

End Of Sale Bulletin – PMB-SPG11000

Date	Contact	Email
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Bulletin Type (Select One)	Business Segment	Portfolio	Applicable Region(s)
<input type="checkbox"/> Distributor Notice <input checked="" type="checkbox"/> Product Marketing Bulletin	<input type="checkbox"/> EMC <input type="checkbox"/> DCS <input checked="" type="checkbox"/> Printers <input type="checkbox"/> Supplies <input type="checkbox"/> SWS <input type="checkbox"/> Solutions <input type="checkbox"/> Service	Mobile Printers	<input checked="" type="checkbox"/> NA <input type="checkbox"/> EMEA <input type="checkbox"/> LA <input type="checkbox"/> APAC

Description:	ZQ310 and ZQ320: End of Sale (EOS) Announcement (North America)
Reason for Change:	PMB-SPG11000: End of Sale (EOS) of ZQ310 and ZQ320 Mobile Printers and Transition to ZQ310 Plus and ZQ320 Plus Mobile Printers

EOS Announcement Scale
<input checked="" type="checkbox"/> Full Model End of Sale <input type="checkbox"/> Select SKUs from a Model going End of Sale

1. Transition Overview

To ensure product continuity and Zebra’s commitment to improving product availability, Zebra is discontinuing the production of ZQ300 Series mobile printers (ZQ320 and ZQ310 printer models), to introduce the new ZQ300 Plus Series mobile printers with new electronics and key components that provides better availability.

This transition ushers in a new series of ZQ300 printers with the notable “Plus” at the end of its model name, distinguishing these new models from the current models being discontinued in this Distributor Notice. Please note that the new ZQ300 Plus models, because of newer electronic components, shall use new Firmware and new Windows® Drivers that are unique and not backward-compatible to the current models being discontinued. Customers and end-users using the current ZQ300 printers should not notice nor experience any differences or changes in form, fit and function, allowing for a smooth, seamless transition on the application side.

For specific details on the part numbers impacted, please refer to the Product Mapping Table for the discontinued part numbers and their corresponding “Plus” model replacement part numbers in the next section, which also outlines the various timeline dates with which the different milestones for each step of this transition process.

Note: Zebra will honor any open orders previously booked but not shipped due to supply chain challenges. In the event that we cannot fulfill your current ZQ300 Series order(s), we will work with you to change your orders over to the new ZQ300 Plus Series.

2. Product and Kit Transition Timeline and Mapping Table (North America)

Product Transition Timeline*	Date
First RMA Request Date for Channel Returns	September 26, 2022
Last RMA Request Date for Channel Returns	November 17, 2022
Last Channel Return Date	December 2, 2022
Last Order / Last Time Buy Date (All Models – include Channel & Custom SKUs)	October 10, 2022
Last Ship Date (All Channel & Custom Models) <i>(Subject to change due to on-going supply chain issues)</i>	December 31, 2022
End of Service Date for Serviceable Products <i>(Does Not Apply to Non-Serviceable Kits)</i>	December 31, 2025

*** Notes:**

1. Any changes to above timeline will be communicated via a revised r Product Marketing Bulletin (PMB).
2. Custom SKU's not ending in "-00" and not listed in the product mapping tables below shall have the same transition dates above.

ZQ310 Product Mapping Table (North American SKU's Only)

Discontinued P/N*	Description	Suggested Replacement P/N	Description of Product Family Replacement	Comments
ZQ31-A0E02T0-00	DT Printer ZQ310; Bluetooth 4.X, No Label Sensor, Outdoor Use, English, Group 0	ZQ31-A0E04T0-00	DT Printer ZQ310 Plus; Bluetooth 4.X, No Label Sensor, Outdoor Use, English, Group 0	
ZQ31-A0E12T0-00	DT Printer ZQ310; Bluetooth 4.X, Linerless, No Label Sensor, Outdoor Use, English, Group 0	ZQ31-A0E14T0-00	DT Printer ZQ310 Plus; Bluetooth 4.X, Linerless, No Label Sensor, Outdoor Use, English, Group 0	
ZQ31-A0W01R0-00	DT Printer ZQ310; 802AC/BT 4.X, Lined, W/Label Sensor, Indoor, English, Group 0	ZQ31-A0W03R0-00	DT Printer ZQ310 Plus; 802AC/BT 4.X, Lined, W/Label Sensor, Indoor, English, Group 0	
ZQ31-A0W02T0-00	DT Printer ZQ310; 802AC/BT 4.X, No Label Sensor, Outdoor Use, English, Group 0	No exact replacement. Please consider other available new SKUs, or contact your Zebra Rep for recommendations.		
ZQ31-A0W11R0-00	DT Printer ZQ310; 802AC/BT 4.X, Linerless, W/Label Sensor, Indoor, English, Group 0	No exact replacement. Please consider other available new SKUs, or contact your Zebra Rep for recommendations.		

ZQ320 Product Mapping Table (North American SKU's Only)

Discontinued P/N*	Description	Direct Replacement P/N	Description of Product Family Replacement	Comments
ZQ32-A0E02T0-00	DT Printer ZQ320; Bluetooth 4.X, No Label Sensor, Outdoor Use, English, Group 0	ZQ32-A0E04T0-00	DT Printer ZQ320 Plus; Bluetooth 4.X, No Label Sensor, Outdoor Use, English, Group 0	
ZQ32-A0E12T0-00	DT Printer ZQ320; Bluetooth 4.X, Linerless, No Label Sensor, Outdoor Use, English, Group 0	ZQ32-A0E14T0-00	DT Printer ZQ320 Plus; Bluetooth 4.X, Linerless, No Label Sensor, Outdoor Use, English, Group 0	
ZQ32-A0W01R0-00	DT Printer ZQ320; 802.11AC & BT 4.X, Label Sensor, Indoor Use, English, Group 0	ZQ32-A0W03R0-00	DT Printer ZQ320 Plus; 802.11AC & BT 4.X, Label Sensor, Indoor Use, English, Group 0	

ZQ320 Product Mapping Table (North American SKU's continued)

Discontinued P/N*	Description	Direct Replacement P/N	Description of Product Family Replacement	Comments
ZQ32-A0W02T0-00	DT Printer ZQ320; 802.11AC & BT 4.X, No Label Sensor, Outdoor Use, English, Group 0	No exact replacement. Please consider other available new SKUs, or contact your Zebra Rep for recommendations.		
ZQ32-A0W11R0-00	DT Printer ZQ320; 802.11AC & BT 4.X, Linerless, Label Sensor, Indoor Use, English, Group 0	No exact replacement. Please consider other available new SKUs, or contact your Zebra Rep for recommendations.		

*** Note: All customized SKU's with part number(s) not ending in "-00" and not listed above shall have the same transition dates. Please contact your Zebra representative for new replacement part numbers and confirm their transition timeline of custom SKU's. Thank you.**

3. Accessories and Peripherals: Transition Timeline and Mapping Table

Accessories are not impacted by this EOL notice. All accessories for the current ZQ300 Series mobile printers will remain the same and available for the new ZQ300 Plus Series.

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

Zebra Technologies Corporation and its affiliates ("Zebra") will provide service and support for products manufactured/ sold by Zebra for a period of 3 years, commencing on the last day of the product's final shipment.

Zebra will make reasonable, commercial efforts to continue to repair and support products beyond the five-year period at Zebra's option:

- To meet contract commitments
- Where a significant commercial requirement is identified
- Where Zebra determines in its sole and absolute discretion 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 and absolute discretion.

Customers who wish to purchase a Zebra Services Contract can do so through the normal channels that they currently use 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 and absolute 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, multi-year Support Contracts for that product will no longer be available from Zebra. New customers may purchase 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 Services and the applicable Zebra product group(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 as described above. Technical Support, as described above, will continue up until the conclusion of the customer’s Support Contract.

5. Frequently Asked Questions

Q: Since there’s no change to the form, fit and function between the current ZQ300 Series mobile printers and the newly introduced ZQ300 Plus series, why introduce the new models?

A: The new ZQ300 Plus series mobile printers feature redesigned internal electronics that offer better availability during these challenging times we face with supply chain issues. We are committed to ensuring continuity and a near-seamless transition for customers who will have a mix of both the current ZQ300 Series being discontinued, as well as the newly introduced ZQ300 Plus Series printers.

Q: Will I get my order fulfilled faster or sooner if or when I change my current backorder for the current ZQ300 series model(s) to the newly introduced ZQ300 Plus model(s)?

A: At Zebra, we’ll do our best to honor all open orders previously booked but not shipped due to supply chain issues. However, in the event that we cannot fulfill your current ZQ300 Series order(s), we will work with you to change your orders over to the new ZQ300 Plus Series. The new ZQ300 Plus models are expected to offer a relatively better availability for improved lead time to delivery. Please consider discussing your current situation with your Zebra Account Manager for the best course of action in this transition.

Q: What are the most important differences I need to know between the newly introduced ZQ300 Plus models and the models they replace?

A: New Windows® Driver and new Firmware will be needed for the new Plus models. Please note that the new ZQ300 Plus mobile printers will come with its own set of firmware and Windows® Driver. The new firmware and Windows® driver will not be backward-compatible to the current ZQ300 models being discontinued in this announcement. Please be sure to use the correct firmware and Windows® driver for the corresponding ZQ300 printer, Plus or non-Plus models and do not interchange them.

Q: What other differences do I need to know between the newly introduced ZQ300 Plus models and the models they replace?

A: The new ZQ300 Plus mobile printers will have the “Plus” nomenclature prominently displayed on the model number label(s) of the printer. These newer printers will also have new serial numbers, new SKUs and part numbers.

Q: What will not change between the newly introduced ZQ300 Plus models and the models they replace?

A: Basically, the form, fit and function of the printer will not change. Customers can continue using their printers in the same way they use their current ZQ300 Series printers, and with the same applications. As noted below, accessories will not need to change neither.

Q: Will the accessories (chargers, batteries, etc.) I currently use for the ZQ300 series work the same with the new ZQ300 Plus models?

A: Yes, existing ZQ300 accessories such as batteries, chargers, docking stations and all other available accessories will work with the new ZQ300 Plus printers. There are no new accessories introduced for the new ZQ300 Plus printers, and there is no need to purchase new accessories with this transition.



End of Sale 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>

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