Obtaining Support and Service for Zebra Label Printers

(Updated 8/20/2013)

STEP 1: Before contracting Zebra for assistance, you can access technical printer support information in the Zebra Technologies online knowledge base at km.zebra.com. This is also a good site for preventative maintenance articles (e.g. search on "printhead cleaning video"). The ICBS-R "User Support and QRG" website also has a quick reference guide on IP addresses and printer configurations: http://icbs.nwcg.gov/user_support.html.

STEP 2: If your printer problem isn't addressed in the online knowledge base, or you need further help, the next step is to request assistance trouble-shooting the problem by calling the Zebra Technologies Support staff at **1-877 ASK ZEBRA (1-877-275-9327).**

STEP 3: If Zebra Technologies Support advises that your printer requires service or repair, you'll need to determine if it's still covered by a service agreement. All Zebra printers are covered for one year from date of purchase, and in most cases, one or more 2-year service agreements have been purchased by the FS or BLM to provide extended coverage.

Here's the website you need to use to find out if it's covered by a valid Zebra service agreement: http://support.zebra.com/OA_HTML/lookup.jsp. Simply enter the serial number and click "GO." If it's *not* covered, proceed to STEP 5.

STEP 4 (for printers *covered* under a service agreement): Complete and submit the Repair Order form on this Zebra website: http://www.zebra.com/us/en/forms/repair-order.html?nocache=true?country=US&product=54. Please leave the "**Zebra Customer Account Number**" field blank; and enter **"**Forest Service**"** in the **"Company"** field.

Zebra Technologies will provide a repair authorization number and instructions on where to ship the printer for repair. You will need to package and ship the printer to Zebra for shipment and provide your cache's shipping account information for return shipment from Zebra.

STEP 5 (for printers *not* covered under a service agreement): Contact Zebra Technologies Customer Service at 1-866-230-9494. You'll basically be presented with two options:

1) Send your printer to Zebra Technologies for repair at a flat rate of $840 per printer including any repairs to the printer head, or $400 for repairs excluding the printer head
2) Send your printer to a Zebra-authorized repair facility

Zebra Customer Service will give you the information needed to choose between these two options and will give you specific instructions. The cache will be responsible for all shipping and repair costs.