

1. WHY IS ZEBRA OFFERING A LARGE-FORMAT CARD PRINTER?

Large-format Card printers are a great complementary market and product extension to Zebra's existing card printer product line. Hospitality and healthcare markets need ID cards that are easy to read at a distance. The ZC10L prints cards that are approximately 3.5 x 5.5" (88 mm x 140 mm), creating large passes/badges that are easier to see and read. Larger format badges increase security by giving event staff the ability to easily identify guests and determine access permission from afar.

2. DOES THE ZC10L PRINT EDGE-TO-EDGE?

Yes. Zebra's ZC10L is the only large-format, direct-to-card printer that can print full, edge-to-edge color cards in one printing process. Unlike other direct-to-card printers, the ZC10L prints over the trailing edge of the card and excess material is then discarded.

3. WHAT MARKETS DOES THE ZC10L SUPPORT?

As a large-format card printer, the ZC10L is ideal for Hospitality use. As we further develop capabilities and supply options, we see the ZC10L serving the Healthcare and other markets in the future.

4. FOR WHAT APPLICATIONS AND USE CASES IS THE ZC10L IDEALLY SUITED?

The ZC10L is ideally suited for following applications or use cases:

- Sporting Events (Fan, Press, Special-access passes)
- Concerts (Guest, Back-stage or VIP passes; Press passes; Security credentials, etc.)
- Conferences (Staff and Guest passes or IDs)
- Festivals (Guest and VIP access passes/badges)

5. CAN THE ZC10L PRINTER PRINT ON BOTH SIDES OF THE CARD?

While the ZC10L cannot flip cards to print on both sides, users have the ability to batch print on the backside of cards (in monochrome only) and then flip the stack over to personalize the front side. Zebra offers monochrome black ribbon to enable users to print guest instructions or legal information on the backside of cards, which can be customized and printed prior to an event.

The ZC10L enables customers to reduce waste—both in pre-printed cards and unusable leftover cards—and eliminate inventorying cards and running out of specific pre-printed card design stock.

6. WHAT ARE THE STANDARD FEATURES OF THE ZC10L PRINTER?

- USB connectivity
- 400 card capacity feeder
- 100 card output hopper
- Multi-status LED operator display
- 300 dpi print resolution
- 64 MB memory (standard)
- Printer warranty 2 year or 20,000 cards printed (whichever comes first)
- Zebra CardStudio™ Classic Edition, card design and issuance software
- Microsoft® Windows® Printer drivers

7. WHAT OPTIONS WILL BE AVAILABLE ON THE PRINTER?

- Zebra OneCare™ Service program
- 10/1000 Ethernet connectivity external print server

8. WHAT SERVICE AND SUPPORT IS AVAILABLE FOR THE ZC10L?

The ZC10L is intended for a specific market and will be available through select, approved Zebra Card Partners. Approved partners selling the ZC10L will be equipped to offer service and support for the product. Additionally, Zebra OneCare Service will also be available for the ZC10L.

Zebra OneCare Service – Customers can increase printer uptime, and reduce lost productivity and unbudgeted repair costs, by selecting a Zebra OneCare service agreement. A cost-effective means of planning and budgeting annual maintenance expenditures, these agreements ensure that trained Zebra technicians will bring printers back to factory specifications. Zebra offers a variety of plans to fit customers' budgets and business needs. For additional information on available services, please visit Zebra's website: <https://www.zebra.com/zebraonecare>

9. WHAT ARE THE SKUS?

Product	SKU
Printer	ZC10L-00Q00US00
Media kit (400 PVC Cards and YMCO Ribbon, 400 images)	105999-10L
Media kit (400 PVC Cards with 1 Slot and YMCO Ribbon, 400 images)	105999-10L1
Media kit (400 PVC Cards with 2 Slots and YMCO Ribbon, 400 images)	105999-10L2
Black Monochrome Ribbon (Black Ribbon, 2000 images)	800010-101

10. WHAT SUPPLIES ARE AVAILABLE FOR THE ZC10L?

Media kit containing 400 cards and one corresponding YMCO ribbon that will print 400 single-sided cards

Black monochrome ribbon that will print up to 2,000 single-sided cards

Please note: Cards and color ribbon will not be sold separately.

11. WHO IS QUALIFIED TO SELL THE ZC10L PRINTER?

As a specialty printer, the ZC10L is available through approved Zebra Partners who have been trained to sell and service the printer. Due to the specialized nature of the solution, the access to sell this product is limited. Please contact Zebra at ZC10_NA@zebra.com (in North America) or ZC10L_EMEA@zebra.com (EMEA) if you wish to gain access to this product.

12. IS THE ZC10L COST COMPETITIVE?

Yes, the ZC10L is priced comparatively to key competitive printers. Competitive printers use a myriad of technologies, and price varies accordingly.

13. WHAT OPERATING SYSTEMS DOES THE ZC10L SUPPORT?

The ZC10L supports the following operating systems:

- Windows 7, Windows 8.1 and Windows 10

Note: Drivers will NOT be Microsoft® Windows® certified.

14. WHAT WARRANTY IS AVAILABLE WITH THE ZC10L?

Zebra offers a two-year or 20,000 card warranty (whichever comes first). For specific warranty information, please visit: <https://www.zebra.com/us/en/support-downloads/warranty/product-warranty.html>

15. WHERE CAN CUSTOMERS ACCESS THE ZC10L SOFTWARE?

The following versions of Firmware and Drivers will be available for the ZC10L:

Product	Version	Availability
Firmware	1.0	Pre-installed on the printer
Driver	1.0	Accessible from Zebra.com product support page

16. WHICH VERSION OF CARDSTUDIO SUPPORTS ZC10L?

Zebra will offer its CardStudio Classic Edition, version 1.3, card printer software with the ZC10L. Using this simple-to-learn yet feature-rich software, customers can create visually compelling designs incorporating rich graphics, images, text and barcodes.

17. WILL THERE BE AN ASSOCIATED SDK?

Initially, we will not have an SDK for the ZC10L. We expect one to be available in the future. At initial release all printing must use the provided Windows Printer driver.

18. HOW IS THE ZC10L POSITIONED WITHIN ZEBRA'S CARD PRODUCT LINE?

The ZC10L is Zebra's only and "premium" large-format card printer. It is best in class and delivers exceptional quality and features.

19. WHAT DOES THE ZC10L LOOK LIKE? WILL IT MATCH ZEBRA'S CURRENT CARD PRODUCT FAMILY?

While the ZC10L will not match the Zebra card product line look and feel, it will feature a robust, metal construction and Zebra's new logo and branding.

20. CAN THE ZC10L SUPPORT THICKER CARDS?

The ZC10L is uniquely designed to handle 17 mil PVC cards, which allow us to reduce approximately 40% of plastic compared to traditional 30 mil cards, and make the cards lighter to wear while still offering a durable badge solution.

21. DOES ZEBRA OFFER PANTONE COLOR MATCHING SERVICE FOR PRINTING WITH THE ZC10L?

For customer looking to precisely match the Pantone colors of their logos and brand elements, Zebra offers a pre-printing option for the large format cards.

22. CAN THE ZC10L PRINT ON CARDS THAT HAVE PRE-PUNCHED HOLES FOR LANYARDS?

Yes, Zebra offers several configurations of large format media kits with pre-punched holes as well as custom solutions. The ZC10L can only print on one side of the card when pre-punched holes are present.

23. WHAT CARDS ARE COMPATIBLE WITH THE ZC10L PRINTER?

The ZC10L operates with uniquely designed cards made of PVC. Available directly from Zebra as part of a supplies kit, cards are sold in units of 400 so ribbon and cards are exhausted at the same time. No other cards or media are supported.

RFID cards will not be available at launch, but will be available sometime soon. However, we will provide pre-printing options, including all the security elements that are available on standard CR80 cards (such as foil holograms, guilloche lines, Uv ink, etc.)

24. WHAT RIBBON IS COMPATIBLE WITH THE ZC10L?

Like the cards, Zebra is offering a uniquely designed, four-panel YMCO ribbon to support full-card printing. For customers looking to print in black, Zebra also offers a black monochrome ribbon. The ribbon uses RFID technology to authenticate with the printer, automatically establishing settings to ensure optimal print quality.

The YMCO ribbon features a 400 image-count capacity. The black monochrome features a 2,000 image-count capacity.

25. WILL THE PRINTER HAVE WI-FI® CAPABILITIES?

No, the ZC10L does not offer wireless capabilities.

26. WILL THE ZC10L HAVE SMART-CARD ENCODING CAPABILITIES?

At the time of launch, Zebra will not offer a smart-card encoding option for the ZC10L. Zebra will examine market demand for this option and consider it as a future addition.

For customers looking for technology cards that are compatible with the ZC10L, please direct them to contact Zebra.

27. WHAT COMES IN THE BOX?

- ZC10L Printer
- Output Tray
- Cleaning Roller
- Quick Start Guide including Regulatory Safety Guide
- Firmware (preinstalled on the printer)
- US, EU and UK Power Cords
- USB Cable



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