

THE ZEBRA POWER SUPPLY UNIT (PSU) RECALL HAS BEEN EXPANDED AND ADDITIONAL ACTION IS REQUIRED ON YOUR PART.

A voluntary PSU recall was initiated and communicated by Zebra in December 2016. Since that time, additional reports of thermal events ranging from melted connectors to self-contained fires were received on model numbers and date ranges beyond what was communicated within the original PSU recall parameters. Out of an abundance of caution, Zebra is expanding the recall scope to include all similarly manufactured PSUs over a longer period.

The recall period is expanded to include PSUs manufactured by the **FSP Group between October 1, 2006 and December 31, 2012**. This date range is both earlier and later than the original recall dates and applies to PSUs associated with all printer models shown below. These PSU's were sold as after-market kits or included with the sale of Zebra printers. Some printer models in this expansion were not included in the original recall notice.

Once identified, Zebra will promptly replace the PSUs at no cost – this includes both the costs of the replacement PSU and any associated shipping.

Items in **bold** below indicate the newly added printer models associated with this recall. Previously checked inventory should be re-checked against the expanded recall period and printer 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**
- **R402**
- **ZP455**
- ZXP3

After independent testing, it has been confirmed that the issue is NOT associated with the actual Zebra-manufactured printer or AC power cord. We are also confident this expansion now covers all potentially impacted PSUs.

Actions you must take NOW to confirm if you have affected PSU equipment

1. Determine if you have affected equipment: Log on to www.zebra.com/power-supply-recall and follow the instructions to determine if you impacted equipment.
2. Stop using any affected PSUs and initiate the replacement process: If you have an affected PSU, unplug immediately and follow the instructions on the website to initiate the PSU replacement process. Be prepared to provide the following information associated with each affected PSU:
 - Your company name and contact information
 - Shipping address
 - Printer Serial Number(s) (S/N)
 - PSU Date Code(s) (D/C)

If your PSU is not included in the recall, continue using equipment.
3. Destroy the affected PSU equipment: As part of the replacement program, it is required that you destroy the affected PSU. Go to www.zebra.com/power-supply-recall for instructions on proper disposal of affected PSU equipment, however, be sure to keep the A/C power cord to use with the replacement units.
4. Contact Zebra with any questions: Complete information on the recall can be found on the Zebra recall webpage, or by using the contact information below.

While Zebra did not directly manufacture the PSUs, they recognize their component-suppliers are an extension of Zebra and its channel partners and they are working diligently to rectify the issue in a manner that is least disruptive to our customers. Quality, both in product and customer care, is a top, shared priority for us and Zebra, and we are committed to protecting your safety. We greatly appreciate your patience during this voluntary recall, and we thank you for your continued confidence in the products we sell.