
PagePro™ 1350W Warranty Exchange Guide

1760669-001A

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Introduction

Thank you for contacting a technical support representative to obtain information about returning your printer for warranty exchange. Follow these instructions very carefully.

If you need additional assistance, refer to the *General Information Guide* (included with the original printer) or printer.konicaminolta.com for worldwide sources of service and support.

Attention

Failure to follow these instructions could result in voiding your warranty.

Exchange Procedure

Each of these steps is explained in detail in this guide.

1	Unpack the exchange printer.	See page 2.
2	Prepare the original printer—turn it off, unplug the power cord, and remove the interface cables and media.	See page 3.
3	Move the imaging cartridge from the original printer to the exchange printer.	See page 4.
4	Finish setting up the exchange printer—fill the tray with media, plug it in, attach the interface cables, and turn it on.	See page 6.
5	Repack the original printer, and call the shipper for pickup.	See page 8.

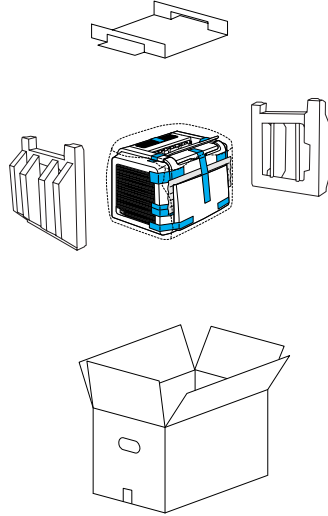
Unpack the Exchange Printer

Attention

Use caution when unpacking the exchange printer, so the packaging (including the tape) can be used to repack the printer to be returned.

Exchange

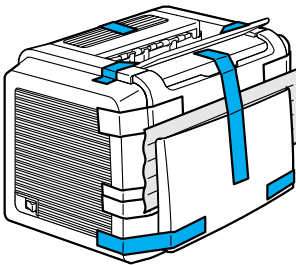
1 Unpack the exchange printer.



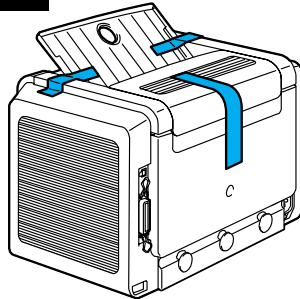
Exchange

2 Remove the tape from the outside of the exchange printer.

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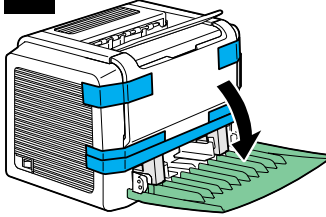


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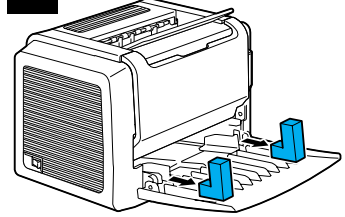


- 3 Open the media tray on the exchange printer and remove the remaining tape and packing materials.

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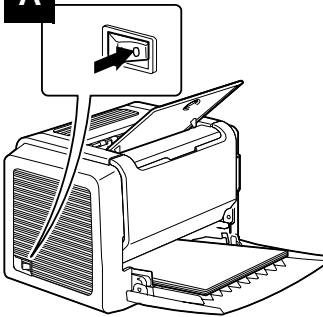
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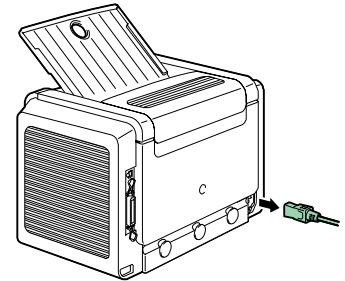
Prepare the Original Printer

- 1 Turn off the original printer, unplug the power cord, and remove the interface cable(s).

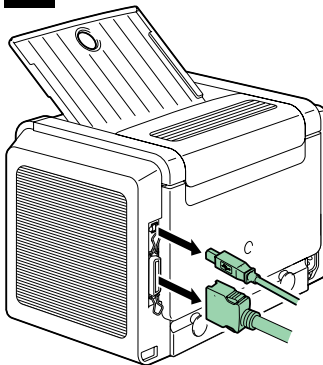
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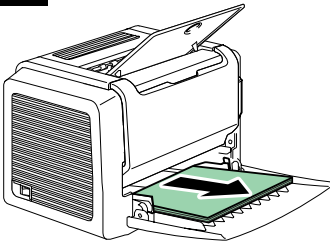


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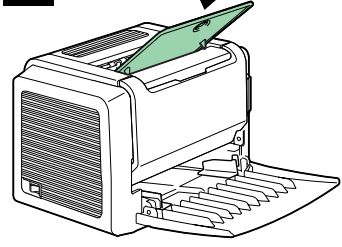


2 Remove the media from the original printer's tray and then slide in the output tray.

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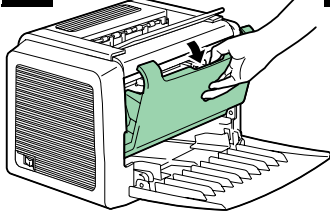
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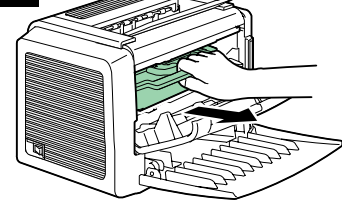
Move the Imaging Cartridge

1 Remove the imaging cartridge (which includes both the toner cartridge and the drum cartridge) from the original printer.

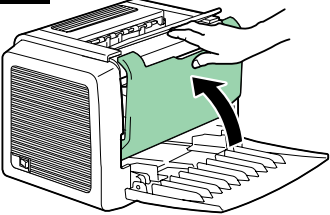
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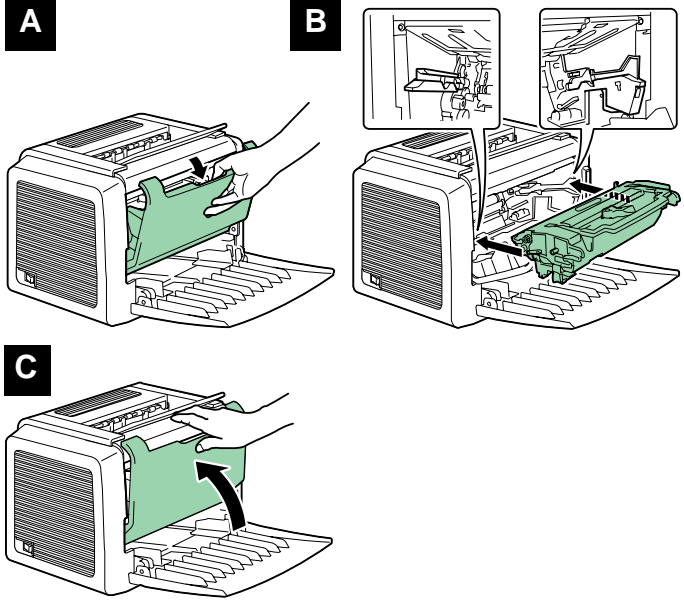
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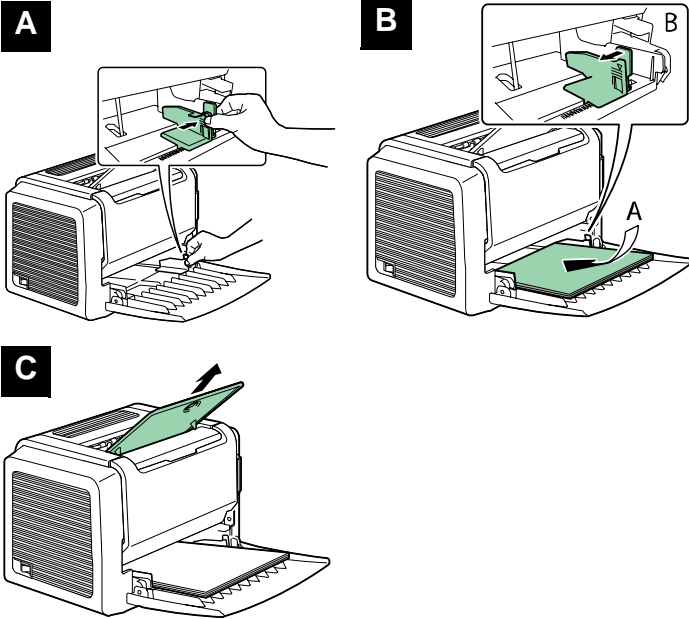
2 Insert the imaging cartridge in the exchange printer.



Finish Setting Up the Exchange Printer

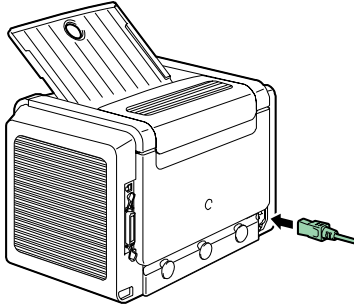
Exchange

1 Fill the media tray with paper and then pull out the output tray.

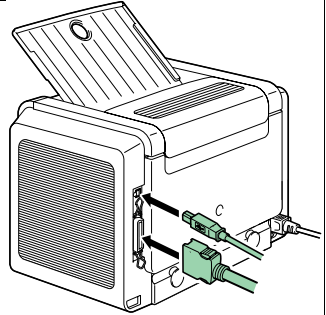


2 Plug in the power cord, connect the interface cable(s), and then turn on the printer.

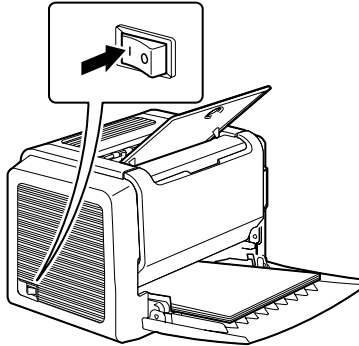
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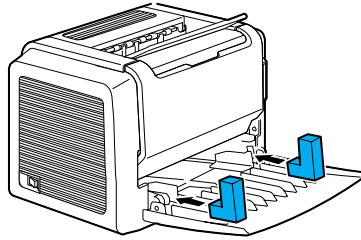
Repack the Original Printer

Original

- 1 Insert the packing materials inside the original printer.

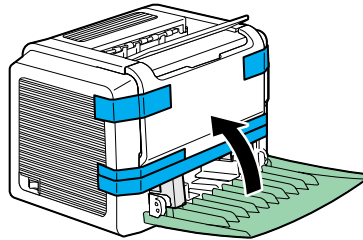


After inserting the packing materials, slide the media guides against them to hold them in place.



Original

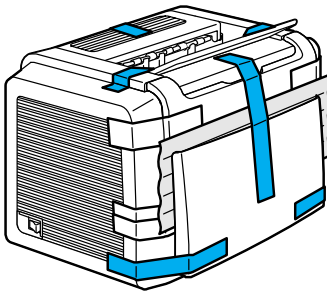
- 2 Replace the packing tape on the front of the original printer, and then close the media tray.



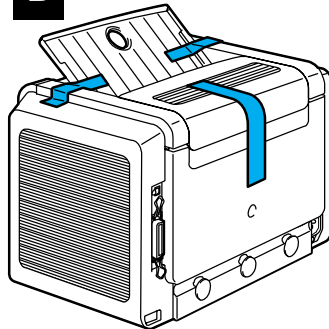
Original

- 3 Replace the packing tape on the outside of the original printer.

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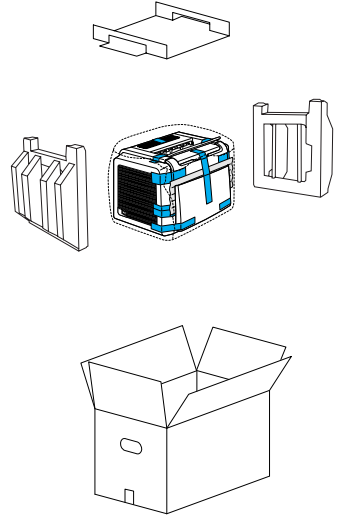


B



Original

- 4 Repack the original printer in the carton in which the exchange printer was shipped.



Original

- 5 Securely tape the top flaps of the shipping carton closed.

Original

- 6 In the Americas, clearly write the RMA (Return Merchandise Authorization) number you received from your customer support representative on the outside of the carton before calling the shipper for pickup.



If the RMA number is not prominently visible on the outside of the return carton, we will not accept receipt.

Original

- 7 Ship the printer, using the shipper and shipping label provided with the exchange printer.

