Prior to Printer Installation:

▶ Please move the Printronix Printer to the desired location for Installation IN THE ORIGINAL SHIPPING BOX/PACKAGING; the Printronix certified technician will unbox for the installation. If the printer has been removed from the original shipping packaging, Printronix and its affiliates will not be responsible for damage and will NOT be able to honor any claims for damage. In addition, the original shipping box must be maintained on-site for 14 days after the installation in case of return for product compatibility or quality issues.

▶ Printronix Customer Service will confirm that the following items are met prior to the installation:

- The doorway accesses to the print area is of sufficient size to allow the printer to pass
- The area for the printer is of sufficient size to allow access for servicing and replacement of printer ribbons
- The customer has a loading dock and or elevator if needed
- The customer has a stable power source, correct voltage, proper grounding and receptacle for the specified printer model
- The customer has a connection port for Ethernet or Parallel (if parallel connection, a parallel option must be purchased and available prior to installation (Part Number: 257338-901)
- If any other options or emulation kits are ordered, need to confirm that they are on site prior to the installation
- Confirmed appointment time and date for the service technician to arrive and install

Installation Deliverables

Service technician is responsible to complete on-site the following:

▶ Unbox printer, remove shipping restraints, install consumables, keyboard overlays, etc.

▶ Power up printer and run printer self-test diagnostics

▶ Check results for satisfactory print quality

▶ Connect printer to customers Ethernet connection, configure printer using customer supplied interface parameters

▶ Run customers applications and ensure results meet customers' expectations

▶ Train key operators in daily operations such as control panel functions, configuration changes, etc., as needed to satisfy daily printing needs

▶ Train key operator on care and maintenance procedures as well as how and when to change printer ribbon, following procedures outlined in the users' manuals shipped with each printer

▶ Service provider is not responsible for custom application configurations, or removing packaging

If you would like more details on what a proper installation should look like please refer to http://printronix.com/asia/support/how-to-videos

For more information contact our Printronix Service Team:
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WHEN SERVICE RELIABILITY COUNTS