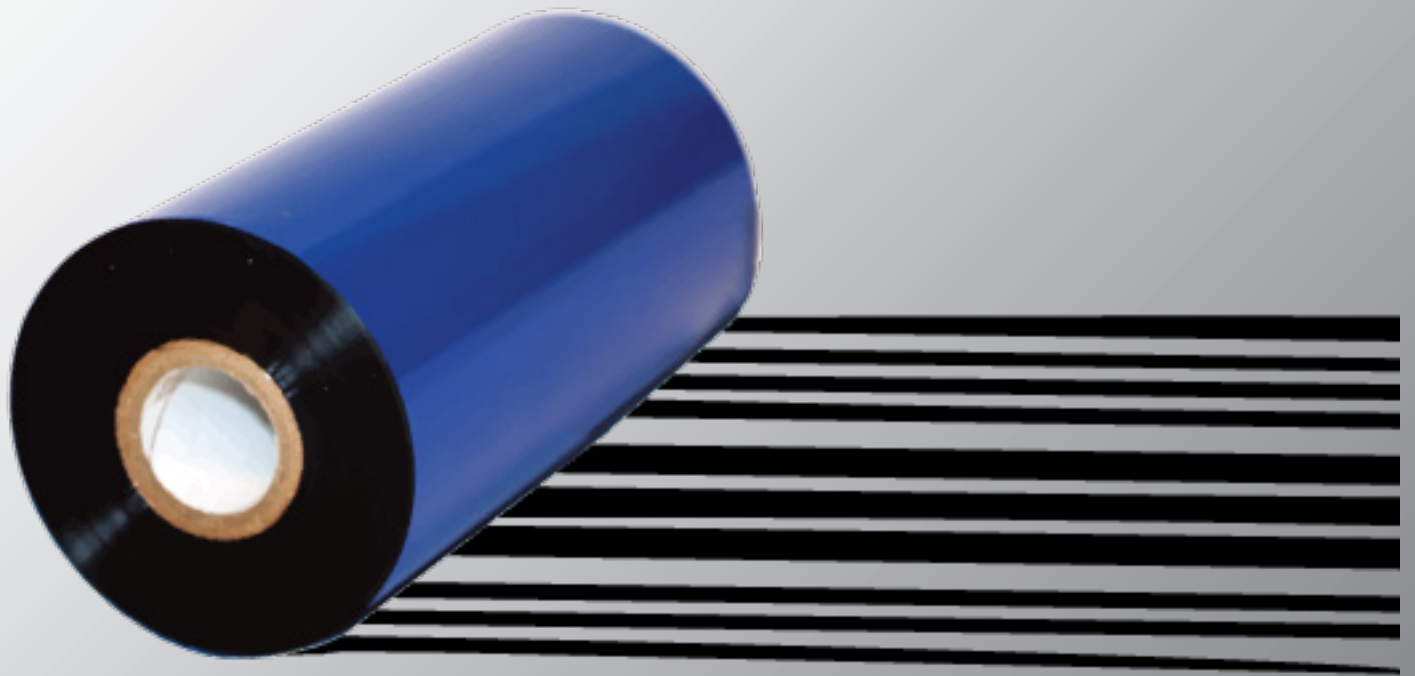


# DNP

QUICK REFERENCE GUIDE



# IMPORTANT QUESTIONS TO ASK BEFORE THE ORDER

It is important to ask your customers several questions to provide them with the best solution to a thermal transfer printing challenge.

These technical questions will help you collect the information you need to make the best recommendations.

- What printer are you using?
- What label are you printing on?
- Are there any special coatings on the label?
- What are the image durability expectations?
- What are the image format requirements (rotated barcodes, high-density, low-density)?
- How fast do the labels need to be printed?
- Will the label be exposed to grease, chemicals, blood, or cleaning solvents?
- How long does the label need to remain readable?
- Will the label need to be UL/CSA recognized?
- Will the label be exposed to fluorescent or ultraviolet light?
- Does the label meet REACH and RoHS requirements?
- What are the cost parameters?

## HOW TO PLACE AN ORDER

DNP offers several easy ways to place an order.

- Visit the [DNP Partner Login website](#) for access to our eCommerce site for a quick and simple buying process.
- Utilize our Perfect PO document ([download](#)) to aid you in the completion of your purchase order or submit your own to [cdg@dnpi.com](mailto:cdg@dnpi.com).
- If you have any questions or require assistance in placing your order, our Customer Service Representatives are always available to assist at 1.888.569.7222.

## MAKE A PAYMENT

Invoices are emailed the business day following shipment. For prompt delivery, please provide us with a current email address.

- DNP's Tax Identification Number (TIN) is 62-1575799.
- Standard payment terms are net 30 days.
- Remittance address:  
DNP Imagingcomm America Corporation  
PO Box 281011  
Atlanta, GA 30384
- All major credit cards are accepted for order payment.

If you have any questions, please contact our Customer Service Team at 1.888.569.7222.

# OUR LEADING PRODUCTS

# DNP

## **VERSATILITY** SERIES

### Ready for Anything.

Choosing the perfect thermal transfer ribbon should be simple and with DNP's Versatility Series, it is! Say goodbye to navigating through a sea of options, which can often be confusing. With Versatility Series, product selection is a breeze with just four products - **it's as easy as 1, 2, 3 (or 4)!**



### **SIMPLE**

Forget what you know about the traditional TTR selection process. Quickly provide your customers with a TTR solution that both of you can feel good about.

- Providing multiple solutions with 4 proven products
- The Versatility Series covers most common industry applications

### **VERSATILE**

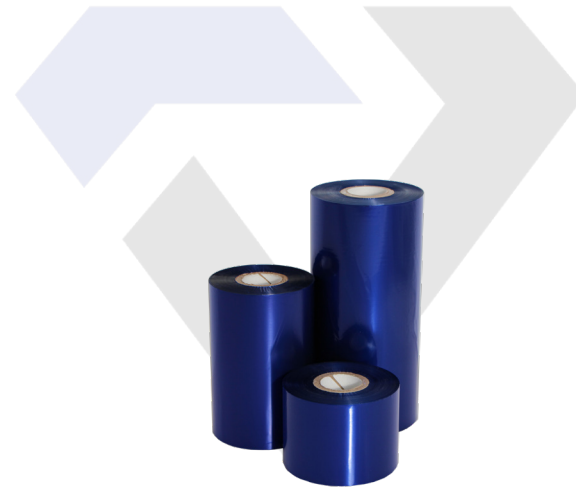
Compatible with a wide range of substrates and surface materials, the Versatility Series adapts to diverse printing needs.

- Minimizes errors and lessens inventory
- Reduces production changeovers

### **CONSISTENT**

The Versatility Series is designed, engineered, and proven to be Ready for Anything.

- Overcomes commonly occurring variations in substrate materials
- Exceptional performance from start to finish



## **SAMPLE EXPRESS<sup>®</sup>**



Want to experience the DNP difference for yourself? Request a free sample of one of our thermal transfer ribbons through Sample Express.

To access the Sample Express Program and order your free samples, complete the request form on our website or contact your customer service representative today!

**REQUEST  
A SAMPLE**

# TTR 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			

\*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

### NOTE:

- 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.

### 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

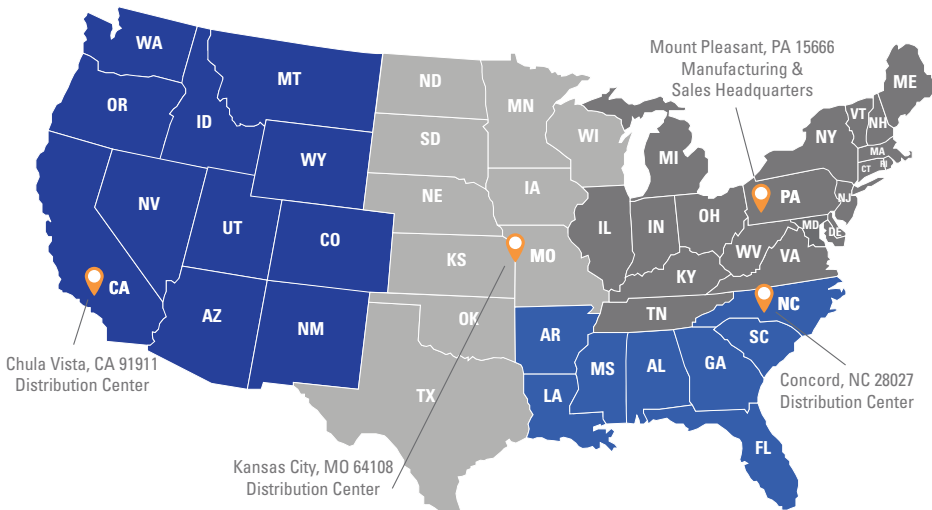
# DISTRIBUTION CENTERS

## FOUR LOCATIONS TO ENSURE SPEEDY SHIPMENT

DNP operates a network of distribution centers to help manage the flow of products from our manufacturing facility to your desired location. Our distribution network gives you the advantage of industry-leading transit times on our most popular items to nearly every city in the U.S. These distribution centers enable us to provide shorter shipping times and decreased costs to you, our valued customers.

In addition to our thermal transfer ribbon headquarters in Mt. Pleasant, PA, we have three distribution centers strategically located throughout the United States: Concord, NC; Kansas City, MO; and Chula Vista, CA. We automatically pick the appropriate distribution center to get your package to its destination through the quickest route, saving you time and money. There is no extra charge for this service—just one of the many perks that come with being one of DNP’s valued partners.

Contact your Customer Service Representative for our full distribution center product offering at 1.888.869.7222.



# APPLICATION REQUESTS

DNP’s testing laboratory is known as the industry’s quickest and most responsive. With 75 thermal transfer printers, additional testing equipment, and on-hand technical service support from our laboratory experts, we can have a solution to your problem within 24 hours.

## WHAT WE’LL NEED:

- Provide a description of the application and purpose of the evaluation
- Printer Information: Manufacturer, Model, Heat/Energy Setting, Print Speed (IPS)
- Label stock Information: Manufacturer, Label Type or Name, Part#, Spec#, or other relevant information

## IMPORTANT NOTES

- DNP requires at least 50 ft. of stock for evaluations
- For TTO evaluations, a minimum of 300 ft. of stock is required

APPLICATION  
REQUEST

# PARTNER LOGIN

At DNP, partnerships are all about generating more revenue together. We provide our distributors and reseller partners with all the knowledge, tools, support, and customized material to accelerate sales and growth. We want to play an active role in your success and reward both sales and loyalty. [Click here to register](#) and start learning now!



## ECOMMERCE

DNP's eCommerce site allows you to easily place an order, track your shipment, and view your latest invoice. Additionally, you can view your price list, initiate a return, and so much more!



## INKFINDER

DNP InkFinder is a competitive cross-reference guide that provides you with compatible DNP thermal transfer ribbons to replace over 6,000 supplier parts and formulations.

# ONLINE RESOURCES

DNP offers many resources for customers on our website, [am.dnpribbons.com](http://am.dnpribbons.com). From on-line tools like [Find Your Ribbon](#) and [OEM Printer Guide](#), to technical datasheets and ribbon information, DNP puts the information at your fingertips. Below are some of the tools to help you select the right ribbon for your project.



## FIND YOUR RIBBON

Narrow DNP's broad range of thermal transfer ribbon formulations to your specific printing needs by selecting from hundreds of substrates, printers, applications, and certifications.



## OEM PRINTER GUIDE

Our database of over 2,100 thermal transfer printers will help you determine which OEM TTR configuration you'll need to purchase.



## RIBBON ORDER CALCULATOR

How many meters of thermal transfer ribbon will you need for your run of labels? Find out with DNP's [Ribbon Order Calculator](#).

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.

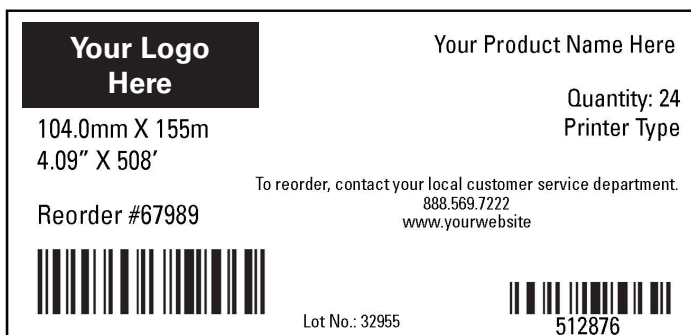
## What does this mean for you?

- **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





# RETURNS

## QUALITY RETURNS

Did you receive an incorrect or defective product? We can help! Please contact our Customer Service Team at 1.888.569.7222 or [cdg@dnpiimgcomm.com](mailto:cdg@dnpiimgcomm.com). If DNP confirms a return is warranted, we will create a return material authorization number for the shipment. We ask that any product that is suspected to be defective, along with a sample of the media (printed and unprinted), be shipped to:

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



If the product claim is verified, we will credit a full refund to your account. Please reference our Warranty and Storage Conditions for complete details.

## NON-QUALITY RETURNS

Ordered the wrong product by mistake? DNP's return policy for non-quality reasons applies to product returns that occur within 90 days of the invoice date. Returns beyond 90 days of the invoice date will not be accepted.

Returns of full cases will be accepted as follows:

- Stock (BIN or MTS) items are accepted without a restocking fee.
- Non-stock (MTO) items may be returned if they can be resold. If accepted, returns will be assessed a 50% restocking fee.

Note that our stocking distinctions may change. Therefore, the restocking fee will be determined per the stocking status at the time of return.

**DUE TO THE LABOR INVOLVED WITH RESTOCKING, FEES CANNOT BE REDUCED OR WAIVED.**

If you have any questions, please contact Customer Service at 1.888.569.7222 or email [cdg@dnpiimgcomm.com](mailto:cdg@dnpiimgcomm.com).



## 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 (40°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. (ET)

**TEL:** 1.888.569.7222

**EMAIL:** [cdg@dnpiimgcomm.com](mailto:cdg@dnpiimgcomm.com)

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

