

Unpacking the Printer

- ☑ **Always save and store the original DNP printer packaging and carton.** Do not throw away the packaging as it is needed for transport.

Repacking the Printer

- ☑ **Use the original packaging whenever possible.** When transporting the printer via a common carrier, please use the original packing materials. Keep in mind that if the printer is not packed properly, the printer may be broken during transport.
- ☑ **Contact DNP for a replacement carton.** Or, if the original packaging is not available, use sufficient padding on all sides to protect the printer during transportation.
- ☑ **Do not use small or loose packing materials.** Avoid the use of "popcorn" or other loose/small material as the particles can work their way into the printer.
- ☑ **Do not ship accessories for repair.** When sending in your printer for repairs, do not include the following accessories:
 - Paper
 - Ribbon
 - Paper Tray
 - Ribbon Cassette
 - Paper Scrap Box
 - Power or USB cables

Transporting the Printer

- ☑ Do not tip the printer on its side or turn the box upside down. Doing so can damage the printer and void your warranty.
- ☑ Never transport your printer with paper or ribbon installed.

Contacting DNP

Have questions? Contact us! Call DNP Support for packing advice. For technical support or to order media:

Phone: 1-855-367-7604

Outside the US: 980-777-1178

Email: dnpsupport@dnpi.com

Hours: Monday-Friday 8 am EST – 6 pm EST

For shipping information:

UPS: 1-800-742-5877

FedEx: 1-800-463-3339

Always obtain an RMA number from DNP Imagingcomm America Corp. prior to returning any hardware components.

