



# End Of Sale Product Marketing Bulletin – PMB-AIT10235

Date: 11/26/2019

Business Segment:  EMC  DCS  Printers  Supplies  
 Solutions  Service

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Urgency Level	Notice applies to regions:	Government:	Published for:
General Information	<input checked="" type="checkbox"/> North America <input checked="" type="checkbox"/> EMEA <input type="checkbox"/> Latin America <input 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>Kiosk KR403 and KR203 standard channel printers: End of Sale (EOS) Announcement in NA and EMEA regions.</b>
<b>Reason for Change:</b>	<b>PMB-AIT10235: End of Sale of Kiosk KR403 and KR203 standard channel printers in NA and EMEA regions as final phase-out of Kiosk printers.</b>

## 1. Transition Overview

**Advance notice of Final phase-out of Kiosk printers.**

End of Sale announcement of Kiosk KR403 and KR203 standard channel printers in NA and EMEA regions.

**Please note: This EOS announcement does not apply to custom KR403 and KR203 printers in NA and EMEA regions.**

**Existing custom KR403 and KR203 printers will be available until the end of 2021.**

**Effective immediately Zebra will no longer accept any new customization requests for Kiosk printers.**

## 2. Product Transition Timeline and Mapping Table

Product Transition Timeline*	Date
Last Channel Return Date	November 1, 2020
Last Book Date	December 31, 2020
Last Ship Date	March 31, 2021
End of Service Date	December 31, 2026

**\* 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	Direct Replacement P/N	Suggested Product Family Replacement	Comments
P1009545	KR403 receipt printer with Serial and USB	None	None	Final phase-out of Kiosk printers
P1009545-2	KR403 receipt printer with Serial and USB, expanded memory	None	None	Final phase-out of Kiosk printers
P1009545-3	KR403 receipt printer with Ethernet and USB	None	None	Final phase-out of Kiosk printers
P1009545-4	KR403 receipt printer with Ethernet and USB, expanded memory	None	None	Final phase-out of Kiosk printers
P1022147	KR203 receipt printer with USB	None	None	Final phase-out of Kiosk printers

**Please note: Existing custom KR403 and KR203 printers will be available until the end of 2021.**

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

All Kiosk accessories and peripherals will be available until December 31, 2026.

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

#### 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

### **Q: Why is Zebra phasing out Kiosk Printers?**

A: When Zebra entered the Kiosk Printer business in 2006, we saw good growth potential with this market. In recent years the kiosk printer potential has declined and in addition, Zebra’s longer-term strategy is focused on future high growth markets such as our Intelligent Enterprise Solutions including IoT, mobility and cloud computing.

**Q: Will Zebra's Interactive Kiosks be affected?**

A: No, the current range of MK Micro Kiosk and CC Concierge products are not affected.

**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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