

RMA process for the following Afinia Label equipment:  
L701/L801/L901 Series, CP950, FP-230, DLP Series

Printheads have a two-year shelf life and come with a limited 30-day warranty if they are installed within 2 years of the manufacturing date. If you notice print quality issues within the first 30 days of installing a new printhead, please contact Afinia support. To open a warranty claim, it is important to contact Afinia within 30 days of installing a new printhead.

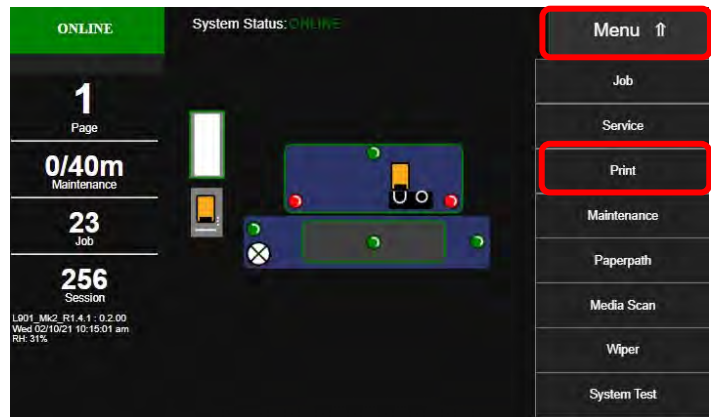
Afinia support might recommend troubleshooting/recovery steps to improve print quality. Standard print plots will be required to open a warranty claim. Use the steps listed below to print these standard plots on L901/CP950 and L801/L701 series printers

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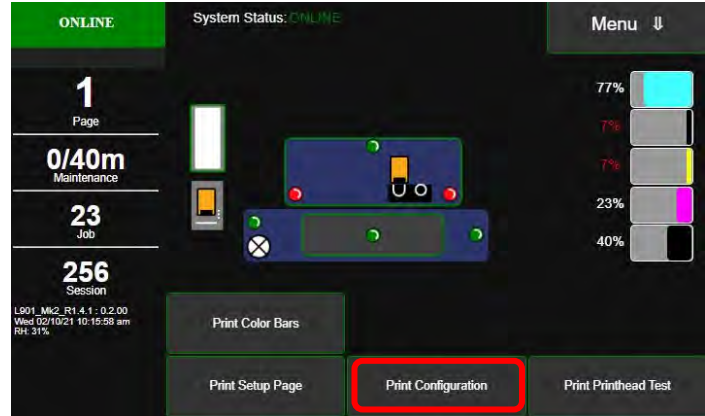
*Instructions to Print Standard Print Plots – L901/CP950/FP-230/DLP Series*

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1. For the L901, it is recommended to use continuous, 8.5” wide media. If that is not available, use the widest media available. For the CP950, an 8.5” x 11” sheet of paper can be used.
2. On the touch screen click on Menu and then select Print.



3. Click on Print Configuration.



4. Configuration page is printed. Scan or take a picture of this page.

## Configuration Page

Firmware version: 20201126 L901\_Mk2\_R1.4.1  
 UI Version: 0.2.00  
 Real Time Clock: 02/10/2021 10:13:01  
 Printhead: : B00KS6S  
 Model Name: Remora  
 Pages: 333  
 Ink Forumia: G  
 Ink (uL): 40551  
 Powered (sec): 1125  
 Install: 22/01/21 13:19:15  
 Installed Days: 18  
 SN: 000002230445a86e  
 Part No: PN112614  
 Insertions: 0  
 Priming: 1  
 Dirty Power Up: 1  
 Current KWS: 3  
 Printed KWS0 mm: 0  
 Printed KWS1 mm: 0  
 Printed KWS3 mm: 51852  
 Printed KWS5 mm: 0  
 Printed KWS7 mm: 0  
 Printed KWS9 mm: 0  
 Printed KWS11 mm: 0  
 Print Jobs: 52  
 PreJob Maint: 45  
 MidJob Maint: 7  
 PostJob Maint: 36  
 MPCA SN: 4164500052

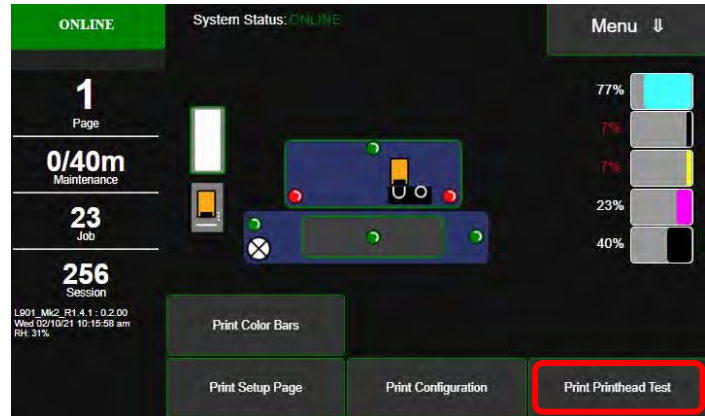
Cyan: 77% (S1818419250020)  
 Black 2: 7% (S1930916150054)  
 Yellow: 7% (S1703213040004)  
 Magenta: 23% (S1930916300027)  
 Black 1: 40% (S1818419210083)

System Name:: L901  
 Serial Number:: 100042190  
 MPCA Serial Number: 4164500052

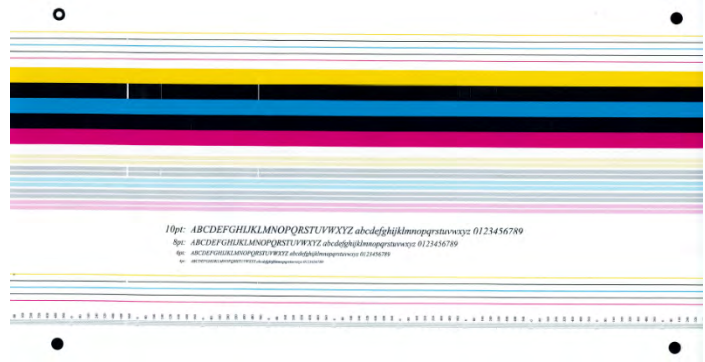
Total Color Best: 5665  
 Total Mono Best: 0  
 Total Color Draft: 831  
 Total Mono Draft: 0  
 Total Printed Length (inches): 30096

Network Settings:  
 Network Status:: Connected  
 Link Speed:: Auto  
 MAC Address:: 84-97-b8-01-57-9d  
 Hostname:: L901100042190  
 DHCP Enabled: No  
 IP Address:: 192.168.10.202  
 Subnet Mask:: 255.255.255.0  
 Gateway:: 192.168.10.1  
 Domain Name:  
 WINS Server:: 192.168.10.40  
 BootP Enabled: No  
 AutoIP Enabled: No

5. Click on Print Printhead Test.



6. Printhead Test is printed. Scan or take a picture of this page.



7. Email Configuration Page and Printhead Test page to Afinia Support.
  - a. North, Central & South America – [support@afinialabel.com](mailto:support@afinialabel.com)
  - b. Europe, Middle East, Asia & Africa – [support@afinia.co.uk](mailto:support@afinia.co.uk)

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*Instructions to Print Standard Test Plots - L701/L801 Series*

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1. It is recommended to use continuous, 8.5" wide media. If that is not available, use the widest media available.
2. Follow these steps to print the list setup page:



a. Press the Config button.



b. In Setup, press the enter button.



c. In List Setup, press the enter button.

- List Setup page is printed. Scan or take a picture of this page.

## Printer Configuration

Date/Time(YYYY/MM/DD HH:MM:SS): 2021/01/14 08:00:06  
 Model: Afinia L801Plus  
 Print engine ID: 4180200309  
 MAC address: 8497b801799b  
 Firmware version: 19101015  
 Printed length: 117,042inch, 2,972,868mm  
 LCD brightness/contrast: +0/+0  
 Label gap sensor sensitivity: +0  
 Black mark sensor sensitivity: +2  
 Print by external trigger I/O signal: No  
 Printerhead ID: B00L7X5,NA & Installed date: Wed,2020-11-11  
 Total labels printed by printhead: 506  
 PHT: 835 Seconds / 38897 / 60877  
 Top of form: +0.00inch  
 Bottom of form: +0.00inch  
 Left edge: +0.00inch  
 Cutter offset: +0.00inch  
 Label type: Continuous  
 Total cuts made: 5147 WE/SS: 0/5  
 A: 0x80 D: 0x00 DP: 33

## End of Report

- Follow these steps to print the PQ Plot page:



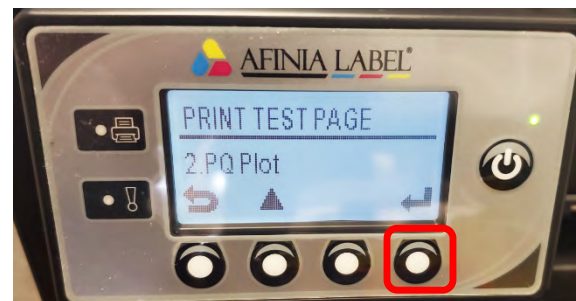
- Press the Config button.



- Go to the Maintenance screen and press enter.



- On the Print Test Page screen, press enter.



- On the PQ Plot screen, press enter.



5. PQ Plot page is printed. Scan or take a picture of this page.



6. Email List Setup page and PQ Plot page to Afinia support.
  - a. North, Central & South America – [support@afinialabel.com](mailto:support@afinialabel.com)
  - b. Europe, Middle East, Asia & Africa – [support@afinia.co.uk](mailto:support@afinia.co.uk)

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### *Instructions to Ship Printhead*

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1. After troubleshooting, if Afinia support determines the printhead needs to be returned for evaluation, an RMA number will be issued.
2. **Printhead returns are time sensitive to ensure that printhead nozzles are healthy when the factory conducts their evaluation. It is best to ship the printhead within a few days of receiving the RMA paperwork but no later than a week. RMAs not shipped to Afinia within a week will be rejected.**
3. To pack the printhead
  - a. Wipe it clean with DI water and lint free cloth
  - b. Place printhead in the orange cap



- c. Seal in an airtight, re-sealable plastic bag (e.g. Ziploc®), with a damp cloth, with nozzles downward.