

RDXRPN100 RMA / Transporting Instructions

When it has been determined by Tech support that the RDXRPN100 needs to be transported to a repair facility, an RMA will be processed and the unit must be properly packaged in the original packaging materials. If these materials are not available, contact the RMA Dept at 800 328 8147 to have proper packaging material sent to you. Once the proper packaging is available the following steps must be followed.

To prevent damage to the RDXRPN100s robotic arm during shipment, it is important to properly secure it.

Damages that occur because these procedures were not followed will void the product warranty.

To prepare for transport, refer to the Manual Section 3 and perform the following:

1. Switch on power to both Robotic and CPU units and press the power initialize push button. A normal power up routine occurs.
2. Using the front key open the front cover, wait for the robotics and print cartridges to move to the proper positions and remove the media and media bins. Store the bins in the cardboard spacer
3. Switch off power to the unit.
4. Remove all data cables on the Robotic and CPU units and place for shipment. Leave AC connected.
5. Press and hold the Cartridge Button [the left button of the two located just inside the door area in front of the right bin]. While continuing to hold the Cartridge Button, switch on power to the unit.
6. Continue to hold the Cartridge Button. After several seconds, the robotics will undock and the arm will lower. Power will shut off automatically once the robotics is in transport position. Remove the print cartridges and discard. Place the cardboard spacer that was shipped with the unit, into the bin and print cartridge area and close the cover.
7. Remove the AC cables and verify that all cables are disconnected.
8. Place the unit in the plastic bag and carefully place in the shipping box. Insert the cables and RMA paperwork inside the box with the unit and ship to the address below attention:
Rorke Data RMA Dept

