

## Voluntary Recall of Power Supply Units Sold as Accessory with Certain Zebra Printers

# NOTICE OF EXPANSION

### Frequently Asked Questions

## GENERAL QUESTIONS

### 1. What was recalled?

The Power Supply Unit (the "PSU") for certain Zebra printers, where the PSUs were **manufactured by FSP Group between October 1, 2006 and December 31, 2012** and were sold as after-market kits or included with the sale of the following models of Zebra printers:

- **GC420D/T**
- G-Series (GK420D/T, GX420D/T, **GX42S**, GX430D/T)
- **GK888D/T**
- GT Series (GT800, GT810, GT820, GT830)
- HC100
- **LP/TLP Series (2724, 2824, 2824Z, 2824 Plus, LP2824 CVS, NEOPOST 2824, 2844, 2844Z, FEDEX LP2844, UPS LP2844, UPS TLP2844, 3742, 3842, 3844Z)**
- P1XX Series (P100i/m, P110i, P120i, **BR100i, BR102i, BR104i, BR105i, BR106i, BR107i, BR108i, BR110i, BR120i, CN100i, CN110i, CN120i, J100i, J110i/m, J120i**)
- **PS4000**
- **R2844Z**
- **R402**
- **ZP455**
- **ZXP1**
- **ZXP3**

After independent testing, it has been confirmed 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 the above-named 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 PSUs are impacted?

Approximately 3.7 Million PSUs manufactured by FSP Group between October 1, 2006 and December 31, 2012 are included in the recall. **PSUs manufactured by Hitek are NOT affected by the recall.**

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

Additional 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 additional 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 and the list of affected printer models have both been expanded.

The date range (for all affected printer models) now includes earlier and later PSU manufacturing dates:

- Earlier than original recall: October 1, 2006 – September 30, 2010

- Later than original recall: January 1, 2012 – December 31, 2012

The following printers were added to the original list of affected printers:

- GC420D/T
- G-Series (GX42S)
- GK888D/T
- LP/TLP Series (2724, 2824, 2824Z, 2824 Plus, LP2824 CVS, NEOPOST 2824, 2844, 2844Z, FEDEX LP2844, UPS LP2844, UPS TLP2844, 3742, 3842, 3844Z)
- P1XX Series (BR100i, BR102i, BR104i, BR105i, BR106i, BR107i, BR108i, BR110i, BR120i, CN100i, CN110i, CN120i, J100i, J110i/m, J120i)
- PS4000
- R2844Z
- R402
- ZP455
- ZXP1

**6. If I checked the PSU date codes and 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. Similarly, additional printer models that you may not have checked because they were not included in the scope of affected models under the original recall have been identified as having impacted PSUs.

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

The replaced and unaffected PSUs will have a date code greater than 1300000. (YYWWxx, where YY=year and WW=week)



*The above example shows a date code (D/C) of 110710*

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

All Zebra printer models that are listed in question 1 above, and that were **manufactured by Zebra between July 1, 2006 and June 30, 2013** are associated with this recall as they may have included an impacted PSU.

**The PSU and printer manufacturing date ranges differ because the printers are manufactured separately from the PSUs.**

**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. 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 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 [www.zebra.com/power-supply-recall](http://www.zebra.com/power-supply-recall), send us an email at [PSUrecall@zebra.com](mailto:PSUrecall@zebra.com), or call us at 1.800.658.3795 (US and Canada) or 1.972.893.1548 (International).

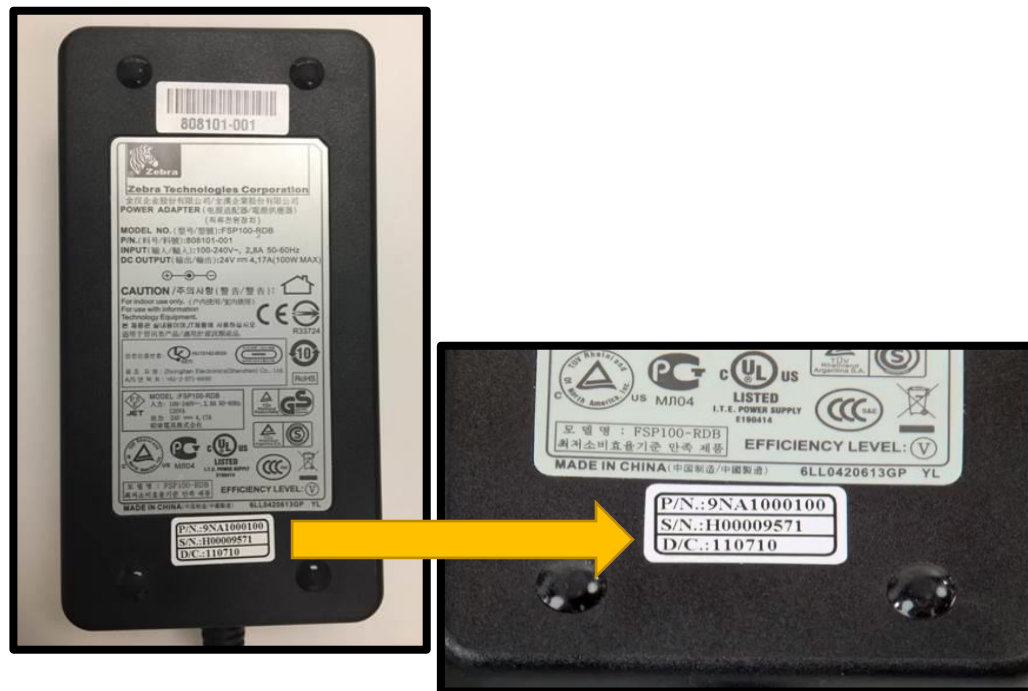
## End-Users

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

Using the table below, identify whether you have one of the following Zebra printer models:

Printer Model	Affected PSU	
	PART NUMBER	WATTAGE
GC420d	808113-001 or P1028888-001	60-Watt Brick
GC420t		
GK420d	808099-001 or P1028888-006	70-Watt Brick
GK420t		
GK888d	808113-001 or P1028888-001	50 or 60-Watt Brick
GK888t		
GX420d	808101-001	100-Watt Brick
GX420t		
GX42S		
GX430d	808101-001	100-Watt Brick
GX430t		
GT8xx Series	808099-001 or P1028888-003	60 or 70-Watt Brick
HC100	808099-003	70-Watt Brick
LP/TLP 2724	808113-001 or P1028888-001	50 or 60-Watt Brick
LP/TLP 2824		
LP/TLP 2824Z		
LP/TLP 2824 Plus		
LP/TLP 2824 Plus CVS	808113-002 or P1028888-007	50 or 60-Watt Brick
LP/TLP 2844	808113-001 or P1028888-001	50 or 60-Watt Brick
LP/TLP 2844Z		
LP/TLP 3742		
LP/TLP 3842		
LP/TLP 3844Z		
NEOPOST 2824		
FEDEX LP2844		
UPS LP2844		
UPS TLP2844		
BR1xx Series		
CN1xx Series		
J1xx Series		
P1xx Series		
PS4000	808113-001 or P1028888-001	50 or 60-Watt Brick
R2844Z	808113-001 or P1028888-001	50 or 60-Watt Brick
R402	808113-001 or P1028888-001	50 or 60-Watt Brick
ZP455 (ZP45GK)	808099-001 or P1028888-006	70-Watt Brick
ZP455 (ZP45GX)	808101-001	100-Watt Brick
ZXP1	808101-001	100-Watt Brick
ZXP3	808101-001	100-Watt Brick

If you have one of the above Zebra printers, please disconnect the PSU from the printer and examine the “brick” to locate the date code, which is marked with “D/C” (see below example):



The above example shows a date code (D/C) of 110710

If the power supply date code is in the ranges of 0639XX through 1253XX, your PSU **is included** in the voluntary PSU recall. If the date code on your PSU is not within this date range, your PSU is not included in the voluntary PSU recall, and you can continue to use it with the appropriate Zebra printer.

### 15. How do I know if my PSU was manufactured from FSP or Hitek?

- Hitek PSU’s are clearly branded as Hitek. (see exhibit A below). Hitek PSUs are NOT included in the recall.
- FSP PSU’s are branded as Zebra with FSP listed in the beginning of the PSU model number. (see exhibit B below)

Exhibit A – Hitek PSU



Exhibit B – FSP PSU



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

Once you confirm you have an affected PSU within the identified date range, please visit our recall web page at [www.zebra.com/power-supply-recall](http://www.zebra.com/power-supply-recall) to fully validate your information and to initiate the PSU replacement process. Alternatively, you can send us an email at [PSUrecall@zebra.com](mailto: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)
- PSU Date Code (D/C)

To ensure the quickest shipments, please use the official country codes and postal code formats for your shipping address ( <http://www.geopostcodes.com/resources> ).

It is strongly recommended that you use our website, as it will provide you with a form to validate all information, select the appropriate replacement PSU and send your information directly to our recall team. However, if you have many power supplies to replace, please contact our Call Center at one of the numbers above and they will assist you with the request process.

#### 17. 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.

#### 18. Is Zebra also replacing the AC power cord?

No. Zebra's voluntary recall only replaces the DC cable assembly and "brick". 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.

#### 19. 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.

#### 20. Do I have to return my recalled PSU?

No. We only request that you destroy the PSU as outlined below and submit a picture providing proof of destruction to Zebra as follows:

##### **Destroy the power supply and provide email Proof of Destruction:**

- Disconnect the PSU "brick" from the A/C power cord and from the printer.
- Cut the DC cable with printer connector as close to the brick as possible (see the picture below).



- Take a picture of your brick(s), label side up, with the cable(s) cut off

- **Email picture(s) of destroyed PSU(s) to [PSUrecall@zebra.com](mailto:PSUrecall@zebra.com) with the following subject line: PSU Recall Proof of Destruction**
- Include the following in the body of the email:
  - Date codes(s) and quantity of the affected PSU(s)
  - Your company's name
  - Location address(es) where the power supplies were used
  - Contact information (optional)
- Recycle the destroyed PSU(s) and cable(s) in compliance with your local regulations. If you are not sure how or where to do this, contact the Reseller who sold you your equipment.

**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. Please contact Zebra via email at [PSUrecall@zebra.com](mailto:PSUrecall@zebra.com) or phone 1.800.658.3795 (US and Canada) or 1.972.893.1548 (International) to discuss any extraordinary shipping requirements.

**22. 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. Please see paragraph # 14 for additional instructions on how to determine whether your PSU is included in the recall.

**23. 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.

**24. 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.

**25. 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.

## Zebra Partners

### **26. What does this recall mean to my business?**

This is a potential safety issue for your customers and end-users; therefore, you should advise your customers and end-users of this expanded voluntary recall and direct them to the dedicated Zebra webpage ([www.zebra.com/power-supply-recall](http://www.zebra.com/power-supply-recall)) to address questions and request replacement power supplies for each impacted unit. Alternatively, they can contact Zebra by email at [PSUrecall@zebra.com](mailto:PSUrecall@zebra.com) or they can call us at 1.800.658.3795 (US and Canada) or 1.972.893.1548 (International).

### **27. What message should I share with my potentially impacted customers?**

Zebra has provided you access to a library of materials you can use, including an email message you can customize and distribute. This was included in an email notification you should have received from Zebra and the information is also featured on the “Partner Gateway.” We expect you to communicate this recall as widely as possible given the expanded recall period and broad range of printers that customers may be using with potentially affected PSUs.

### **28. What should I do if I have confirmed sales of the affected Zebra printers during the recall period?**

Please direct your customers to the dedicated Zebra webpage ([www.zebra.com/power-supply-recall](http://www.zebra.com/power-supply-recall)) to address questions and request replacement power supplies for each impacted unit. Alternatively, they can contact Zebra by email at [PSUrecall@zebra.com](mailto:PSUrecall@zebra.com) or they can call us at 1.800.658.3795 (US and Canada) or 1.972.893.1548 (International). This information is also included in the communication materials Zebra has provided you.

### **29. What if I didn't sell any affected Zebra printers during the specified period?**

While you may not have directly sold any of the Zebra printers that fall within the recall period, you may have customers who purchased the affected product or PSU prior to becoming your customer and will come to you regardless of the original sales source for assistance in navigating the recall process. We strongly encourage you to review the FAQs and supporting materials provided so that you are prepared to address possible customer questions and ensure a positive customer service experience.

### **30. How will my affected customers receive replacement PSUs?**

All replacements, shipments and unit returns will be managed by Zebra and/or designated third-party logistics companies to ensure the voluntary recall does not have a negative impact on your operations.

### **31. How is Zebra using the customer information provided along with the recall?**

Zebra is solely using the customer information for purposes of distributing the replacement PSUs.

### **32. Where can I find more information about the recall to address my customers' questions?**

All related materials including one-page guides, FAQs, emails and more can be found on the “Partner Gateway.” You can also visit [www.zebra.com/power-supply-recall](http://www.zebra.com/power-supply-recall) for further information. Alternatively, you can contact Zebra by email at [PSUrecall@zebra.com](mailto:PSUrecall@zebra.com) or you can call us at 1.800.658.3795 (US and Canada) or 1.972.893.1548 (International).

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