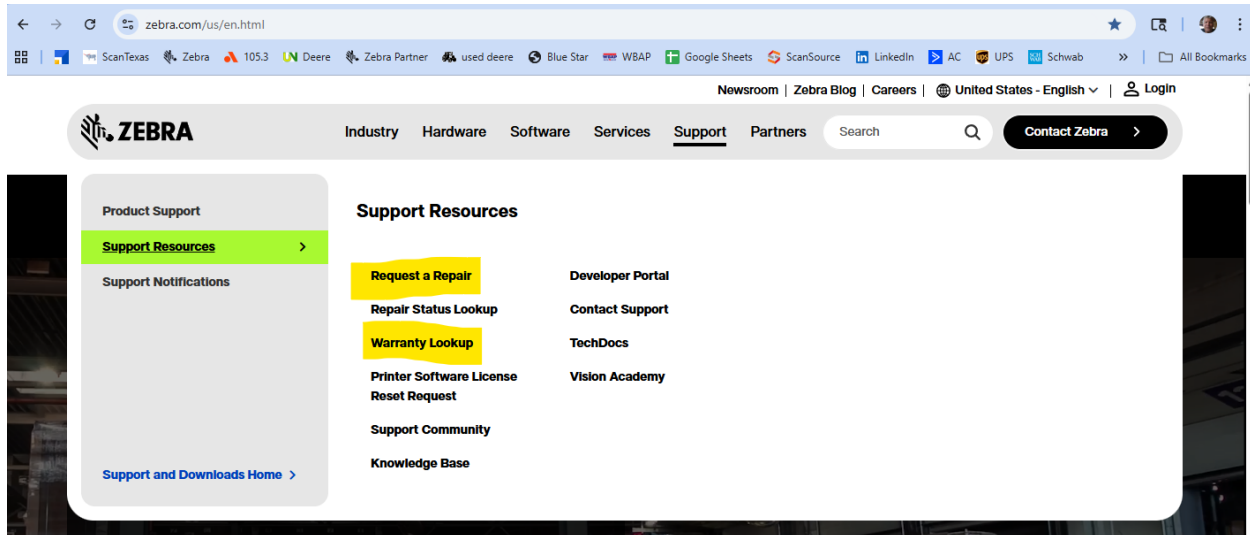


ZEBRA REPAIR & WARRANTY LOOKUP PROCEDURE

There are two main functions available on the Zebra website to get an RMA for repair or to look up a device warranty status. First, navigate to www.zebra.com. Then select Support, then Support Resources. You will see the two options highlighted below:



If you select Warranty Lookup, you will see the following Check Product Warranty screen. Enter in the serial number to check warranty status.

Check Product Warranty

Software Support Entitlement varies by product, please refer to [Zebra's Warranty Statement](#) for details.

Enter your product serial number

Search

[How to find the serial number on your product](#)

Warranty information for Product Serial Number: 25099524202623

Dates Shown in US Central Time

Results 1-1 of 1

PRODUCT	WARRANTY START DATE	WARRANTY END DATE ↑
TC530R-0TIEIBI000-US	May 13, 2025	May 13, 2026

< 1 >

If you need to send a unit in to be fixed, select the Request a Repair option.

Newsroom | Zebra Blog | Careers | United States - English ▾ | Login

Industry Hardware Software Services Support Partners Contact Zebra >

Launched: Zebra's new [Support Center](#) is now live. Discover a smarter, faster support experience!

Zebra Repairs

Repair Order Portal

The One-Stop Center For All Your Repair Requests.

Log In To Submit Your Repair Request, Check For Entitlement And Track Your Repair Order Status.

For Elo Customers: Zebra Technologies has **completed** the acquisition of Elo Touch Solutions. For Elo repair support, please log in to the [Elo Repair Portal](#).

Log In ▾

Reset Password

Register ▾

Why Use The Repair Order Portal?

[Click Here For The Benefits and Features](#)

Register if you are a new customer.

Click Log In if you are an existing customer, select English, and you will see the repair portal screen.

The screenshot shows the Zebra repair portal home page. At the top is the Zebra logo and the user name 'Mark Alyn' with settings, language, and help icons. A navigation bar contains links: Home, Create Repair Order, Check Repair Status, Check Entitlement, Assets, Contracts, and Check Radio Data. A dark banner with a blue triangle on the left contains the text 'Please Remove Accessories' and a paragraph explaining that accessories like cables, power cords, SIM cards, SD memory cards, exoskeleton cases, rubber boots, batteries, and cradles should be removed before repair. Below the banner are two main sections. The 'ORDER STATUS SUMMARY' section features a bar chart with categories: Open, Received, Repair Started, Repair Completed, Shipping, and On Hold, plotted against a scale from 0 to 11. The 'ACTIVE QUOTES' section shows 'No Records' and a table with columns: Order Number, Creation Date, Created By, and Net Price. A pagination bar at the bottom of the quotes section indicates 'Last 30 days of quotes shown' and provides a link to 'Click here' for an expanded search function. A small blue circular icon with a white ellipsis is visible in the bottom right corner.

Click Create Repair Order.

The screenshot shows the 'Create Repair Order' page in the Zebra repair portal. The navigation bar is the same as the home page, but 'Create Repair Order' is highlighted. Below the navigation bar, the section is titled 'INCOMPLETE REPAIR CARTS' with the note 'Incomplete carts that have not been submitted will automatically expire 30 days from the creation date.' There are two buttons: 'NEW REPAIR ORDER' (highlighted in yellow) and 'NEED HELP'. Below these is a table with columns: Remove Cart, Cart Number, Creation Date, Contact, Billable Order, Number Of Lines, Bulk Load Status, Account Number, Account Name, Address Line 1, City, State, and Product. The table is currently empty. A pagination bar at the bottom of the table shows '1' of 1 pages. A small blue circular icon with a white ellipsis is visible in the bottom right corner.

Then click new repair order.



Home [Create Repair Order](#) Check Repair Status Check Entitlement Assets Contracts Check Radio Data

Shipping Details Add Products Review Cart Payment Details Order Confirmation

ACCOUNT
Account Number
11668
Account Name
ScanTexas
Customer Reference Number

SHIPPING CONTACT *
Contact Name
Mark Alyn
Contact Email Address
mark@scantexas.com
Contact Work Phone
214-383-5091x700

RETURN SHIPPING ADDRESS *

RETURN SHIPMENT DETAILS(OPTIONAL)
Shipping Carrier

Shipping Method

Shipping Account Number

NEXT
SAVE
NEED HELP

Click the magnifying glass to select the return address.

Mark Alyn |

Home [Create Repair Order](#) Check Repair Status Check Entitlement Assets Contracts Check Radio Data

Shipping Address

Store Number	Postal Code	City	Company Name	Address	Address 2	State
11668	77032	Houston	ScanTexas	15045 Lee Road		TX
	70769	Prairieville		18321 Swamp Road		LA
	78217	San Antonio		4804 Perrin Creek		TX
	78155	Seguin		1815 Holt Way	Miro Crib	TX
	77995	Yoakum		2243 US Hwy 77 A South		TX
	74116	Tulsa		1003 North 129th East Avenue		OK
	70037	Belle Chasse		10285 Hwy 23 South	Gate 3- Receiving	LA
	77033	Houston		6020 Osborn Street		TX
	78220	San Antonio		3215 N. Pan Am Expressway		TX
	79761	Odessa		500 West 4th		TX

SELECT **CANCEL**

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Select or enter correct address, and click select.

[Home](#)
[Create Repair Order](#)
[Check Repair Status](#)
[Check Entitlement](#)
[Assets](#)
[Contracts](#)
[Check Radio Data](#)

ADD PRODUCT

Serial Number

I don't have Serial Number ☐

Customer Reference Number

Problem Category

Problem Detail

Problem Description

PRODUCT INFORMATION

Add a product to view entitlement

Enter in the serial number, problem category, and problem detail. Then click save.

[Home](#)
[Create Repair Order](#)
[Check Repair Status](#)
[Check Entitlement](#)
[Assets](#)
[Contracts](#)
[Check Radio Data](#)

[Shipping Details](#)
[Add Products](#)
[Review Cart](#)
[Payment Details](#)
[Order Confirmation](#)

ADD PRODUCT

Serial Number

I don't have Serial Number ☐

Customer Reference Number

Problem Category

Problem Detail

Problem Description

PRODUCT INFORMATION

Product	Job Type	Warranty
Serial Number 25099524202623 Product Name TC530R-0T1E1B1000-US Customer Reference Number End of Service Life(EOSL) —	Job Type Warranty ☐ Dispute ☐ Net Price Repair Center Buffalo Grove Service Center Turnaround Time	Status Active Warranty Start 13-May-2025 12:00:00 Warranty End 13-May-2026 12:00:00

Contract		
Status —	Exchange Type —	Collection —
Contract Number —	Select Service Cut-off	Battery Maintenance —
Contract Start —		
Contract End —		

1

Contract - 0
Warranty - 1
Billable - 0

Cart Total : \$0.00

You will see that this unit is covered under warranty with no charge for the repair.



[Shipping Details](#) [Add Products](#) [Review Cart](#) [Payment Details](#) [Order Confirmation](#)

ACCOUNT
Account Number
11668
Account Name
ScanTexas

SHIPPING CONTACT
Contact Name
Mark Alyn
Contact Email Address
mark@scantexas.com
Contact Work Phone
214-383-5091x700

RETURN SHIPPING ADDRESS
ScanTexas,
6 Wiltshire Court,
Lucas, Collin,
TX, United States, 75002

[SUBMIT](#)
[PREVIOUS](#)
[SAVE](#)
[NEED HELP](#)

[DISPUTE JOB TYPE](#) [REMOVE DISPUTE](#)

	Aff Info	Edit	Line Number	Customer Re	Serial Number	Product Name	Job Type	Exchange Type	Net Price
☒			1		25099524202623	TC530R-0T1E1B...	Warranty		

Contract - 0
Warranty - 1
Billable - 0
Cart Total : \$0.00

- ☐ I have read and agree to Zebra's Terms and Conditions of Sale [Click here](#) and the Service Description Document for Per Incident Repairs [Click here](#).
- ☐ **GOOGLE ZERO TOUCH NOTICE:** If the devices you are submitting for repair have been registered for Google Zero Touch by you or your reseller, please ensure that they are de-registered before returning them for repair. Failure to do this will impact Zebra's ability to meet the service commitment. Please click the checkbox to acknowledge your devices are de-registered.
- ☐ **YOUR EQUIPMENT WILL BE ERASED AND SET TO DEFAULT SETTINGS** during repair process if no commissioning has been purchased. You or your company's IT team may need to perform additional tasks to fully restore your device. These actions may include installation of customer-owned or licensed third-party applications, additional customer-applied operating system updates, and restoration of any site-specific settings (such as logon IDs, network settings, printer calibrations, media, and darkness settings).

Check the checkboxes, and click submit.



[Home](#) [Create Repair Order](#) [Check Repair Status](#) [Check Entitlement](#) [Assets](#) [Contracts](#) [Check Radio Data](#)

[Shipping Details](#) [Add Products](#) [Review Cart](#) [Payment Details](#) [Order Confirmation](#)

Repair Order Number: 200959842
Thank You! Mark. Your repair order has been placed.

Shortly you will receive an Order Acknowledgement and Shipping Instructions by email.
If you do not see the email in a few minutes, check your "junk mail" folder or "spam" folder.

Please note: Any devices with an associated dispute may be delayed, pending resolution.

 For modifications to a submitted repair order, contact [Zebra help desk](#) for assistance.

 For information regarding Turnaround Time(TAT), click [here](#).

Each serialized device is required to have its own repair order, and failure to provide one may result in processing delays

[STANDARD SHIPPING LABEL](#) [NEED HELP](#)
Prepaid shipping label available in qualified regions. Non-qualified customers are responsible for inbound shipping costs

Please Do Not Include Accessories

- ✗ Batteries (Unless covered by a separately purchased battery maintenance plan)
- ✗ Cradles (Unless it requires repair, in which case a separate repair order (RMA) is required)
- ✗ Cables
- ✗ Power Cords
- ✗ SIM Cards
- ✗ SD Memory Cards
- ✗ Exoskeleton Cases
- ✗ Rubber Boots
- ✗ Other Accessories

[Survey](#)

You will see an email from zebratechnologies@zebra.com detailing the shipping address and RMA number. The device should be repaired and back to you within a week or so.

If you need any help, call us at 214-383-5091x702.