

# Signature Cassette Printer Manual Feed Packing Instructions

## Please retain all packaging materials!

Before shipping, the product must be packed properly to avoid damage. Any damage due to improper packaging is not covered under warranty. Damages caused by improper packaging will be charged.

## Prepare unit and accessories for shipping

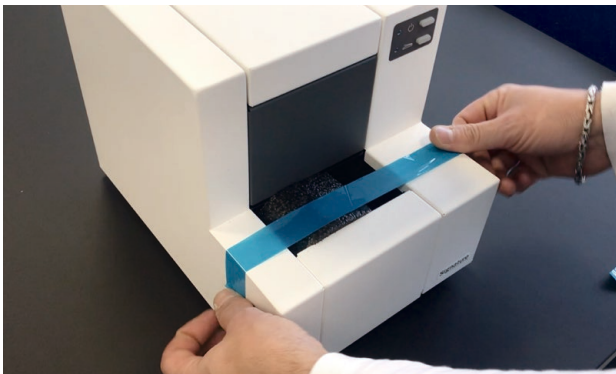
### Preparing the unit:

To prepare your Signature Cassette Printer Manual Feed for shipping, follow the next steps:

- Insert the foam inlay.



- Tape the foam inlay.



- Bag the printer and tape it.



- Use the original foam set to protect the printer.



- Use the original packaging for best protection.



Watch our Packing Video Tutorial at:  
[dtm-medical.eu/packing/packing-cassette-printer.html](https://dtm-medical.eu/packing/packing-cassette-printer.html)



## Further process:

Every incoming package will be identified by its **RMA number**. After repairment, the unit will be sent back to the recipient who contacted us for the RMA number. Amendments, such as change of shipping address, should be sent immediately.

The repair duration is approx. **5-12 working days**.

Thank you for your understanding.

Feel free to contact us at any time for questions regarding the packing instructions. We're available via email at [info@dtm-medical.eu](mailto:info@dtm-medical.eu) and by phone at +49 611 92777-0.

## What about accessories?

For a quick handling please include all accessories (cables, power cords, power adapters and cassettes (if the problem is related to it)) if available.

## Any documents?

Please add the original failure description into the packaging. A printout of the email history should be included.

## Shipping:

Please write the RMA number on the outside of the package.

Use the address below. Freight forward sent goods will not be accepted.

DTM Medical GmbH  
Support  
Mainzer Strasse 131  
65187 Wiesbaden  
Germany

DTM Medical GmbH  
Mainzer Strasse 131  
65187 Wiesbaden  
Germany  
+49 611 92777-0  
[info@dtm-medical.eu](mailto:info@dtm-medical.eu)  
[dtm-medical.eu/packing](https://dtm-medical.eu/packing)