



# Legacy Printhead EOL

## Frequently Asked Questions

### Q: Why is Zebra discontinuing these printheads?

A: The printers that use these printheads have not been supported by Zebra for many years. The suppliers of the printheads will no longer manufacture the old model printheads.

### Q: What is Zebra offering to customers to replace their very old legacy Zebra printer?

A: Zebra recognizes that customers are reluctant to replace a printer that still functions, even if that printer is 15 years old and no longer supported. Zebra is offering an end user incentive of a free printhead when a customer replaces one of the printer models listed above with a current Zebra industrial printer model.

### Q: How does a customer qualify for the free printhead?

A: There are two requirements that must be met for a customer to claim a free printhead.

- Customer must show proof of purchase of a discontinued printhead (listed below) between January 2019-present.
- The customer must provide proof of purchase of a Zebra industrial printer or print engine. The printer can be any Zebra industrial printer or print engine, but must be purchased after September 15, 2021.

### Q: What printers are impacted?

A: These printheads are used in a few legacy printers including:

- 105Se
- S400
- S600
- S500
- S300
- 90XIIIPlus



- 110XIIIPlus
- 140XIIIPlus
- 170XIIIPlus
- 220XIIIPlus
- 110PAX3
- 170PAX3

### Q: Is there a limit to the number of printheads a customer can claim?

A: No, a customer can claim a free printhead for as many printers as they replace.

### Q: How long will the upgrade/free printhead program be available?

A: The free printhead incentive is currently planned to be available through the end of 2021 in North America and Latin America. The incentive will be available through June 30, 2022 in selected EMEA countries.



## FREQUENTLY ASKED QUESTIONS

### LEGACY PRINthead EOL

#### Q: Which printheads are being discontinued?

A:

Product Mapping Table		
Discontinued Printhead P/N	Description	Suggested Replacement Printer Model
44000M	Kit Printhead 203 dpi 105Se S500 S300	ZT510
47000M	Kit Printhead 300 dpi 90XiiiPlus	ZT610
44999M	Kit Printhead 203 dpi S400	ZT230
G44998-1M	Kit Printhead 203 dpi S600	ZT230
41001-2M	Kit Extended Performance Printhead 300 dpi 110XiiiPlus	ZT610
G41000-1M	Kit Printhead 203 dpi 110XiiiPlus	ZT610
G41001M	Kit Printhead 300 dpi 110XiiiPlus	ZT610
G47500M	Kit Printhead 600 dpi 96XiiiPlus 110Xi3Plus	ZT610
G48000M	Kit Printhead 203 dpi 140XiiiPlus	ZT610
G22000M	Kit Printhead 203 dpi 220XiiiPlus	220Xi4
G47426M	Kit Printhead 300 dpi 220XiiiPlus	220Xi4
43036-1M	Kit Printhead 203 dpi RH and LH 110PAX3	ZE500
43038M	Kit Printhead 300 dpi RH 110PAX3	ZE500
43075M	Kit Printhead 300 dpi LH 110PAX3	ZE500

#### Q: Is the free printhead end user incentive available in all regions and all countries?

A: No, the end user incentive is only available in the following countries:

- Austria
- Bahrain
- Belgium
- Bulgaria
- Croatia
- Czech Republic
- Denmark
- Egypt
- Estonia
- Finland
- France
- Germany
- Greece
- Hungary
- Iceland
- Ireland
- Israel
- Italy
- Jordan
- Latvia
- Liechtenstein
- Lithuania
- Luxembourg
- Malta
- Morocco
- Netherlands
- Norway
- Poland
- Portugal
- Republic of Cyprus
- Romania
- Russian Federation
- Saudi Arabia
- Slovakia
- Slovenia
- South Africa
- Spain
- Sweden
- Switzerland
- Turkey
- United Arab Emirates
- United Kingdom
- United States
- Canada
- Mexico
- Puerto Rico
- Costa Rica
- Panama
- Argentina

#### Q: Can a Zebra channel partner submit the request for a free printhead on behalf of the end user customer?

A: No, the request must be submitted by the customer using the printer. This is an end user incentive to replace a very old legacy Zebra printer, not a Zebra channel partner promotion. The end user incentive is independent of and has no impact on any other channel partner promotions that Zebra is offering including promotions, deal registration, price concessions, etc.

#### Q: Can other promotions or incentives be used with this free printhead program?

A: Yes, all other valid and currently available promotions and incentives are valid and can be combined with the free printhead offer.

#### Q: How does a customer request the free printhead?

A: Zebra has created an on-line form for customer to request a free printhead. The customer site is at this link [printheadincentive.zebra.com](http://printheadincentive.zebra.com)

#### Q: Who ships the printhead to the customer?

A: Zebra will validate the request for a free printhead and ship the printhead directly to the customer. Zebra channel partners do not need to ship the free printhead to the customer.

## FREQUENTLY ASKED QUESTIONS

### LEGACY PRINthead EOL

#### **Q: What printer should I recommend to replace legacy models?**

A: We've created handy comparison guides for both the industrial printers and print engines to help you show your customers key features and benefits, as well as compare specifications.

For help in identifying a like printer model for customers, please see our Printer Selector Tool. While the customer does not need to replace their legacy printer with an equivalent one, this tool will help guide in the decision making. To take advantage of the free printhead promotion, the customer needs to purchase an industrial printer or print engine after September 15, 2021.

Find the Printer Selector Tool here: [https://connect.zebra.com/printerselector\\_us?sfid=&co](https://connect.zebra.com/printerselector_us?sfid=&co)

#### **Q: Other than discontinued printheads, why should I consider upgrading my printers when they are working fine?**

A: Zebra printers are built to perform for years...even decades. Their endurance means you often keep them in service for a very long time. However, printer technology is seriously advancing, and Zebra is leading the herd. Now is a great time to consider a new printer. Here are a few reasons why that are important for your business:

- Zebra printers come standard with their exclusive Print DNA software toolset, so they're easy to integrate, operate, manage and maintain – onsite or remotely
- You get peace of mind, unmatched security with PrintSecure, part of Print DNA
- The best-in-class features, print speeds and quality you expect from Zebra
- The ZE511, ZE521 and ZT600 Series all have large, full-color LCD touch screens so you can access wizards, change settings with the press of a finger and see printer status at a glance
- Add field-installable options such as wireless connectivity and RFID printing and encoding when you want them
- Innovative, onboard analytics so you can predict and schedule maintenance to avoid downtime
- And, they're intelligently engineering to evolve with technology and your business needs for years of use

#### **Q: Can I manage and troubleshoot Zebra's new printers remotely?**

A: Yes, you can. Zebra's exclusive Print DNA software makes Zebra printers easy to setup, operate, manage and secure – onsite or remotely. And, onboard analytics allows you to predict and schedule maintenance to avoid downtime.

#### **Q: I need faster print speeds and high print quality. Can these printers deliver?**

A: Zebra's latest models give you best-in-class features, faster print speeds and high-quality resolution so you can produce quality labels every time.

#### **Q: Can I upgrade my printer with additional capabilities down the road?**

A: Yes, add wireless connectivity or RFID capabilities yourself, when you need it, with field-installable kits.

#### **Q: What partner resources are available?**

A: To help you share the program with your customers and show them the benefits of Zebra's ZE500, ZE511, ZE521 and ZT600 Series, we've created the following resources:

- eDM
- XiIIIPlus Comparison Guide
- PAX3 Comparison Guide
- Banner Ads

#### **Q: How can I get started?**

A: Take advantage of the new promotion right away. Contact your Zebra representative to learn about promotion details. Your customers trust you to advise them on what's best for their business. Let us help you offer them even more.



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