

## Return Shipping Instructions For The IP9100 Impulse Printer

When an IP9100 is to be returned to Matthews International for any reason, it is vital that the system be sealed to prevent ink leakage during transit.

**NOTICE: IT IS UNLAWFUL TO SHIP DANGEROUS GOODS WITHOUT THE PROPER PAPER WORK AND LABELING. FAILURE TO COMPLY WITH FEDERALLY MANDATED LAWS INVOLVING THE SHIPMENT OF DANGEROUS GOODS IS SUBJECT TO PENALTIES AND FINES. PLEASE CHECK WITH YOUR SHIPPER BEFORE SHIPPING ANY ITEMS CONTAINING INKS AND CLEANERS.**

**WARNING:** The following instructions *must* be followed to prevent voiding any and all warranties that apply to said equipment and, to prevent damage to the unit.

1. Remove and replace the ink cassette with a cleaner cassette. Purge the system with cleaner to remove the ink.
2. Once the ink has been replaced with cleaner, remove the cleaner cassette.
3. Install the nozzle clip (See page 2 Image 1).
4. Carefully wrap a small plastic bag or plastic wrap around the printhead and secure it with a cable wrap or rubber band. This will prevent the spread of any cleaner they may leak from the printhead during transit (See Page 2 Image 2).
5. Carefully pack the unit in it's original box or in a shipping container that provides adequate protection for the unit during transit. Be sure that unit is positioned in the upright position and the box is marked with **THIS END UP** on the top. If the entire system is to be returned carefully pack any of the other IP9100 components that make up the system with the printhead.
6. In order to repair the printhead we need the entire printhead assemble as shown below, not just the engine.
7. **DO NOT** ship inks or cleaners in containers that are not specified as *DANGEROUS GOODS*. Please consult your shipper for more details.

If you need further assistance or have questions please call Matthews International at 412 665-2500 and ask for the Product Services Group.

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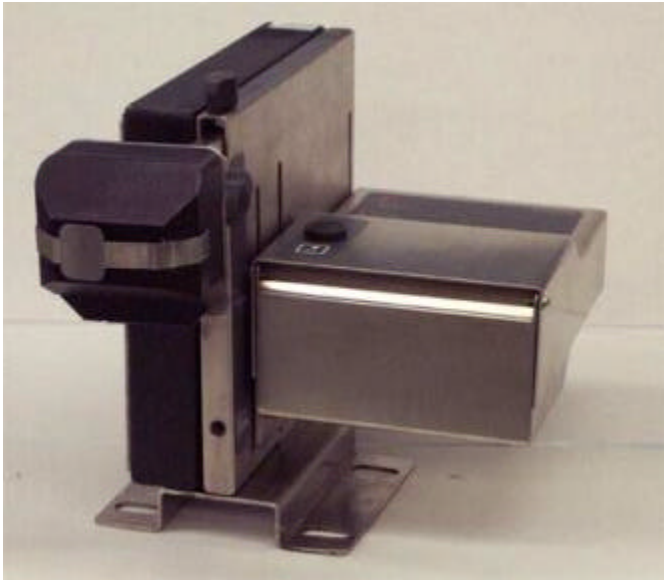


Image -1

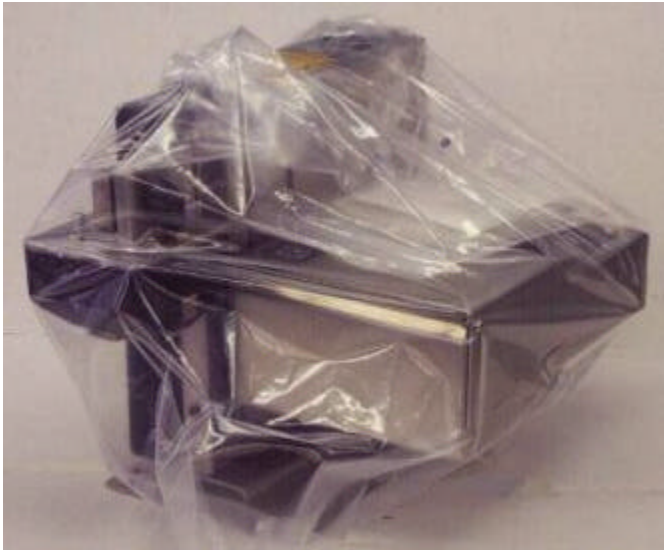


Image -2