

LX4000e 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

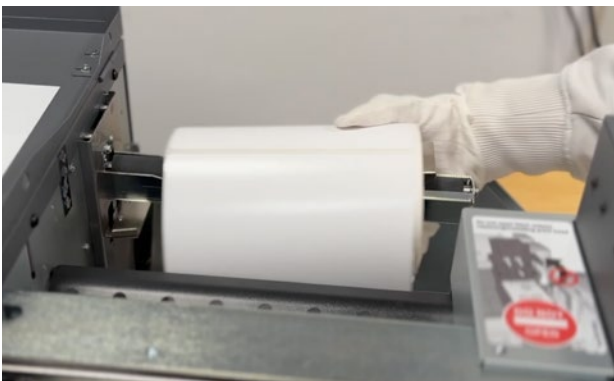
Preparing the unit:

To prepare your label printer for shipping, please remove the label roll. Please note: The LX4000e ink tube system must be sealed before shipping the printer.

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



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



- Turn the printer off and remove the cables.



- **Install all Shipping Caps before shipping the LX4000e**
Every set of shipping caps includes three large black rubber caps, three small transparent rubber caps and one red printhead cap.



- Remove the three ink tanks. Hold the tanks by the grey plastic and pull them out slowly and carefully. You can push the cartridge up at the lower corners for assistance. 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.



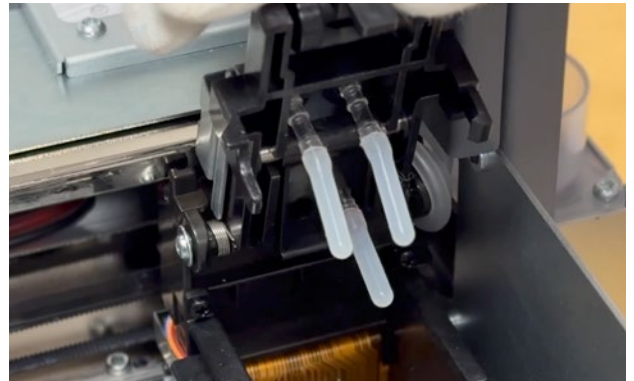
- Remove the print head.



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



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



- Store the cartridges and printhead in an airtight box or bag.
- Close the cover and secure it with tape.



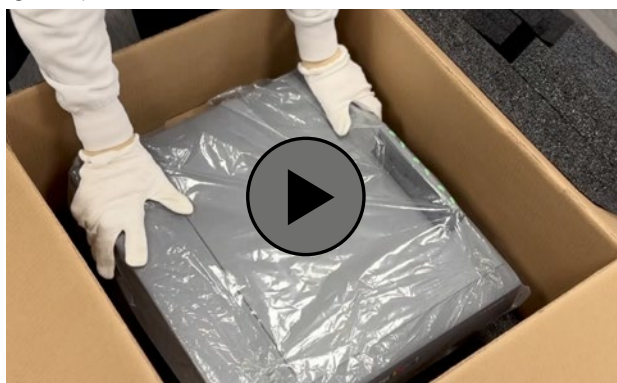
- Bag the printer and tape it.



- Use the original packaging for best protection.



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



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 attach our QR code to the outside of the package.

Non-prepaid shipments cannot be accepted.

Further process:

Every incoming package will be identified by its **RMA number/ QR code**. 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.