

# Technical Support



### Inkjet Dye Label Printers




### Inkjet Pigment Label Printers



### Toner-Based Printers

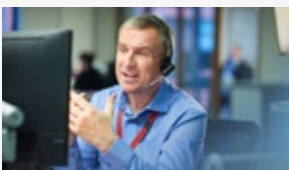


	QL-120X	QL-800	QL-240	T2-C	QL-100 D	QL-200 D	QL-300
Technical Support Included	✓	✓	✓	✓	✓	✓	✓
One-Year Warranty Included		✓	✓	✓	✓	✓	✓
On-Site* Startup	✓	✓	✓	✓		✓	✓
Quick Online* Set-Up	✓	✓	✓		✓	✓	✓
Customer* Support Package	✓	✓	✓	✓	✓	✓	✓
Additional* Operator Training							

\* Please inquire for pricing options

## 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, a 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.

## Thermal Transfer Label Printers



## Industrial Printers



QL-30 MT	QL-60 MT	QLS-4100 XE	QL-30	QL-60	T2	T3-OP	T4
✓	✓	✓	✓	✓	✓	✓	✓
✓	✓	✓	✓	✓	✓	✓	✓
		✓			✓	✓	✓
		✓					
✓	✓	✓	✓	✓	✓	✓	✓
						✓	✓



### 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: [quicksetup@quicklabel.com](mailto:quicksetup@quicklabel.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.

## WORLD HEADQUARTERS

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[www.quicklabel.com](http://www.quicklabel.com)

[www.trojanlabel.com](http://www.trojanlabel.com)

[www.getlabels.com](http://www.getlabels.com)