



Product Warranty Exceptions List

Hardware is warranted for a period of twelve (12) months from date of shipment from Zebra unless listed below

Product Line	Product	Family Description	Model	Hardware Warranty Duration	Tech Support Duration under Warranty	Restricted SW Downloads available under Warranty Duration
Barcode	Barcode Supplies	Labels, tags, receipt, wristbands, and ribbon	N/A	12 months***	N/A	N/A
Barcode	Barcode Supplies	Labels	Z-Essentials 540D Z-Essentials 500D Z-Essentials 1500D Z-Essentials 500T	6 months****	N/A	N/A
Card	Printers	ZC10L Printers and Supplies. See note regarding use of non-Zebra supplies in the ZC10L	ZC10L	12 months *****	N/A	N/A
Card	Aftermarket Printheads	Direct-to-Card Card Printer Printheads	N/A	12 months	N/A	N/A
Card	Aftermarket Printheads	Retransfer Card Printer Printheads	N/A	Lifetime warranty	N/A	N/A
Card	Supplies	Color Ribbons Monochrome Ribbons	N/A	24 months	N/A	N/A
Card	Supplies	Cards, Laminates, Cleaning Supplies	N/A	12 months	N/A	N/A
Desktop	Desktop Printer	ZD120, ZP888, ZD220, ZD230, ZD888, ZD420, ZD620, ZD421, ZD621, ZD410, ZD411, ZD611, ZD500, ZD500R, ZD510, Desktop Printers purchased after June 28, 2020	ZD120, ZP888, ZD220, ZD230, ZD888, ZD420, ZD620, ZD421, ZD621, ZD410, ZD411, ZD611 ZD500, ZD500R, ZD510	24 Months Printer See Printer Products, Printheads, on this page.****	3 Months	N/A
Desktop	Linerless Printer Media	All Printers used in Linerless applications. See note for Application Exceptions	All printers used in Linerless applications	Various****	N/A	N/A
Tabletop	Print Engine	All Print Engines in EMEA region receive 24 month warranty. (Standard warranty in all other regions is 12 months)	ZE5x1	24 months	24 months	N/A
Mobile	Mobile Printers	ZQ310 Mobile Direct Thermal Linerless Printer	ZQ310	Standard****	N/A	N/A
Mobile	Mobile Printers	ZQ320 Mobile Direct Thermal Linerless Printer	ZQ320	Standard****	N/A	N/A
Mobile	Mobile Printers	ZQ511, ZQ521 Mobile Printer	ZQ511, ZQ521, ZQ511R, ZQ521R	24 Months Printer, 12 month Battery See Printer Products, Printheads, on this page. ****	3 Months	N/A
Printer products	Printheads	All Printheads in EMEA, NA, and LA, excluding ZXP Series 8 and ZXP Series 9 Printheads and excluding Direct to Card Printheads. (For APAC printheads see Regional Warranty Exceptions)	N/A	1 Year or 1 Million Inches Warranty (Whichever is first) Products Purchased or received after April 11, 2021 6-Month Warranty Products purchased or received before April 12, 2021.	N/A	N/A
Printer products	Spare Parts Kits	Service tools and service and maintenance parts to be used in conjunction with repair of Printer product. Includes Main Logic Boards, Motors, Internal Power Supplies. Excludes Printheads and Aftermarket Kits Note: Chargers/ Power Supplies/ Cradles are not classified as spare parts and are therefore covered by the 1 year warranty	N/A	3 months	3 Months	N/A
Printer products	Aftermarket Kits/Accessories	Includes: Upgrade Kits, Platen rollers, ZebraNets Soft Goods: Soft Cases, Exoskeleton, hand straps, belt clips, shoulder straps, holsters Cables Non-powered mounts Notes: Upgrade kits purchased with printer will be covered for the duration of the printer warranty Chargers/Power Supplies/Cradles are not classified as aftermarkets and are therefore covered by the 1 year warranty	N/A	1 month	3 Months	N/A



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Product Line	Product	Family Description	Model	Hardware Warranty Duration	Tech Support Duration under Warranty	Restricted SW Downloads available under Warranty Duration
Printer products	Bundles	For bundled products, the warranty is carried by each finished item/component of the bundle	N/A	Various*	3 months	N/A
ZSB Series	Printers	ZSB Series Label Printers	ZSB-DP12, ZSB-DP14	2 Years	N/A	N/A
Dart UWB	DartTag	Dart Asset Tag	UWT-1101	3 months	3 months	N/A
Dart UWB	DartTag	Dart Badge Tag	UWT-1200	3 months	3 months	N/A
Dart UWB	DartTag	UWB Potted Tag	UWT-1300	3 months	3 months	N/A
Dart UWB	DartTag	UWB Round Potted Tag	UWT-1301	3 months	3 months	N/A
Dart UWB	Demo Kit	Dart UWB RTLS Demo Kit	DEMO-UWB	3 months	3 months	3 months
Dart UWB	Dart UWB Accessories	Includes Mounts, Antenna, Power Supplies, Power Cords, Cable Assemblies, etc...	N/A	3 months	N/A	N/A
WhereNet	WhereTag	WhereTag III	TFF-1015	3 months	3 months	N/A
WhereNet	WhereTag	WhereTag IV	TFF-2005	3 months	3 months	N/A
WhereNet	WhereTag	WhereTag IV ST	TFF-2015	3 months	3 months	N/A
WhereNet	WhereTag	WhereCall V	TFF-2235	3 months	3 months	N/A
WhereNet	WhereTag	WhereTag IV BT	TFF-2245	3 months	3 months	N/A
WhereNet	WhereTag	WhereTag IV GT	TFF-3110	3 months	3 months	N/A
WhereNet	Demo Kit	Zebra ISO 24730 RTLS Demo Kit	DEMO-24730	3 months	3 months	3 months
WhereNet	WhereTag Accessories	Includes Mounts, Replacement Batteries**, Cable Assemblies, etc...	N/A	3 months	N/A	N/A
WhereNet	WhereLAN Accessories	Includes Mounts, Antenna, Power Supplies, Power Cords, Cable Assemblies, etc....	N/A	3 months	N/A	N/A
WhereNet	WherePort Accessories	Includes Mounts, Power Supplies, Power Cords, Cable Assemblies, etc...	N/A	3 months	N/A	N/A
WhereNet	WhereWand Accessories	Includes Adapter Kits, Power Cords, Cable Assemblies, etc...	N/A	3 months	N/A	N/A
Location Solutions	Mpact	MPact Demo Kit (with 5 Beacons)	MPACT-DEMO-KIT-5	3 months	3 Months	3 Months
Location Solutions	Mpact	Bluetooth Smart Beacons for Micro-Locationing with 2x AA Batteries (Pack of 25)	MPACT-MB2000-25-WR	3 months	3 Months	3 Months
Location Solutions	Mpact	Bluetooth Smart Beacons for Micro-Locationing with USB (Pack of 5)	MPACT-MB3000-05-WR	3 months	3 Months	3 Months
Location Solutions	Mpact	MPact Universal Beacon (Pack of 25)	MPACT-T1B10-250-WR	3 months	3 Months	3 Months
Location Solutions	Mpact	MPact Tie-wrap Beacon (Pack of 25)	MPACT-T1B20-250-WR	3 months	3 Months	3 Months
Location Solutions	Mpact	Bluetooth Smart Beacons for Micro-Locationing for Outdoor Applications	MPACT-MB400X-01-WR	3 months	3 Months	3 Months
Location Solutions	MPact Accessories	Includes Mounts, Adapter Kits, Cable Assemblies, etc.	N/A	3 months	N/A	N/A
Data Capture Solutions	ADC	General Purpose Handheld Laser	CS1504	3 months	3 Years	3 Years
Data Capture Solutions	ADC	General Purpose Handheld Laser	LS1203	3 Years	3 Years	3 Years
Data Capture Solutions	ADC	General Purpose Handheld Laser	LS2208	5 Years	5 Years	5 Years
Data Capture Solutions	ADC	General Purpose Handheld Laser	LS4208	5 Years	5 Years	5 Years
Data Capture Solutions	ADC	General Purpose Handheld Laser	LS4278	3 Years	3 Years	3 Years
Data Capture Solutions	ADC	General Purpose Handheld Laser	CS30x0	12 months	12 months	12 months
Data Capture Solutions	ADC	General Purpose Handheld 2D Imager	DS2208	5 years	5 Years	5 years
Data Capture Solutions	ADC	General Purpose Handheld 2D Imager	DS2278	3 Years	3 Years	3 Years
Data Capture Solutions	ADC	General Purpose Handheld 2D Imager	DS4208	5 Years	5 Years	5 Years
Data Capture Solutions	ADC	General Purpose Handheld 2D Imager	DS4308	5 Years	5 Years	5 Years
Data Capture Solutions	ADC	General Purpose Handheld 2D Imager	DS67xx	5 Years	5 Years	5 Years
Data Capture Solutions	ADC	General Purpose Handheld 2D Imager	DS6878	3 Years	3 Years	3 Years
Data Capture Solutions	ADC	General Purpose Handheld 2D Imager	DS4800	5 Years	5 Years	5 Years
Data Capture Solutions	ADC	General Purpose Handheld 2D Imager	DS4608	5 Years	5 Years	5 Years
Data Capture Solutions	ADC	General Purpose Handheld 2D Imager	DS8108	5 years	5 Years	5 years
Data Capture Solutions	ADC	General Purpose Handheld 2D Imager	DS8178	3 years	3 Years	3 years
Data Capture Solutions	ADC	General Purpose Handheld 2D Imager	CS4070	3 Years	3 Years	3 Years
Data Capture Solutions	ADC	General Purpose Handheld Linear Imager	LI2208	5 Years	5 Years	5 Years
Data Capture Solutions	ADC	General Purpose Handheld Linear Imager	LI4278	3 Years	3 Years	3 Years
Data Capture Solutions	ADC	General Purpose Hands Free	DS9208	3 Years	3 Years	3 Years
Data Capture Solutions	ADC	General Purpose Hands Free	DS457	3 Years	3 Years	3 Years
Data Capture Solutions	ADC	General Purpose Hands Free	MS120X	3 Years	3 Years	3 Years
Data Capture Solutions	ADC	General Purpose Hands Free	MS954	12 months	12 months	12 months



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Product Line	Product	Family Description	Model	Hardware Warranty Duration	Tech Support Duration under Warranty	Restricted SW Downloads available under Warranty Duration
Data Capture Solutions	ADC	General Purpose Hands Free	DS4308-P	5 Years	5 Years	5 Years
Data Capture Solutions	ADC	General Purpose Hands Free	DS9808	3 Years	3 Years	3 Years
Data Capture Solutions	ADC	General Purpose Hands Free	DS457	3 Years	3 Years	3 Years
Data Capture Solutions	ADC	General Purpose Hands Free	DS9308	3 Years	3 Years	3 Years
Data Capture Solutions	ADC	General Purpose Hands Free	DS9908	5 Years	5 Years	5 Years
Data Capture Solutions	ADC	General Purpose Hands Free	DS9908R	5 Years	5 Years	5 Years
Data Capture Solutions	ADC	General Purpose Hands Free Slot Scanners	DS7708	3 Years	3 Years	3 Years
Data Capture Solutions	ADC	General Purpose Hands Free Slot Scanners	LS7808	3 Years	3 Years	3 Years
Data Capture Solutions	ADC	Multiplane Scanners	MP6000	12 months	12 months	12 months
Data Capture Solutions	ADC	Multiplane Scanners	MP6200	12 months	12 months	12 months
Data Capture Solutions	ADC	Multiplane Scanners	MP6500	12 months	12 months	12 months
Data Capture Solutions	ADC	Multiplane Scanner Accessories	MX101	12 months	12 months	12 months
Data Capture Solutions	ADC	Multiplane Scanner Accessories	MX201	12 months	12 months	12 months
Data Capture Solutions	ADC	Multiplane Scanner Accessories	MX202	12 months	12 months	12 months
Data Capture Solutions	ADC	Multiplane Scanner Accessories	MP7000	12 months	12 months	12 months
Data Capture Solutions	ADC	Multiplane Scanner Accessories	MP7001	12 months	12 months	12 months
Data Capture Solutions	ADC	Multiplane Scanner Accessories	MP7002	12 months	12 months	12 months
Data Capture Solutions	ADC	Rugged Scanners	LI3608	3 Years	3 Years	3 Years
Data Capture Solutions	ADC	Rugged Scanners	LI3678	3 Years	3 Years	3 Years
Data Capture Solutions	ADC	Rugged Scanners	LS3008	3 Years	3 Years	3 Years
Data Capture Solutions	ADC	Rugged Scanners	LS3408	3 Years	3 Years	3 Years
Data Capture Solutions	ADC	Rugged Scanners	LS3578	3 Years	3 Years	3 Years
Data Capture Solutions	ADC	Rugged Scanners	DS3508	3 Years	3 Years	3 Years
Data Capture Solutions	ADC	Rugged Scanners	DS3578	3 Years	3 Years	3 Years
Data Capture Solutions	ADC	Rugged Scanners	DS3608	3 Years	3 Years	3 Years
Data Capture Solutions	ADC	Rugged Scanners	DS3678	3 Years	3 Years	3 Years
Data Capture Solutions	ADC	Rugged Scanners	MT20x0	3 Years	3 Years	3 Years
Data Capture Solutions	ADC	Kiosks	MK5xx	12 months	12 months	12 months
Data Capture Solutions	ADC	Kiosks	MK31xx	12 months	12 months	12 months
Data Capture Solutions	ADC	Kiosks	MK4xxx	12 months	12 months	12 months
Data Capture Solutions	ADC	Kiosks	CC5000-xx	12 months	12 months	12 months
Data Capture Solutions	ADC	Scan Engine	SE655, SE950, SE955, SE960 SE965, SE1524, SE2100 SE2707, SE3300, SE3307 SE3317, SE4500, SE4600 SE4710, SE4750, SE4757 SE6700, CCSCN1, SE4720, SE4770, SE5500, SE5800	15 months	15 months	15 months
Data Capture Solutions	ADC	Decoder	CL4500	15 months	15 months	15 months
Data Capture Solutions	ADC	Decoder	PL3307	15 months	15 months	15 months
Data Capture Solutions	ADC	Decoder	PL4507	15 months	15 months	15 months
Data Capture Solutions	ADC	Decoder	PL5000	15 months	15 months	15 months
Data Capture Solutions	ADC	Decoder	PL6707	15 months	15 months	15 months
Data Capture Solutions	ADC	Fixed Industrial Barcode Scanners	FS10, FS20, FS40, FS70	24 months	24 months	24 months
Data Capture Solutions	ADC	Machine Vision Smart Cameras	VS20, VS40, VS70	24 months	24 months	24 months
Data Capture Solutions	ADC	SP72 Series Single-Plane Scanner	SP7208	3 Years	3 Years	3 Years
Data Capture Solutions	ADC	SM72 Series Single-Plane Scan Module, OEM	SM7208	15 months	15 months	15 months
Data Capture Solutions	RFID Product	RFID Hand Held Readers	RFD8500, RFD40, RFD90	12 months	12 months	12 months
Data Capture Solutions	RFID Product	RFID Hand Held Readers	MC3190-Z	12 months	12 months	12 months
Data Capture Solutions	RFID Product	RFID Hand Held Readers	MC9190-Z	12 months	12 months	12 months
Data Capture Solutions	RFID Product	RFID Hand Held Readers	RFD5500	12 months	12 months	12 months



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Product Line	Product	Family Description	Model	Hardware Warranty Duration	Tech Support Duration under Warranty	Restricted SW Downloads available under Warranty Duration
Data Capture Solutions	RFID Product	RFID Hand Held Readers	RFD2000	12 months	12 months	12 months
Data Capture Solutions	RFID Product	Fixed Readers	FX9500	12 months	12 months	12 months
Data Capture Solutions	RFID Product	Fixed Readers	FX7500	12 months	12 months	12 months
Data Capture Solutions	RFID Product	Fixed Readers	FX9600	12 months	12 months	12 months
Data Capture Solutions	Serialized Accessories	External Power Supplies	N/A	1 month	3 Months	N/A
Data Capture Solutions	Serialized Accessories for Bar	Cradle/chargers	N/A	3 Years	3 Years	N/A
Data Capture Solutions	NON-SERIALIZED BATTERIES **	Batteries for: DS3578 - DS3578 SR, DS3578 HD, DS3578 ER, DS3578 DP LS3578 - LS3578 ER DS6878 - DS6878 SR, DS6878 HD, DS6878 DL, DS6878 HC, DS6878 FIPS LI4278 - LI4278 SR LS4278 - LS4278 SR CS3070 - CS3070 SR CS4070 - CS4070 SR, CS4070 HC MT20X0 - MT2070, MT2090 RFID - RFD5500, MC3190-Z, MC9190-Z	N/A	1 month	3 Months	N/A
Mobile Computers	Tablets	Rugged Tablets	L10, XR12, B10 D10, XC6, ET8X	3 Years	3 Years	3 Years
Mobile Computers	Tablets	Rugged Tablet Accessories (Stylus, Handles, Carry Cases, Shoulder Straps, Screen Protectors and other soft accessories)	N/A	90 Days	N/A	N/A
Mobile Computers	Tablets	ET5X	ET5X Expansion Back	3 Months	3 Months	N/A
Mobile Computers	Tablets	Rugged Tablets	ET8X Keyboard	36 Months	36 Months	NA
	Accessories	Includes: Soft Goods Hand straps & lanyards Belts & shoulder straps Holsters (rigid and fabric) Protective Boots (Exoskeleton) Screen Protectors Stylus Wearables (replacement pads, straps, boots, freezer pouch and buckles) Headset replacements (windscreens, ear pads and headbands) Cables Non-powered mounts	N/A	1 month	3 Months	N/A
Mobile Computers	Refurbished products	Zebra Certified Refurbished products	Refurbished MC1x, MC2x, MC3x, MC5x, MC6x, MC9x, TC2x, TC5x, TC7x, TC8x, WT4x, WT6x, RS4x, RS5x, VC7x, and VC8x	3 Months	3 Months	3 Months
Mobile Printers	Refurbished products	Zebra Certified Refurbished products	Refurbished QNX and ZQ5x	3 Months	3 Months	3 Months

Notes:

- * An example of Bundled Products where each item is warranted separately would be a promotional printer bundle that includes a label printer (12 month hardware warranty), a holster (1 month warranty) and a standalone software package (3 month warranty).
- ** Zebra applies a 12 month warranty to batteries not specifically mentioned in this list.
- ** Lifetime shall mean five (5) years following the effective date of end of sale (EOS) of the Product as announced by Zebra but in no event later than the Zebra announced end of service effective date for such Product.
- *** Zebra applies a 12 month warranty to Barcode Supplies provided that the recommended storage conditions are followed. Recommended storage conditions are found on Zebra's material specification sheets. Contact your Zebra Supplies specialist for further information.



**** Applications Exceptions

Zebra conducts extensive compatibility testing with our printers and media to ensure trouble-free operation. This includes testing of the linerless cutter and linerless tear options. It is important to the use and maintenance of the Zebra linerless printers to use linerless media with an adhesive formulation matched to the material of the platen roller. This will ensure the label will not adhere to the platen and wrap around itself as the motor advances the media.

Warranty Exceptions:

This Limited Warranty does not cover damage resulting from:

- External causes such as accident, abuse, misuse
- Servicing of printers not performed or authorized by Zebra including disassembly of the printer to clean built-up adhesive from third party media
- Use of printers other than in accordance with product instructions
- Failure to follow manufacturer's instructions and failure to perform preventive maintenance
- Use of printer media or supplies not provided by Zebra
- Incorrect storage and handling of Zebra Certified Supplies products. Please refer to product specification sheets for recommended storage conditions and duration.

Printer Performance and Third Party Media:

The use of third party media can cause a reduction in printer performance including:

- Poor print quality
- Jams due to the label wrapping around the platen roller. Use of any instruments to attempt to remove media that becomes wrapped around the printer platen, will cause irreparable damage to the platen
- Jams due to the cutter mechanism accumulating adhesive
- Jams due to the printhead accumulating adhesive

***** ZC10L Media Exceptions

Zebra conducts extensive compatibility testing with our printers and media to ensure trouble-free operation. This includes testing of the ZC10L large format printable card. It is important to the use and maintenance of the ZC10L to use printable cards that meet the unique dimensional specifications and are free of debris and burrs that can cause damage to critical components (i.e. printhead) and result in poor print quality.

Warranty Exceptions:

This Limited Warranty does not cover damage resulting from:

- External causes such as accident, abuse, misuse
- Servicing of printers not performed or authorized by Zebra including disassembly of the printer to clean built-up adhesive from third party media
- Use of printers other than in accordance with product instructions
- Failure to follow manufacturer's instructions and failure to perform preventive maintenance
- Use of printer media or supplies not provided by Zebra
- Incorrect storage and handling of Zebra Certified Supplies products. Please refer to product specification sheets for recommended storage conditions and duration.

Printer Performance and Third Party Media:

The use of third party media can cause a reduction in printer performance including:

- Damage to critical components (i.e. printhead)
- Card transport issues
- Print quality issues



Regional Product Warranty Exceptions List

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Region/Country	Product Line	Product	Family Description	Models	Hardware Warranty Duration	Tech Support Duration under Warranty	Unrestricted SW Downloads available under Warranty Duration	Effective Date
EMEA	Barcode	Printers	Industrial Printers and Print Engines	ZT220, ZT230, ZT111, ZT231 ZT411, ZT421, ZT400 Series RFID (ZT411R, ZT421R) ZT510 ZT610, ZT620, ZT600 Series RFID (ZT610R, ZT620R) ZE500-4, ZE500-6, ZE500 Series RFID Z20Xi4	24 Months Printer, with cutter and wear parts (platen rollers, belts, rollers) limited to 12 months. See Printer Products, Printheads, on Page 1.	3 Months	N/A	Applicable to product purchased after Jan 1, 2021 only.
EMEA	Barcode	Printers	Desktop Printers	ZD220, ZD230	24 Months Printer See Printer Products Printhead on Page 1.	3 Months	N/A	Applicable to product purchased after June 8, 2020 only.
EMEA	Desktop	Desktop Printers	ZD120, ZD220, ZD230, ZD411, ZD421, ZD510-HC, ZD611, ZD611R, ZD621, ZD621R, Desktop Printers purchased after April 1, 2024	ZD120, ZD220, ZD230, ZD411, ZD421, ZD510-HC, ZD611, ZD611R, ZD621, ZD621R, Desktop Printers purchased after April 1, 2024	36 Months Printer See Printer Products, Printheads details on this page	3 Months	N/A	Applicable to product purchased after April 1, 2024 only.
Russian Federation	Barcode	Printers	Desktop Printers	GC420D, GC420T GK420D, GK420T GT800 GX420D, GX420T GX430T, HC100 TLP2824Plus ZD120, ZD220, ZD230, ZD410, ZD411, ZD420, ZD421 ZD500, ZD500R ZD510-HC, ZD611, ZD620, ZD621	24 Months Printer See Printer Products, Printheads, on Page 1.	3 Months	N/A	Applicable to product purchased after January 1, 2017 only.
Afghanistan, Bahrain, Egypt, Iraq, Jordan, Kuwait, Lebanon, Libya, Oman, Pakistan, Palestine, Qatar, United Arab Emirates and Yemen	Barcode	Printers	Desktop Printers	GC420D, GC420T GK420D, GK420T GT800 GX420D, GX420T GX430T, HC100 TLP2824Plus ZD120, ZD220, ZD230, ZD410, ZD411, ZD420, ZD421 ZD500, ZD500R ZD510-HC, ZD611, ZD620, ZD621	24 Months Printer See Printer Products, Printheads, on Page 1.	3 Months	N/A	Applicable to product purchased after January 1, 2017 only.
Saudi Arabia	All Product Lines	All Products except accessories and batteries, (accessories and batteries are treated per the warranty statement and Exceptions list)	All Product Families	All Product Models	24 Months	Applicable by product as denoted in the Warranty statement and Exceptions list.	Applicable by product as denoted in the Warranty statement and Exceptions list.	
APAC	Printer products	Printheads	All Printheads excluding ZXP Series 8 and ZXP Series 9 Printheads and excluding Direct to Card Printheads.	N/A	6 Months	N/A	N/A	N/A