
AnaJet Printer Step-By-Step Shipping Instructions

AnaJet[®]

Technical Support

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Revision History

Revision	Description	Author	Date
1.0	Initial release.	Sal Venegas - Author Member Technical Support Mike McCulty - Editor Director of Customer Relations	July 7, 2010
1.1	Updated Logo, minor spelling	Mike McCulty - Editor	July 13, 2010
2.0	Added Shipping Checklist, Changed document format & title	Sal Venegas – Author Shipping Checklist Ray Larason – Design and Layout Member Technical Support Mike McCulty - Editor	July 26, 2010



Warning

It is possible to void your warranty by failing to follow these instructions completely. These instructions are not just about cardboard and packing peanuts. These instructions cover obtaining a pallet, pallet straps, purging ink from the system, safely securing system components, proper handling to avoid damage during transport and arranging freight shipping. Please allot sufficient time to obtain these materials, prepare, and pack the printer before the freight company arrives!

Introduction

This document contains complete instructions on preparing, handling, packing, and shipping an AnaJet printer. Typically these instructions are followed at the direction of Technical Support such as when sending a printer to AnaJet for repairing or refurbishing.

Scope

This document is intended for shipping AnaJet FP-125 and Sprint model printers.

Shipping a printer back to AnaJet

Step 1: Print the Shipping Checklist (last page) and mark the checklist as you follow these step-by-step shipping instructions

Step 2: Replace ink cartridges with Cleaning Fluid cartridges and flush system

If you not have sufficient Cleaning Cartridges you will need to purchase cleaning cartridges so that you can flush the ink out properly.

SPRINT: Use the SPRINT Utility application to run Ink Charges, or if your printer is so equipped use the manual ink pump control by powering down the printer at the control panel and pressing and holding the UP ARROW and ENTER buttons at the same time.

FP-125: Please use the Adjustment program and do Ink Charges.

All Models: As you run Ink Charges you must verify all ink in the tubes and dampers is replaced with clear cleaning/shipping fluid, this requires opening the printhead cover. Use EKPrint Studio to Print Purge all channels flushing until only cleaning fluid appears.

Step 3: Drain the Waste Ink Tank

If you do not drain your waste ink, it will spill inside the printer during shipping. **Failure to do this properly may void the warranty and result in charges for damages.**

SPRINT: If you cannot drain your waste ink tank, please remove it to empty it. Also remove and discard the Drip Pan pads.

FP-125: Empty the Waste Ink Bottle, remove the drip pan foam to discard it and wipe off the end of the tubes with paper towel.

Step 4: Lock the Printhead Carriage in the Maintenance Station position

Step 5: Turn off the print engine with the control panel POWER key

When the print engine completes its power down sequence, switch off the printer's main power switch at the back of the printer.

Step 6: Remove all cartridges, power cord, and USB cable – do NOT ship anything else in the box besides the printer

Step 7: *Keep the printer level while handling and transporting*

Step 8: *Insert the Print Table Retainer for transport. If you do not have the original retainer one can be made from cardboard*



Step 9: *Package the printer in the original shipping carton*

DO NOT PLACE ANY OTHER ITEMS IN THE SHIPPING CARTON. Handle the printer with the help of a second person to avoid damage.

Step 10: *Write the RMA in large clear text on the outside of the shipping carton*

You will receive the RMA number from a Tech Support representative write this number in large clear text in a visible location on the outside of the shipping carton.

Step 11: *Include the completed Shipping Checklist in the shipping carton.*

Step 12: *Strap the shipping box on a pallet and use a freight trucking company*

FedEx Freight or MACH1 are recommended. Do NOT use UPS or FEDEX small package services they will damage the printer. AnaJet also offers to organize shipping for you within the lower 48 states. The flat freight cost is \$150 when scheduled through AnaJet (does not include Alaska, Hawaii, or international). If you choose to organize shipment through AnaJet, please call or email Kelly Jewell: 714-662-3200 ext. 182 kj@anajet.com

Shipping Checklist

This checklist must be completed and included when the printer is shipped. This checklist does not replace the step-by-step shipping instructions which must be followed. We advise taping this checklist to the side of the printer for the person who will be packing the printer or if time will pass before the printer is packed.

Failure to follow the shipping instructions may result in damage to the printer and MAY VOID THE WARRANTY.

- Preparation:
 - Obtained 8 cleaning cartridges with enough solution to flush the ink from the printer
 - Obtained the original shipping carton and packing foams
 - Obtained a pallet and strapping materials
 - Obtained step-by-step shipping instructions

- Used Print Purges with cleaning cartridges until only cleaning solution remained

- Removed both drip pan foams and cleaned excess ink
(FP-125 users: Ends of the tubes from the waste bottle were cleaned)

- Drained or Removed the waste ink tank/bottle if it was clogged or dried
NEVER SHIP A WASTE INK TANK/BOTTLE WITH INK IN IT

- Printhead carriage locked in the maintenance station position

- Table retainer or similar is in place to prevent table movement

- Shipping carton contains only the printer - NO cartridges, NO cables, NO extra parts

- RMA number written clearly on the outside of the shipping carton

- This Shipping Checklist is included in the shipping carton