

# no-pixel: frequently asked questions

## Film processing

### # In which machine does the processing take place?

We work with a Jobo ATL3 Rotation Processor. In this process, small images (135) and roll film (120/220) are wound onto spools and processed in rotation at adjusted speed and processing time. For the processing of large formats (LF, 4x5, 5x7 and 8x10inch) we use special film processing tanks, which guarantee a consistent spreading of chemistry across the entire surface.

### # Which chemistry is applied?

For color negatives (C-41) and color positives (E-6) we use the chemistry by the companies Tetenal and Kodak. Black-and-White negatives (BW) are processed in rotation with Kodak D-76 at film-individual times. At the same time the agitation processing of black-and-white negatives, using a Heiland Tas Processor, is provided.

### # How are the films returned to the customer? Cut or in plastic foil?

If no scan is created after the film was processed, the single film is dried without residue and sent back to the customer in an A4 film transparency. Due to packaging logistics, it unfortunately is not possible to send out uncut small images or roll films. Of course small images and roll films do not have to be cut when picked up on the spot (*Please leave a small comment in the according box in the order form*).

If the scanning service is added to the film processing, the film is divided according to scanning requirements, professionally cleaned with a specific film cleaner and anti-static products as well as it is send back to the customer in A4 film transparencies or pergamin protection sleeves.

### # Which information do I have to provide for a push/pull processing order?

The actual exposed ASA value has to be filled in. If e.g. an Ilford HP5 with 400 ASA is pushed on 800 ASA, "800 ASA" has to be filled in the additional comment box. Attention: If you send us more films of the same type, please label each single film. If you send us many films of the same size, the push/pull film has to be explicitly labeled.

### # Is it possible to reverse the crossover processing?

No. The results are final. There is no possibility of reversing the processing.

### **# What is the biggest difference between the rotation processor or the agitation processor when it comes to black-and-white negative processing?**

The visually most remarkable difference is the edge definition of negatives, which is accomplished by the combination of the agitation rhythm and moments of respite. Furthermore a controlled and reproducible processing can be guaranteed using the Heiland Taz Processor.

### **# Why is it only possible to select "black-and-white processor" when choosing agitation processing?**

This is due to the used processors – some black-and-white processors agree more with the agitation than others. For example Rodinal is not eligible for the rotation processing, therefore the agitation processing is offered.

### **# Is the agitation processing provided for 5x7 and 8x10inch?**

Unfortunately for the time being the agitation processing is only provided for products up to 4x5inch.

## **Drum scan**

### **# What are the drum scanner's advantages over other scanning technologies?**

The technology of the drum scan works with PMTs (photomultiplier tubes) and wands and scans each single pixel with a photosensitive cell. Consequently superior advantages over the CCD-Scan technology arise in all areas. Those are as follows: a very big dynamic range, high sensitivity in dark image zones, low image noise, high density range, ideal sharpness/focus across the entire image range due to the installation on a drum, purely visual and high resolution of 11000ppi and a maximum magnification of 3666%. Moreover wet installation conceals scratches and dust.

### **# Why is the drum scan that expensive?**

Drum scanning is very time-consuming: templates have to be cleaned, installation drum, transparencies and material have to be statically discharged, the installation has to be free of dust, and the formation of air bubbles has to be prevented. As soon as the material is installed, the scanning parameters have to be defined. For the actual scan the device works 10 minutes up to multiple hours according to the specific resolution. *(During this time the machine is occupied and cannot be used for other scans)*. Subsequently the material needs to be cleaned and packaged. Depending on the specific order, we apply dust retouch techniques.

### **# How are the prices for the drum scan established?**

The prices of the drum scanning services include the basic installation prices (time&material), 15€ per Mpx, 0,25€ for color and 0,15€ for black-and-white.

This price consists of the time needed for scanning, during which the machine cannot be used for other scans. The scanning time can also be understood as writing time of the scan data. This is why some providers establish their prices according to megabytes. We agreed on megapixel per image, magnification of templates in % and Scan PPI/DPI in order to be able to offer various perspectives.

### **# Why are there different prices for color (Col) and black-and-white (BW)?**

Color is written in three color channels (RGB at 16-bit), so even with the same image size and resolution, it needs considerably more memory space, therefore longer scanning and writing speed, than a black-and-white negative/image (grey-scale at 8-bit). The prices compensate that very difference.

### **# Which magnification factor and how many megapixel do I need?**

We suggest to place demand-oriented scan orders. So if the print is the result, the printing dimensions need to be determined and the corresponding scan has to be selected. Here an example: If no prints bigger than 40x50 are created, the digitalization of more Mps than that, makes little sense. But if in some cases a print bigger than 200x300cm is necessary, we suggest choosing high-definition scans in advance, instead of ordering the scan of the same negative again. Here the important consideration is to find the right balance, well adapted to your needs and aspirations. We will be happy to advise you via the contact form.

### **# What are the most common scan sizes?**

That is very difficult to say, because it is always dependent on the template size and following needs. Basically: The magnification factor decreases with an increasing template size. Small image negatives (24x36), for instance, have to be digitalized with bigger factors in order to reach a 60x90 format than a 6x9 medium format negative. Please see the film format table.

### **# What is the difference between dpi and ppi?**

DPI (dots per inch) means pressure points per inch (25,4mm) during a print. The term originates in the printing sector and only gains importance as soon as a digital file is prepared for print. When it comes to scanning the unit ppi is used, which indicates the number of pixel per inch (25,4mm). It is important to emphasize that the drum scan achieves its special brilliance, because it reads each pixel individually.

### **# In which color space are scans delivered?**

Color scans are delivered in the Adobe RGB color space or in .LAB. Black-and-white scans are delivered in grey-scale. If in both cases different color spaces are required, please leave a comment in the according comment box and your requirements will be considered.

**# Is the delivery of products at 8-bit or 16-bit resolution possible?**

Color scans are delivered at 16-bit, black-and-white scans at 8-bit. Here again, just leave a small comment in the according box, if you have special requests.

**# Is it possible that my negatives are damaged during the scanning process or by the specific liquid?**

No, the applied liquid evaporates without residue. Negatives and/or positives will be damaged in no way.

**# Why are 4000 ppi CCD scans a lot cheaper than low-resolution drum scans?**

When it comes to drum scanning, the biggest effort is the installation of the template and the according material expenditure (film cleaner, anti-static, scanning liquid, scan transparencies, special adhesive tape). Unlike the drum scan, which scans pixel by pixel, the CCD scanner works line by line, which results in a much faster scanning process. The drum scanning costs include installation, effort, machine utilization and the file size (Mpx). The drum scan is a technique that signifies best quality with highest effort.

**# Which requirements does a template have to meet in order to be qualified for a drum scan?**

The template has to be flexible and cannot exceed a size of 420x470mm. Basically, when the drum scanner is applied, we use wet installation. If the material that was sent to us is incompatible with the scanning liquid, we will confer with you and either use drum scanning without liquid or the CCD scan technique.

**# Is it possible to scan framed slides or glass negatives?**

No, when applying the drum scan technique, the template is installed on an acrylic drum, therefore only flexible material can be scanned. If you want your framed slides to be scanned, the slides have to be removed from the frame in advance. Please only send us slides without frames! For the scanning of glass negatives or other inflexible templates we recommend our CCD scan.

**# Are there special discounts for large orders?**

Yes: 3 scans+ (-5%), 5 scans+ (-10%), 10 scans+ (-15%), 20 scans+ (-20%) and 30 scans+ (-25%). If you want to place larger orders, digital archiving and/or collective digitalization, contact us and we will be glad to submit an offer to you.

### **# Are scan files internally re-sharpened?**

We strive to deliver scans, that are as clean as possible, therefore we deactivated all software standardized settings and interferences. You will exclusively receive visual resolution.

### **# Which device do you apply?**

We scan with a Heidelberg Tango drum scanner.

### **# Which color management do you work with?**

We work with iT8-targets by the company Hutch and Wolf Faust. The screens by the company Eizo are calibrated in true-color with X-Rite devices.

## **CCD scan**

### **# What are the fundamental differences between the drum and the CCD scanner?**

CCD scanners work with a CCD line, which scans line by line. Our CCD scanner achieves very focused and detailed image files, but it technically cannot achieve the brilliance of a drum scan. The ones among you, who can do without the absolute optimum, can expect very good results, when choosing our CCD technique (Cre iQsmart3).

### **# Which device is used?**

We use the Creo iQsmart3 CCD XY stitching Scanner.

### **# Why is the 2000 ppi scan by that device better than the scan by an Epson scanner?**

Consumer scanners are mostly sold with wrong DPI/PPI details. The effective optical resolution often achieves less than 50% of what was promised, which results in flat, blurry and little detailed image files and unnecessary file sizes. The effective resolution of a scanner can be optically determined with the USAF target. Our devices are absolute professional devices, chosen according to their visual brilliance, density range and color fastness. As they are connected to precisely measured iT8 targets and to extensive color management, we offer a workflow that is difficult to apply in a private household.

### **# What improves the wet installation?**

When applying the wet installation, the template material is inserted in a liquid layer, which reduces small irregularities and faults in the material, eliminates Newton rings, increases the dynamic range as well as it especially conceals dust particles.

### **# What does "FineScan" mean?**

The option "FineScan" includes dust retouching for the chosen scan template. This means we professionally conceal small scratches, impurities and dust particles. > *See the example images among the provided information on scan products.* The "FineScan" is tied to the file size and therefore 40% of the scan price is additionally charged. The more Mpx, the more surface has to be cleaned.

### **# Is the given resolution optical and interpolated?**

The offered resolution is always purely visual. If for any reason an interpolated resolution is needed, this requirement can be met up to max. 10000 ppi, using the CCD scanning process. However if such a high magnification factor is required, we recommend a digitalization via drum scan, which delivers a purely optical resolution up to 11000 ppi.

### **# Are the scan files internally edited or re-sharpened?**

No, all the pre-settings are deactivated. The scan is as clean as possible. This means that there are no software-standardized pre-settings like elimination of image noise, re-sharpening or color adjustments.

### **# Does the scanner have an ICE dust correction?**

No, the scanner does not have an ICE dust correction. We meticulously remove any dirt in advance. However after extensive experience, we can say, that a scan without any kind of dust particles is almost impossible. Customers have the option to either conceal dust themselves or choose "FineScan" (professional dust retouch) for a 40% surcharge.

### **# Which file format, in which color space do I get?**

The scan files are delivered, as long as not required otherwise, in the uncompressed .TIFF format, at 16-bit in color and 8-bit in black-and-white, in .LAB or Adobe RGB color space or grey-scale. If other kinds of parameters are requested, please leave a comment in the according box in the order form.

### **# Do I have to expect visual faults in my pictures?**

No, we scan with Anti Newton Glass and during the wet installation an Anti-Newton effective scan liquid is used.

### **# Are there discounts for large orders?**

Yes: 10 scans+ (-5%), 20+ (10%), 30 scans+ (-15%) and 50 scans+ (-20%). If you want to place larger orders, digital archiving and/or collective digitalization, contact us and we will be glad to submit an offer to you.

### **# Can glass negatives be digitalized?**

Yes, glass negatives can be digitalized outstandingly.

### **# What is the maximum size of a template?**

The maximum scan surface is 460x330mm. For bigger objects we suggest a large-format scan or the digitalization through repro-photography.

### **# Are you able to digitalize a slide collection of 20000 pieces?**

Basically we are able to digitalize slides in frames (KB and MF), but for now only a smaller number of pieces. The service provided by no-pixel basically concentrates on highest possible quality and works with techniques that do not operate with high quantity, but are placed in the area of fine arts. Furthermore our workflow is adjusted to individual processing.

### **# Which kinds of material are suitable for wet installation with scan liquids/oil?**

Basically we would not recommend a wet installation, when it comes to all kinds of film materials or materials, that do not absorb liquids (e.g. PE-plastic-paper, polaroid etc.) and special types of paper, unique items, fabrics etc.

## **General Information/Order**

### **# How is the template material supposed to be sent to us?**

Film material is supposed to be packaged in pergamin protection slides or film transparencies and sent to us in a cardboard envelope. If the film material or other kinds of analog pieces are unique items, we would recommend you to send it as registered mail or to even insure it. The same will be pursued by no-pixel. We exclusively send registered, safely packaged, and sealed mail.

### **# What countries does no-pixel deliver to?**

no-pixel provides worldwide delivery.

### **# How are scan files delivered?**

Digitalized files can be sent via server upload (you receive a download link), DVD (+ 4€) or USB Stick (+ 8€). DVDs and USB sticks along with your templates are delivered by mail. The server upload takes place immediately after the scan and/or retouch.

### **# What are your delivery costs?**

The delivery costs for templates up to a size of A5 (225x160mm), as registered letter are:

Austria: 4,00€

Europe: 6,00€

International: 8,00€

For templates up to a size of C4 (348x256mm), as registered letter:

Austria: 6,00€

Europe: 10,00€

International: 14,00€

Please contact us and we will provide delivery information concerning other sizes and measurement cargo.

Usually our deliveries (exclusively registered mail) are sent per Austrian post.

Collection at no-pixel (Spaungasse 22/40, A-1200 Vienna) free of charge.

#### **# How long does it take for me to receive my files?**

We usually process your orders within 5 days. If your order is delivered, please include the time of delivery per mail. In urgent cases, please contact us.

#### **# What payment modes do you accept?**

You can chose to pay with PayPal, immediate transfer, advance payment/bank credit transfer and cash payment (on collection). Please note that when paying by bank transfer, we begin the processing of your template when payment is received.

#### **# I have an entire archive to be digitalized, how can I contact you?**

If you wish to get in contact with us or if you would like to receive an offer in advance, please use the contact form. We will get in touch with you immediately.

#### **# Refund/cancellation right**

Since we provide individual services, the right of cancellation is excluded. However, we try our very best to process the offered services according to our high standards, but above all according to our customers needs. In case of dissatisfaction, please do not hesitate to contact us right away.