



# End Of Sale Product Marketing Bulletin – PMB-SPG10385

Date: March 27, 2020

Business Segment:  EMC  DCS  Printers  Supplies  
 Solutions  Service

Contact: Scott Lane  
Telephone: 401-276-5608  
Email: slane@zebra.com

Urgency Level	Notice applies to regions:	Government:	Published for:
General Information	<input type="checkbox"/> North America <input type="checkbox"/> EMEA <input checked="" type="checkbox"/> Latin America <input checked="" type="checkbox"/> Asia Pacific	<input type="checkbox"/> Federal <input type="checkbox"/> North America State & Local	<input checked="" type="checkbox"/> Associates <input checked="" type="checkbox"/> Partners <input checked="" type="checkbox"/> Distributors

<b>Description:</b>	<b>QLn420: End of Sale (EOS) Announcement for LA and APAC</b>
<b>Reason for Change:</b>	<b>PMB-SPG10385: End of Sale of QLn420 and Transition to ZQ630</b>

## 1. Transition Overview

The QLn420 is being transitioned to the ZQ630. All ZQ6 models include a new radio, battery, color display, and sleep function with wake on Wifi or Bluetooth. The ZQ630 also includes an RFID option. The new products are backwards compatible with QLn customer applications, media, and accessories. The batteries are interchangeable. See DN-AIT10193 for details on the ZQ630 launch.

When determining a ZQ630 replacement SKU there are several important changes to keep in mind:

- The QLn family offered SKU options with no radio (i.e. cable only), that option has been discontinued and the suggested replacement is a Bluetooth only SKU. Note all ZQ6 SKUs include the same serial and USB connectivity as in the QLn, and the same cables can be used.
- The Ethernet (using a separately ordered cradle) and MFi features are standard on all ZQ6 models and are not explicitly called out in the description for brevity. They were originally optional on the QLn.
- Some QLn SKUs were discontinued for lack of demand. Replacement or otherwise new ZQ6 SKU options can be considered if warranted, typically for > 100 units. If this is the case please consult product management (see contact information at the top of the notice).

Because a large percentage of the QLn420 business is done via custom SKUs (ending in other than -00), we are making a special consideration for those customers. This includes any bundle part numbers (beginning with DS) that include such custom printer SKUs. They will have an additional 6 months of sales to allow sufficient time to port their customizations to the ZQ630. That said, we encourage those customers to begin the process as soon as possible by contacting the AIT Professional Services Group (CAG). In addition, it will be important to forecast (through the Zebra sales team) any QLn420 custom SKU demand beyond the channel (-00) SKU end of sale date as lead times may increase after that.

## 2. Product and Kit Transition Timeline and Mapping Table

Product Transition Timeline*	Date
First RMA Request Date for Channel Returns	May 1, 2020
Last RMA Request Date for Channel Returns	November 1, 2020
Last Channel Return Date	November 30, 2020
Last Book Date Channel SKUs (ending in -00)	September 30, 2020
Last Ship Date Channel SKUs (ending in -00)	December 31, 2020
Last Book Date Custom SKUs ( <i>not</i> ending in -00)	February 28, 2021
Last Ship Date Custom SKUs ( <i>not</i> ending in -00)	May 31, 2021
End of Engineering Support	Link-OS 5.2 (V68.20.15Z) is the last release for the QLn family.
End of Service Date	December 31, 2025
Availability of replacement printer (ZQ630)	February 17, 2019 [current]

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

### Product Mapping Table

Discontinued P/N	Description	Replacement P/N	Replacement Description
<b>QLn420 SKUs - APAC</b>			
QN4-ADNAAM00-00	DT Printer QLn420; CPCL, ZPL, XML, 802.11n, Mfi + Ethernet, DT/Linered Platen, .75" Core, Chinese 16x16 Traditional, Grouping A, Belt Clip	ZQ63-AAWAA00-00	DT PrinterZQ630 4"/104mm; English, Trad Chinese, Korean fonts, Dual 802.11AC / BT4.x, Linered platen, 0.75" core, Group A, Belt clip
QN4-AGCAJM00-00	DT Printer QLn420; CPCL, ZPL, XML, Bluetooth 3.0, Mfi + Ethernet, DT/Linered Platen, .75" Core, Japanese 24x24, Grouping J, Belt Clip	ZQ63-AJFAJ00-00	DT PrinterZQ630 4"/104mm; English, Japanese fonts, BT 4.x, Linered platen, 0.75" core, Group J, Belt clip
QN4-AGNAJM00-00	DT Printer QLn420; CPCL, ZPL, XML, 802.11n, Mfi + Ethernet, DT/Linered Platen, .75" Core, Japanese 24x24, Grouping J, Belt Clip	ZQ63-AJWAJ00-00	DT PrinterZQ630 4"/104mm; English, Japanese fonts, Dual 802.11AC / BT4.x, Linered pltn, 0.75" core, Group J, Belt clip
QN4-AHCABM00-00	DT Printer QLn420; CPCL, ZPL, XML, Bluetooth 3.0, Mfi + Ethernet, DT/Linered Platen, .75" Core, Chinese 16x16 Simplified, Grouping B, Belt Clip	ZQ63-ACFAC10-00	DT PrinterZQ630 4"/104mm; English, Simp Chinese fonts, BT 4.x, Linered platen, 0.75" core, Group C, Shldr strap, Belt clip
QN4-AHNABM00-00	DT Printer QLn420; CPCL, ZPL, XML, 802.11n, Mfi + Ethernet, DT/Linered Platen, .75" Core, Chinese 16x16 Simplified, Grouping B, Belt Clip	ZQ63-ACWAC10-00	DT PrinterZQ630 4"/104mm; English, Simp Chinese fonts, Dual 802.11AC / BT4.x, Linered platen, 0.75" core, Group C, Shoulder strap, Belt clip
QN4-AHNBBM00-00	DT Printer QLn420; CPCL, ZPL, XML, 802.11n, Mfi + Ethernet, DT/Linerless Platen, 1.375" Core, Chinese 16x16 Simplified, Grouping B, Belt Clip	ZQ63-ACWBC10-00	DT PrinterZQ630 4"/104mm; English, Simp Chinese fonts, Dual 802.11AC / BT4.x, Linerless platen, 1.375" core, Group C, Shoulder strap, Belt clip
QN4-AINBBM00-00	DT Printer QLn420; CPCL, ZPL, XML, 802.11n, Mfi + Ethernet, DT/Linerless Platen, 1.375" Core, Chinese 24x24 Simplified, Grouping B, Belt Clip	ZQ63-ACWBC10-00	DT PrinterZQ630 4"/104mm; English, Simp Chinese fonts, Dual 802.11AC / BT4.x, Linerless platen, 1.375" core, Group C, Shoulder strap, Belt clip
QN4-AJCAAM00-00	DT Printer QLn420; CPCL, ZPL, XML, Bluetooth 3.0, Mfi + Ethernet, DT/Linered Platen, .75" Core, Korean Mincho, Grouping A, Belt Clip	ZQ63-AAFAA00-00	DT PrinterZQ630 4"/104mm; English, Trad Chinese, Korean fonts, BT 4.x, Linered platen, 0.75" core, Group A, Belt clip

### Product Mapping Table

Discontinued P/N	Description	Replacement P/N	Replacement Description
<b>QLn420 SKUs – APAC Cont'd</b>			
QN4-AJNAAM00-00	DT Printer QLn420; CPCL, ZPL, XML, 802.11n, Mfi + Ethernet, DT/Linered Platen, .75" Core, Korean Mincho, Grouping A, Belt Clip	ZQ63-AAWAA00-00	DT PrinterZQ630 4"/104mm; English, Trad Chinese, Korean fonts, Dual 802.11AC / BT4.x, Linerid platen, 0.75" core, Group A, Belt clip
QN4-AKNAAM00-00	DT Printer QLn420; CPCL, ZPL, XML, 802.11n, Mfi + Ethernet, DT/Linered Platen, .75" Core, Korean Myeong, Grouping A, Belt Clip	ZQ63-AAWAA00-00	DT PrinterZQ630 4"/104mm; English, Trad Chinese, Korean fonts, Dual 802.11AC / BT4.x, Linerid platen, 0.75" core, Group A, Belt clip
QN4-AUCAAM00-00	DT Printer QLn420; CPCL, ZPL, XML, Bluetooth 3.0, Mfi + Ethernet, DT/Linered Platen, .75" Core, English, Grouping A, Belt Clip	ZQ63-AAFAA00-00	DT PrinterZQ630 4"/104mm; English, Trad Chinese, Korean fonts, BT 4.x, Linerid platen, 0.75" core, Group A, Belt clip
QN4-AUCABM00-00	DT Printer QLn420; CPCL, ZPL, XML, Bluetooth 3.0, Mfi + Ethernet, DT/Linered Platen, .75" Core, English, Grouping B, Belt Clip	ZQ63-ABFAB00-00	DT PrinterZQ630 4"/104mm; English, Trad Chinese, Thai, Vietnamese fonts, BT 4.x, Linerid platen, 0.75" core, Group B, Belt clip
QN4-AUNAAM00-00	DT Printer QLn420; CPCL, ZPL, XML, 802.11n, Mfi + Ethernet, DT/Linered Platen, .75" Core, English, Grouping A, Belt Clip	ZQ63-AAWAA00-00	DT PrinterZQ630 4"/104mm; English, Trad Chinese, Korean fonts, Dual 802.11AC / BT4.x, Linerid platen, 0.75" core, Group A, Belt clip
QN4-AUNABM00-00	DT Printer QLn420; CPCL, ZPL, XML, 802.11n, Mfi + Ethernet, DT/Linered Platen, .75" Core, English, Grouping B, Belt Clip	ZQ63-ABWAB00-00	DT PrinterZQ630 4"/104mm; English, Trad Chinese, Thai, Vietnamese fonts, Dual 802.11AC / BT4.x, Linerid platen, 0.75" core, Group B, Belt clip
QN4-xxxxxxx-ZZ (ZZ is not 00)	Please consult AIT Professional Services Team (CAG) regarding replacements for custom SKUs.		

Product Mapping Table			
Discontinued P/N	Description	Replacement P/N	Replacement Description
<b>QLn420 SKUs - LA</b>			
QN4-AUCALM00-00	DT Printer QLn420; CPCL, ZPL, XML, Bluetooth 3.0, Mfi + Ethernet, DT/Linered Platen, .75" Core, English, Grouping L, Belt Clip	ZQ63-AUFAL00-00	DT Printer ZQ630 4"/104mm; English/Latin fonts, BT 4.x, Liner platen, 0.75" core, Group L, Belt clip
QN4-AUNALM00-00	DT Printer QLn420; CPCL, ZPL, XML, 802.11n, Mfi + Ethernet, DT/Linered Platen, .75" Core, English, Grouping L, Belt Clip	ZQ63-AUWAL00-00	DT Printer ZQ630 4"/104mm; English/Latin fonts, Dual 802.11AC / BT4.x, Liner platen, 0.75" core, Group L, Belt clip
QN4-xxxxxxx-ZZ (ZZ is not 00)	Please consult AIT Professional Services Team (CAG) regarding replacements for custom SKUs.		

### 3. Accessories and Peripherals: Transition Timeline and Mapping Table

There are no QLn accessories going end of sale as part of this announcement. However, there have been recent changes to the accessories used with both the QLn and ZQ6 families. See DN-AIT10020 or PMB-AIT10020 regarding the end of sale of the quad battery charger and SC2 single charger and their recommended replacements.

#### 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 by Zebra for a period of 5 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

### 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>

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