When transporting the SL10 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 attachments that are in the checklist below.
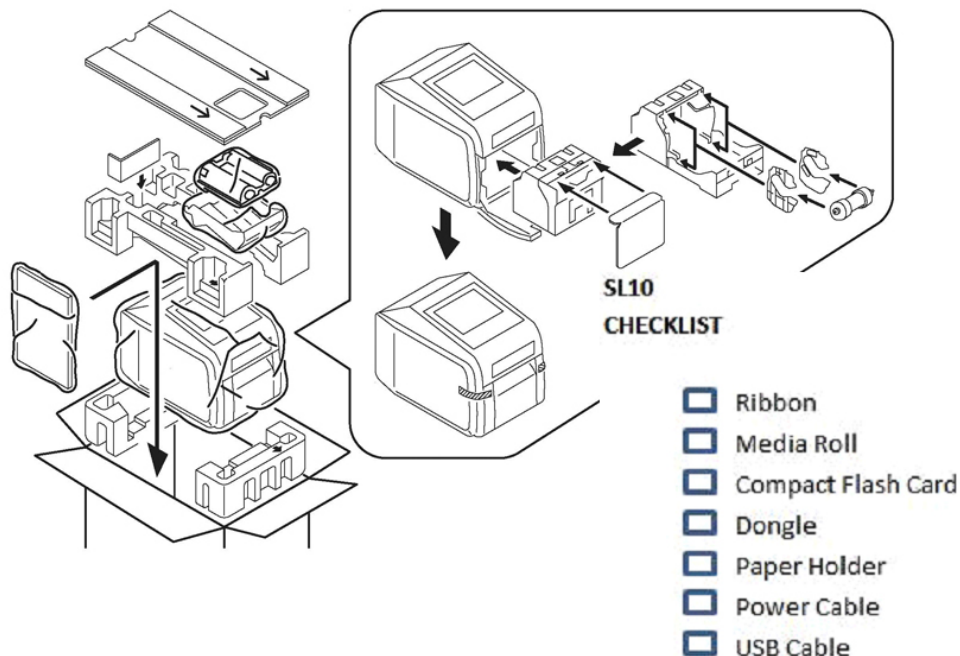Please save and do not throw away the packaging as you will need for transport.
Do Not ship with Print Pack installed.

Sending to DNP for repair:
Empty the scraps bin from paper cassette
Please do not ship back accessories
Please remove all accessories and set aside

SL10

CHECKLIST

- ☐ Ribbon
- ☐ Media Roll
- ☐ Compact Flash Card
- ☐ Dongle
- ☐ Paper Holder
- ☐ Power Cable
- ☐ USB Cable

Please obtain an RMA number from DNP Photo Imaging America 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