



## Zebra HC100 — Unexplained Issues

As with all Zebra products, our commitment to quality and reliability ensures that any complaints are investigated thoroughly. Should you experience any issues with your HC100 wristband printing solution which cannot be resolved having followed the guidance from this document, we encourage end users to raise a complaint with their Zebra reseller so that relevant information can be registered with Zebra. In order for a complaint to be investigated in the quickest possible way, we ask that you ensure the following information is included in any correspondence.

<b>IN CASE OF BREAKDOWN PLEASE CONTACT</b>	<b>DAL — 1 Samantha Court, Knoxfield VIC 3180</b> <b>Phone: (03) 9764 2882 or Email: support@dal.com.au</b>		
<b>HOSPITAL NAME</b>			
<b>Cartridge information</b>	<b>Part number</b>		
	<b>Batch number</b>		
	<b>DOM</b>		
<b>Printer information</b>	<b>Part number</b> (see label on underside of printer)		
	<b>Serial number</b> (see label on underside of printer)		
	<b>Firmware version</b> (not applicable unless specifically requested)		
<b>Problem description</b>			