

Catalyst Packing Instructions

Please retain all packaging materials!

Before shipping, the product must be packed properly to avoid damage. Any damage due to improper packaging is not covered under warranty. **Damages caused by improper packaging will be charged.**

Prepare unit and accessories for shipping

Preparing the unit:

To prepare your label printer for shipping, please remove the label roll.

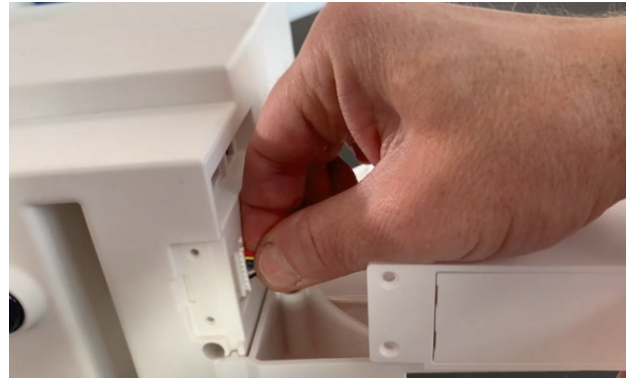
- Unload the label roll by pressing the unload button. Then remove the label roll.



- Turn the printer off and remove the cables.
- Remove the screws of the label holder.



- Remove the cables and all roll holder parts.



- Pull out on the blue handle to loosen the knife collar. Then remove the knife from the holder.

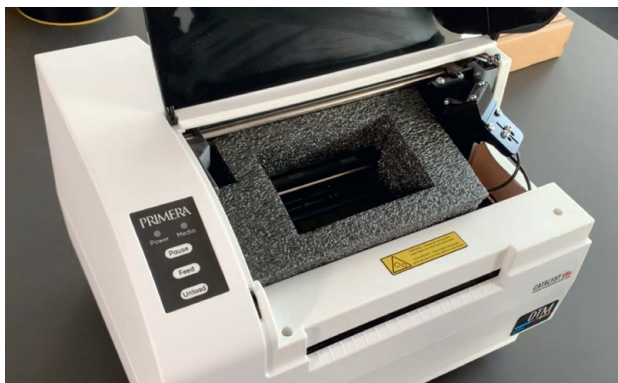


NOTE: Use the original plastic cap cover to protect the knife

- Pack all loose parts (including the screws).



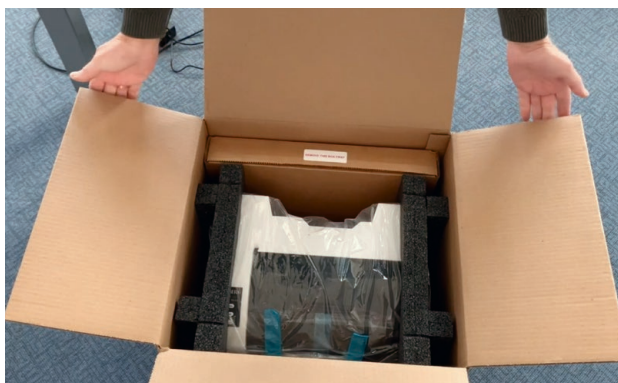
- Use the foam set to protect the laser.



- Tape the cover. Then bag the Catalyst and tape it again.



- Use the original packaging for best protection.



What about accessories?

For a quick handling please include all accessories (cables, power cords, power adapters, media (if the problem is related to it), print head carriage & cartridges) if available.

Any documents?

Please add the original failure description into the packaging. A printout of the email history should be included.

Shipping:

Please write the RMA number on the outside of the package.

Use the address below. Freight forward sent goods will not be accepted.

DTM Print GmbH
Support
Mainzer Strasse 131
65187 Wiesbaden
Germany

Further process:

Every incoming package will be identified by its **RMA number**. After repairment, the unit will be sent back to the recipient who contacted us for the RMA number. Amendments, such as change of shipping address, should be sent immediately.

The repair duration is approx. **5-12 working days**.

Thank you for your understanding.

Feel free to contact us at any time for questions regarding the repacking instructions. We're available via email at support@dtm-print.eu, by phone at +49 611 92777-0 or use the live chat on our website dtm-print.eu.

Watch our Packing Video
Tutorial at:
repacking.dtm-print.eu



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