Prior to issuing an RGA for an ink cartridge, TROY requires the following information.

Company Name: _____

Company Contact Name: _____

Contact Phone: _____   Contact Email: _____

Shipping Address: _____   Suite/Floor/Room #: _____

City _____   State _____   Zip _____

Printer Model: _____   Printer Serial Number: _____

Reseller Name (if applicable): _____

Installation Date: _____   Ink Cartridge Part Number*: _____

Ink Cartridge Lot Number**: _____

Describe the reported problem with the ink cartridge:

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☐ Print the Configuration Page from printer in question
using the ink in question, and attach to this documentation***

☐ Print the Supplies Status Page from printer in question using
the ink in question, and attach to this documentation***

Date Form Submitted: _____

Please fax the required information to (304) 232-0996 or email to TechnicalSupport@TROYgroup.com

*The Ink Part Number is listed on the red TROY label. It will consist of numbers and dashes, i.e. 02-81300-001.

** The lot number of a ink cartridge is found on a small white label on the cartridge itself. The identification number will consist of numbers and letters, i.e. AB 1234C.

***The Configuration Page and Supplies Status Page can easily be printed and does not require a technician to do this. To print these pages, press the Home button on the printer and then scroll down to the Administration menu. Press OK and then highlight the Reports menu. Press OK and then select the Configuration/Status Pages option which will allow you to select the Configuration Page to print. Contact TROY Technical Support for any needed assistance.

You may be required to send in some samples checks/pages printed with the faulty ink cartridge, this will be upon request only.   2019 B