

Voluntary Recall of Power Supply Units Sold as Accessory with ZP Printers

NOTICE OF EXPANSION

Master ZP5XX FAQs

(updated June 2018)

GENERAL QUESTIONS

1. What was recalled?

The Power Supply Unit (the "PSU") for certain Zebra printers. The PSUs were manufactured by FSP Group **between October 1, 2006 and December 31, 2012** and were either sold as after-market kits or included with the sale of ZP series printers manufactured with **serial numbers between 27X0639XXXXX and 27X1326XXXXX or between 35X0639XXXXX and 35X1326XXXXX**. After independent testing, it has been confirmed that the issue is limited to an identified group of PSUs and is NOT associated with the actual Zebra-manufactured printer or AC power cord.

2. What is wrong with the PSUs?

PSUs that serve as the power source for ZP models of Zebra printers have been identified as potentially containing an improperly mixed phosphorus compound that is used in the flame-retardant resin in the DC power supply connectors. This deficiency in the phosphorus based connector resin, when combined with moisture and humidity over time, can potentially lead to overheating or a fire hazard.

3. How many ZP5XX PSUs are impacted?

Approximately 168,000.

4. Why did Zebra expand the recall to more units?

Additional PSU incidents have been reported since the initial recall was communicated. Out of an abundance of caution, Zebra is expanding the parameters of the original recall to include all impacted models over a longer time frame as a further precaution to ensure the safety of our customers.

5. What specifically is different from the recall initiated in December 2016?

The date range now includes earlier and later printer manufacturing dates:

- Earlier than original recall: October 1, 2006 – September 30, 2010
- Later than original recall: July 1, 2012 – June 30, 2013

6. If I checked the PSU date codes and/or printer serial numbers prior to the recall expansion, do I need to recheck my equipment?

Yes. It is important to recheck your equipment. PSUs that were originally deemed not affected by the [validation form](#) or by Zebra directly because they were outside of the original recall time frame may now be impacted.

7. How do I know if my ZP PSU has already been replaced?

The replaced and unaffected PSUs will have a PSU date code greater than 130000. (YYWWXX, where YY=year and WW=week) or a printer manufacturing date later than June 30, 2013. If you are uncertain whether the PSU has already been replaced, remove the PSU from the printer and check the PSU date code located on the top (hidden) portion of the PSU, or contact Zebra as indicated below for instructions. Please see FAQ #15 for instructions to remove the PSU from the printer.



The above example shows a date code of 100510

8. Which Zebra ZP printers are associated with the recall?

ZP500, ZP500 EPL, ZP500 ZPL, ZP500 Plus, ZP500 Plus EPL, ZP500 Plus ZPL, ZP505, ZP505 EPL, and ZP550 printers.

The recall also applies to any replacement or spare PSUs which were purchased during the above time frame. If you purchased or installed any of these, the recall could apply to those as well.

PLEASE NOTE that these FAQs apply only to the ZP5XX printers included in the expansion.

A recall was also issued for PSUs associated with other printers manufactured by FSP between October 1, 2006, and December 31, 2012. If the model number of your printer contains any of the following, the power supply should be checked against the recall: AP, BR, CN, GC, GK, GX, GT, H, HC, J, LP, P, PS, R, SC, T, Thermal, TLP, WM, ZP, ZXP. For a more detailed list of printer models, please [click here](#).

For information regarding the recalled PSUs associated with the products listed above, please visit <http://www.zebra.com/power-supply-recall>.

9. Is the Zebra printer also impacted?

No. The Zebra printers associated with the problematic PSUs are NOT impacted and can continue to be used with a replacement PSU.

10. Have there been any reported incidents?

Yes. To date, Zebra has received reports of incidents from customers located in various regions of the world, including one reported incident involving a ZP series power supply. Zebra has taken these reports seriously and has worked directly with those identified customers to resolve the issues and replace all PSUs identified as being affected by this PSU recall.

11. Is the recall global?

Yes. The affected ZP5XX PSUs were either sold as after-market kits or included with the sale of Zebra printers and were distributed in countries worldwide.

12. Did Zebra manufacture the PSUs?

No. Zebra did not manufacture the affected PSUs. The PSUs were sourced from FSP, an established, reputable third-party manufacturer who has been cooperative with the voluntary recall mandates. The safety of our customers is of paramount importance to Zebra. While Zebra did not directly manufacture the PSUs, we recognize that our component-suppliers are an extension of Zebra and we are working diligently to rectify the issue in a manner that is least disruptive to our customers and channel partners. Quality, both in product and customer care, is a top priority for Zebra, and we are committed to protecting the safety of our customers.

13. Who do I contact if I have any questions?

For additional information about this recall, you can visit <https://www.zebra.com/us/en/power-supply-recall-zp5XX.html>, send us an email at PSUrecall@zebra.com, or call us at 1.800.658.3795 (US and Canada) or 1.972.893.1548 (International).

QUESTIONS FOR END USERS/CUSTOMERS

14. How do I know if I have an affected ZP5XX PSU?

The manufacturing date can be checked by examining the serial number of the printer.

[Note that the 4th through 7th characters in the serial number encode the manufacturing date of the printer – serial numbers for these printers follow the convention **27XXYYWWXXXXX** or **35XXYYWWXXXXX**, where “YY” is the last two digits of the year of manufacture and “WW” is the week of manufacture in that year.]

You can identify the serial number by either:

- a) Checking your company records for printer serial numbers in the range **27X0639XXXXX to 27X1326XXXXX** or in the range **35X0639XXXXX to 35X1326XXXXX**.
 - If the printer falls within either range, unplug it from the wall outlet and remove the AC power cord from the printer. *You will need to retain the AC power cord whether or not you replace the power supply, so please do not discard it!*

OR

- b) Physically examining the printers in your operation to check for the impacted serial number range. To physically confirm if a printer is impacted:
 - First, unplug each printer from the wall outlet and remove the AC power cord from the printer. *You will need to retain the AC power cord whether or not you replace the power supply, so please do not discard it!*
 - Verify each printer serial number by examining the label on the backside of the printer (see picture below). If the serial number is found to be between **27X0639XXXXX and 27X1326XXXXX** or between **35X0639XXXXX and 35X1326XXXXX**, that printer is impacted. Deactivate the printer and replace the PSU.



Note: If the labels are obscured from view and the printer is physically attached to a piece of furniture or fixture, it may be necessary to detach it so that you can access the backside of the printer

If you purchased any PSUs in the affected time frame for use as replacements or spares, it is possible that those are impacted as well. Please contact Zebra as indicated in the “Who do I contact” section above for instructions on how to check the date on these PSUs.

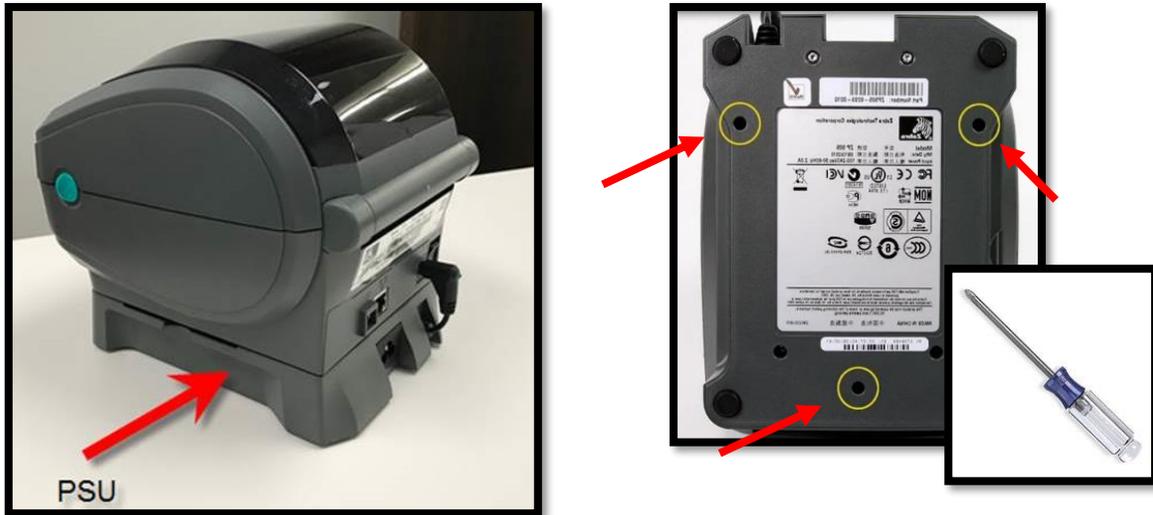
Please check FAQ #7 above if you suspect the PSU may have already been replaced.

15. How do I remove affected PSUs from my printer?

- Place the printer that has an impacted serial number upside-down on a soft pad or cloth so as not to damage or scratch the top of the printer.
- Unplug the short cable/connector that runs from the power supply assembly to the back of the printer.



- Using a Philips-Head #2 screwdriver, remove the three screws that attach the power supply assembly to the bottom of the printer and then pull the power supply away from the printer.



16. How do affected End-Users get replacement PSUs?

Once you confirm you have an affected PSU by finding the serial number within the identified date range, please visit the [recall validation form](#) to fully validate your information and to initiate the PSU replacement process. Alternatively, you can send us an email at PSUrecall@zebra.com or call us at 1.800.658.3795 (US and Canada) or 1.972.893.1548 (International). Please be prepared to provide the following information associated with each affected PSU:

- Your company name and contact information
- Shipping address
- Printer Serial Number (S/N) (located on the printer as shown below)



To ensure the quickest shipments, please access and follow this URL for official country codes and postal code formats for your addresses:

<http://www.geopostcodes.com/resources>

It is strongly recommended that you use the Zebra recall webpage, as it will provide you with a form to validate all information, identify the appropriate replacement PSU and send your information directly to the Zebra recall team.

However, **if you have a large number of power supplies to replace**, please contact the Zebra Call Center at one of the numbers above and they will assist you with the request process.

17. What If I have a multiple facilities or locations with affected PSUs?

You will need to initiate separate requests for each location. Simply enter a group of printers into the website, submit these with their address information, and then, repeat with the next group.

18. If my PSU is recalled, how much will the replacement cost?

Zebra is replacing all affected PSUs identified as part of the voluntary recall at no cost to you--Zebra is covering the costs of both the replacement PSU and any associated shipping.

19. Is Zebra also replacing the AC power cord?

No. Zebra's voluntary recall only replaces the DC cable assembly and PSU. Since you will need the AC power cord when you receive the replacement PSU, please keep your AC power cord that goes from the AC power adapter to the wall outlet.

20. Can End-Users also have the printer replaced at no charge?

No. Zebra's voluntary recall does not include replacement of printers, as the remedy is limited to the replacement of the DC PSUs identified as being affected by this recall.

21. If my PSU is recalled, how long will I have to wait for the replacement PSU?

We will ship you a replacement PSU for each affected PSU for which you have submitted a request for replacement. Shipping times can vary based on location; however, it is expected that most replacement PSUs should arrive to you within 7 to 10 days of receipt by Zebra of a request for replacement.

22. Do I have to return my recalled ZP PSU?

It will depend on your location.

If you are IN the United States, Zebra will destroy and recycle the affected PSUs associated with the ZP5XX recall for you. Zebra will not recycle PSUs associated with other products. Please ship the old, qualifying ZP PSUs that you are replacing back to Zebra as follows:

- Use the packaging / box which the replacement PSU came in to ship each PSU back to Zebra. Simply place it back in the box with the original packing materials, along with a slip of paper providing:
 - Your company name: and
 - The address where the PSU was being used
- Seal the box and apply the return label provided to you with your replacement PSU
- Ship the package using FedEx and your normal facility's process **Be sure to keep the A/C power cord to use with the replacement units - DO NOT SHIP THE A/C POWER CORD TO ZEBRA.**

If you are OUTSIDE of the United States, please recycle the old, qualifying PSUs in compliance with your local regulations.

- **Please be sure to keep the A/C power cord to use with the replacement units – DO NOT DISCARD THE A/C POWER CORD.**

23. Can I continue to use my recalled DC PSU?

No. To minimize the risk to your business and your users, it is best to immediately stop using any PSU identified as part of this voluntary recall.

24. If my PSU has been recalled, may I continue using my printer while I'm waiting for my replacement PSU?

Yes. Your printer system is unaffected by this recall and may be used with a PSU that is not included in the recall date range.

25. Is it safe to use a third-party PSU in my system?

The safety of so-called "gray market" PSUs is unknown. We encourage customers to use genuine Zebra PSUs supplied by Zebra or authorized Zebra resellers.

26. What should I do if my PSU shows signs of overheating?

You should stop using any affected PSU immediately. If your PSU shows signs of deformity or overheating (typically at the plastic connector which inserts into the printer), immediately **unplug your power cord from the wall** and contact Zebra to request a replacement via the instructions above.

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