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RMA#:

Company Name:

The information below is information Zebra needs in order to perform a failure analysis on your printhead. **Please attach a configuration label and a sample printed label from your printer to this form. Doing so will eliminate the need to respond to items #8-20**

1. Printing Environment (warehouse, office, clean room, etc.).	
2. Printhead Toggle Setting (# threads below thumb screw or position # on Z-model printers)	
3. Print Head Voltage adjustment for this Head replacent	
4. Printhead Toggle Position (distance from frame)	
5. Quantity of labels printed before printhead failure occurs.	
6. Quantity of labels printed per printer per day or per week	
7. How is the image to be printed sent to the printer? (Via network, PC direct, wireless?)	
8. Serial Number (s)	
9. Firmware version	
10. Printer model	
11. Print speed	
12. Darkness setting	
13. Print mode (Thermal Transfer or Direct Thermal)	
14. Image format (Is there a border/box printed around the label, graphics, text, etc.)	
15. Label dimensions (W x L)	
16. Label Type / identification	
17. Ribbon Width	
18. Ribbon Type / identification	
19. Number of printers experiencing failures	
20. Printing scheme (one at a time, ten at a time, batch, etc)	
21. How does the failure show itself on the label?	

If possible, please also send in samples of your raw label stock and the ribbon being used (if any). Your cooperation is greatly appreciated and will allow Zebra to complete its analysis more quickly and efficiently.