

Estates and Facilities Alert

EFA/2019/004

Issued: 19 September 2019

Valid until: 19 September 2021

Zebra printer Power Supply Units (PSUs): fire risk – product recall expanded

Summary

A defect present in PSUs supplied for certain models of printer manufactured by Zebra can lead to overheating or a fire hazard. Zebra has expanded an earlier product recall.

Action

1. Identify all affected printers: see appendix
2. Follow the printer manufacturer's instructions:
<https://www.zebra.com/gb/en/power-supply-recall.html>

Action by

- Estates Managers
- Fire Managers
- Risk Managers
- Health & Safety Managers
- IT Managers

Deadlines for action

Actions underway: 26 September 2019

Actions complete: 17 October 2019

Device details

https://www.zebra.com/content/dam/zebra_new_ia/en-us/solutions-verticals/product/accessories/printer-accessories/power-supply-recall/psu-recall-main-table-photograph.jpg

Problem / background

Zebra manufactures a range of desktop and card printers which are supplied with Power Supply Units (PSUs). Zebra has identified a defect which could lead to the PSU overheating or causing a fire hazard. The company recalled affected PSUs in December 2016. However, this recall has now been expanded to include additional models manufactured over a longer period.

The recall period is expanded to include PSUs manufactured by the FSP Group between October 1, 2006 and December 31, 2012. These PSU's were sold as after-market kits or included with the sale of Zebra printers that may or may not have been included in the original recall notice.

A review of incident databases across the UK found that there had been three overheating incidents and one fire which may have been linked to the PSU defect.

Manufacturer contacts

PSUrecall@zebra.com

001-972-893-1548 (International)

Distribution

Estates Managers, Fire Managers, Risk Managers, Health & Safety, IT Managers

References

See product recall website for information. <https://www.zebra.com/gb/en/power-supply-recall.html>

Enquiries

This alert has been compiled under a partnership arrangement by the organisations below and it has been distributed across the UK. Enquiries should be directed to the appropriate Regional Office quoting the alert reference number EFA/2019/004.

England

Enquires should be addressed to: nhsi.mb-defectsandfailures@nhs.net

Reporting adverse incidents in England

Defects or failures should be reported on this system: <https://efm.digital.nhs.uk/>

The web-based D&F reporting system is managed by the NHS Digital on behalf of NHS Improvement. For further information on this system, including obtaining login details, please contact the efm-information Helpdesk. Tel 0300 123 2106.

Northern Ireland

Enquiries and adverse incident reports in Northern Ireland should be addressed to:

Northern Ireland Adverse Incident Centre, CMO Group,
Department of Health
Tel: 028 9052 3868 Email: niaic@health-ni.gov.uk
<http://www.health-ni.gov.uk/niaic>

Reporting adverse incidents in Northern Ireland

Please report directly to NIAIC using the [forms on our website](#).

Scotland

Enquiries and adverse incident reports in Scotland should be addressed to:

Incident Reporting and Investigation Centre (IRIC)
Health Facilities Scotland, NHS National Services Scotland
Tel: 0131 275 7575 or E-mail: nss.irc@nhs.net

Reporting adverse incidents in Scotland

Please report directly to IRIC here: [how to report an adverse incident](#)

Wales

Enquiries and adverse incident reports in Wales should be addressed to:

NHS Wales Shared Services Partnership – Specialist Estates Services
4th Floor, Companies House, Crown Way, Cardiff CF14 3UB
Tel: 029 2090 4118 or E-mail: efa.ses@wales.nhs.uk

Appendix

Zebra Printers Associated with the Voluntary Power Supply Recall

If the model number of your printer contains any of the following, the power supply should be checked against the recall: AP, BR, CN, GC, GK, GX, GT, H, HC, J, LP, P, PS, R, SC, T, Thermal, TLP, WM, ZP, ZXP.

- APCE5-1, APCE5-1, APCE5-1, APCE5-1
- BR100i, BR110i, BR120i
- CN100i, CN110i, CN120i
- GC420d, GC420t
- GK420d, GK420t
- GK888-DT, 888-DT, GK888-TT, 888-TT
- GX420d, GX420t, GX42S
- GX430d, GX430t
- GT800, GT810, GT820, GT830
- HC100
- H 2824-Z, H 2844-Z
- J100i, J110i, J110m, J120i
- LP 2824, LP 2824-Z, LP 2824 Plus, LP 2824 Plus CVS
- LP 2844, LP 2844-AP, LP 2844 e, LP-2844 L, LP-2844 Le, LP-2844-P, LP 2844ps, LP 2844-Z
- LP 3842, LP 3842 SP, LP 3844-Z, LP384Z
- P100i, P110i, P110m, P120i
- PS4000
- R2844, R2844-Z, 2844-R
- R402
- T208M, T212M
- Thermal 2844, Thermal 2844 ATP, 2844 ATP, Thermal 2844 e, Thermal 2844 L, Thermal 2844 Le
- TLP 2824, TLP 2824-Z, TLP 2824 Plus, TLP 2844, TLP 2844-P, TLP 2844-Z
- TLP 3824, TLP 3842, TLP 3844-Z
- WM120i, SC120i
- ZP450, ZP450 ctp
- ZP455, ZP455 atp, ZP455 ctp
- ZP500, ZP500 EPL, ZP500 ZPL, ZP500 Plus, ZP500 Plus EPL, ZP500 Plus ZPL
- ZP505, ZP505 EPL
- ZP550
- ZXP Series 1, ZXP Series 3, ZXP Series 3C
(updated June 2018)

To validate that your printer is one of the affected printers, please check the manufacturing label – found either on the back or bottom of your printer. If the label lists Zebra Technologies as the manufacturer, please use the validation form on the recall website to fully validate whether your power supply is affected.

