

Repacking the Printer

When transporting the DS40\80 printer via a common carrier, please use the original packing materials. When the original packing is not available, use sufficient padding on all sides to protect the unit during transportation. Call DNP Support for packing advice or to purchase a replacement shipping carton. If the printer is not packed properly, the printer may be broken during transport.

Please avoid the use of packing material such as loose "popcorn" or other loose and small type packing material as particles will work their way into the unit. Wrapping or bagging the unit in plastic may help prevent loose material from entry into the printer during transport.

Before sending printer in for service, please remove all accessories.

Please save and do not throw away the packaging as you will need for transport.

Ship to Address:

DNP Imagingcomm America Corp.
ATTN: SnR RMA# ()
4524 Enterprise Dr. NW
Concord, NC 28207

Toll Free Numbers:

UPS: 800-742-5877
FedEx: 800-463-3339

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

Contacting DNP IAM

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

Place the sides 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.

Sending to DNP for repair

DO NOT ship with Print Pack installed.

Please do not ship back the following accessories:

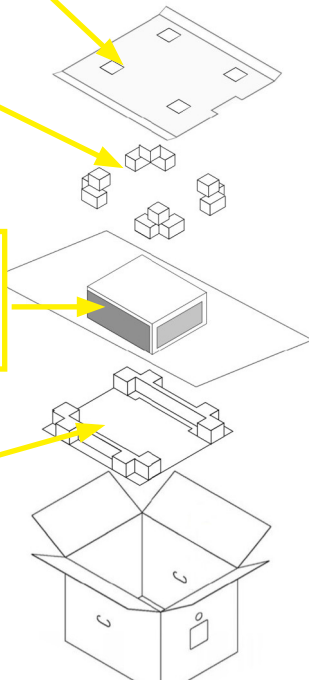
- Ribbon
- Paper
- Ribbon Cassette
- Paper Tray
- Paper Spools
- Scrap Box
- Cabling

Place single piece of cardboard over the 4 foam pieces by aligning the holes

Place each of the 4 pieces of foam on the top of printer.

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

Place the bottom packing material in box with the foam facing as shown.



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