

Cassette Autoloader Packing Instructions

Please retain all packaging materials!

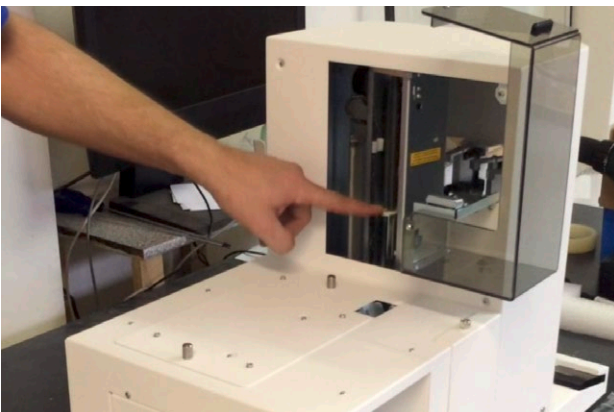
Before shipping, the product must be packed properly to avoid damage. Any damage due to improper packaging is not covered under warranty. **Damages caused by improper packaging will be charged.**

Prepare unit and accessories for shipping

Preparing the unit:

To prepare your Cassette Autoloader for shipping, follow the next steps:

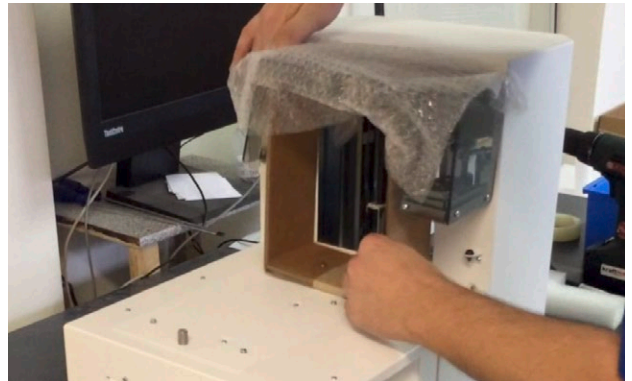
- Push the picker down with your finger



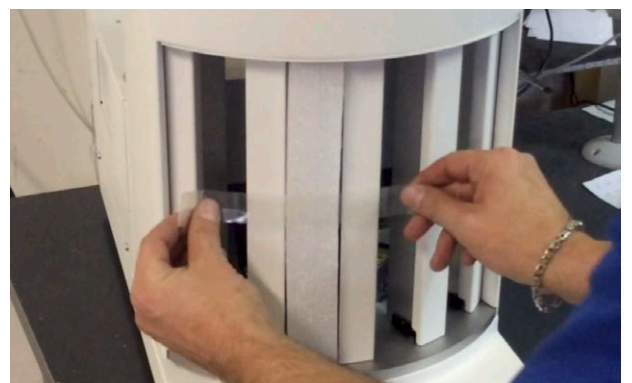
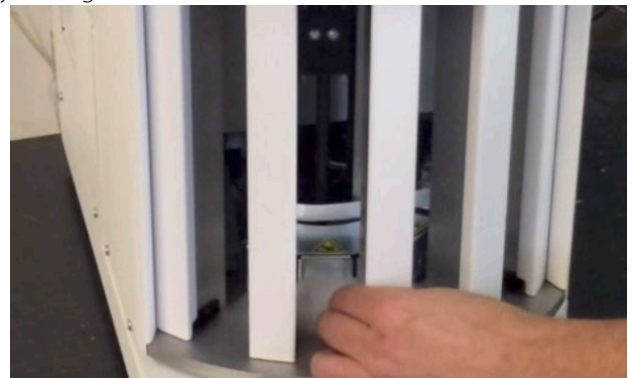
- Fix the robotics safety cover as shown



- Turn it anti clockwise to make it fit



- Fix the lit support as shown and move the picker down with your finger.



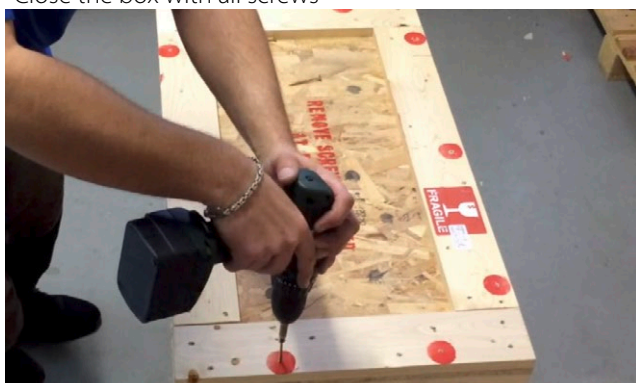
- Use the original packaging for best protection



- Put the accessory boxes on top of the printer



- Close the box with all screws



Watch our **Packing Video Tutorial** at:
dtm-medical.eu/packing/packing-autoloader.html



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

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 and by phone at +49 611 92777-0.

DTM Medical GmbH
Mainzer Strasse 131
65187 Wiesbaden
Germany
Phone: +49 611 92777-0
info@dtm-medical.eu
dtm-medical.eu/packing

