

QUICK REFERENCE GUIDE

MARCH 2026



FINDING THE RIGHT THERMAL TRANSFER RIBBON



Make ribbon selection simple with just four products that cover **over 90% of common applications.**



Need something more specialized?

DNP also offers a comprehensive portfolio of high-performance specialty ribbons designed for:

- High-heat environments
- Chemical and solvent exposure
- Healthcare and laboratory labeling
- Electronics and automotive components
- Food processing and cold-chain conditions

Explore Our Ribbon Portfolio

Visit dnpribbons.com to view our full selection of thermal transfer ribbons. Access product details, performance insights, and application guidance to help you choose the best fit for your needs.

Want to test it first?

Request your free sample and experience the quality for yourself.



ALL RIBBON FORMULATIONS

WAX

V4085plus Versatile Resin Enhanced Wax

Half Inch Wax

WAX-RESIN

V200 Versatile Wax-Resin

TRX-50 General Purpose Wax-Resin

TRX-55 All Purpose Wax-Resin

RESIN

V300 Versatile Resin

R300 General Purpose Resin

R316 Specialty Resin

R395 Textile Resin

R510C Durable Color Resin

R510HF Ultra Durable Resin

R510W Durable White Resin

R550 Extreme Durable Resin

TR3370 High Opacity White Resin

TR4070 Classic Resin

VR301 Durable Metallic Color Resin

TTO

V295 Versatile TTO Wax-Resin

R390 TTO Resin

M295C Specialty Color TTO Wax-Resin

TR4500 Premium TTO Wax-Resin

V390 High-Speed TTO Resin

ESSENTIAL QUESTIONS TO ASK BEFORE EVERY ORDER

To deliver the right thermal transfer solution, it helps to gather a clear picture of your customer's printing environment. The questions below streamline your discovery process and ensure you can recommend a ribbon that performs with precision and reliability, backed by DNP's decades of thermal transfer expertise.

These categories will guide you through the details that matter most.



Printer Hardware & Compatibility

- What printer are you using?
- How fast do the labels need to be printed?



Label Material

- What label are you printing on?
- Does the label have any special coatings or topcoats?



Quality & Durability Expectations

- What are the image durability requirements?
- Will the label encounter grease, chemicals, blood, or solvents?
- How long does the label need to remain readable?
- What are the image format requirements (e.g., rotated barcodes, high-density, low-density)?



Environmental & Regulatory Requirements

- Will the label be exposed to fluorescent or UV light?
- Does the label need UL/CSA recognition?
- Does the application require REACH or RoHS compliance?



Budget & Operational Factors

- What are the cost parameters?

HOW TO PLACE AN ORDER

Ordering from DNP is fast, flexible, and built around the way you do business. Choose the option that works best for your business:

1. Order Online

Access our eCommerce platform for fast, accurate ordering.

[Visit our Partner Portal](#)

2. Submit a Purchase Order

Use our Perfect PO Form to ensure your order is complete and ready for processing, or submit your own purchase order directly.

[Download the Perfect PO Form](#)

Email POs to:

cdg@dnpi.com

3. Need Support?

Customer Service is ready to help.

Call 1.888.569.7222

APPLICATION TESTING SUPPORT

DNP's testing laboratory is one of the fastest and most responsive in the industry. With **75 thermal transfer printers**, advanced testing equipment, and direct access to technical experts, we can often identify a solution to your application challenge within 24 hours.

What We Need From You

To begin an evaluation, please provide:

1

Application Details:

- Description of the application
- Purpose of the evaluation

2

Printer Information

- Manufacturer and model
- Heat or energy setting
- Print speed (IPS)

3

Label Stock Information

- Manufacturer
- Label type or name
- Part number, spec number, or any relevant identifying information

Important Notes

- DNP requires a **minimum of 50 ft** of stock for standard evaluations
- For TTO evaluations, please send **at least 300 ft** of stock

These amounts ensure accurate, reliable testing and allow our team to provide the most effective recommendation.

Contact Us

To submit your application testing request, contact your Customer Service Representative or reach out to our TTR Tech Help team at techhelp@dnpiimgcomm.com.

THERMAL TRANSFER RIBBON LEAD TIMES*

DNP has over 1,000 items stocked and ready to ship today!**

Lead Time Guidelines

ORDER QUANTITY (ROLLS)									
Location	Part Tier	0-144	145-240	241-360	361-504	505-720	721-1008	1009+	
PA	MTS	SAME DAY**			1 day	3 days	4 days	Contact Us	
	BIN/PL	SAME DAY**	1 day	2 days	3 days	4 days	Contact Us		
	MTO	4 days		6 days	7 days	8 days	9 days	Contact Us	
	MTO V295 & M295C	3 days	4 days	6 days	7 days	8 days	9 days	Contact Us	
CA MO NC	Standard Label	SAME DAY**		1 day	2 days	3 days	Contact Us		
	Private Label	NEXT DAY	2 days	3 days	4 days	Contact Us			

Thermal Transfer Ribbon Part Tiers

MTS: Inventoried parts in ready-to-ship cases

BIN/PL: Inventoried loose rolls that are ready to be labeled and packed

MTO: Made To Order parts that are converted specially for your order

PLEASE NOTE:

- All lead times are expressed in business days.
- DNP may adjust lead times, without notice, on existing and incoming orders as supply or market conditions warrant.

* Lead times as of June 1, 2023

** DNP is proud to offer SAME DAY shipping on the following:

- PA MTS when order is received by 4 p.m. ET
- PA BIN/PL when order is received by 2 p.m. ET
- CA, MO, NC Standard Label when order is received by 4 p.m. ET

DISTRIBUTION CENTERS FOR FAST, RELIABLE DELIVERY

DNP operates a nationwide network of distribution centers to ensure your orders ship quickly and efficiently. Our strategically positioned locations provide industry-leading transit times on our most popular products, delivering speed, consistency, and cost savings to our partners.

Our U.S. Distribution Network

Our four regional distribution centers are strategically placed to minimize transit times and support efficient shipping to customers across the U.S.:

- Mount Pleasant, PA
- Concord, NC
- Kansas City, MO
- San Diego, CA

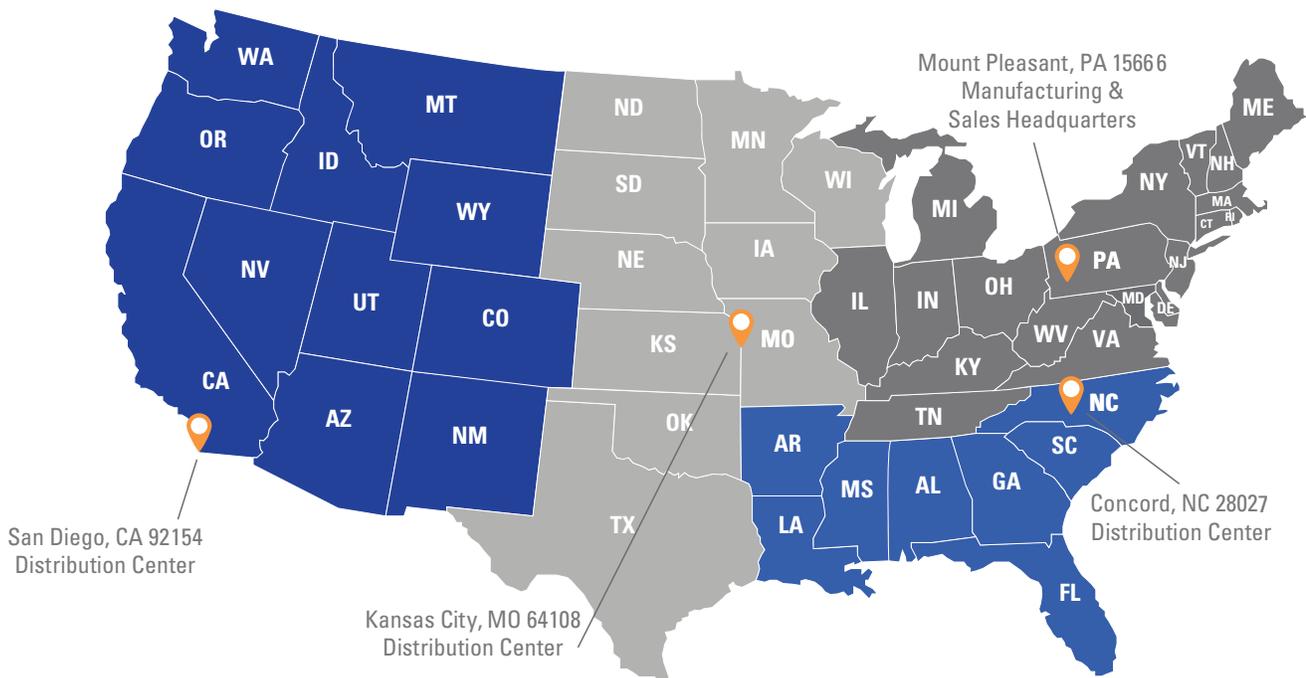
How It Works

We automatically route your order through the optimal distribution center to ensure the fastest possible delivery—at no additional cost. It's one of the many advantages of partnering with DNP.

Need Product Availability by Location?

Contact your Customer Service Representative for complete distribution center details.

Call 1.888.569.7222.



DNP RESOURCES FOR EVERYDAY SUCCESS

Access the tools and support designed to grow your business.

We equip our distributor and reseller partners with the knowledge, tools, and customized resources needed to accelerate sales and strengthen customer relationships. Our goal is to play an active role in your success and to reward both performance and loyalty.

[Register to get started.](#)

OUR PARTNER PORTAL



eCommerce

DNP's eCommerce platform simplifies every step of the ordering process.

- Place orders
- Track shipments
- View invoices and pricing
- Initiate returns
- Access additional account tools



InkFinder™

Quickly locate DNP equivalents for more than 6,000 supplier ribbon parts.

Use InkFinder to find compatible thermal transfer ribbons and simplify cross-referencing for your customers.

DNPRIBBONS.COM



Your hub for product and industry resources.

Use our informative website to:

- View detailed thermal transfer ribbon information
- Download brochures, guides, and marketing materials
- Read industry articles and application insights
- Stay current on new products and updates

A fast and convenient way to access the information you need to support your customers.

STAND OUT WITH FREE PRIVATE LABELING

DNP offers complimentary custom box and roll labels to all our customers, large and small.

It's EASY and FREE

- We tailor labels to meet your specifications, including product name, description, company logo, and contact information. Tell us what you want on your boxes and product, and we will design your custom label.
- Labels will be applied at all of our distribution centers before shipping.
- There is no extra cost for this service.

What does this mean for you?

- **Create brand awareness** - It is YOUR "brand" name that is identified with the product.
- **Protect your business from competitors** - Private labeling makes it harder for competitors to match and price check similar products.
- **Ease of reordering** - Your company part number and phone number are present on each roll and carton, so customers can contact you easily.
- **No relabeling** - We label your boxes and product with your custom labels, which means less work for you.

The possibilities are endless

For more information, contact your customer development representative today at 1.888.569.7222.

Custom Box Label Sample



Custom Roll Label Sample



UNDERSTANDING OUR RETURN POLICY

QUALITY RETURNS

If you received an incorrect or defective product, we are here to help.

Please contact Customer Service at 1.888.569.7222 or cdg@dnpiimgcomm.com.

If DNP confirms that a return is warranted, we will issue a Return Material Authorization (RMA) number for your shipment.

Please ship the product and a sample of the media (both printed and unprinted) to:

DNP Imagingcomm America Corporation
REF: (RMA#)
1001 Technology Drive, Dock 29J
Mount Pleasant, PA 15666

Once the product claim is verified, a full refund will be issued to your account. For complete details, please reference our **Warranty and Storage Conditions**.

NON-QUALITY RETURNS

If you ordered the wrong product, DNP accepts returns for non-quality reasons **within 90 days** of the invoice date. Returns requested after 90 days will not be accepted.

Returns of full cases will be accepted as follows:

- Stock (BIN or MTS) items are accepted with **no restocking fee**.
- Non-stock (MTO) items may be accepted if they can be resold. If approved, returns incur a **50% restocking fee**.

Stocking classifications may change. Restocking fees are determined by the product's stocking status at the time of return.

Due to the labor involved with restocking, these fees cannot be reduced or waived.

If you have questions, please contact Customer Service at 1.888.569.7222 or via email at cdg@dnpiimgcomm.com.

HOW TO MAKE A PAYMENT



INVOICES

Fast, predictable billing to keep your account moving.

- Invoices are emailed the business day after shipment.
- Please ensure we have your current billing email for prompt delivery.
- Contact Customer Service if you need invoice copies or updates to your billing profile.



TAX INFORMATION

DNP Tax Identification Number (TIN): 62-1575799

Use this number for all payment records and accounting documentation.



PAYMENT TERMS

Standard terms: Net 30 days

Payment is due 30 days from the invoice date unless otherwise agreed upon.



REMITTANCE ADDRESS

Please send payments to:

DNP Imagingcomm America Corporation
PO Box 281011
Atlanta, GA 30384



PAYMENT METHODS

We accept all major credit cards for quick and convenient order payment.

Accounts may also remit by check or electronic payment through their financial institution.



NEED ASSISTANCE?

For billing questions, payment support, or updated invoice requests, contact our Customer Service team 1.888.569.7222.

WARRANTY AND STORAGE CONDITIONS

WARRANTY

DNP products are guaranteed to be free from defects in material and workmanship.

In the event a defect in material or workmanship is suspected, Purchaser must notify DNP promptly, in writing and upon request, return suspect product to DNP's facility in Mt. Pleasant, Pennsylvania, freight prepaid. DNP's obligations shall be limited to the replacement of any such product proven to DNP's satisfaction to be defective. If, at DNP's sole discretion, any product replacement required pursuant to this warranty is not economically feasible or practicable, DNP may, in lieu of replacing such product, refund to Purchaser a pro rata portion of the purchase price of the defective product therefore paid by Purchaser to DNP (such pro rata portion to be based on the unusable portion of such defective product).

DNP shall not be responsible for any defect or deficiency in, or any damage whatsoever caused by or resulting from, misuse, accident, neglect, or unusual environmental conditions. Purchaser warrants and agrees that in placing any order with DNP for DNP's products it will not rely upon any representation or warranty of DNP or any director, officer, employee, agent, or representative of DNP not set forth in these Terms and Conditions. Warranties stated in these terms and conditions shall extend only to Purchaser and are not assignable.

THERMAL TRANSFER RIBBONS STORAGE CONDITIONS

To ensure optimal performance, follow the printer manufacturer's environmental operating conditions. Thermal transfer ribbons should be stored at temperatures ranging from 5°C (41°F) to 35°C (95°F) at 20% to 85% relative humidity. Avoid direct sunlight and exposure to the elements. Failure to comply with recommended storage conditions may void the warranty.

4 MILLION LINEAR INCH GUARANTEE

DNP's V4085plus and TRX-50 thermal transfer ribbons feature our Smoothcoat® Backcoat, a protective barrier on your ribbon that's so effective you can run 339 rolls of 300m length ribbon (four million linear inches) with no significant build-up on your printhead heating element. Each printed barcode delivers consistent quality and durability with less downtime from print problems.

That's a promise backed by our 4 Million Linear Inch Guarantee. This guarantee is limited to a period of three hundred and sixty-five (365) days or four million (4,000,000) linear inches of use, whichever comes first.

Ask your Customer Service Representative about the 4 Million Linear Inch Guarantee on V4085plus and TRX-50 formulas today by calling 1.888.569.7222.

DNP

CUSTOMER SERVICE:

Monday-Friday
8:30 a.m. to 5:00 p.m. (EST)

TEL: 1.888.569.7222

EMAIL: cdg@dnpiimgcomm.com

DNP Imagingcomm America Corporation is Certified
ISO 9001 Quality and ISO 14001 Environmental
Management Systems since 1998.

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Mount Pleasant, PA 15666



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