

# HOW TO SEND YOUR PRINTHEAD?

## Durst Dual

Give your faulty printheads a second chance with our Jet Repair Service.

Proper packaging of the printhead(s) can only increase the success rate of the Jet Repair. When the head arrives to us in a good condition (externally), it facilitates the 1<sup>st</sup> visual inspection and tests. We prepared some guidelines for you on 'How to send your printhead'. We strongly suggest to keep them in mind when sending us your heads. We also would like to point out the importance of a **recent nozzle test** accompanying your printhead, giving us a clear view of the initial status (and problem of the head).

### Advantages of proper packaging :

- ✓ Save money by avoiding the cost of a new printhead
- ✓ Increase your chances of a successful cleaning
- ✓ Reduce the duration of the cleaning process

### Packaging instructions

1. Print a nozzle test, prior to taking the printhead out of the printer and add it to the shipment.



2. Take the printhead out of the printer. Make sure the printer is turned off, not to electronically damage the printhead while taking it out.  
Flush the printhead with UV Flush and remove excess ink.



- When sending the printhead, make sure the 2 ink tubes as well as the vacuum tube are shut off with 2 Female and 1 Male Luer Lock Connector.  
**Avoid** sending the printhead without the connectors, as the entire head and electronics will be covered by ink.



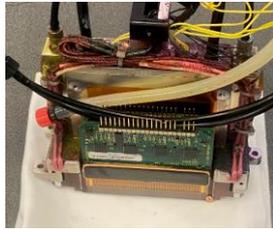
2 Female + 1 Male Luer Lock Connector



- Take and fold a head wipe and moisten it with UV Flush. Position the printhead onto the head wipe and seal it with some shrink wrap or place it inside a plastic bag.



Moisten a wipe with UV Flush



Place the printhead onto the wipe



Fold the wipe around the printhead



or

Seal the printhead with shrink wrap or place it inside a plastic bag

- Do NOT include the nozzle test in the above shrink wrap, as it can be contaminated by UV Flush or ink. Place it separately in a small plastic bag.



Contaminated Nozzle Test



Proper packed Nozzle Test

6. You now have a proper packed printhead and nozzle test, ready to be shipped!  
Only thing left to do is to place it inside a box and ship it to :



Digital Dot – Jet Repair Service

J. Monnetlaan 5.1

1800 Vilvoorde

BELGIUM

+32 2 793 04 35

Please add the **contact details of the responsible person** within your company, and if applicable, an internal reference number.

7. When the printhead arrives to us, missing some parts – we will take note of this in the Jet Repair Report and contact you to check if it is necessary to replace them, for ex. :



Lockscrews + spring + PVC O-Ring



Tubing & Luer Lock connectors

### Successful packaging of your printheads with the Jet Repair Packaging Kit

A printhead is an expensive part and should be treated with respect. Our responsibility is to do our utmost best to recover the printhead. Your responsibility is to make sure the printhead doesn't deteriorate any further while being out of the printer, therefore these instructions.

We've put together a **Jet Repair Packaging Kit** for a successful packaging of your printheads, including :

- 5 x Male Luer Lock connectors
- 10 x Female Luer Lock connectors
- 10 x Head Wipes
- 5 x Small Zip Lock bags for nozzle test
- 5 x Large Zip Lock bags for printhead



JRS-0600001 – Packaging Kit – 25€

Order your **Jet Repair Packaging Kit** now to avoid your printhead arriving to us like the below examples. Improper packaging of the printheads causes them to dry and clog even more. It doesn't need much explaining that this slows down the cleaning process.

