

Prior to issuing an RGA for a MICR toner 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: _____ Toner Cartridge Part Number*: _____

MICR Toner Lot Number**: _____

Describe the reported problem with the toner cartridge:

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

Print the Supplies Status Page from printer in question using the toner 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 Toner Part Number is listed in the upper left corner of the red TROY label. It will consist of numbers and dashes, i.e. 02-81300-001.

** The lot number of a toner 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.