

Dear valued Zebra partner,

Since the launch of Zebra's HC100 wristband printer, we have seen a massive growth in our wristband sales. With over 250 million wristbands sold globally, we appreciate your support and continued business.

Despite such successful adoption of this unique printing solution, we have received a small number of complaints (less than 0.2% of sales) relating to the functionality of the wristband cartridges. Reports of wristbands retracting back into the cartridge rendering it unusable have been received.

Should any users encounter wristband registration or cartridge recognition issues, then it is our recommendation that they check the firmware and upgrade to the latest version as necessary. The latest version of firmware can be downloaded from the 'firmware and service packs' section of the HC100 pages of our web site at; [http://www.zebra.com/gb/en/support-downloads/desktop/hc-100.html#mainpartabscontainer\\_5e2d=firmware-servicepacks](http://www.zebra.com/gb/en/support-downloads/desktop/hc-100.html#mainpartabscontainer_5e2d=firmware-servicepacks)

To determine your current firmware version, complete the following steps to print a configuration wristband:

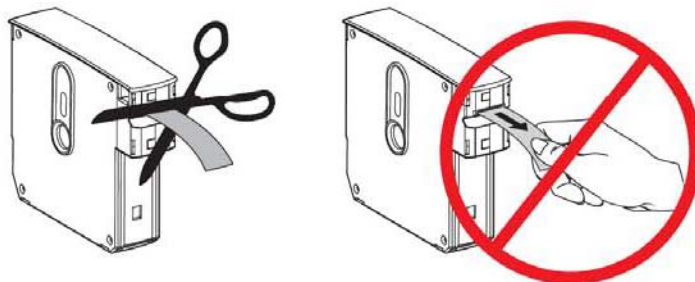
- 1 Make sure the printer is on and ready to print.
- 2 Press and hold PAUSE/FEED until the green lights turn off on the printer status indicators and the orange lights blink once.
- 3 Release PAUSE/FEED. A printer configuration wristband prints.

As detailed in the printer User Guide, the below instructions are important and should be kept close to the printer for easy reference.

If the printer should advance wristbands to beyond the standard tear-off position, bands can be detached as normal along their perforation. Any protruding wristband media should NOT be pulled.

If wristbands are protruding from an ejected cartridge:

- 1 Cut off the protruding part of the wristband. Do NOT pull the wristband out of the media cartridge, or you will damage the media cartridge.
- 2 Re-insert the cartridge into the printer
- 3 Determine registration as being okay by pressing the FEED button
- 4 If registration is incorrect, then determine the printer's firmware and upgrade as necessary



As with all Zebra products, our commitment to quality and reliability ensures that any complaints are investigated thoroughly. In this case we have gone to great lengths in order to determine what actions result in the cartridges becoming unusable. We have highlighted the following two areas that can lead to retraction issues:

- Pulling wristbands out of the printer whilst they are still printing. Forcibly pulling wristbands out of the printer will result in the wristband roll snapping at the next perforation and rendering the cartridge unusable.

**ALWAYS** allow the printer to finish printing before removing the wristband. Should the printer stop feeding part-way through a wristband, eject the cartridge. Should any of the wristband be protruding, then follow the instructions as above.

- Attempting to remove the wristbands in a forced upwards direction. This can lead to retraction of the wristbands within the cartridge

Once the printer has finished printing, the wristband should be removed in a downward motion from a position in front of the printer

In order to get the best from the unique HC100 wristband printing solution, we recommend that users are trained on the above points in relation to operating the HC100 printer and cartridges. In order to support our partners who invest in this product, Zebra has chosen to replace or credit cartridges, which have been returned to us in this state, for a limited time and in certain cases. On an on-going basis however, Zebra is unable to validate complaints which we believe have been caused by one of the above avoidable actions.

We strongly recommend that our partners contact their end users and arrange for training to be carried out on the points mentioned in this letter.

Please rest assured that we will continue to record and investigate all complaints in order that you can rely on Zebra's consistently high quality products

Should you have any questions or concerns, please feel free to contact myself or your Zebra account manager

Yours sincerely



**Elaine Wilkinson MBA**  
Supplies Product Marketing Team Manager

For and on behalf of  
**ZEBRA TECHNOLOGIES EUROPE LIMITED**



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