

DM400c Return Instructions

1. Withdraw the remaining funds from your meter.

Transfer the remaining postage in your meter into your Postage by Phone account to insure that your funds will be available to fill your replacement meter immediately.

If you cannot connect to Pitney Bowes through your meter, or if you have a blank screen, then proceed to Step 2. Pitney Bowes will transfer your funds into your account within 6-10 days after receiving your meter.

If you are using the accounting feature, please print your accounts data before starting the replacement install process.

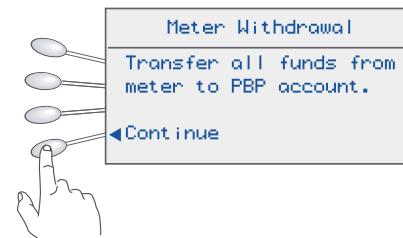
A. To have a record of the amount of postage in the meter, print the **Funds Report** by pressing **Menu**, then by selecting **Reports**, and then by selecting **Funds Report**.

Insert an envelope to obtain a record of the transaction. When done, press **No** to return to the main screen.

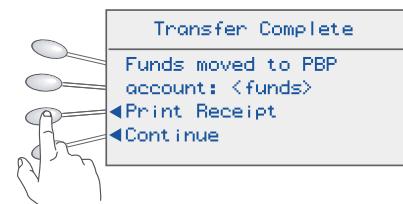
B. Press **Menu** and then page down up to two times to select **Advanced Features**.



C. Select **Meter Withdrawal**.



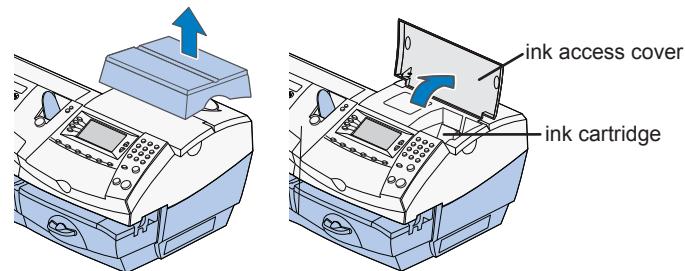
E. At the prompt select **Print Receipt** to print a receipt or select **Continue** to return to the home screen without printing a receipt.



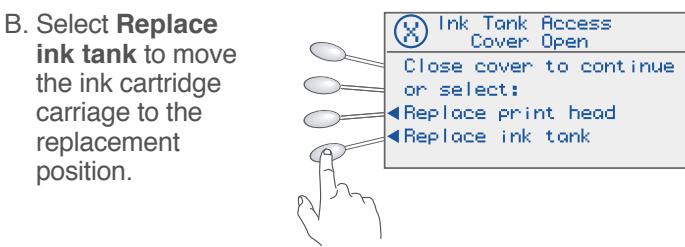
2. Disassemble the old meter.

Note: Do not unplug power cord until instructed.

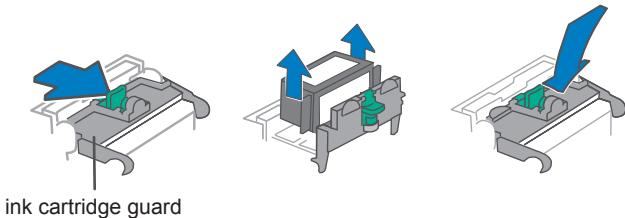
A. Remove weighing platform and open ink access cover.



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



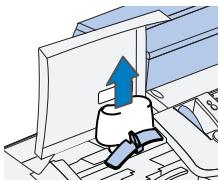
C. Open ink cartridge guard, remove ink cartridge, and close ink cartridge guard.



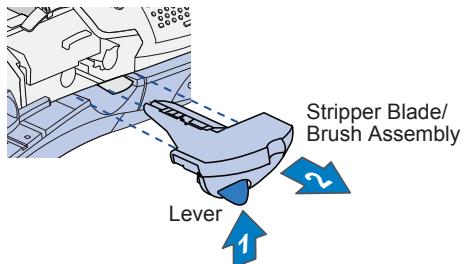
D. Close the meter top cover and wait for the ink carriage to move back in. Then wait for 5 seconds and turn off the power switch on the back of the machine on the right side. Wait five more seconds and then disconnect all the cords from the back of the meter.

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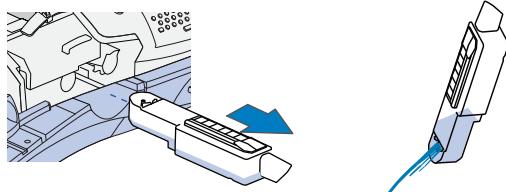
E. Open the feeder access cover. Remove the moistener bottle and discard remaining sealing solution.



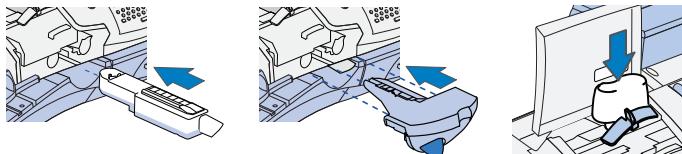
F. Remove the stripper blade/brush assembly by pressing on the light blue lever/button and sliding the assembly straight out towards you.



G. Pull the moistener tank (located under moistener bottle) straight out towards you. Gently lift the tank up and out. Then discard sealing solution in the tank.

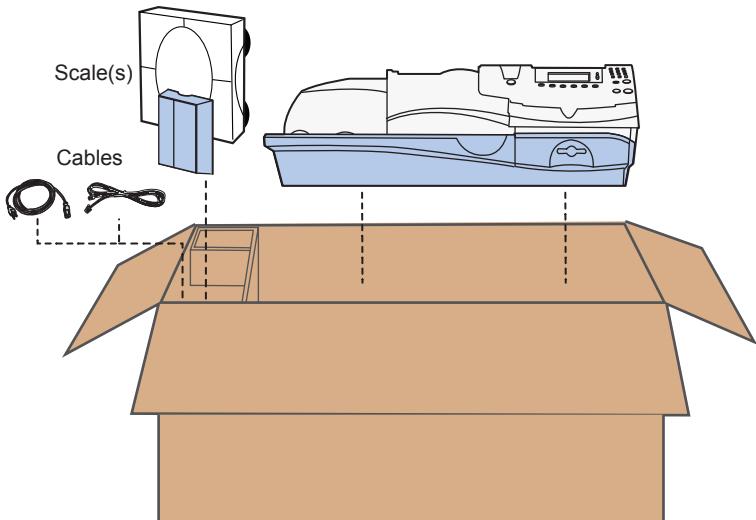


H. Reinsert the moistener tank, stripper blade/brush assembly and moistener bottle.



3. Pack the meter for shipment back to Pitney Bowes

A. Place the meter and scale in the brown flat box provided as shown in the illustration below. Securely tape the bottom and top of the box.



B. Locate the prepaid Purolator shipping label included in the shipment of your new meter. Complete required fields. In the sender/from section, fill in your phone number, company name and address. Apply the label over previous shipping labels.

If more detailed instructions are needed, please refer to: pitneybowes.com/ca/en/returns

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

D. Call Purolator at **1-888-744-7123** to retrieve your package.

