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# **PagePro™ 1350W Warranty Exchange Guide**

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**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](http://printer.konicaminolta.com) for worldwide sources of service and support.

## Attention

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

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## Exchange Procedure

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

<b>1</b>	Unpack the exchange printer.	See page 2.
<b>2</b>	Prepare the original printer—turn it off, unplug the power cord, and remove the interface cables and media.	See page 3.
<b>3</b>	Move the imaging cartridge from the original printer to the exchange printer.	See page 4.
<b>4</b>	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.
<b>5</b>	Repack the original printer, and call the shipper for pickup.	See page 8.

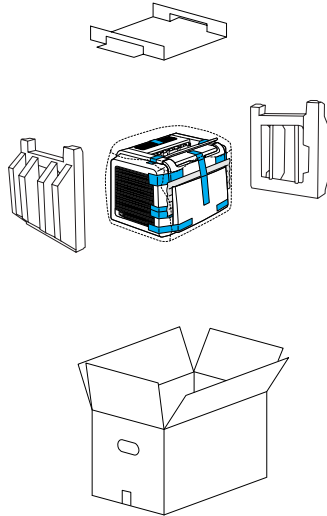
# Unpack the Exchange Printer

## Attention

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

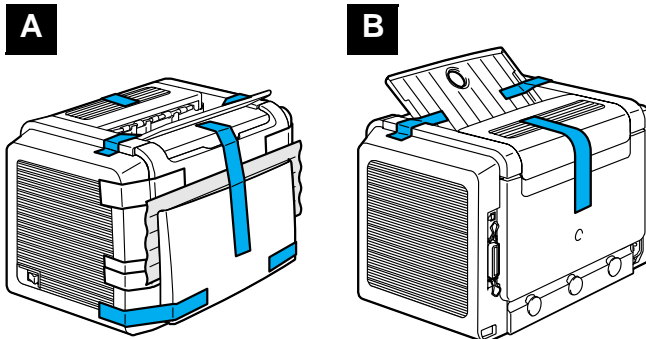
Exchange

1 Unpack the exchange printer.



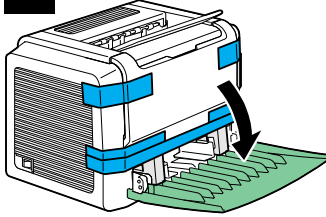
Exchange

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

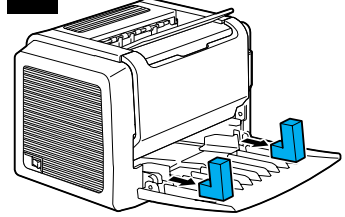


- 3 Open the media tray on the exchange printer and remove the remaining tape and packing materials.

A



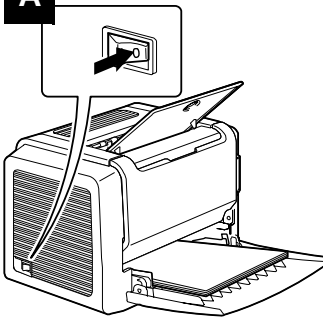
B



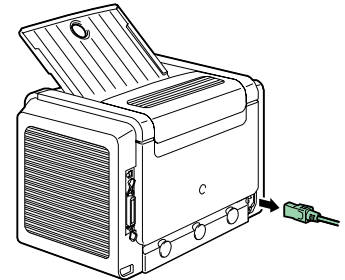
## Prepare the Original Printer

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

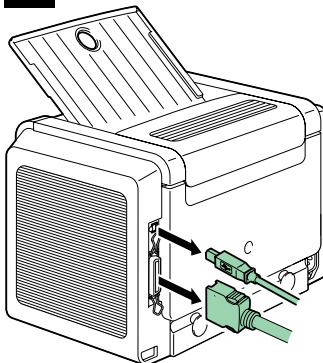
A



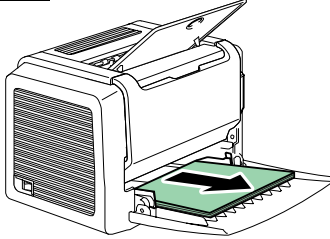
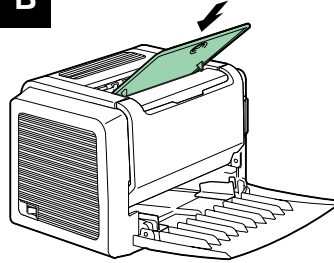
B



C

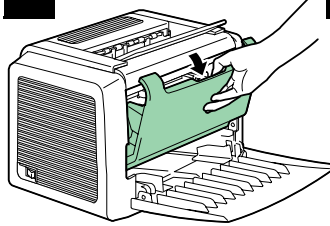
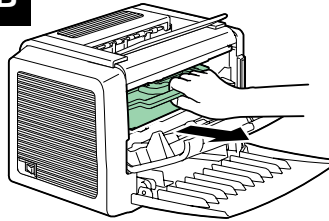
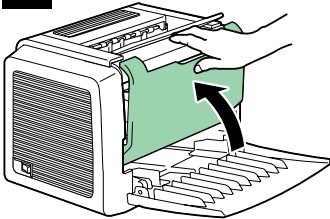


- 2 Remove the media from the original printer's tray and then slide in the output tray.

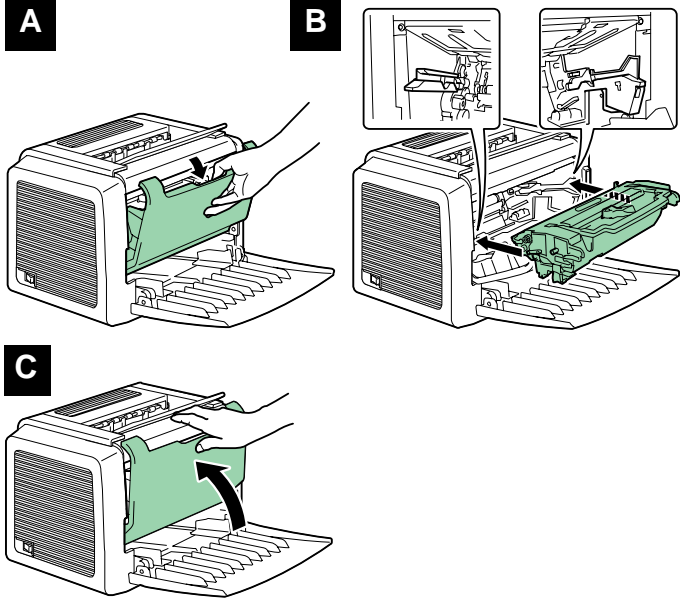
**A****B**

## Move the Imaging Cartridge

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

**A****B****C**

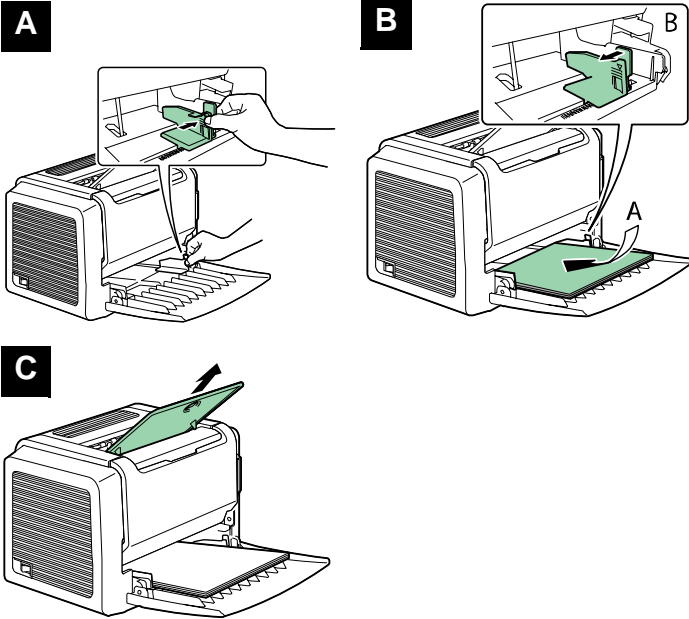
2 Insert the imaging cartridge in the exchange printer.



# Finish Setting Up the Exchange Printer

Exchange

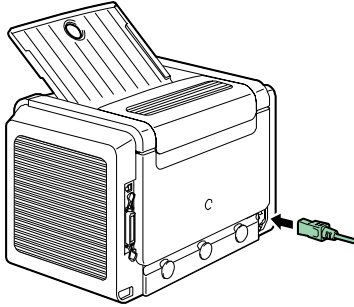
1 Fill the media tray with paper and then pull out the output tray.



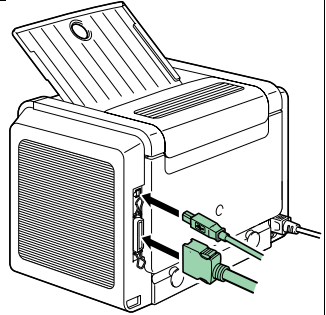


2 Plug in the power cord, connect the interface cable(s), and then turn on the printer.

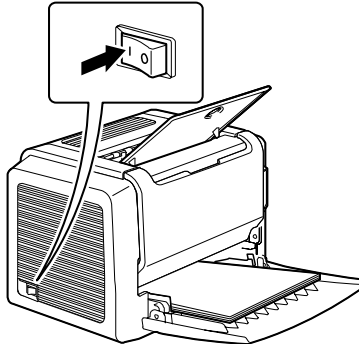
**A**



**B**



**C**



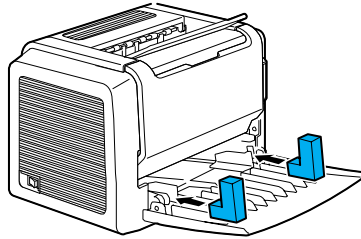
# Repack the Original Printer

Original

- 1 Insert the packing materials inside the original printer.

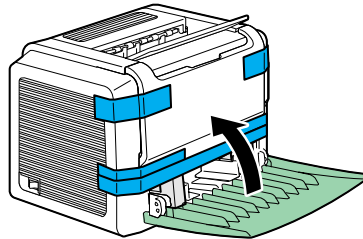


*After inserting the packing materials, slide the media guides against them to hold them in place.*



Original

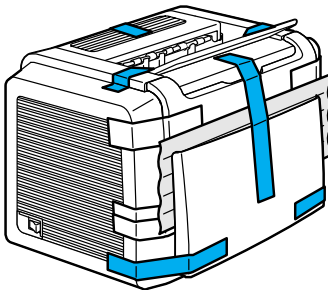
- 2 Replace the packing tape on the front of the original printer, and then close the media tray.



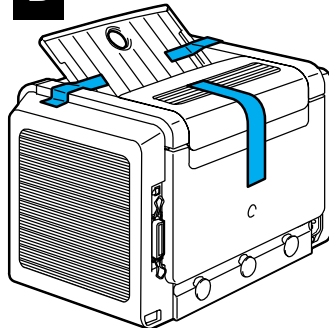
Original

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

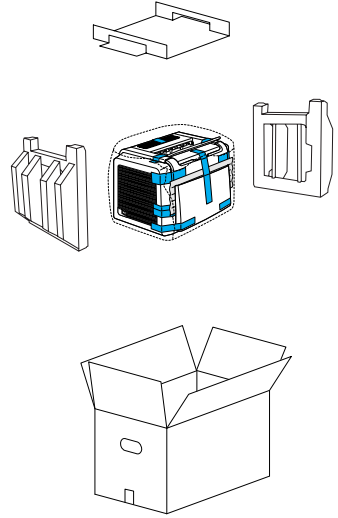
**A**



**B**



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



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

- 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.*

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



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