



End Of Sale Product Marketing Bulletin – PMB-SPG10461

Date: July 19, 2020

Business Segment: EMC DCS Printers Supplies
 Solutions Service

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Urgency Level	Notice applies to regions:	Government:	Published for:
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Description:	RW420 Spare Battery Kit: End of Sale (EOS) Announcement
Reason for Change:	PMB-SPG10461: End of Sale of the RW420 Spare Battery Kit

1. Transition Overview

The spare battery kit used with the RW420 mobile printer has been discontinued by the vendor. We would normally continue selling this battery until the printer goes end of service, which will happen in December 2020. However, given the circumstances with the vendor we are forced to end of sale this kit prematurely. Note: We will continue to sell any remaining inventory until exhausted (supplies are limited).

The successor to the RW420 printer is the ZQ521. The batteries are **not** interchangeable between the printer families. Please consider upgrading your printer to the ZQ521, or one of the alternate choices listed below:

RW420 (4" model) > ZQ521 (4" model) or ZQ630 (4" model).

Note that all currently shipping mobile printer batteries and accessories are described in the mobile printer accessory guide available on www.zebra.com

2. Product and Kit Transition Timeline and Mapping Table

Product Transition Timeline*	Date
Last Book Date	October 30, 2020 (supplies are limited). Zebra will continue to book orders through
Last Ship Date	December 31, 2020
End of Service Date	N/A
Availability of [replacement product(s)]	N/A

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

Discontinued P/N	Description	Direct Replacement P/N	Suggested Product Family Replacement	Comments
AK17463-005	RW420 Spare Battery Kit	None	ZQ500	N/A

3. Accessories and Peripherals: Transition Timeline and Mapping Table

Not applicable.

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, 4, or 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:

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 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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