



Platen Protection Program

Frequently Asked Questions



How do I enroll my customer?

Download and fill out the [Enrollment Form](#) and then email the complete form to SuppliesPrograms@zebra.com.

How do I submit my Platen Roller Request form?

Simply fill out the [Request Form](#) and email it to: SuppliesPrograms@zebra.com.

What do I need to create a request?

We will ask you for: The printer model(s) the customer is using
Which ZeroLiner part number(s) they will use. The estimated number of rolls they will use over 12 months. The Platen Roller part number(s) they will need. If you have any questions, please contact your Zebra representative.

Is this program a one-time sign up?

NO, this program requires re-enrollment once per year. The partner and its end user need to refresh their enrollment in the program annually to be eligible for Zebra's platen protection benefits.

Is there an expected turnaround time for processing platen requests?

Your enrollment request, and any follow up platen roller replacements, will be processed within 48-72 hrs. For anything that is within the expected quantity threshold, you can expect your product to be shipped within 5 business days from receipt of the platen roller request. For anything that exceeds the expected quantity, lead time will differ on a case-by-case basis.

What are the benefits for the partner?

ZeroLiner Platen Protection helps overcome barriers to adopting a linerless solution. It can also give you a competitive edge and position you as a total solutions provider. Use the program as another way to lock in recurring supplies revenue and build a long-term relationship with your customer.

Is it free to enroll in this program?

Yes, customers can enroll in this program free of charge. However, it is important to note that as a part of the program's eligibility requirements, customers are required to utilize genuine Zebra ZeroLiner media exclusively in all printers covered under this Agreement.

Where do I go for more information?

You can find more information, including the terms and conditions, calculator, and enrollment link, in [Partner Gateway](#).

For any further help, please contact your Zebra representative or email SuppliesPrograms@zebra.com

