry for 17 years, but were considering a change. Last year, we converted our RA process to Trebla's TriPhase™ RA-RT chemistry. It was such a terrific experience that we wanted to give Trebla a shot at our E-6 process."

Tommy Morgeson of Dallas Photo Imaging, Dallas, TX

"I was filled with trepidation," he continued, "because E-6 customers are a finicky bunch. We needed to be absolutely certain that this product would perform well — consistently and efficiently. I told Trebla up front that if it didn't work out, we'd revert to our old chemistry in a heartbeat."

"When we poured the E-6 chemistry into our existing tanks, we were in daily telephone contact with Trebla's technical support department. They also provided on-site support when necessary. Every machine has its own idiosyncrasies, and the technical support Trebla gave us was completely personalized. They made sure all our rates were set up properly. The transition has been a success."

"Conversion is a decision you don't make lightly," Morgeson said. "But with Trebla, the tech service is as good as the chemistry. They are with you every step of the way. Other companies don't do that any more."

"We are very pleased with the product. It brings value to our business. It is economical, yes, but the value-added service that comes with Trebla chemistry is what really matters. It has been worth the effort."

For information on Trebla's E-6 or other chemistries, call **800-325-4404.**

The Top Three Reasons Customers Call in to Trebla

Meet our Technical Support Department

We've been getting rave reviews from customers about our technical support team for many years. Chances are, if you've ever called with a chemistry question, you spoke with Mike Malan, John Hoffmann, or Stephen Horton. We're proud to introduce you to these gentlemen, whose knowledge and expertise are helping our customers every day.

Trebla's Technical Support Department: Mike Malan, Stephen Horton, and John Hoffmann.

Collectively, these three have more than fifty years of experience in the photo industry. John and Stephen have BS degrees in Photographic Engineering Technology and Mike has a BS degree in Photographic Arts & Sciences. All three have worked in a lab environment prior to joining Trebla.

Mike, Stephen, and John strive to get to know their customers, and to develop partnerships that are mutually beneficial. Most callers ask

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Introducing BioEase™ Tablets

Our Most Effective Wash Water Cleaner!

This easy-to-use tablet eliminates most wash water slime in your lab. When used as directed, BioEase will:

- prevent slime in wash tanks and racks, as well as on processed film and prints;
- prevent pipes and valves from clogging;
- eliminate the need to dump wash water tanks each day; and
- reduce maintenance and cleaning time.

Its unique chemical composition is strong enough to effectively control slime in your lab, but is gentle to your sensitive equipment. Furthermore, this product will not affect the delicate chemical balance of your photographic process.

To use, simply dissolve one BioEase tablet in a beaker of warm water and add directly to your wash tanks. In most labs, the best time to treat wash water is after daily processing has been completed. However, this product may be used during processing without adverse effect.

Did you know . . .?
Some wash water cleaners—chlorine, bromine, and solid bromochloro organic compounds—are oxidizing chemicals. They are neutralized and consumed by photo processing chemicals before they can work, so large quantities are required for the proper effect.

BioEase contains cleaning agents that remain active in the presence of photographic processing chemicals. One tiny tablet treats 20 gallons of wash water for up to ten days!

Additional benefits:
- Won't harm sock material, stainless steel, or PVC
- Non-corrosive for improved lab safety
- Ships non-hazardous to save you money

BioEase is available in 25- or 500-tablet packages. For more information, please call **800-777-5778**.

Stationary Cathode Ideal for Fixer and Silver Wash

New Applications for Large Photofinishers

CPAC Equipment Division (CED) has applied its patented stationary cathode silver recovery technology to the new **SilvPAC® RS/LM-60™**(recirculation system; low maintenance), an on-line, closed-loop electrolytic silver recovery and fix recirculation system.

SilvPAC® RS/LM-60 prototype installation

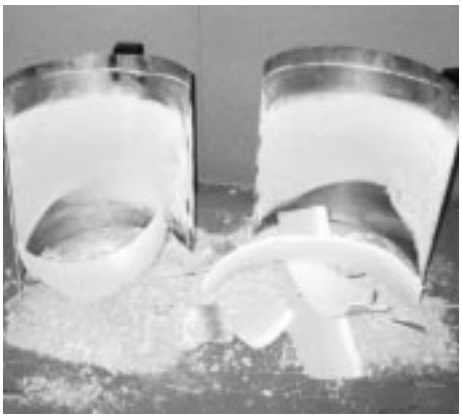
The RS/LM-60 and Dual RS/LM-60 are designed for large photofinishers, school photofinishers, professional labs, and motion picture labs. These versatile units may be used as recirculation systems connected directly to the processor to reduce fixer usage by as much as 75%, or used as a "batch system".

Recover up to 98% total silver from the paper process, and reduce silver discharge to the drain by as much as 8% by adding a silver wash step and our new **SilvPAC® LM/SW™** (low maintenance; silver wash) to your process. When used in conjunction Trebla's Silver Plus Electro Wash and Replenisher™, this on-line, closed-loop recirculating unit allows silver to be concentrated and removed from the silver wash.

The Silver Plus formulation also acts as a washing aid, enabling subsequent washes to more efficiently remove harmful by-products that can affect image permanence.

Both new systems use CED's patented stationary cathode technology, invented to reduce maintenance and increase efficiency when recovering silver from bleach-fix (LM/BF-55).

The stationary cathode design eliminates the brushes, bearings, and motors required for rotating cathode units. The flexible split-seam cathode can be removed from the unit, desilvered, cleaned, and re-installed in just a few moments, further increasing efficiency.



Desilvering the patented split-seam cathode is faster and easier than ever.

For more information about these new SilvPAC systems, call CPAC Equipment Division at **800-828-6011**.

Your Questions Answered

Q: *I own a photo lab in California. What are the rules for shipping spent cartridges and flake to a refiner? Can I use UPS Ground?*

BJK: On January 1, 1999 the state of California enacted legislation to regulate spent metallic replacement cartridges, silver flake, and other wastes, which are hazardous solely due to the presence of silver. This legislation is similar to Federal Resource Conservation and Recovery Act (RCRA) regulations. Metallic replacement cartridges and silver flake no longer have to be manifested or transported by a licensed hazardous waste hauler, and can ship UPS. PRS Refining Services, CPAC's exclusive refinery in Salt Lake City, provides all the necessary paperwork to ship your lab's spent material. Liquid waste still needs to be hauled and disposed of by a licensed hazardous waste hauler.

Q: *I heard the state of Virginia now requires spent cartridges to be manifested by a licensed waste hauler when being shipped to a refiner. Is this true?*

BJK: Yes. But there is good news for labs in Virginia. PRS Refining Services maintains proper documentation as to the transportation and disposal of metallic exchange material. For this reason, and because PRS' procedures for managing this material meet strict standards, the Virginia Department of Environmental Quality (DEQ) has recognized it as the first refinery to be exempt from these rigid shipping guidelines. This means that photo labs need not hire a hazardous waste hauler or pay expensive HAZMAT fees to ship spent flake and cartridges if they choose PRS as their refiner. PRS consistently meets federal EPA guidelines for handling metallic exchange material. For a copy of the letter from the DEQ, call **800-934-9234.**

Barbara Knowles,

Silver Specialist
CPAC, Inc.

Q: *I use another manufacturer's pumping station with column-type environmental cartridges, but I am dissatisfied with the yields. Can your RePAC® cartridges be retrofitted into my pumping station and still meet my local discharge requirements of <1 ppm?*

BJK: Yes! Our versatile RePAC cartridges can easily be adapted to work with most pumping stations to meet discharge requirements. When changing to high-yield RePAC cartridges, we recommend adding an extra set of quick disconnects and setting the pump to run at 100 ml/min. You will also need to use a pressure relief valve. It will take only a small capital investment to reap the advantages of our high-capacity cartridges. We may even be able to exchange your current metallic exchange cartridges (if they are the pressurized type) for a credit toward new RePAC cartridges.

For answers to your silver questions contact Barbara Knowles at **800-934-9234**.

CPAC Asia Opens for Business

A ribbon cutting ceremony on July 23, 1999 officially marked the opening of CPAC Asia Ltd., CPAC's new photographic chemical manufacturing plant in Bangkok, Thailand. CPAC Asia was built in response to a growing market share of Trebla brand photographic chemistry in the Pacific Rim.

The new 33,000 square-foot plant will serve customers in China, Japan, Korea, Hong Kong, Taiwan, Philippines, Indonesia, Malaysia, Australia, New Zealand, India and Thailand. The facility has a current capacity of 200,000 gallons of chemical concentrates a month.

CPAC operates three chemical manufacturing plants in the United States, two in Europe, and one in South Africa. With the opening of CPAC Asia in Bangkok, the Company has established full global coverage for its imaging products and brought its worldwide manufacturing and warehouse space to nearly 870,000 square feet.

Grand Opening at CPAC Asia

CPAC Italia Receives ISO 9002 Certification

In June 1999, CPAC Italia's Quality Management System was awarded certification in accordance with the ISO 9002 quality standards.

The International Organization for Standardization (ISO) is a non-governmental organization established in 1947. Its mission is to promote development of standardization and related activities in the world with a view to facilitating the international exchange of goods and services, and to develop cooperation in the spheres of intellectual, scientific, technological and economic activity.

Export-minded industries have long sensed the need to agree on world standards to help rationalize the international trading process. A worldwide federation of national

standards bodies from some 130 countries, ISO's work results in international agreements that are published as International Standards.

CPAC Italia began the certification process in February 1998. Some sixteen months later, the company's continuous efforts toward quality improvement were rewarded with ISO certification.

According to Adolfo Corradi, Director of CPAC Italia in Milan, Italy, "ISO 9002 fully guarantees to our customers that we are using materials, methods and procedures that are continuously controlled and certified. The final result is high quality finished goods with constant photographic results. In this way, we provide maximum satisfaction of our customers."

Congratulations to the management and staff of CPAC Italia for this meritorious achievement!

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for them by name, and rely heavily on the accuracy of the information they are given.

For example, Trebla offers free analytical support to its customers, usually in under 48 hours. Observations and specific recommendations are delivered to the customer via telephone and a formal letter. In urgent situations, a sample is sent by overnight delivery so the customer can have the results by morning. According to Stephen Horton, Technical Service Manager, "This is extremely important when trying to solve a problem in 'real time'. If it takes 2-3 weeks to get analytical results, the problem is history and the analysis has little value to the customer."

Unlike other chemical companies, Trebla does not have an automated attendant or voice mail system. A caller will always speak to a live person. John Hoffmann, Senior Photographic Engineer, describes it this way: "When you consider the psychology behind it, this personal touch is very important. When a customer calls with a question, talking to a machine may tend to heighten their current level of frustration. Customers need answers, and they need them quickly. If none of us are immediately available, we will typically get back to the customer within 30 minutes. We carry cell phones after hours and while travelling for immediate accessibility."

Trebla's manufacturing facility in St. Louis, MO houses not only the production area, but also the photographic engineers, the research & development department, and the analytical lab. Mike Malan, Photographic Engineer, explains: "Because of our proximity to other departments, we have direct, immediate access to the individuals that design and manufacture all Trebla products, as well as the documentation related to these products. This make it easy to give customers accurate answers to their chemistry questions in a timely manner."

Trebla's Technical Support department provides extended hours for telephone service. Customers can phone in Monday through Friday between 8:00 a.m. - 7:00 p.m. CST and on Saturday from 9:00 a.m.–3:00 p.m. CST at **800-325-4404.**

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