



Zebra® ZC10L™ Large-format Card Printer

Frequently Asked Questions

Q: Why is Zebra offering a Large-format Card Printer?

A: 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.

Q: What markets does the ZC10L support?

A: 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.

Q: For what applications and use cases is the ZC10L ideally suited?

A: 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)

Q: How is the ZC10L positioned within Zebra's card product line?

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

Q: What does the ZC10L look like? Will it match Zebra's current card product family?

A: 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.

Q: Are there two versions of the ZC10L?

A: When we originally launched the ZC10L in NA and EMEA we supported a 17 mil card thickness. Based on VOC feedback from customers in those regions, we created a new ZC10L that supports a 24 mil card thickness. The 17 mil version of the product will go end of life soon, leaving the new ZC10L that supports the new 24 mil card thickness as the only ZC10L available for all regions.

Q: How do we identify if the ZC10L supports the 17 mil or the 24 mil cards?

A: The part numbers are changing but the complete SKU is not listed on the printer. This will allow for conversion in TX for the India SKU and no change to labeling on the printer.

- Original 17 mil printer PN: ZC10L-00Q00US00
- New 24 mil printer PN: ZC10L-00QT0US00

We are also making a change to the serial and revision numbers. Printers with Serial number A401 or greater will be configured for the 24 mil cards. The revision label on the back of the printer will indicate which printer it is.

The label contains letters A – Z and the numbers 1 - 3 at the end of the label. As printer changes occur, (e.g. adjustment to the flip-over module or sensor change) an additional letter is crossed out.

Printers configured for 24 mil cards will have the letters A through H, crossed out on the back of the printer to indicate the printer has all of the revisions including the changes required to print and cut, 24 mil cards.

Q: What are the standard features of the ZC10L Printer?

- A:
- USB connectivity
 - 400 cards (24 mil) capacity feeder
 - 70 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 2.0 card design and issuance software (30 day trial)
 - Microsoft® Windows® Printer drivers

Q: Will the printer have Wi-Fi® capabilities?

A: No, the ZC10L does not offer wireless capabilities.

Q: Will the ZC10L have smart-card encoding capabilities?

A: 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.

Q: What options will be available on the printer?

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

Q: What service and support is available for the ZC10L?

A: 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>

Q: What operating systems does the ZC10L support?

A: The ZC10L supports the following operating systems:

- Windows 7, Windows 8.1 and Windows 10

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

Q: Where can customers access the ZC10L software?

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

Product	Version	Availability
Firmware	2.1	Pre-installed on the printer
Driver	1.6	Accessible from Zebra.com product support page

Q: Which version of CardStudio supports ZC10L?

A: The ZC10L printer is supported by CardStudio version 1.3 and version 2.0. A Software activation link for CardStudio 2.0 Demo edition (30 Day Trial) is included with every printer. Using this simple-to-learn yet feature-rich software, customers can create visually compelling designs incorporating rich graphics, images, text and barcodes.

Q: Will there be an associated SDK?

A: An SDK is available for systems integrators who are adding their own smart card encoders to the ZC10L. Contact Zebra for more information.

Q: What supplies are available for the ZC10L?

A: 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.

Q: What ribbon is compatible with the ZC10L?

A: 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.

Q: What cards are compatible with the ZC10L Printer?

A: 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.

RFID cards are available, HF, UHF, Dual HF/UHF for 24 mil thickness. We also offer the ability for customers to order pre-printing options, including all the security elements that are available on standard CR80 cards (such as foil holograms, guilloche lines, UV ink, etc.)

Q: Can the ZC10L support thicker cards?

A: The new ZC10L is uniquely designed to handle 24 mil PVC cards.

Q: Will all cards become 24 mil thick?

A: No, we will not discontinue the 17 mil cards because we have existing customers who will still need 17 mil cards.

Q: Can the user select to print either a 17 mil or a 24 mil card?

A: No, the printers cannot switch between 17 mil and 24 mil cards. It will not be selectable.

Q: If the printer is a fixed card thickness (24 mil), then how will we support existing customers who want more printers?

A: We will no longer offer 17 mil printers, but we will continue to support the 17 mil printers with spare parts and services per the end of life process.

Q: Can the ZC10L print on cards that have pre-punched holes for lanyards?

A: 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.

Q: Does the ZC10L print edge-to-edge?

A: 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.

Q: Can the ZC10L Printer print on both sides of the card?

A: 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 or spot color recommended) 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.

Q: Does Zebra offer Pantone color matching service for printing with the ZC10L?

A: 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.

Q: Who is qualified to sell the ZC10L Printer?

A: 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), ZC10L_EMEA@zebra.com (EMEA), ZC10L_LA@zebra.com (LA) or ZC10L_APAC@zebra.com (APAC) if you wish to gain access to this product.

Q: Is the ZC10L cost competitive?

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

Q: What are the SKU's for the ZC10L that supports the 24 mil card thickness?

The SKU's below are available in all four regions - NA, LA, EMEA and APAC.

Product	SKU
Printer	ZC10L-00QT0US00 (Excluding India) ZC10L-00QT0IN00 (India only)
Media Kit (Large Format Printer, 24 mil, 400 images)	106000-10L
Media Kit (Large Format Printer with 1 Slot Punch, 24 mil, 400 images)	106000-10L1
Media Kit (Large Format Printer with 2 Slot Punches, 24 mil, 400 images)	106000-10L2
Media Kit (Large Format Printer, 23 mil, HF NTAG216, 400 images)	106000-10LHF
Media Kit (Large Format Printer with 1 Slot Punch, 23 mil, HF NTAG216, 400 images)	106000-10LHF1
Media Kit (Large Format Printer with 2 Slot Punches, 23 mil, HF NTAG216, 400 images)	106000-10LHF2
Media Kit (Large Format Printer, 23 mil, UHF ALN9662, 400 images)	106000-10LUHF
Media Kit (Large Format Printer with 1 Slot Punch, 23 mil, UHF ALN9662, 400 images)	106000-10LUHF1
Media Kit (Large Format Printer with 2 Slot Punches, 23 mil, UHF ALN9662, 400 images)	106000-10LUHF2
Media Kit (Large Format Printer, 23 mil, HF NTAG216/UHF ALN9662, 400 images)	106000-10LDRF
Media Kit (Large Format Printer with 1 Slot Punch, 23 mil, HF NTAG216/ UHF ALN9662, 400 images)	106000-10LDRF1
Media Kit (Large Format Printer with 2 Slot Punches, 23 mil, HF NTAG216/ UHF ALN9662, 400 images)	106000-10LDRF2

Q: What are the SKU's for the ZC10L that supports the 17 mil card thickness?

The SKU's below are only available for NA and EMEA and will go end of life soon.

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

Q: Will we produce a new spare parts kit for this printer?

A: The original kits will continue to be offered. A few additional kits are required to support the 24 mil cutter and will be added to the existing list.

Q: Will there be an upgrade kit to convert current 17 mil printers to support 24 mil cards?

A: Yes, the SKU is § P1091995-039.

Q: What is the backwards compatibility with the old card thickness?

A: No compatibility without using the upgrade kit.

Q: Will we offer instructions on how to integrate an encoder?

A: Yes, there is an instruction document. We can update it to include the SKU's for the Smart cards and reference the fact that they are 24 mil cards and cannot be used in a 17 mil card printer.

Q: What comes in the box?

- A:
- ZC10L Printer
 - Output Tray
 - Cleaning Roller
 - Quick Start Guide including Regulatory Safety Guide
 - Firmware (pre-installed on the printer)
 - Power Cords
 - USB Cable

Q: What warranty is available with the ZC10L?

A: 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>



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