

Frequently Asked Questions about Alternative Inks



Q, Will I still get service and support for my printer if I use Alternative Inks?

A, Yes, A service provided has a responsibility to continue to provide technical services to your printer. Hi-tech Ink has Technical contractors available to service most locations in New Zealand if required.

Q, What will happen to my warranty if I change to Alternative INK?

A, In most cases your manufacturer's warranty is still valid; the only parts that are generally not covered by the manufacturer will be any part that touches the alternative ink.

Q, Where does Hi-tech Ink come from and how can I be sure it won't harm my printer?

A, Hitec Ink only partners with leading ink manufacturers, In most cases our Manufacturers are producers of OEM inks for other company's making their products the best in the today's market. All our inks are guaranteed fit for purpose or we will refund your money.

Q, Will my colours change if I use Alternative INK?

A, Usually there is some colour variation when changing ink systems, equally as you have when upgrading software or computers. Generally each Rip system is easily adjusted to compensate for colour change.

Q, Will I need a technician to change my printer over to Alternative INK?

A, Generally not required, but a Hi-Tech representative will be available to assist you if required, email admin@hitecink.com