



**ZEBRA**

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Dear Technical Support Team,

We are writing to bring to your attention a growing concern regarding the new recyclable wristband cartridges (PMB-11574) used with our ZD510-HC printers. We have recently observed an increase in quality-related issues specifically affecting two SKUs:

- **Z-Band Direct (SKU: 10006995K)**
- **Z-Band UltraSoft (SKU: 10015355K)**

**Nature of the Issue:**

The primary problem reported is that the ZD510 printers are not recognizing these new wristband cartridges upon installation. As a result, the printers are unable to print, causing workflow disruptions.

**Scope:**

This issue has been noted across multiple sites in the UK and only with the new recyclable versions of the above-mentioned SKUs, indicating a pattern that may be related to the new cartridge firmware compatibility.

**Primary Resolution:**

Through our investigation, we have determined that the most effective and immediate solution is to ensure that the ZD510 printer firmware is updated to the latest version (FW v83.20.33Z). Applying this firmware update has consistently resolved the cartridge recognition issues across all reported cases. The update is easily accessible for download on the Zebra website.

We appreciate your prompt attention to this matter as it is impacting our ability to deliver efficient patient identification and care. Please let us know if further information or sample cartridges are needed for your analysis.

Thank you for your support.

Best regards,

Zamiruddin Dor  
Senior Product Manager

A handwritten signature in purple ink, appearing to read 'Zamiruddin Dor'.