

Technical information for identification and replacement of Zebra power supply for thermo printers GK420T and GX430T in Dürkopp Adler sewing machine class 550-867

Zebra Technologies Corporation Recalls Power Supply Units for Thermal Printers Due to Potentially Overheating or Fire Hazard:

Relevant for Dürkopp Adler Industrial Sewing Machines Class 550-867

Dear Madam or Sir,
Dear Customer,

we have been informed that certain power supply units for thermal printers are voluntarily recalled by the company Zebra Technologies Corporation, USA ("Zebra").

The power supply units have been used in certain **Zebra printers** which are assembled to our **Dürkopp Adler Industrial Sewing Machines class 550-867** or used as **spare parts** or for **special applications**. The power supply units have been identified as potentially containing an improperly mixed phosphorus compound. This deficiency, when combined with moisture and humidity over time, can potentially lead to overheating or a fire hazard. Zebra informs that the issue is limited to a discreet batch of power supply units and is not associated with the actual Zebra manufactured printer or AC power cord.

Zebra is offering a free replacement service and provides detailed information about the issue and procedure under the following link:

<https://www.zebra.com/power-supply-recall>

We kindly ask all customers of our **Industrial Sewing Machines class 550-867** or of **Zebra thermal printers** to check if the power supply unit of their Zebra printer is part of the voluntary recall and, if so, contact Zebra directly for replacement.

Attached, you will find a detailed instruction how to identify the recalled Zebra power supply units and replace them in your Dürkopp Adler Industrial Sewing Machine.

If you are not the end-user of our Industrial Sewing Machines class 550-867 or the Zebra thermal printer, kindly immediately inform your customers and end-users of the Industrial Sewing Machine class 550-867 and /or the thermal printers accordingly.

Kindly do not hesitate to contact us if you have got any questions or need our support.

We regret any inconveniences caused by this.

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Zebra Technologies Corporation ruft Netzgeräte für bestimmte Thermodrucker wegen möglicher Überhitzung oder Feuergefährlichkeit zurück:

Das Problem betrifft Dürkopp Adler Nähmaschinen der Klasse 550-867

Sehr geehrte Damen und Herren,
sehr geehrte Kunden,

wir haben Kenntnis von einem freiwilligen Rückruf der Firma Zebra Technologies Corporation, USA („Zebra“) betreffend bestimmte Netzgeräte für Thermodrucker erhalten.

Die Netzgeräte wurden in den **Zebra Druckern**, die in **Dürkopp Adler Industrienähmaschinen der Klasse 550-867** verbaut wurden, oder als **Ersatzteil** oder für **Sonderanfertigungen** verwendet.

Die Netzgeräte können eine nicht ausreichend vermischte phosphorhaltige Komponente enthalten, die in Kombination mit Nässe und Feuchtigkeit über die Zeit potentiell zur Überhitzung und zu Feuergefahr führen kann. Zebra hat mitgeteilt, dass das Problem auf die betreffenden Netzgeräte eines Zulieferers beschränkt ist, und sich nicht auf die von Zebra selber hergestellten Drucker oder auf das Stromversorgungskabel beziehen.

Zebra bietet einen kostenfreien Austauschservice an und hat dazu umfangreiche Informationen unter dem folgenden Link im Internet bereitgestellt:

<https://www.zebra.com/power-supply-recall>

Wir bitten alle Kunden unserer Industrienähmaschinen der **Dürkopp Adler Klasse 550-867** und/oder eines **Zebra Thermodruckers** zu überprüfen, ob das Netzteil des Zebra Druckers von dieser freiwilligen Rückrufaktion betroffen ist, und wenn ja, die Firma Zebra direkt für Ersatz zu kontaktieren.

Angehängt finden Sie weitere Information zur Identifikation und zum Austausch der Zebra-Netzgeräte in Dürkopp Adler Maschinen.

Wenn Sie nicht der Endnutzer einer Dürkopp Adler Industrienähmaschine Klasse 550-867 oder der Zebra Thermodrucker sind, informieren Sie bitte Ihre Endkunden und Endnutzer dieser Maschinen und/oder Drucker entsprechend.

Bitte zögern Sie nicht, uns bei weiteren Fragen oder wenn Sie unsere Unterstützung benötigen, direkt anzusprechen.

Wir bitten, die Unannehmlichkeiten aufgrund dieser Aktion zu entschuldigen.

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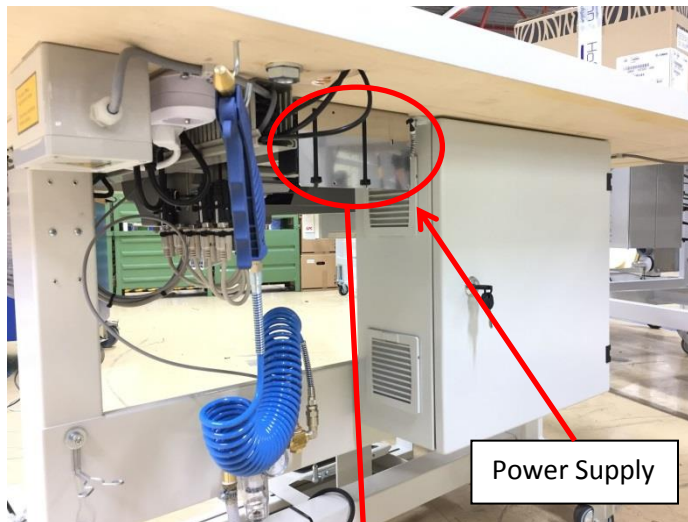
Checking Zebra Printer Power Supply

Zebra has a problem with the Power Supply for Zebra Printer GK420T and GX430T and has started a voluntary recall of the power supply.

To check if the installed printer is concerned please follow the next steps.

1. Step The serial number (date code) of the power supply is located on the backside of the power supply.

2. Step Look from behind the machine.



3. Step Move the power supply to the left side.



4. Step The serial number (date code) can be found on the backside.

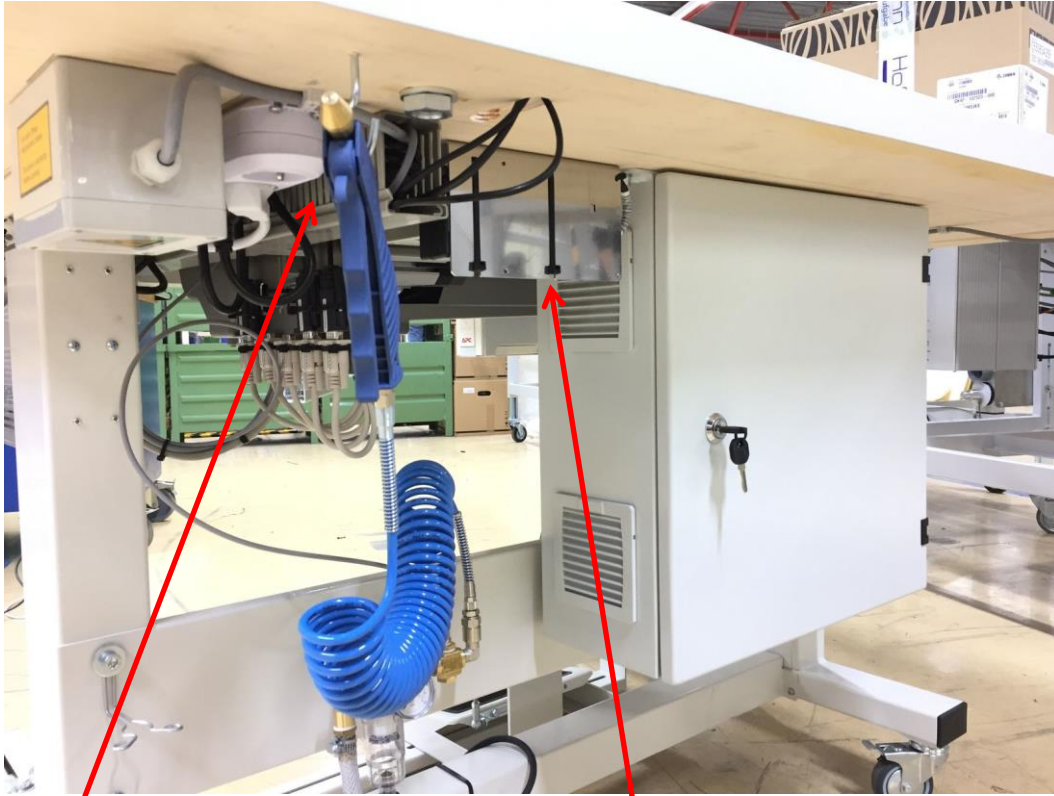
5. Step To check if the power supply is concerned, follow the link below:

<https://www.zebra.com/power-supply-recall>

If the power supply is concerned, please follow the Replacement Instructions

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Replacement of power supply for Zebra Printer



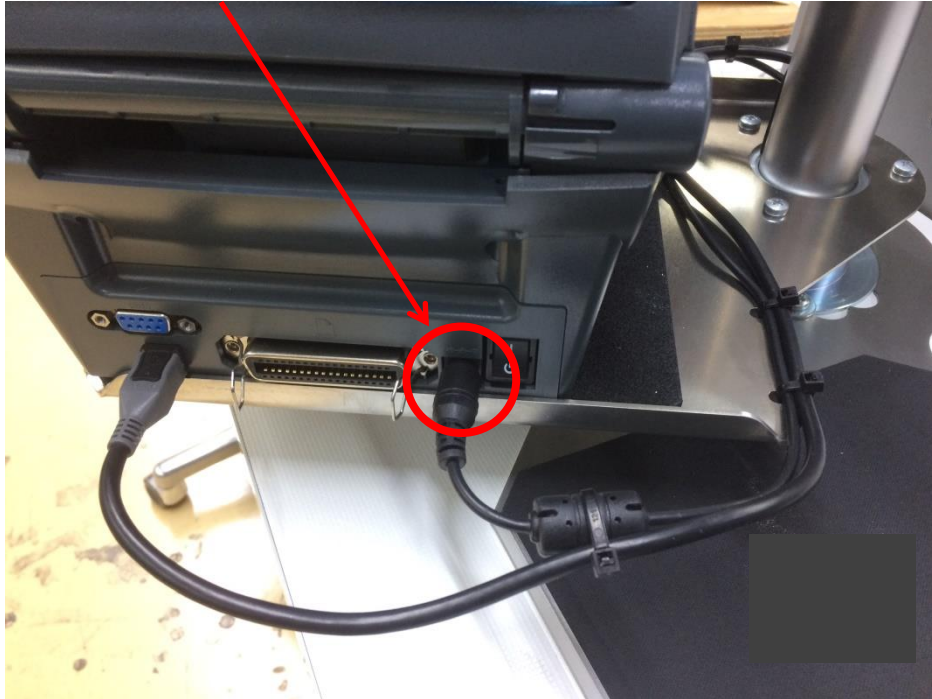
Cable Channel

Power Supply

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1. Step Switch off the power from the sewing machine

2. Step Unplug the power plug from the printer.

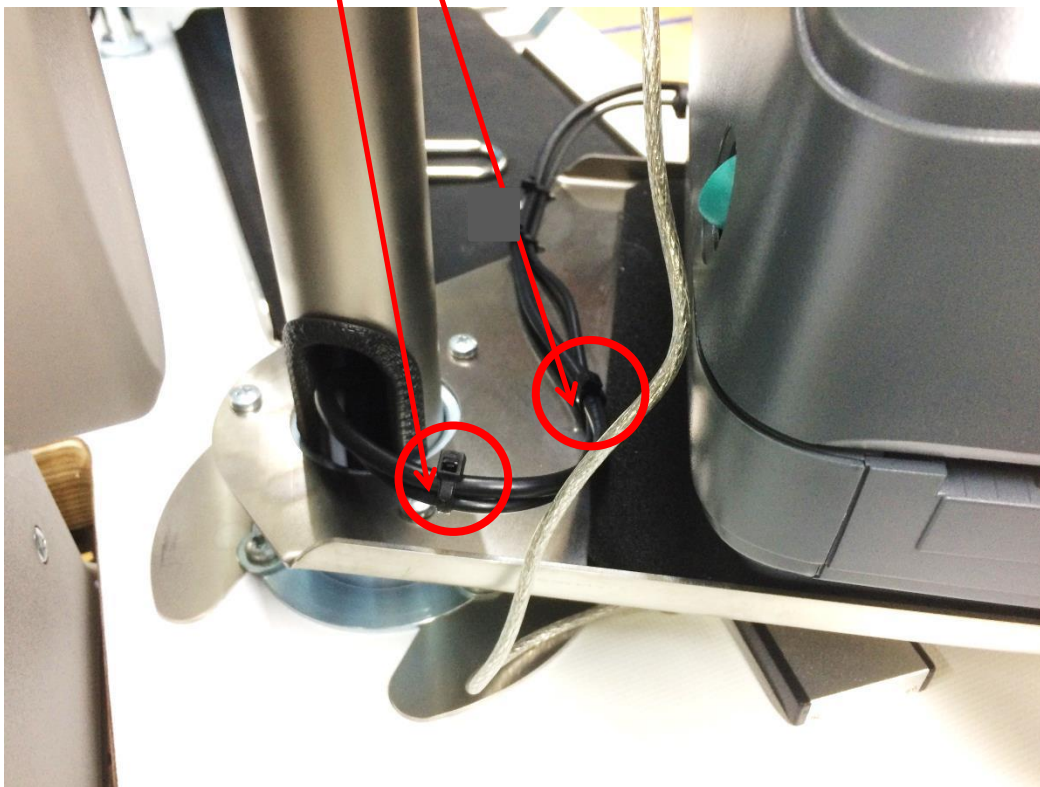
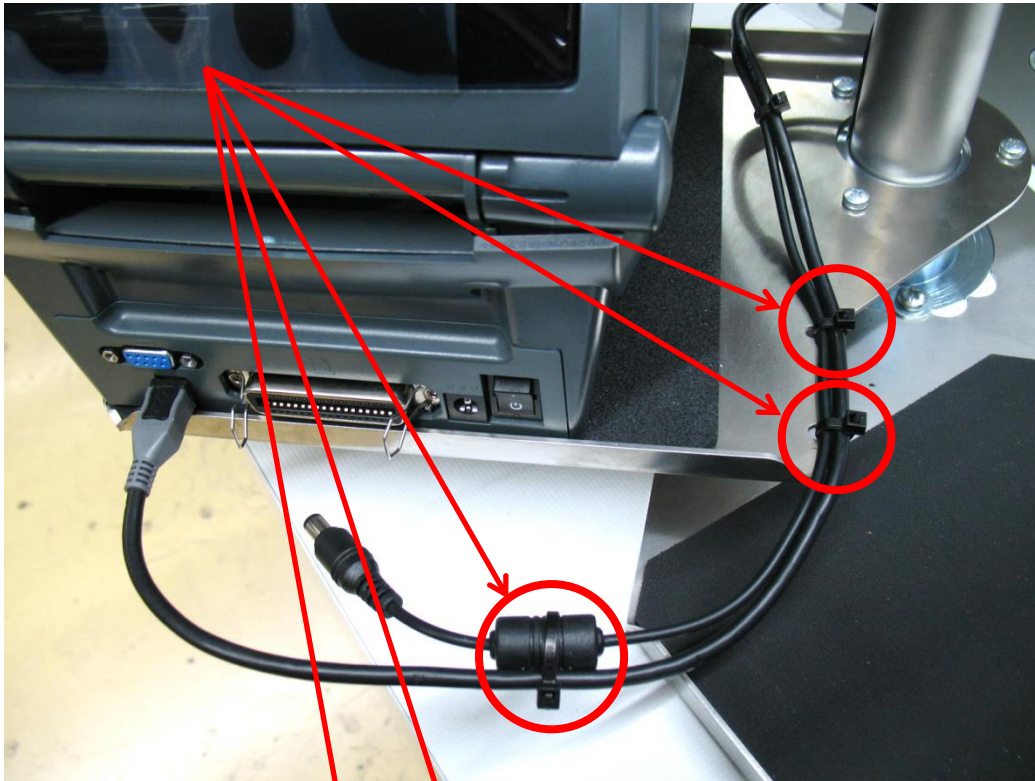


3. Step Unplug the power plug from the power supply



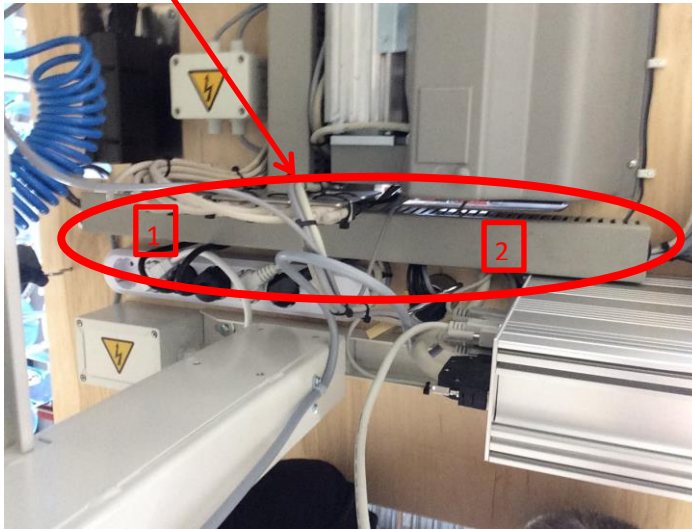
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4. Step Cut the 5 tie-wrap shown in the pictures

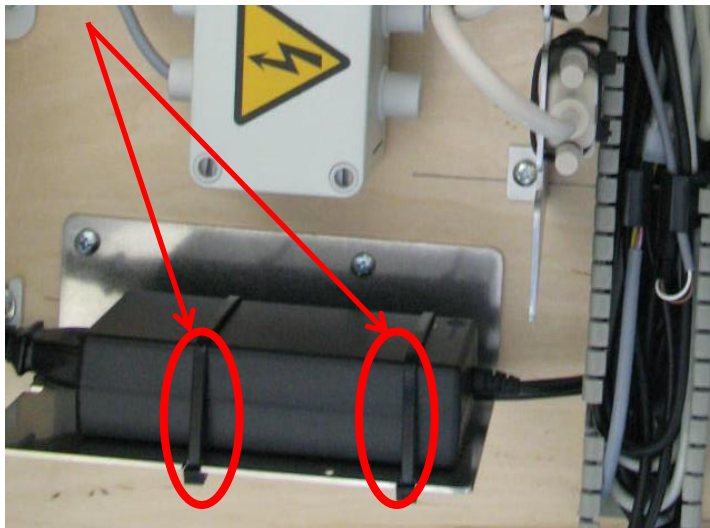


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5. Step Open the 2 covers from the cable channel (see pictures)

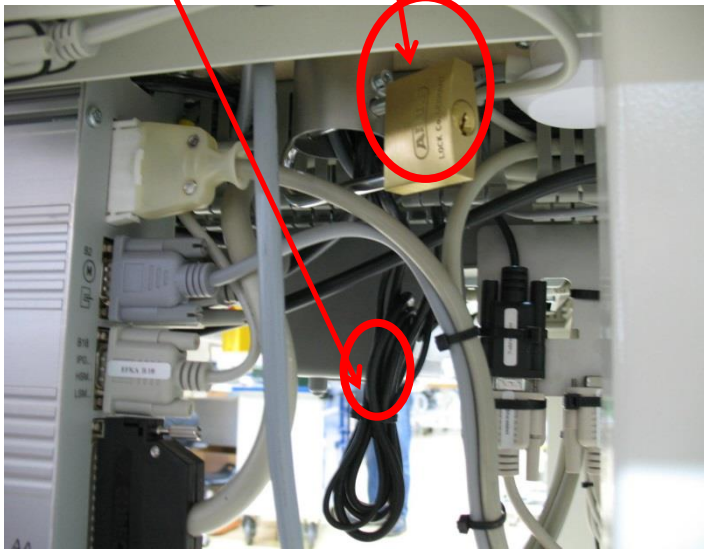


6. Step Cut the tie-wraps from the power supply.



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7. Step Cut the tie-wraps. Open that padlock and remove it.



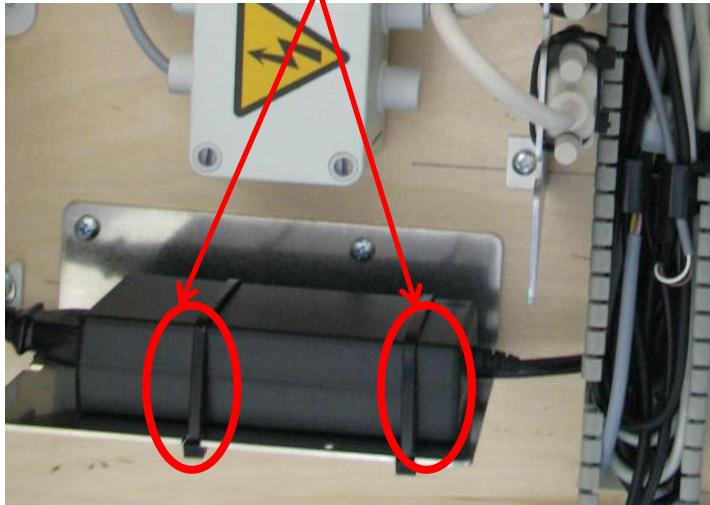
8. Step Pull the power cable from the printer to the bottom side of the table and out of the cable channel.



9. Step Replace the old power supply with the new one.

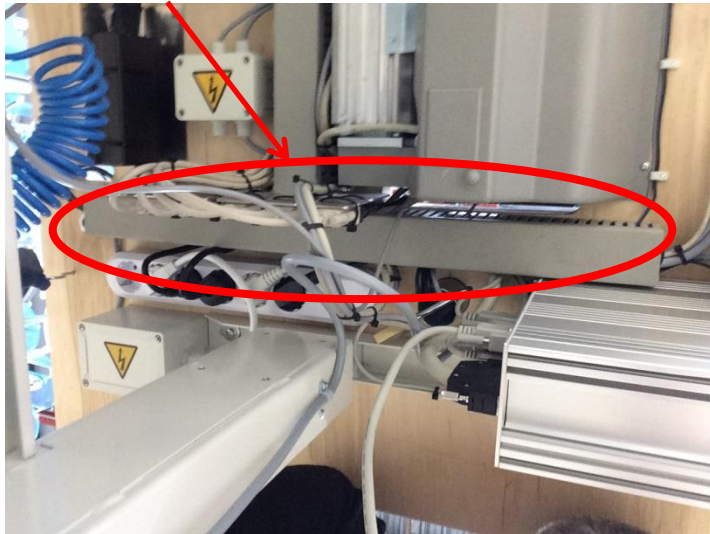
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10. Step Fix the power supply with tie-wraps.



11. Step Replace the cable in the cable channel and pull the cable to the top of the table like the old one. In the next step apply the padlock again (compare picture of step 8).

12. Step Close 2 covers from cable channel.



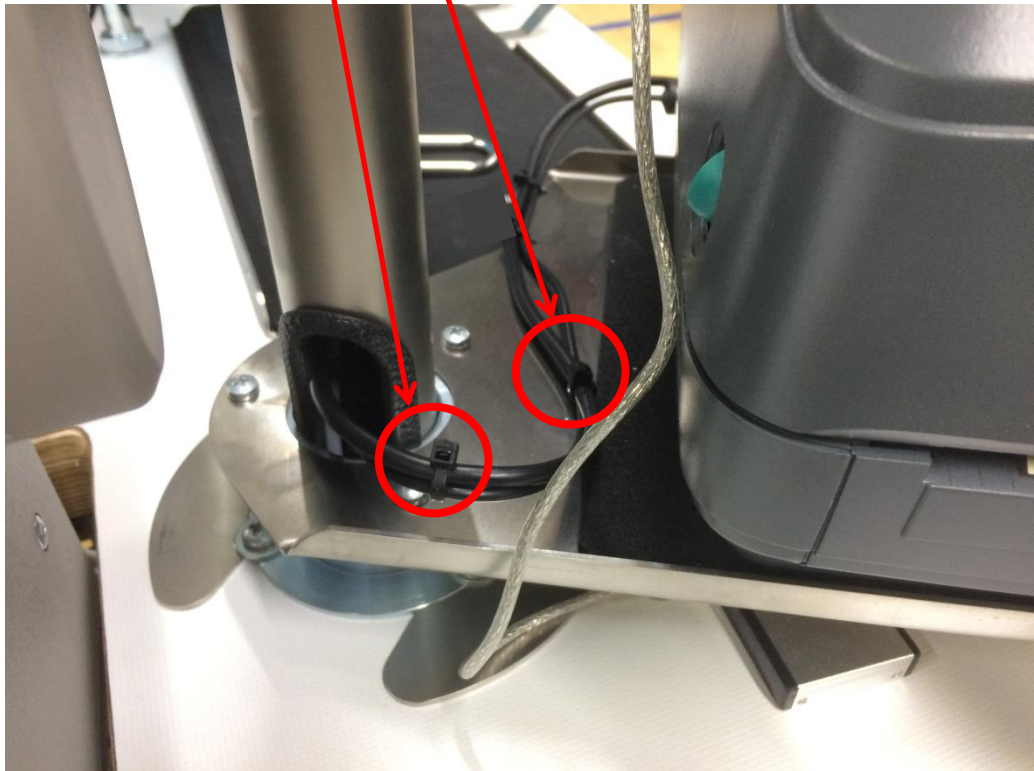
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13. Step Plug in power plug into the printer and the power supply.



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14. Step Fix cables with 5 tie-wraps shown in the pictures



15. Step Sewing machine is ready for work.

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In case of any further questions please contact:

Helpdesk / Technischer Service

Telefon: +49 1805 383 756 *
(mo.–fr. 08:00–16:30 Uhr MEZ)
service@duerkopp-adler.com

* (0,14 Euro / Min. aus dem deutschen Festnetz,
max. 0,42 Euro / Min. aus dem deutschen Mobilfunknetz)