

**To:** Our Zebra Customers  
**From:** Rapid Labels, 3 Armstrong Road, Rosedale, Auckland, NZ

**Feb 04, 2020**  
Edit from May 21, 2018

**Subject: ACTION REQUIRED:** Zebra expands the voluntary Recall of Power Supply Units Sold as Accessory with Certain Zebra Printers

DEAR CUSTOMER,

**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, **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 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:**

**To confirm if you have an affected PSU please do the following:**

1. Confirm if your organization purchased any of the above identified models of Zebra printers manufactured **between October 1, 2006 and December 31, 2012**, or purchased any after-market PSU kits for these same printers.
2. Find the date code located on the PSU brick with the associated printer(s):



3. If the code falls in the ranges of **0639XX through 1252XX**, your PSU has been included in the voluntary PSU recall and should contact Zebra immediately for a replacement using the below instructions. We recommend that you disconnect/unplug your affected PSUs as soon as possible to prevent a safety issue.
4. **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.

5. **Destroy the affected PSU equipment**  
As part of the replacement program, it is required that you destroy the affected PSU as outlined below; physical destruction helps to ensure that the affected PSUs are not inadvertently reused. **However, be sure to keep the A/C power cord to use with the replacement units.**

**To destroy affected PSUs and provide 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).



- Recycle the destroyed PSU(s) and cable(s) in compliance with your local regulations.

**6. Contact us or Zebra with any questions**

Complete information on the recall can be found on the Zebra recall webpage, or by using the contact information below. As always, you can contact us directly and we will help you through this process.

- | Recall Webpage - [www.zebra.com/power-supply-recall](http://www.zebra.com/power-supply-recall)
- | Email: [PSUrecall@zebra.com](mailto:PSUrecall@zebra.com)
- | Toll-free Phone: 1.800.658.3795 (US and Canada) or 1.972.893.1548 (International)

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. Please do not hesitate to reach out to with any further questions.

Sincerely, Rapid Labels  
3 Armstrong Road, Rosedale, Auckland NZ