

# LX3000e 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

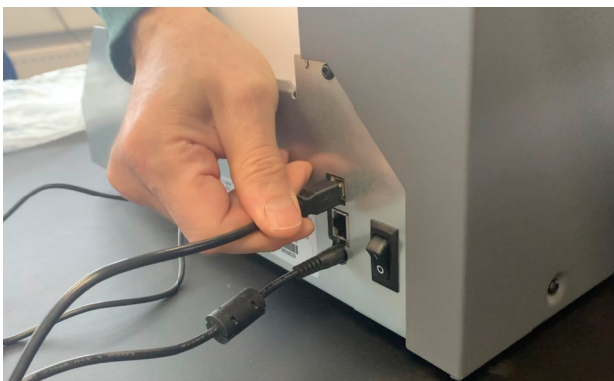
### Preparing the unit:

To prepare your label printer for shipping, please remove the label roll. Please note: The LX3000e ink tube system must be sealed before shipping the printer.

- Open the cover and unload the label roll by pressing the unload button.



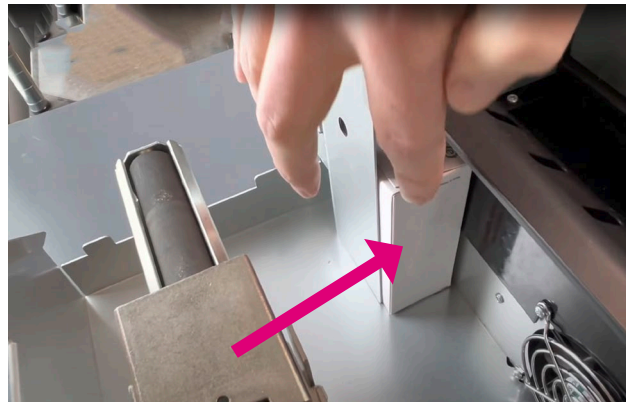
- Turn the printer off and remove the cables.



- Remove the label roll and move the roll guide to the left.



- **Install all Shipping Caps before shipping the LX3000e**

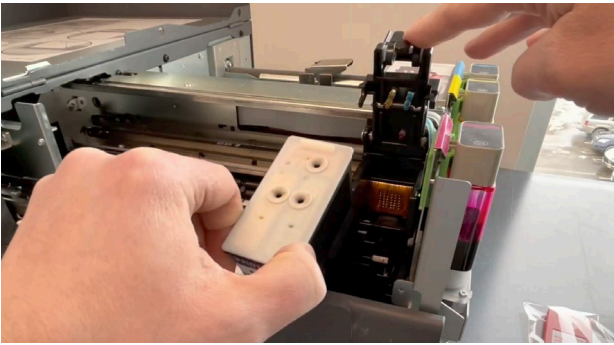


If your printer was shipped after 15/02/2022 the shipping caps are stored in the stock loading area. If you received your printer earlier, please contact [support@dtm-print.eu](mailto:support@dtm-print.eu) to get your free set of shipping caps.

Every set of shipping caps includes three large black rubber caps, three small orange rubber caps and one red printhead cap.



- Remove the print head.



- Install the red cap. Align the pins with the holes on the top of the print head.



Then seal the print head by capping with a cartridge/print-head garage or put it into a properly sealed plastic box.

**Please do not re-tape or cover the nozzles!**

If you are asked to send in your print head this will keep it from leaking. Otherwise it will keep it fresh until your printer returns.

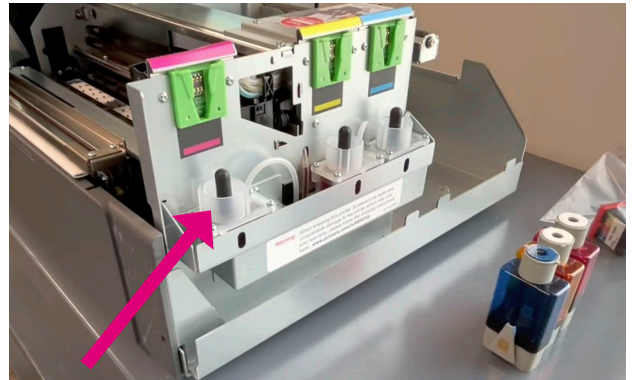
If support asked you to send back the print head, put it inside the box but not inside the printer. Otherwise, you may keep it with you.

- Remove the three ink tanks. To prevent leaking, hold the tank above the reservoir for a few moments until it stops dripping.

*Tip! Hold the ink tank over the reservoir as you turn it over.*



- Now install the black rubber caps. Make sure they are all secure.



- Let's cap the printhead side with the smaller orange caps. Push the caps until the first rib on the nozzle. Then close the lid.



- Close the cover and secure it with tape.





- Bag the printer and tape it.



- Use the original packaging for best protection.



Watch our Repacking Video Tutorial at:  
[packing.dtm-print.eu](http://packing.dtm-print.eu)



### What about accessories?

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

**Make sure the Shipping Caps are properly installed.**

### 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](mailto:support@dtm-print.eu), by phone at +49 611 92777-0 or use the live chat on our website [dtm-print.eu](http://dtm-print.eu).

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