



 QuickLabel®  GetLabels®  TrojanLabel®

Technical Support



TOTAL CUSTOMER SUPPORT

At AstroNova, we believe in providing complete labeling and specialty printing solutions. Through our world-class training and support, we provide the tools our customers need to expand and enhance their production capabilities effortlessly.



Technical Support

At AstroNova, we train each of our worldwide support teams to maintain extensive, up-to-date knowledge on all of our products and services. As part of a dedicated support team, each of our Product Support Specialists is available for one-on-one consultations and are always ready to answer any questions through our around-the-clock remote and local support system.



One-Year Warranty

To ensure your facility maintains the most optimized production regime, all AstroNova equipment is covered by a standard one-year warranty on parts and labor. This warranty also includes unlimited telephone and email Technical Support assistance. An extended two-year warranty is available for an additional fee, or included standard on the QL-120X.



On-Site Startup

As part of our On-Site Startup Package, an Product Support Specialist will come to your facility to startup and install your printer and provide training for operation and maintenance. This package also includes one local PC on-site driver, CQL Pro software installation, unlimited telephone, and email Technical Support for startup or installation assistance up to 30 days after purchase.



Quick Online Set-Up

To help you get up and running quickly, AstroNova offers a Quick Setup Program specifically for setup assistance and user training. This package includes a remote live printer setup session (up to 3 hours), one local PC remote driver, CQL Pro software installation and remote operational and maintenance training. This package also includes unlimited telephone and email support for setup. The Quick Setup Program offers live sessions by appointment. To schedule, email: service@astronovaproductid.com



Customer Support Package

An extension to our One-Year Warranty, this package includes one on-site visit, a full-unit QuickSwap, parts, repair & replacement service unlimited telephone and email Technical Support assistance. An extended Customer Support Package for two or three years is also available for purchase.

**QuickSwap program is contingent upon availability*



Additional Operator Training

If you require further training, AstroNova offers additional operator training for up to five hours on-site. One of our Product Support Specialists will come to your facility to train your new employees on operations, maintenance, RIP and workflow solutions.

Inkjet Dye Label Printers



QL-120X



QL-850



T2-C

Inkjet Pigment Label Printers



QL-120D



QL-300

Technical Support Included



One-Year Warranty Included

Two-Year Warranty
*One-Year warranty option available



On-Site Startup



Quick Online Set-Up



Customer Support Package



Thermal Transfer Label Printers



QL-30 MT / QL-60 MT



QLS-4100 XE



QL-30 / QL-60

Technical Support Included



One-Year Warranty Included



On-Site Startup



Quick Online Set-Up



Customer Support Package



Industrial Printers



T2



T3-OPX



T4

Technical Support Included



One-Year Warranty Included



On-Site Startup



Quick Online Set-Up

Customer Support Package





WORLD HEADQUARTERS

AstroNova, Inc.
600 East Greenwich Avenue
West Warwick, Rhode Island 02893 USA
Tel: +1 401-828-4000
Toll-Free: 877-757-7978 (US Only)
info@astronovaproductid.com

EMEA HEADQUARTERS

AstroNova GmbH
Waldstraße 70
D-63128 Dietzenbach Germany
Tel: +49 (0) 6074 31025-00
infoDE@astronovaproductid.com

CANADA

Tel: +1 450-619-9973
Tel: 800-565-2216 (Canada Only)
serviceCA@astronovaproductid.com

LATIN AMERICA

Tel: +52-(55)-3934-5171
serviceMX@astronovaproductid.com

FRANCE

Tél: +33 (0)1 34 82 09 00
serviceFR@astronovaproductid.com

UNITED KINGDOM & IRELAND

Tel. +44 (0)1628 668836
serviceUK@astronovaproductid.com

DENMARK

Tel. +49 0 6074 31025 00
serviceDE@astronovaproductid.com

CHINA

Tel: +86-21-5868-1533
serviceCN@astronovaproductid.com

MALAYSIA

+603 5031 9330
serviceMY@astronovaproductid.com

www.astronovaproductid.com