DNP

Place the packing material marked TOP face up.

Wrap the printer in the plastic or plastic bag to protect from debris during transit.

Place the bottom packing material in box.

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

How do I Pack my Printer for Transport or Shipping?

Check below to find your transport scenario. For each scenario, follow the precautions and instructions to make sure your printer arrives safely and ready to print!

Transporting the printer…	Leave paper and ribbon in printer?	Include accessories?	Use proper packing material?	Use original packaging?
Between Locations	NO	YES	YES	YES
Shipping the Printer	NO	YES (if applicable)	YES	YES
Returning to DNP IAM for Repair	NO	NO	YES	YES
Returning to DNP IAM for Replacement	NO	YES	YES	YES

Packaging Precautions & Instructions

☑ **Use the original packaging material and carton whenever possible** to keep the equipment safe.

☑ **Never transport the printer with the paper and ribbon in the printer!** Even if you're just moving the printer a short distance.

☑ **Don't tip, invert, or tilt the printer box during transport.** This may damage printer components.

☑ **Do not use loose material like packing popcorn or small styrofoam pieces.** The small pieces can cause damage to the printer's mechanical components.

Printer Accessories:

☑ Power Cord
☑ Scrap Box
☑ USB Cables
☑ SD Card (if app.)
☑ Paper Tray

☑ Ribbon Cassette
☑ Paper Spools
☑ Paper
☑ Ribbon

If you need to ship your accessories, pack them into the shipping box in a secure, safe manner.

Contact DNP
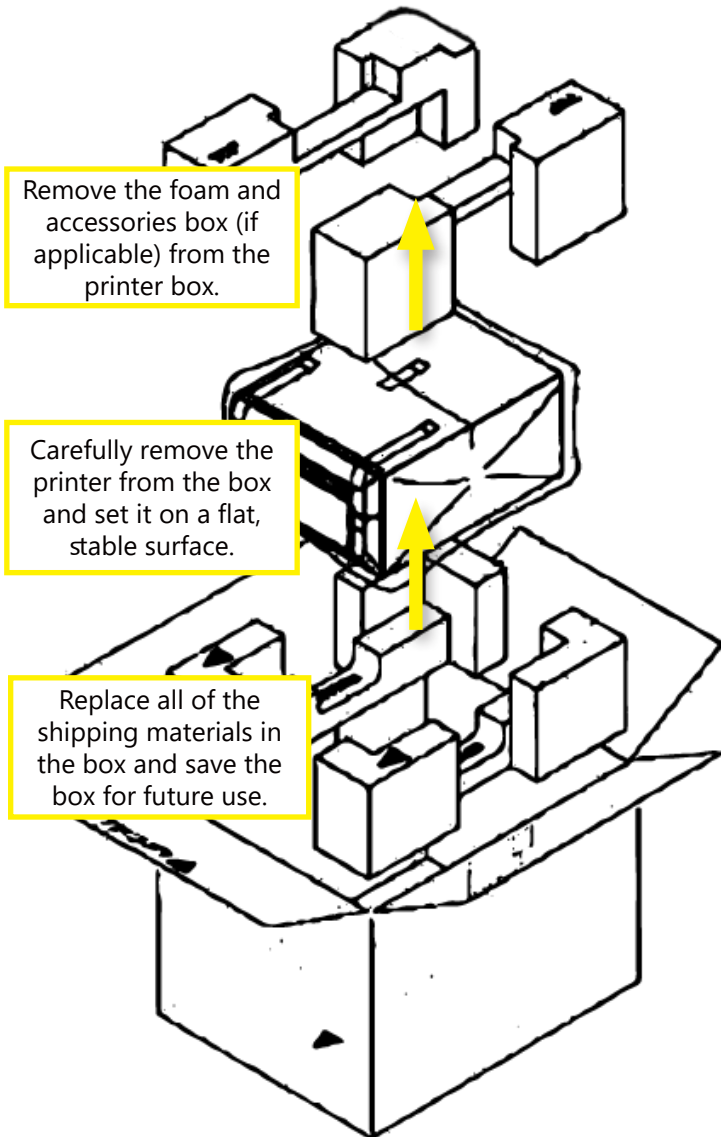
For technical support or to order media:

Phone:
1-855-367-7602

Outside the US:
980-777-1174

Email:
dnpsupport@dnp.imgcomm.com

Hours:
Monday-Friday 8 am – 6 pm EST

Mailing Address for Returns:
DNP Imagingcomm America
RMA #
4524 Enterprise Drive NW
Concord, NC 28027
Attn: Service and Repair

Remove the foam and accessories box (if applicable) from the printer box.

Carefully remove the printer from the box and set it on a flat, stable surface.

Replace all of the shipping materials in the box and save the box for future use.

Unpacking the Printer

1. **Unpack the printer.** Remove your printer from the shipping box. *Be careful -- the printer is heavy.*

2. **Place your printer.** Set the printer on a flat, stable work surface. Remove any packaging from inside the printer, and if your empty paper spools are in the printer, take them out.

3. **Setup the printer.** Locate your accessories box if one was shipped with the printer, or your printer accessories if you stored them separately. Load the paper and ribbon into the printer. (Need help with this? See your user manual for more info!)

4. **Attach the cables.** Attach the USB cable to the back of your printer and to your photo system. Attach the power cable to the printer, and plug the printer into an outlet. Power your printer ON.

5. **Ready for use.** Once the printer has cycled through any test prints (can be blank prints or sample prints depending on your system), place the paper tray on the front of the printer. Your printer is now ready to use!

If you need help with adjusting your new printer's settings in your photo system's software, see the user manual for your photo system.

ATTENTION:
Be sure to store your shipping box and packing materials for transporting your printer in the future!