ZEBRA

End Of Sale Product Marketing Bulletin – PMB-AIT10061

Date: 09/28/19
Business Segment: ☐ EMC ☐ DCS ☒ SPG ☐ Other

Contact: Bill Miller
Telephone: 805-578-1299
E-Mail: wmiller@zebra.com

Urgency Level	Notice applies to regions:		Government:	Published for:
General Information	☐ **North America** ☐ **Latin America**	☒ **EMEA** ☐ **Asia Pacific**	☐ **Federal** ☐ **North America** **State & Local**	☒ **Associates** ☒ **Partners** ☒ **Distributors**

Description:	[ZXP Series 1 and ZXP Series 3]: End of Sale (EOS) Announcement
Reason for Change:	PMB-AIT10061: End of Sale of ZXP Series 1 and Transition to ZC100 and End of Sale of ZXP Series 3 and Transition to ZC300/350

1. Transition Overview

In April 2018, Zebra launched their next generation Entry and Professional level printers, the ZC100, ZC300 and ZC350. These printers will replace the ZXP Series 1 and ZXP Series 3. The ZC100 is a direct replacement for the ZXP Series 1. The ZC300 serves as the replacement for the ZXP Series 3; except encoder options. New to the ZC100 and ZC300 is the optional ZIP Pocket, which supports the integration of 3rd party encoders. Customers wishing to purchase Zebra encoders pre-installed will need to purchase a ZC350. The ZC350 also offers important new features such as Prox/iClass encoder support, new specialty ribbons, and faster print speed. This notice also pertains to the ZXP Series 1 and Series 3 QuickCard Solutions.

2. Product Transition Timeline and Mapping Table

Product Transition Timeline*	Date
Planned PMB release date	September 30, 2018
First RMA Request Date for Channel Returns	October 23, 2018
Last RMA Request Date for Channel Returns	October 30, 2018
Last Channel Return Date	November 30, 2018
Last Book Date	December 30, 2018
Last Ship Date	January 30, 2019
End of Service Date	March 30, 2024
Availability of ZC100, ZC300, ZC350	April 20, 2018

Template #: SP-10875-72 rev. U
[PMB-AIT10061 REV A AGLEC-03175]

Zebra Technologies Confidential Restricted

Page 1 of 8

*** Note: Any changes to above timeline will be communicated via a revised Distributor Notice (DN) and/or Product Marketing Bulleting (PMB).*

Discontinued P/N	Description	Replacement P/N	Description	Option Kit	Description	Comments
ZXP Series 1						
Z11-00000000EM00	Printer ZXP Series 1; Single Sided, UK/EU Cord, USB	ZC11-0000000EM00	Printer ZC100, Single Sided, UK/EU Cord, USB Only, Windows Driver			
Z11-0000B000EM00	Printer ZXP Series 1; Single Sided, UK/EU Cord, USB, Card Studio Standard, Camera & YMCKO Media Starter Kit	ZC11-0000Q00EM00	Printer ZC100, Single Sided, UK/EU Cord, USB Only, Windows Driver, Card Studio 2.0 (Standard) application, Webcam, 200 PVC cards, YMCKO ribbon (200 images)			
Z11-000C0000EM00	Printer ZXP Series 1; Single Sided, UK/EU Cord, USB, 10/100 Ethernet	ZC11-000C000EM00	Printer ZC100, Single Sided, UK/EU Cord, USB & Ethernet, Windows Driver			
Z11-0M000000EM00	Printer ZXP Series 1; Single Sided, UK/EU Cord, USB, ISO HiCo/LoCo Mag S/W selectable	ZC11-0M00000EM00	Printer ZC100, Single Sided, UK/EU Cord, USB Only, ISO HiCo/LoCo Mag S/W Selectable, Windows Driver			
Z11-0M00C000EM00	Printer ZXP Series 1; Single Sided, UK/EU Cord, USB, ISO HiCo/LoCo Mag S/W selectable, Card Studio Standard, Camera & YMCKO Media Starter Kit	ZC11-0M0C000EM00	Printer ZC100, Single Sided, UK/EU Cord, USB Only, Windows Driver, Card Studio 2.0 (Standard) application, Webcam, 200 PVC cards, YMCKO ribbon (200 images)			
Z11-0M0C0000EM00	Printer ZXP Series 1; Single Sided, UK/EU Cord, USB, 10/100 Ethernet, ISO HiCo/LoCo Mag S/W selectable	ZC11-0M0C000EM00	Printer ZC100, Single Sided, UK/EU Cord, USB & Ethernet, ISO HiCo/LoCo Mag S/W Selectable, Windows Driver			
ZXP Series 3 Single Side Printers						
Z31-00000200EM00	Printer ZXP Series 3; Single Sided, UK/EU Cord, USB	ZC31-000C000EM00	Printer ZC300, Single Sided, UK/EU Cord, USB & Ethernet, Windows Driver			
Z31-000C0200EM00	Printer ZXP Series 3; Single Sided, UK/EU Cord, USB, 10/100 Ethernet	ZC31-000C000EM00	Printer ZC300, Single Sided, UK/EU Cord, USB & Ethernet, Windows Driver			

Z31-000C020GEM00	Printer ZXP Series 3; Single Sided, UK/EU Cord, USB, 10/100 Ethernet, BAA	ZC31-000C0G0EM00	Printer ZC300, Single Sided, UK/EU Cord, USB & Ethernet, Windows Driver, TAA			
Z31-0000B200EM00	Printer ZXP Series 3; Single Sided, UK/EU Cord, USB, Card Studio Standard, Camera & YMCKO Media Starter Kit	ZC31-000CQ00EM00	Printer ZC300, Single Sided, UK/EU Cord, USB & Ethernet, Windows Driver, CardStudio 2.0 (Standard) application, Webcam, 200 PVC cards, YMCKO ribbon (200 images)			
Z31-00A00200EM00	Printer ZXP Series 3; Single Sided, UK/EU Cord, USB, Enclosure Lock	ZC31-000C000EM00	Printer ZC300, Single Sided, UK/EU Cord, USB & Ethernet, Windows Driver	P1094879-012	Kit, Upgrade Printer Lock	
Z31-0M000200EM00	Printer ZXP Series 3; Single Sided, UK/EU Cord, USB, ISO HiCo/LoCo Mag S/W selectable	ZC31-0M0C000EM00	Printer ZC300, Single Sided, UK/EU Cord, USB & Ethernet, ISO HiCo/LoCo Mag S/W Selectable, Windows Driver			
Z31-0M0C0200EM00	Printer ZXP Series 3; Single Sided, UK/EU Cord, USB, 10/100 Ethernet, ISO HiCo/LoCo Mag S/W selectable	ZC31-0M0C000EM00	Printer ZC300, Single Sided, UK/EU Cord, USB & Ethernet, ISO HiCo/LoCo Mag S/W Selectable, Windows Driver			
Z31-0M00C200EM00	Printer ZXP Series 3; Single Sided, UK/EU Cord, USB, ISO HiCo/LoCo Mag S/W selectable, Card Studio Standard, Camera & YMCKO Media Starter Kit	ZC31-000CQ00EM00	Printer ZC300, Single Sided, UK/EU Cord, USB & Ethernet, Windows Driver, CardStudio 2.0 (Standard) application, Webcam, 200 PVC cards, YMCKO ribbon (200 images)	P1094879-002	Kit, Upgrade Mag Encoder	
Z31-A0000200EM00	Printer ZXP Series 3; Single Sided, UK/EU Cord, USB, Contact and Contactless Mifare	ZC35-000C000EM00	Printer ZC350, Single Sided, UK/EU Cord, USB & Ethernet, Windows Driver	P1094879-003	Kit, Upgrade MiFare Contact Encoder	Smartcard encoder available only on ZC350
Z31-A0A00200EM00	Printer ZXP Series 3; Single Sided, UK/EU Cord, USB, Contact and Contactless Mifare, Enclosure Lock	ZC35-000C000EM00	Printer ZC350, Single Sided, UK/EU Cord, USB & Ethernet, Windows Driver	P1094879-003 P1094879-012	Kit, Upgrade MiFare Contact Encoder Kit, Upgrade Printer Lock	
Z31-A0AC0200EM00	Printer ZXP Series 3; Single Sided, UK/EU Cord, USB, 10/100 Ethernet, Contact and Contactless Mifare, Enclosure Lock	ZC35-000C000EM00	Printer ZC350, Single Sided, UK/EU Cord, USB & Ethernet, Windows Driver	P1094879-003 P1094879-012	Kit, Upgrade MiFare Contact Encoder Kit, Upgrade Printer Lock	Smartcard encoder available only on ZC350

Z31-AM000200EM00	Printer ZXP Series 3; Single Sided, UK/EU Cord, USB, Contact and Contactless Mifare, ISO HiCo/LoCo Mag S/W selectable	ZC35-AM0C000EM00	Printer ZC350, Single Sided, UK/EU Cords, USB & Ethernet, PC/SC Contact, Contactless Mifare, ISO HiCo/LoCo Mag S/W Selectable, Windows Driver		Smartcard encoder available only on ZC350
Z31-AM0C0200EM00	Printer ZXP Series 3; Single Sided, UK/EU Cord, USB, 10/100 Ethernet, Contact and Contactless Mifare, ISO HiCo/LoCo Mag S/W selectable	ZC35-AM0C000EM00	Printer ZC350, Single Sided, UK/EU Cords, USB & Ethernet, PC/SC Contact, Contactless Mifare, ISO HiCo/LoCo Mag S/W Selectable, Windows Driver		Smartcard encoder available only on ZC350
Z31-AMAC0200EM00	Printer ZXP Series 3; Single Sided, UK/EU Cord, USB, 10/100 Ethernet, Contact and Contactless Mifare, ISO HiCo/LoCo Mag S/W selectable, Enclosure Lock	ZC35-AM0C000EM00	Printer ZC350, Single Sided, UK/EU Cords, USB & Ethernet, PC/SC Contact, Contactless Mifare, ISO HiCo/LoCo Mag S/W Selectable, Windows Driver	P1094879-012	Kit, Upgrade Printer Lock	Smartcard encoder available only on ZC350
Z31-E0000200EM00	Printer ZXP Series 3; Single Sided, UK/EU Cord, USB, Contact Station	ZC35-000C000EM00	Printer ZC300, Single Sided, UK/EU Cord, USB & Ethernet, Windows Driver	P1094879-004	Kit, Upgrade Contact Station	Contact Station available only on ZC350
Z31-EM000200EM00	Printer ZXP Series 3; Single Sided, UK/EU Cord, USB, Contact Station, ISO HiCo/LoCo Mag S/W selectable	ZC35-000C000EM00	Printer ZC350, Single Sided, UK/EU Cord, USB & Ethernet, ISO HiCo/LoCo Mag S/W Selectable, Windows Driver	P1094879-014	Kit, Upgrade Mag encoder &Contact Station	Contact Station available only on ZC350
ZXP Series 3 Dual Side Printers					
Z32-00000200EM00	Printer ZXP Series 3; Dual Sided, UK/EU Cord, USB	ZC32-000C000EM00	Printer ZC300, Dual Sided, UK/EU Cord, USB & Ethernet, Windows Driver		
Z32-000C0200EM00	Printer ZXP Series 3; Dual Sided, UK/EU Cord, USB, 10/100 Ethernet	ZC32-000C000EM00	Printer ZC300, Dual Sided, UK/EU Cord, USB & Ethernet, Windows Driver		
Z32-00A00200EM00	Printer ZXP Series 3; Dual Sided, UK/EU Cord, USB, Enclosure Lock	ZC32-000C000EM00	Printer ZC300, Dual Sided, UK/EU Cord, USB & Ethernet, Windows Driver	P1094879-012	Kit, Upgrade Printer Lock	
Z32-00AC0200EM00	Printer ZXP Series 3; Dual Sided, UK/EU Cord, USB, 10/100 Ethernet, Enclosure Lock	ZC32-000C000EM00	Printer ZC300, Dual Sided, UK/EU Cord, USB & Ethernet, Windows Driver	P1094879-012	Kit, Upgrade Printer Lock	

Z32-0000D200EM00	Printer ZXP Series 3; Dual Sided, UK/EU Cord, USB, Card Studio Standard, Camera & YMCKO Media Starter Kit	ZC32-000CQ00EM00	Printer ZC300, Dual Sided, UK/EU Cord, USB & Ethernet, Windows Driver, CardStudio 2.0 (Standard) application, Webcam, 200 PVC cards, YMCKOK ribbon (200 images)		
Z32-0M00E200EM00	Printer ZXP Series 3; Dual Sided, UK/EU Cord, USB, ISO HiCo/LoCo Mag S/W selectable, Card Studio Standard, Camera & YMCKO Media Starter Kit	ZC32-0M0CQ00EM00	Printer ZC300, Dual Sided, UK/EU Cord, USB & Ethernet, Windows Driver, CardStudio 2.0 (Standard) application, Webcam, 200 PVC cards, YMCKO ribbon (200 images)	P1094879-002	Kit, Upgrade Mag Encoder
Z32-0M000200EM00	Printer ZXP Series 3; Dual Sided, UK/EU Cord, USB, ISO HiCo/LoCo Mag S/W selectable	ZC32-0M0C000EM00	Printer ZC300, Dual Sided, UK/EU Cord, USB & Ethernet, ISO HiCo/LoCo Mag S/W Selectable, Windows Driver		
Z32-0M0C0200EM00	Printer ZXP Series 3; Dual Sided, UK/EU Cord, USB, 10/100 Ethernet, ISO HiCo/LoCo Mag S/W selectable	ZC32-0M0C000EM00	Printer ZC300, Dual Sided, UK/EU Cord, USB & Ethernet, ISO HiCo/LoCo Mag S/W Selectable, Windows Driver		
Z32-0MAC0200EM00	Printer ZXP Series 3; Dual Sided, UK/EU Cord, USB, 10/100 Ethernet, ISO HiCo/LoCo Mag S/W selectable, Enclosure Lock	ZC32-0M0C000EM00	Printer ZC300, Dual Sided, UK/EU Cord, USB & Ethernet, ISO HiCo/LoCo Mag S/W Selectable, Windows Driver	P1094879-012	Kit, Upgrade Printer Lock
Z32-A0000200EM00	Printer ZXP Series 3; Dual Sided, UK/EU Cord, USB, Contact and Contactless Mifare	ZC36-000C000EM00	Printer ZC350, Dual Sided, UK/EU Cord, USB & Ethernet, Windows Driver	P1094879-003	Kit, Upgrade MiFare Contact Encoder	Smartcard encoder available only on ZC350
Z32-A0AC0200EM00	Printer ZXP Series 3; Dual Sided, UK/EU Cord, USB, 10/100 Ethernet, Contact and Contactless Mifare, Enclosure Lock	ZC36-000C000EM00	Printer ZC350, Dual Sided, UK/EU Cord, USB & Ethernet, Windows Driver	P1094879-003 P1094879-012	Kit, Upgrade MiFare Contact Encoder Kit, Upgrade Printer Lock	Smartcard encoder available only on ZC350
Z32-AM000200EM00	Printer ZXP Series 3; Dual Sided, UK/EU Cord, USB, Contact and Contactless Mifare, ISO HiCo/LoCo Mag S/W selectable	ZC36-AM0C000EM00	Printer ZC350, Dual Sided, UK/EU Cords, USB & Ethernet, PC/SC Contact, Contactless Mifare, ISO HiCo/LoCo Mag S/W Selectable, Windows Driver		

Z32-AM0C0200EM00	Printer ZXP Series 3; Dual Sided, UK/EU Cord, USB, 10/100 Ethernet, Contact and Contactless Mifare, ISO HiCo/LoCo Mag S/W selectable	ZC36-AM0C000EM00	Printer ZC350, Dual Sided, UK/EU Cords, USB & Ethernet, PC/SC Contact, Contactless Mifare, ISO HiCo/LoCo Mag S/W Selectable, Windows Driver		
Z32-AMAC0200EM00	Printer ZXP Series 3; Dual Sided, UK/EU Cord, USB, 10/100 Ethernet, Contact and Contactless Mifare, ISO HiCo/LoCo Mag S/W selectable, Enclosure Lock	ZC36-AM0C000EM00	Printer ZC350, Dual Sided, UK/EU Cords, USB & Ethernet, PC/SC Contact, Contactless Mifare, ISO HiCo/LoCo Mag S/W Selectable, Windows Driver	P1094879-012	Kit, Upgrade Printer Lock
Z32-E0000200EM00	Printer ZXP Series 3; Dual Sided, UK/EU Cord, USB, Contact Station	ZC35-000C000EM00	Printer ZC300, Single Sided, UK/EU Cord, USB & Ethernet, Windows Driver	P1094879-004	Kit, Upgrade Contact Station	Contact Station available only on ZC350
Z32-E0AC0200EM00	Printer ZXP Series 3; Dual Sided, UK/EU Cord, USB, 10/100 Ethernet, Contact Station, Enclosure Lock	ZC35-000C000EM00	Printer ZC300, Single Sided, UK/EU Cord, USB & Ethernet, Windows Driver	P1094879-004 P1094879-012	Kit, Upgrade Contact Station Kit, Upgrade Printer Lock	Contact Station available only on ZC350
Z32-EM000200EM00	Printer ZXP Series 3; Dual Sided, UK/EU Cord, USB, Contact Station, ISO HiCo/LoCo Mag S/W selectable	ZC36-000C000EM00	Printer ZC350, Dual Sided, UK/EU Cord, USB & Ethernet, Windows Driver	P1094879-014	Kit, Upgrade Mag encoder & Contact Station
Z32-EMAC0200EM00	Printer ZXP Series 3; Dual Sided, UK/EU Cord, USB, 10/100 Ethernet, Contact Station, ISO HiCo/LoCo Mag S/W selectable, Enclosure Lock	ZC36-000C000EM00	Printer ZC350, Dual Sided, UK/EU Cord, USB & Ethernet, Windows Driver	P1094879-014 P1094879-012	Kit, Upgrade Mag encoder & Contact Station Kit, Upgrade Printer Lock

3. Accessories and Peripherals: Transition Timeline and Mapping Table

Accessories and Peripherals are not affected by this Printer End of Service announcement.

4a. Service and Support: Hardware End of Service Life Policy

Zebra Technologies Corporation ("Zebra") will provide service and support for products manufactured by Zebra for a period of five years commencing on the last day of the product's final shipment.

Zebra will make reasonable, commercial attempts to continue to repair products beyond the five-year period at Zebra's option:
- To meet contract commitments
- Where a significant commercial requirement is identified

Template #: SP-10875-72 rev. U
[PMB-AIT10061 REV A AGLEC-03175]

Zebra Technologies Confidential Restricted

Page 6 of 8

- Where Zebra judges that there is sufficient commercial reason to warrant continuance of repair and support

Should technology used in the product become discontinued, obsolete, or no longer available in the public domain, making parts or assemblies no longer available for these reasons, Zebra at its discretion will evaluate the impact and if significant, consider the feasibility and economics of a design change to enable continued repair.

The End of Service Life period may be changed at Zebra's sole discretion.

Customers wishing to purchase a Zebra Support Contract can do so through the normal channels they currently follow to purchase Zebra products and services.

For more information:
- **Zebra employees:** Visit **Zebra Services home page**
- **Partners:** Visit the Products, Services & Supplies tab of **Partner Gateway**

4b. Service and Support: Software End of Service Life Policy

For software applications that have been announced End of Sale (EOS), conclusion of support for these products follows a defined timeline beginning from the product End of Sale announcement (the "EOS Announcement"). For customers with products covered by a Zebra services agreement (the "Support Contract") at the time of the EOS Announcement, the software maintenance portion of its Support Contract, as defined in the Service Description Document applicable to the product EOS (the "Software Maintenance"), will continue for up to twelve (12) months from the EOS Announcement date. Zebra reserves the right, at its sole discretion, to end such Software Maintenance earlier than this date should conditions warrant.

For customers with products covered by a Support Contract at the time of the EOS Announcement, Technical Support, defined as telephone and e-mail support through Zebra's Customer Support Center, continues through the completion of the customer's software Support Contract, regardless of the availability of Software Maintenance on the EOS software product.

Customers with products covered by a Support Contract that are not using the most current release of the applicable software product on the EOS Announcement date may update to the most current release after the EOS Announcement, subject to this Statement and the terms of the Service Description Document applicable to customer's Support Contract.

As of the software product EOS Announcement date, any existing multi-year Support Contracts for that product will no longer be available. New customers may purchase any existing multi-year contracts up to and including the EOS effective date. Any request for a multi-year software Support Contract for an existing customer must be approved by Zebra's Solutions Services and the applicable Product organization(s).

As of the EOS Announcement date, only annual Support Contracts and one-year renewal Support Contracts will be available without a special approval, as indicated above. Availability of Software Maintenance will be

Template #: SP-10875-72 rev. U
[PMB-AIT10061 REV A AGLEC-03175]

Zebra Technologies Confidential Restricted

Page 7 of 8

as described above. Technical Support, as described above, will continue up until the conclusion of the customer's Support Contract.

5. Frequently Asked Questions

None.

End of Life Timeline Definitions:

First RMA Request Date: First date distributors & partners can request RMA for return of EOL product.
Last RMA Request Date: Last date distributors & partners can request RMA for return of EOL product.
Last Channel Return Date: Last date physical product returns will be accepted (30 days after approval of RMA).
Last Book Date: Last date purchase orders will be accepted for product and/or bundles, kits or system packs containing the product.
Last Ship Date: Latest date for which a customer can request product delivery.
End of Engineering Support: Date when bug fixes, design revisions, and integration with other components, products or solutions will no longer be performed.
End of Service Life Date: Last date technical support and repair services are available.
Warranty: See Zebra Warranty at https://www.zebra.com/us/en/support-downloads/warranty/product-warranty.html