

Eddie 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 Eddie for shipping, please

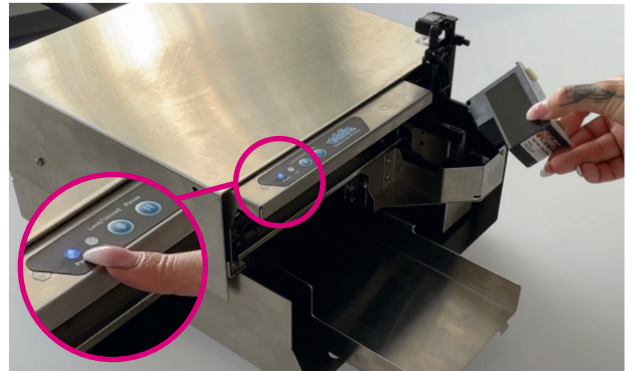
- Unplug the cable and remove the carousel plus the base



- Remove the cover.



- Remove the cartridge. *The printer must be turned on!*



- Now turn off the printer and unplug the cable.



- Open the printer to remove the crumb catcher.



- Squeeze the metal together to remove the ink trough.



- Clean the ink trough



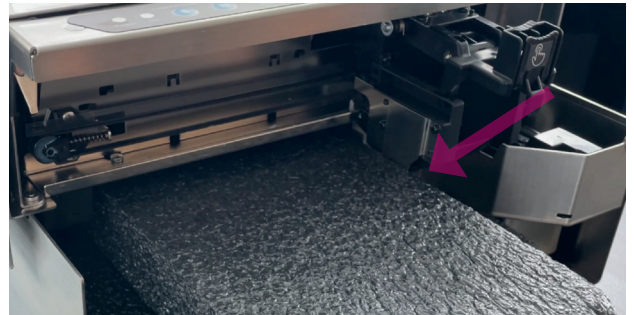
- Reinstall the ink trough after drying.



- Install the protection foam and make sure the arm fits into the cut-outs.



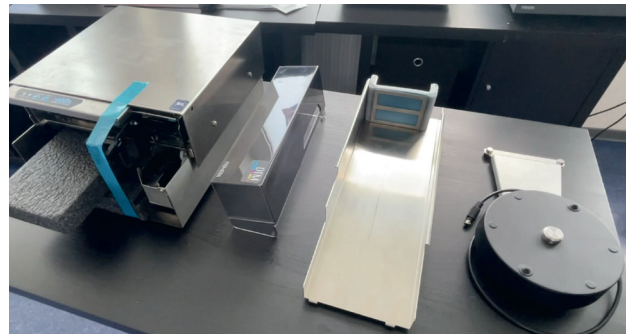
- Place the second foam above the first foam.
Move the printhead to the left so it touches the foam.



- Secure the printhead with tape.



- Bag all compartments.



- Repack all parts. Use the original packaging for best protection.



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



What about accessories?

For a quick handling please include all accessories (cables, power cords, power adapters, carousel, food items (if the problem is related to it), cartridge if you are asked to do so) 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.

Non-prepaid shipments cannot 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.

DTM Print GmbH
Mainzer Strasse 131
65187 Wiesbaden
Germany
+49 611 92777-0
support@dtm-print.eu
packing.dtm-print.eu

