

# POWER SUPPLY UNIT VOLUNTARY RECALL

## EXPANDED MAY 2018

The Zebra Power Supply Unit (PSU) recall initiated December 2016 has been expanded.

The recall period is expanded to include PSUs manufactured by the FSP Group between October 1, 2006 and December 31, 2012. These PSU's were sold as after-market kits or included with the sale of Zebra printers that may or may not have been included in the original recall notice. This is a comprehensive list of associated printer models. Items in bold below indicate the newly added printer models associated with this recall.

- **GC420D/T**
- G-Series (GK420D/T, GX420D/T, GX430D/T)
- **GK888D/T**
- GT Series (GT800, GT810, GT820, GT830)
- HC100
- **LP/TLP Series (2724, 2824, 2824Z, 2824 Plus, 2844, 2844Z, 3742, 3842, 3844Z)**
- P1XX Series (P100, P110, P120)
- **R2844Z**
- **R402**
- **ZP455**
- ZXP3

**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.**

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

### 1. COLLECT PRINTER SERIAL NUMBER(S)

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

- **GC420D/T**
- G-Series (GK420D/T, GX420D/T, GX430D/T)
- **GK888D/T**
- GT Series (GT800, GT810, GT820, GT830)
- HC100
- **LP/TLP Series (2724, 2824, 2824Z, 2824 Plus, 2844, 2844Z, 3742, 3842, 3844Z)**
- P1XX Series (P100, P110, P120)
- **R2844Z**
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Locate and record all serial numbers of printers (found on the label adhered to the bottom of the printer).

Previously checked inventory should be re-checked against the expanded recall period and printer models.



## 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” (see video on right).

Ensure you check all spare power supplies not currently attached to printers.

If the date code is in the ranges 0639XX through 1253XX (YYWWXX, where YY=year and WW=week), your PSU has been 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.

PSUs manufactured by Hitek are NOT affected by the recall.



### 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. 28J102600001)
- Power Supply Date Code(s) (e.g. 110710)

### 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](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.

**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:

Printer Model	Affected PSU		Replacement PSU	
	PART NUMBER	WATTAGE	PART NUMBER	WATTAGE
GC420d GC420t	808113-001 or P1028888-001	60 Watt Brick	P1076000-001	60 Watt Brick
GK420d GK420t	808099-001 or P1028888-006	70 Watt Brick	P1076000-006	60 Watt Brick
GK888d GK888t	808113-001 or P1028888-001	50 or 60 Watt Brick	P1076000-001	60 Watt Brick
GX420d GX420t	808101-001	100 Watt Brick	P1076001-006	75 Watt Brick
GX430d GX430t	808101-001	100 Watt Brick	P1076001-006	75 Watt Brick
GT800 GT810 GT820 GT830	808099-001 or P1028888-003	60 or 70 Watt Brick	P1076000-006	60 Watt Brick
HC100	808099-003	70 Watt Brick	P1076001-003	75 Watt Brick
LP/TLP 2724 LP/TLP 2824 LP/TLP 2824Z LP/TLP 2824 Plus LP/TLP 2844 LP/TLP 2844Z LP/TLP 3742 LP/TLP 3842 LP/TLP 3844Z	808113-001 or P1028888-001	50 or 60 Watt Brick	P1076000-001	60 Watt Brick
P100 P110 P120	808099-002	70 Watt Brick	P1076001-008	75 Watt Brick
R2844Z	808113-001 or P1028888-001	50 or 60 Watt Brick	P1076000-001	60 Watt Brick
R402	808113-001 or P1028888-001	50 or 60 Watt Brick	P1076000-001	60 Watt Brick
ZP455 (ZP45GK)	808099-001 or P1028888-006	70 Watt Brick	P1076000-006	60 Watt Brick
ZP455 (ZP45GX)	808101-001	100 Watt Brick	P1076001-006	75 Watt Brick
ZXP3	808101-001	100 Watt Brick	P1076001-006	75 Watt Brick

**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](#)