

DP-4100 Series Packing Instructions

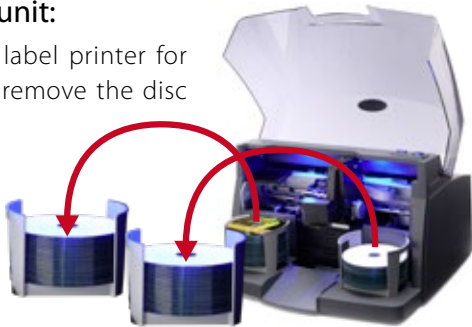
Please retain all packaging materials!

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 disc holders.



Please do not remove the print head and ink cartridge.

- With the front cover closed, power the unit off.



- Press and hold the cartridge button.



- While continuing to hold the cartridge button, power the unit back on



Continue to hold the cartridge button. The robotic will undock on the right side of the printer frame and lower. Power will shut off automatically once the robotic is in the transport position.



- Install the proper cardboard spacer inside the unit and close the cover.



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



What about accessories?

For a quick handling please include all accessories (bins, cables, power cords, power adapters, media (if the problem is related to it) and cartridge) if available.

Important Notice for DP-4100 Series:

Please **do not send us the print head** of the DP-4100 Series **without the cartridges**, otherwise the ink pads from the print head will dry out and then the print head **cannot be used anymore!**



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 repair, 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 packing 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.

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