

POWER SUPPLY UNIT VOLUNTARY RECALL

INITIATED DECEMBER 2016

Zebra is conducting a voluntary product recall that potentially impacts the power supply units (PSUs) manufactured by FSP Group between **October 1, 2010 and December 31, 2011** and were either sold as after-market kits or included with the sale of the following models of Zebra printers:

- **G-Series (GK420D/T, GX420D/T, GX430D/T)**
- **GT Series (GT800, GT810, GT820, GT830)**
- **ZP455, HC100, P1XX Series (P100, P110, P120)**
- **ZXP3**

After independent testing, it has been confirmed that the issue is limited to a discreet batch of PSUs and is *NOT* associated with the actual Zebra-manufactured printer or AC power cord.

The PSUs were sourced from 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.

HOW TO IDENTIFY IMPACTED EQUIPMENT AND REQUEST REPLACEMENTS

1. COLLECT PRINTER SERIAL NUMBER(S)	2. COLLECT POWER SUPPLY DATE CODE(S)	3. VALIDATE YOUR INFORMATION	4. DESTROY AFFECTED UNIT
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1. COLLECT PRINTER SERIAL NUMBER(S)

Identify if your Zebra printer(s) are one of the following models:

G-Series (GK420D/T, GX420D/T, GX430D/T), GT Series (GT800, GT810, GT820, GT830), ZP455, HC100, P1XX Series (P100, P110, P120), and ZXP3

Locate and record all serial numbers of printers (found on the label adhered to the bottom of the printer).



2. COLLECT POWER SUPPLY DATE CODE(S)

For each of the printers you identified above, please disconnect the PSU from the printer and examine the “brick” to locate the date code, which is marked with “D/C”. Ensure you check all spare power supplies not currently attached to printers.

If the date code is in the ranges 1039XX through 1052XX or 1101XX through 1152XX, your PSU has been included in the voluntary PSU recall. If the date code on your PSU is not within either date range, your PSU is not included in the voluntary PSU recall, and you can continue to use it with the appropriate Zebra printer.



3. VALIDATE YOUR INFORMATION

Complete the validation form to fully validate your information and to initiate the PSU replacement process.

Power Supply Recall Validation Form

If you have a large number of power supplies to replace (more than 10 power supplies per physical location),

please contact **Customer Support** or call us at one of the numbers below and we will assist you with the request process.

Please be prepared to provide the following information associated with each affected power supply:

- Your company name and contact information
 - "Ship To" information for replacement(s)
 - Printer Serial Number(s) (e.g. H00009571)
 - Power Supply Date Code(s) (e.g. 110710)
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4. DESTROY AFFECTED UNIT

After **validating that you have an affected PSU**, we request you destroy the PSU as outlined below and submit a picture providing proof of destruction to Zebra as follows:

- 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 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.

PLEASE NOTE: Consistent with Zebra's commitment to continuous quality and energy efficiency improvements, the replacement PSU will have a different part number and higher energy efficiency than the affected PSU. To determine the replacement PSU to use with your printer please use the following table:

Important: If you do not have the email confirmation you will receive from our website after your replacement info is submitted, we recommend that you use this table when you receive your replacement power supplies to ensure that you are replacing each power supply with the correct power supply unit/part number. Otherwise your printers may not function properly.

HAVE MORE QUESTIONS? CONTACT US

For additional information about this recall, contact us via email or phone.

1.800.658.3795 (US AND CANADA)

1.972.893.1548 (INTERNATIONAL)

Contact Customer Support

[Download Frequently Asked Questions](#)

FREQUENTLY ASKED QUESTIONS

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, 2010 and December 31, 2011 and were** either sold as after-market kits or included with the sale of the following models of Zebra printers: G-Series (GK420D/T, GX420D/T, GX430D/T), GT Series (GT800, GT810, GT820, GT830), ZP455, HC100, P1XX Series (P100, P110, P120), and ZXP3. After independent testing, it has been confirmed that the issue is limited to a discreet batch 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 355,000 PSUs (globally) manufactured by FSP Group between October 1, 2010 and December 31, 2011, sold as either after-market kits or included with the sale of the following models of Zebra printers: G-Series (GK420D/T, GX420D/T, GX430D/T), GT Series (GT800, GT810, GT820, GT830), ZP455, HC100, P1XX Series (P100, P110, P120), and ZXP3 printers.

4. Which Zebra printers are associated with the recall?

G-Series (GK420D/T, GX420D/T, GX430D/T), GT Series (GT800, GT810, GT820, GT830), ZP455, HC100, P1XX Series (P100, P110, P120), and ZXP3 printers, all **manufactured by Zebra between July 1, 2010, and June 30, 2012.**

*The PSU and printer manufacture date ranges differ because the printers are manufactured well in advance of the PSUs.

5. 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.

6. Have there been any reported incidents?

Yes. To date, Zebra has received a small number of reported incidents from customers located in various regions of the world. Zebra has taken these reports seriously and is working directly with those identified accounts to resolve the issues and replace all PSUs identified as being affected by this PSU recall.

7. 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 more than 60 countries.

8. 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.

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

For additional information about this recall, you can visit www.zebra.com/power-supply-recall, 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).