

FREQUENTLY ASKED QUESTIONS

IS NO.W.HERE A TECHNICAL SUPPORT LINE FOR ALL QUERIES TO DO WITH 16MM AND 8MM FILM?

No. no.w.here is not a service, nor are we a commercial lab. Whilst no.w.here can provide technical support to members in workshops and in 1:1 sessions, we do not have the funding or human resources to answer technical queries or troubleshooting for non-members or members either via phone, email or in the lab. no.w.here is a primarily open studio with specialist equipment, and a community of independent filmmakers and artists which operate around a set of shared interested and resources, a space for critical discussions and screenings of contemporary moving image work.

I AM A MEMBER, WHAT AM I PAYING FOR IF YOU CAN'T HELP ME OVER THE PHONE/VIA EMAIL?

Becoming a member **does not** include permanent or immediate access to the knowledge, expertise, advice or mentorship of any artist or individual that works at no.w.here. The membership fee covers access to the lab, use of the equipment, and being part of the no.w.here independent film community via events and opportunities to self-organise, among [other membership benefits](#). We always encourage people to seek out their own learning by trial and error and experimentation - there are a whole host of resources online, or there is a community around no.w.here which you can access and learn skills together.

I HAVE NEVER USED FILM BEFORE, CAN YOU HELP?

The best way to learn the processes and workflows associated with working with photochemical film is to come and do a workshop at no.w.here or book 1:1 time* with one of the artists working here. Please call 0207 729 4494 or email info@no-w-here.org.uk for more information. You can also find some very useful resources [here](#) and [here](#).

DOES NO.W.HERE SELL FILM?

Yes - we sell black and white 16mm Kodak stocks and colour Super 8 film. Please see the [no.w.here shop](#) for details of all the stocks we sell. For colour 16mm please contact the [Widescreen Centre](#) or [Frame24](#), and for other stocks please see [18 Frames](#).

DOES NO.W.HERE SELL CLEAR OR BLACK LEADER?

No. You can purchase Orwo PF2 stock from us. To make clear leader simply place the film in a bucket if fixer until it is completely clear. To make black film, simply place the film in developer until it turns completely black, then wash, fix and wash. A final rinse in distiller water mixed with wetting agent and air drying in a clean environment will give you film for drawing or scratching onto.

DOES NO.W.HERE PROCESS COLOUR 16mm / 8mm FILM?

No. no.w.here does not process colour film - we only processes B&W 16mm film as a negative / print by machine - we do not process any type of colour film by machine, you can learn to do this by hand in a Super 8 workshop. Members of no.w.here can book in for 1:1 tuition* (minimum 3 hours at £40 per hour) to process most types of colour film (E6/C41). You will need to supply your own chemicals and may need to continue to work independently after your tuition period to finish your job. For machine processing of 16mm use [I-Dailies](#), and for Super 8 please contact the [Widescreen Centre](#) or [Blue Cinetech](#).

DOES NO.W.HERE PROCESS BLACK AND WHITE FILM?

Yes. We can also process 16mm and 8mm B&W film of most in date stock types - however if it is a reversal film we can only process it as a negative which can either be printed or telecined. However, super8 print stock is no longer available, and the only way to create a duplicate of a super8 film is to make an optical print of it onto 16mm, which you can do at the lab as a member of no.w.here. For more information on what we can process, costs and turnaround times please see [LAB](#)

DO YOU DO A FASTER SERVICE FOR B+W FILM PROCESSING?

No. We process on Mondays only, and no.w.here is not open to the public on processing days for collecting film. While we usually process every Monday, we require a minimum run of 400ft. Processing jobs are available for collection from no.w.here on Thursdays, but please do make an appointment to collect. In the event that we do not meet this we will run the processor every two weeks. Additionally, we process 8mm film once a month only.

CAN I COLLECT MY PROCESSING FROM no.w.here? WHEN CAN I COLLECT IT?

Yes - Processing jobs are available for collection from no.w.here on Thursdays, but please do make an appointment to collect it by emailing info@no-w-here.org.uk or calling +44 (0) 207 729 4494.

DOES NO.W.HERE PROCESS OUT OF DATE FILMS?

Sometimes. This depends on the age of the film and how it has been stored. Black and White 16mm and 8mm films can generally be run through the processing machine regardless of age (after consultation with us). Older films usually result in good images but this varies. Colour films will need to be hand processed please see PDF for this under [LAB](#)

WHERE SHOULD I GET MY COLOUR NEGATIVE FILM PROCESSED?

no.w.here recommends [I-Dailies](#) for 8mm and 16mm colour negative processing. no.w.here members receive a discount for quantities over 400ft - mention that you are a member of no.w.here upon booking your job. Please contact I-Dailies directly for all enquiries.

DO YOU DO TELECINE OF 8MM / 16MM FILM? IF NOT WHERE SHOULD I GO?

no.w.here does not currently telecine 8mm film, however we are looking into providing this service at a later date.

We do telecine Standard 16mm film to SD - see [Telecine](#). We do not have a minimum time charge but we do have a minimum batching of 100ft and you need to provide a mac formatted hard drive or USB stick with sufficient space for your transfer (allow 5GB per 100ft). Additionally, we cannot support splicing together many fragments of footage for telecine within the usual rate. If a telecine job needs additional time because of splicing, this will be charged at an additional £40.

We are not able to telecine Super 16mm to SD or HD at no.w.here. no.w.here recommends [I-Dailies](#) for HD telecine of Super / Standard 16mm and 35mm

CAN no.w.here TRANSFER VIDEO TO FILM?

Not presently, there are DIY ways to do this, otherwise please contact [Len Thornton](#) freelance film consultant or [DeJonghe Film Postproduction](#)

DOES no.w.here SELL FOUND FOOTAGE?

We sell bags of scrap film generated in workshops and courses. Please email info@no-w-here.org.uk for more information.

WHAT ARE THE PRICES FOR BUYING STOCK AND PROCESSING?

All our prices are available on our website. There are different rates for members and non members. See here: [LAB](#)

WHEN ARE YOU OPEN AND DO I NEED TO MAKE AN APPOINTMENT TO VISIT, COLLECT, OR DROP OFF SOMETHING?

no.w.here is open as follows: Tuesday to Friday 10am-1pm and 2pm-6pm.

You **MUST** contact no.w.here via info@no-w-here.org.uk or on +44 (0) 207 729 4494 to make a time with us. We may turn people away who just show up without an appointment. Processing jobs are available for

collection from no.w.here on Thursdays, but please do make an appointment to collect.

CAN I TURN UP TO LOOK AROUND?

If you are interested to become a member or see what equipment is available in the lab it is essential that you contact us to make a time via: info@no-w-here.org.uk or on +44 (0) 207 729 4494.

WHAT IS AN OPTICAL PRINTER / CONTACT PRINTER / FILM PROCESSING MACHINE / STEENBECK?

Please see the information available on our website:

[Optical Printer](#)

[Contact Printer](#)

[Film Processing Machine](#)

[Steenbeck \(Editing Table\)](#)

DO YOU HAVE A SUPER8 VIEWER I CAN HIRE OR USE?

No. no.w.here does not currently have any super8 viewers.

CAN I MAKE SUPER8 PRINTS OR COPIES AT NO.W.HERE?

No. It is not possible as super8 print stock no longer exists. The only way to create a duplicate of a super8 film is to make an optical print of it onto 16mm. To use our optical printer you must first become a member and either do a workshop or book 1:1 time* with us to learn how to use the machine. Please contact no.w.here to arrange this. [More details on optical printing](#)

WHAT IS TELECINE / TK?

Telecine (usually referred to in short as TK) is the process of converting your film to a digital file. If you want a 'telecine' of your film it means you will receive a digital file from your film negative or positive.

Our specifications, rates and further information can be found here: [Telecine](#)

I HAVE AN OLD CAMERA / PROJECTOR AND I WANT TO KNOW HOW IT WORKS - CAN YOU HELP ME?

no.w.here is a small artist run organisation and we are primarily set up to facilitate the needs of members. If you undertake a filmmaking workshop you are welcome to bring your camera with you for advice, or if you are a member you can book time with a member of no.w.here at the rate of £40/hour.

DO YOU HIRE OUT 8MM/ 16MM CAMERAS?

We do not currently hire out 8mm cameras, however they are available for use during no.w.here workshops. We hire out Standard 16 (4:3) 16mm Bolex cameras to members, please see [this page](#) for more information. We do not currently hire out any Super 16 (16:9) 16mm cameras, but are hoping to have some available soon. For Super 16, try <http://www.aimimage.com/> or <http://www.panavision.co.uk/>

CAN YOU HELP WITH FIXING MY BROKEN CAMERA/PROJECTOR ETC?

No. no.w.here is a small organisation with limited resources and we do not offer this service to members or the public.

Bolex repair/servicing: [Movie Camera Support](#)

If you wish to obtain contact details for other repair specialists, please email info@no-w-here.org.uk and we will assist where possible.

DOES NO.W.HERE RENT OR HIRE 16MM OR 8MM PROJECTORS/LOOPERS/SPLICERS?

no.w.here **does not** rent out projectors, loopers or splicers, however members who are working in the lab may use them onsite to test their films etc. We would recommend [David Leister](#) or [ksobjective](#) for hiring out

projectors.

I WANT TO LOOP 8mm or 16mm FILM - HOW IS IT DONE?

If your film is a longer length than it is practical to loop through a film projector, then you should consider using a film looper. no.w.here sells [16mm film loopers](#) which take up to 11 minutes of 16mm film. If you want to work with looping 8mm film we can recommend [Looper 8](#). You can also contact [ksobjective](#) for 16mm or 35mm installation services.

[Order a Film Looper](#)

[Information of using Film Loopers](#)

IS THERE SOMEONE AT NO.W.HERE WHO CAN HELP ME PROCESS MY FILM?

Members of no.w.here can book in for 1:1 tuition* (minimum 3 hours at £40 per hour) to process most types of colour film. You will need to supply your own chemicals and may need to continue to work independently after your tuition period to finish your job.

If you have out of date stocks to process then prefer to this information guide: [Hand Processing Out of Date Films](#)

WHERE CAN I BUY FILM / SUPPLIES / PROJECTORS / BULBS

Most items you will need can be found online at the no.w.here shop. For harder to find items such as belts and bulbs for projectors we can recommend [Classic Home Cinema](#).

I AM GOING TO FILM ABROAD AND AM WORRIED ABOUT X RAYS AND MY FILM - CAN YOU HELP?

Keep your film in your hand luggage where it will not be subject to deep level x ray penetration. If in doubt, contact the airline for clarification.

CAN I SEND MY FILM TO YOU FOR SCREENING?

no.w.here does not accept single short films for screenings. However if you are a member you may propose a screening event by filling out the [no.w.here Programming Proposal Submission Form](#). In addition, no.w.here holds salons and members screenings a couple of times a year for members. for more information please see [Associate Membership](#).

CAN NO.W.HERE TRANSFER SOUND TO 16mm?

No. We recommend contacting [Martin Sawyer Sound Services](#)

ARE YOU A GALLERY?

no.w.here is not a gallery and our screening space is only open to the public approximately once a month when screenings take place in the evenings. To find out about screenings and events subscribe to our mailing list via the website and refer to no.w.here's [events listings](#).

CAN I VOLUNTEER AT NO.W.HERE?

no.w.here does not have a formal volunteer program, however we do facilitate members who wish to volunteer from time to time.

Activities that we are often looking for volunteers for include the following:

- Assist in running screenings, events or workshops;
- Writing and blogging about no.w.here activities;
- Assist in developing online content;
- Helping with the day to day running of the lab space including maintenance of equipment;

CAN I DO AN INTERNSHIP AT NO.W.HERE?

no.w.here does not have the resources to support or take on unpaid interns. We take a stand against the normalization of internships in the cultural sector as an expected supply of free labour. Additionally, we are also aware that due to the size of our organisation, we are not able to provide the level of support, professional development and training an ethical internship should offer. Instead we are interested to develop a volunteer support network for no.w.here which demands less of a time commitment than an internship. For more information on internships in general please see the [Carrotworkers Collective](#).

ONCE I BECOME A MEMBER, HOW OFTEN CAN I ACCESS THE LAB?

You are generally able to book in for up to three days in a row depending on the schedule in terms of other bookings and projects taking place onsite at no.w.here. You must remove all personal items and chemical bottles etc. when your booking period finishes. We advise that you book at least a few weeks in advance to secure your preferred time slots.

To book in you need to email or call via: info@no-w-here.org.uk / +44 (0) 207 729 4494
no.w.here is open for bookings between Tuesday to Friday 10am - 6pm.

***1:1 TUITION CANCELLATION POLICY**

Hand processing requires booking 1:1 time with no.w.here's artists. As we are a small non-profit with limited funding and human resources, we are unfortunately not able to accommodate cancellations for hand processing jobs at short notice. Therefore our cancellation policy for 1:1 bookings is as follows:

Cancellation with 15 days notice or more: 100% refund available.

Cancellation with 14 - 8 days' notice: 50% refund available.

Cancellation with 7 days notice or less: no refund is available.

If no.w.here cancels a 1:1 tuition booking for circumstances beyond our control, will give you a full refund or reschedule at the earliest possible date. no.w.here's liability for our cancellations of 1:1 tuition bookings in circumstances beyond our control is limited only to giving you a full refund for the tuition time and/or credit towards future no.w.here tuition sessions or workshops.