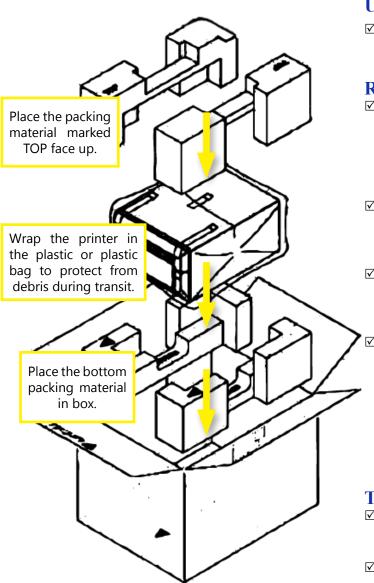


Transporting the DS820/DS820A Printer



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@dnp.imgcomm.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.