

DM300C Return Instructions

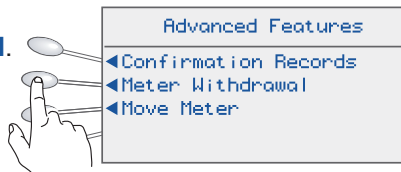
POSTAGE METER RETURN IS MANDATORY. To avoid a \$1000 fee for failure to return your meter, please follow the prepaid shipping instructions.

Follow the steps in order.

1 Remove the remaining funds from your meter

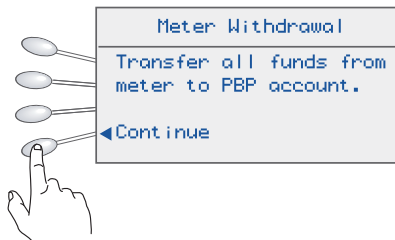
A Press **Menu** and page down to select **Advanced Features**.

B Select **Meter Withdrawal**.

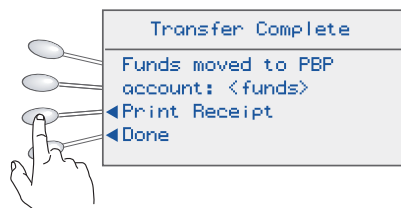


C Select **Continue**.

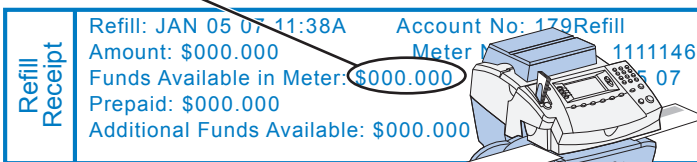
Please wait while meter connects to the Pitney Bowes Data Center. This may take a few minutes.



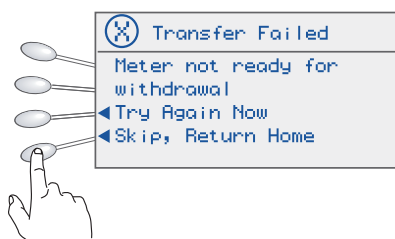
D If the transfer is complete select **Print Receipt** and follow the prompts.



Your funds should be \$000.00



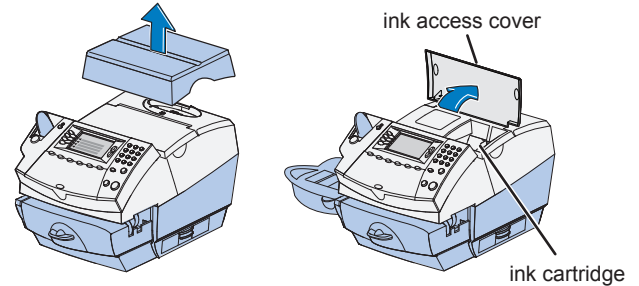
If you receive a Transfer Failed message, press **Skip, Return Home** and call Pitney Bowes at 1-800-522-0020.



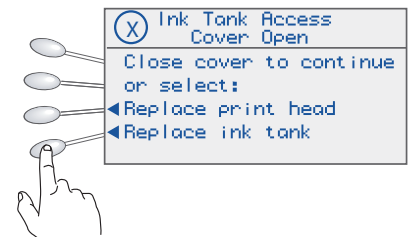
2 Disassemble the old meter

Note: Do not unplug power cord until instructed.

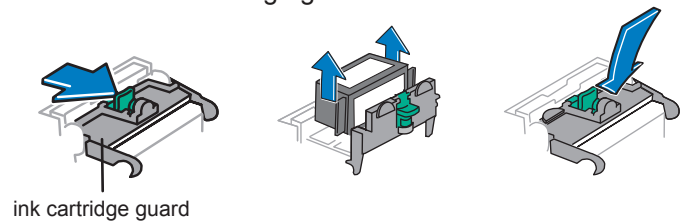
A Remove weighing platform and open ink access cover.



B Select **Replace ink tank** to move the ink cartridge carriage to the replacement position.

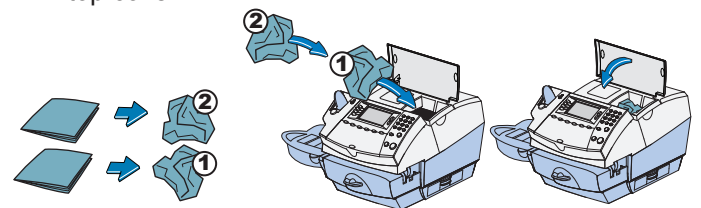


C Open ink cartridge guard, remove ink cartridge, and close ink cartridge guard.



D Close the meter top cover and wait for the ink carriage to move back in. Then wait for 5 seconds and turn off the power switch. Then disconnect the power and telephone (or USB) cords from the back of your meter.

E Re-open the meter top cover. Crumple the folder cloths provided in the kit and insert the cloths in front of the printer mechanism as shown. Close the meter top cover.



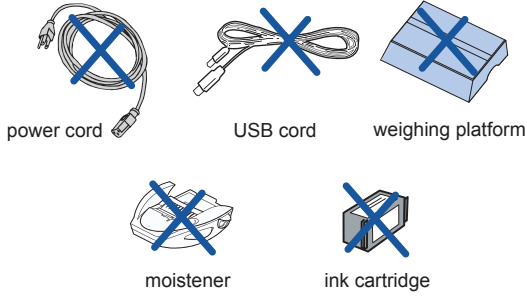
Continue on reverse side. ▶

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3 Pack the meter for shipping back to Pitney Bowes

A Place the meter in the box as shown in the illustration on the right.

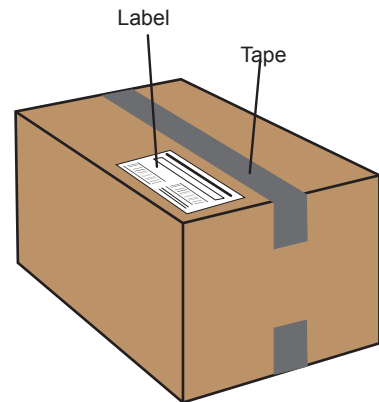
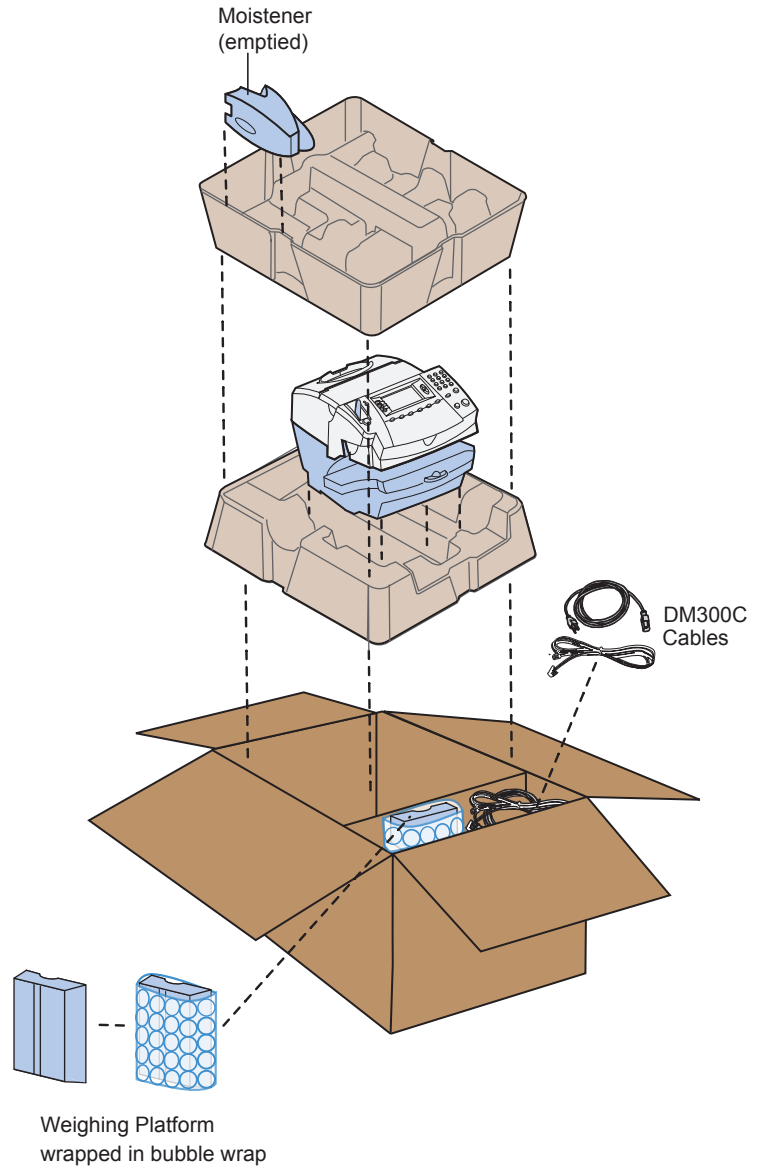
Note: If you are replacing your DM300C with a new DM300C please do not pack the following items:



B Seal the top of the carton with tape provided.

C Apply prepaid shipping label over the old shipping label. Use the enclosed UPS shipping label and return via your local UPS agent or drop off location.

D Retain the customer portion of the prepaid shipping label for tracking purposes.



If you have any questions, call Pitney Bowes at **1-800-522-0020** or visit www.pbdirectreturn.com.