

Obtaining Support and Service for Zebra Label Printers

This documentation explains how to initially troubleshoot a Zebra Label printer, and if needed, contact the printer service provider.

To Obtain Support and Service for Zebra Label Printers:

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.
2. When your printer problem isn’t addressed in the online knowledge base, or you need further help, request assistance troubleshooting the problem by calling the Zebra Technologies Support staff at 1 877 ASK ZEBRA (1-877-275-9327).
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.

This is a link to the website you need to use to find out if the printer is covered by a valid Zebra service agreement:

http://support.zebra.com/OA_HTML/lookup.jsp. Enter the serial number and click **Go**.

If the printer is covered, proceed to [Getting Printers Repaired with a Service Agreement](#). If it’s *not* covered, proceed to [Getting Printers Repaired without a Service Agreement](#).

To Get Printers Repaired With a Service Agreement

1. Complete and submit the Repair Order form found on <http://www.zebra.com/us/en/forms/repair-order.html?nocache=true?country=US&product=54>. 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.

To Get Printers Repaired Without a Service Agreement:

1. Contact Zebra Technologies Customer Service at 1-866-230-9494. You will be asked to choose one of two options:
 - 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, or
 - 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.