



# Zebra Mobile Printer Batteries

## Frequently Asked Questions

### **Q: Why is it beneficial to use a Zebra branded battery?**

A: Zebra batteries provide maximum run-time, assure maximum cell life and utilize protective circuitry to guard against premature failure. Zebra batteries, chargers and printers are designed, tested and certified as a complete system to ensure optimal performance and safety. Zebra mobile printers are guaranteed to function properly with genuine Zebra batteries and chargers.

### **Q: What is a PowerPrecision Battery?**

A: PowerPrecision batteries are unique to Zebra Technologies. PowerPrecision batteries are designed and manufactured to meet the rigorous standards required to deliver superior full shift performance and reliability. We start with premium high-grade cells that have a higher capacity, providing longer life cycles than the typical competitive battery. The strong robust housing increases durability, while the design improves safety by preventing overcharging and electrical shock.

PowerPrecision batteries provide precise information allowing users to see the percentage of battery power remaining during their shift. In addition, the technology integrated within the battery tracks and maintains metrics required to provide real-time visibility into statistics—such as the State of Health Meter, charge cycles consumed and battery asset information. Depending on your mobile printer, you may have either a PowerPrecision or PowerPrecision+ battery.

- PowerPrecision batteries provide smart, convenient and flexible battery asset information to identify the battery used on each device. This battery also provides the total charge cycles consumed which can be used to predict the life of the battery and identify when it needs to be replaced.
- PowerPrecision+ batteries deliver the ultimate in battery management, enabling electronic query of battery asset information plus a wealth of battery health-related information, including charge cycles consumed and battery status at the time of query and a State of Health Meter, which performs real-time modeling of the electrical characteristics of the battery pack to compare current performance to that of a new battery.

### **Q: Why did my Zebra battery arrive without a full charge?**

A: To preserve the service life on new batteries, Zebra batteries ship partially charged and will require that you charge the battery fully before using the first time. Each battery comes with a label attached explaining that it needs to be charged.

### **Q: What does the capacity rating mean?**

A: A typical capacity rating for a Zebra printer battery ranges from 1.5 to 6.6 ampere-hours. This means that if you draw 6.6 amps from a fully charged battery, you can do so for one hour. Since the average duty cycle for printing is in a range much lower than this amount, the battery will last a number of hours before needing a recharge.

**Q: How long will my batteries last?**

A: While batteries supplied to customers are of the highest quality possible, a characteristic of NiCd, NiMH and Lithium-ion (Li-ion) batteries is that they have a limited shelf life. The shelf life of the battery is determined by the “self-discharge rate” of the battery. The typical number of charge cycles for each battery varies by chemistry.

**Q: What is an extended capacity battery?**

A: Zebra offers an extended capacity battery for the ZQ610/ZQ620, ZQ610 Plus/ZQ620 Plus and the ZQ500 Series. This battery roughly doubles the capacity of the standard battery and is intended for applications that require more than 8 hours of printing and/or print more than 1,000 labels on one battery charge.

**Q: Can I use the extended capacity battery with the ZQ600 Plus Ethernet Charging Cradle?**

A: Since the extended capacity battery has a different form factor than the standard battery, it is not compatible with the Single or 4-Slot Ethernet Cradle. The extended pack can be used in the ZQ500 Series Vehicle Cradle and the 4-bay Power Station.

**Q: Can I use an alternate supplier’s battery in my Zebra mobile printer?**

A: There are alternate battery suppliers in the market that claim support for Zebra mobile printers. However, there are key advantages of using genuine Zebra batteries. Zebra printers, chargers and batteries are designed as an integrated system and are not only architected to optimize power consumption and functionality, they are also guaranteed to be in compliance with important safety regulations since alternate suppliers do not certify the battery as a system.

In addition, buying a third-party battery can void the warranty on your Zebra mobile printer if the third-party battery malfunctions and causes damage to the printer.

By buying Zebra genuine batteries, printers and charging accessories, you can rest easy knowing that your batteries and your mobile printers will remain stable and operate at peak performance.

**Q: How do I know if my battery should be replaced?**

A: The printer may make grinding noises, show signs of degraded print quality or exhibit communication problems (such as skipping labels, or unresponsiveness).

If you fully charge the battery and it gets half the usage time you used to get, it should be replaced.

To optimize printer performance, Zebra recommends that you replace your battery after 300 to 500 charge cycles. The actual number of cycles will vary depending on usage patterns, temperature, age and other variables.

**Q: How should I dispose of my mobile printer battery?**

A: Zebra Technologies Corporation is voluntarily participating in an industry program to collect and recycle these batteries at the end of their useful life, when taken out of service in the United States or Canada. The RBRC® program provides a convenient alternative to placing used Li-ion batteries into the trash or the municipal waste stream, which may be illegal in your area.

Please call 1-800-8-BATTERY for information on Li-ion battery recycling and disposal bans/restrictions in your area.

Zebra Technologies Corporation's involvement in this program is part of our commitment to preserving our environment and conserving our natural resources. Outside North America, please follow local battery recycling guidelines.

**Q: How can I avoid unexpected drain on my battery?**

- Keep the battery out of extreme cold or extreme heat and never expose the battery to direct sunlight or temperatures over 104°F (40°C).
- Always use a Zebra charger designed specifically for Zebra's Li-ion batteries. Use of any other kind of charger may damage the battery.
- Use the correct media for your printing requirements. An authorized Zebra reseller can help you determine the optimum media for your application.
- If you print the same text or graphic on every label, consider using a pre-printed label.
- Choose the correct print darkness and print speed for your media.
- Remove the battery if the printer won't be used for a day or more and you're not performing a maintenance charge. Consider purchasing an extra battery.
- Remember that any rechargeable battery will lose its ability to maintain a charge over time. It can only be recharged a finite number of times before it must be replaced. Always dispose of batteries properly.

**Q: Are there any temperature requirements that I should follow when charging my battery?**

A: Zebra's Li-ion batteries are designed to charge effectively within the temperature range of 0° to 40°C (32° to 104°F).

**Q: Why is it beneficial to use a Zebra-branded charger?**

- When using Li-ion batteries, there is a protective circuit in the battery that guards against overcharge and over discharge. Zebra chargers can evaluate the battery's status and bring it back to life or abandon it if it is past recovery. Voltage, temperature and total charging time are monitored throughout the process to protect against conditions that could damage the battery.
- Batteries are complex devices designed along with their charger. Using another charger could cause damage, not operate properly and/or could present a safety hazard! Chargers supplied by other companies are not approved by Zebra and can have higher charge rates that will result in overcharging and battery damage or degraded battery performance. Never use chargers that are not recommended by the battery manufacturer.

**Q: How long will my battery maintain its charge?**

A: Length of charge will vary based on type of usage; however, under normal circumstances, the battery should last about eight or more hours. Adding a radio option may impact the time between charges.

**Q: How long is my Zebra battery covered under warranty?**

A: Mobile printer batteries are warranted to be free of defects in material and workmanship for one year from date of purchase. In the event of notification within the warranty period, Zebra will replace the defective battery provided there had not been damage resulting from user abuse.

**Q: How do I ensure my workers are using healthy batteries that can cover a full shift?**

A: With Zebra, you can upgrade from Zebra OneCare™ (Essential, Select or Premier Support Contracts) to include enhanced battery support, which can assist you in maximizing uptime and availability for your devices and critical operations.

- **Battery Maintenance:** When a printer arrives at a Zebra depot, the battery is tested to see how much life it has remaining. If the battery fails the test, Zebra will simply install a new battery.
- **Battery Refresh:** Zebra will proactively send a new battery once during a three-year service contract and twice during a five-year contract.

Customers that have turned to Zebra to service their batteries and devices report less downtime and better mobile printer performance. Zebra OneCare battery maintenance and refresh provide an easy, cost-effective way to ensure that your customers have the right replacement batteries when they need them.



**NA and Corporate Headquarters**  
+1800 423 0442  
inquiry4@zebra.com

**Asia-Pacific Headquarters**  
+65 6858 0722  
contact.apac@zebra.com

**EMEA Headquarters**  
zebra.com/locations  
contact.emea@zebra.com

**Latin America Headquarters**  
zebra.com/locations  
la.contactme@zebra.com