

Guarantee

4 Million Linear Inch

Hints & Tips to Extend Printhead Life

- OEMs recommend cleaning printheads after every roll of ribbon with a non-abrasive cloth soaked in isopropyl alcohol (IPA).
- Vacuum and dust printers frequently.
- Always use ribbons which are slightly wider than the label stock:
 - Too wide will cause the ribbon to wrinkle during printing.
 - Too narrow will damage the printhead by causing a white wear mark.
- Improper use of printhead cleaning cards can result in printhead damage.



Terms

This guarantee is limited to a period of three hundred and sixty-five (365) days or four million (4,000,000) linear inches of use, whichever comes first.

For this guarantee to be valid, you must follow the original equipment manufacturer's (OEMs) recommended maintenance schedule, use manufacturer-approved media, and comply with manufacturer-specified operating conditions.

This guarantee covers replacement of a thermal printhead that has suffered damage through the exclusive use of TR4085plus® or TRX-50 thermal transfer ribbon.

This guarantee does not cover printheads which have been misused, altered, neglected, handled carelessly, or damaged due to improper cleaning or unauthorized repairs.

If the above conditions have been met and a printhead defect occurs, please follow the screening process outlined below.

Determine if the customer claim meets the criteria

attributed to ribbon wear by answering these questions:

	Yes	No
Are there any nicks, scratches, or gouge marks on the printhead?		
Are there any white-colored marks on the printhead which may have resulted from the label being wider than the ribbon?		
Are there any hardened black particles on the printhead which indicates either improper cleaning or loading and running the ribbon with the ink side facing the wrong direction?		
Did the customer use ribbons other than TR4085plus® or TRX-50 on this printhead?		
Did the customer use other than industry standard thermal transfer label stock?		

If you answered YES to any of these questions, the printhead does not qualify for guarantee services. These conditions are not attributable to ribbon wear.

If you answered NO to all of these questions, contact us at (888) 569-7222 for a Printhead Guarantee Claim Form.

DNP

am.dnpribbons.com



DNP Global Locations

Americas
Europe
Japan

China
Oceania

DNP Imagingcomm America Corporation

1001 Technology Drive
Mount Pleasant, PA 15666

TEL: +1.888.569.7222

FAX: +1.800.676.7669

EMAIL: info@dnpiimgcomm.com