

Product Care, Repair & Take-back Programme

Helping customers extend product lifetime and reduce waste from coding printers and consumables

Document No.	TL-PRG-ENV-040	Revision	00
Effective date	01-10-2026	Next review	30-09-2027
Policy owner	Technical / Service Manager	Approved by	Chairman
Scope	All Trade Linx customers for coding and marking printers, consumables and IT equipment	Classification	Public – customer communication

1. Why this programme

A well-maintained printer lasts longer, uses less ink and solvent and creates less waste. Trade Linx offers the services below so our customers can keep equipment in use for longer and dispose of waste responsibly. This programme implements section 5 of TL-POL-ENV-010.

2. Post-purchase care services

- **Annual Maintenance Contracts (AMC):** scheduled preventive maintenance, filter and pump replacement, and calibration so printers work efficiently and last longer.
- **Repair and refurbishment:** workshop repair of print heads, boards and power supplies; refurbished printers offered for rental or sale.
- **Spare parts availability:** spare parts stocked in Lahore and sourced through our group company Inkjet Limited, for at least 7 years after a model is discontinued.
- **Rental:** printers available for rental, so customers use equipment only when needed.

3. Maintenance tips to extend product lifetime and reduce environmental impact

- Use the correct shutdown sequence (clean nozzle) to avoid print-head blockage and solvent loss.
- Keep the printer cabinet closed and away from heat to reduce solvent evaporation — lower make-up consumption.
- Change filters at the recommended interval; blocked filters raise pump wear and energy use.
- Optimise print settings (dot size, font, message length) to use less ink.
- Consider TIJ or laser coding for suitable lines — no solvents, fewer consumables.

4. Take-back and recycling

- Empty ink, make-up and solvent bottles, used TIJ cartridges and used filters are collected free of charge during AMC visits or can be dropped off at 16-J Johar Town.
- End-of-life printers and IT equipment are taken back for reuse of parts; the rest goes to an EPA-approved e-waste recycler.
- Collected quantities (units and kg) are recorded and reported in the Sustainability KPI Report.

5. How to use the programme

Call the service helpline **+92 42 35314888** or email **info@tradelinx.pk** to book maintenance, repair or a collection.

Approval

This document was approved by the Chairman of Trade Linx on 01-10-2026 and is effective from that date. It is communicated to all employees and relevant stakeholders, applies until superseded and is reviewed at least annually.

Prepared by: Technical / Service Manager

Approved by	Signature and company stamp	Date
Chairman, Trade Linx	Approved and signed by the Chairman – signed original held at Trade Linx Head Office, Lahore	01-10-2026

Revision history

Rev.	Date	Description of change	Approved by
00	01-10-2026	First issue.	Chairman