

## Installation Instructions

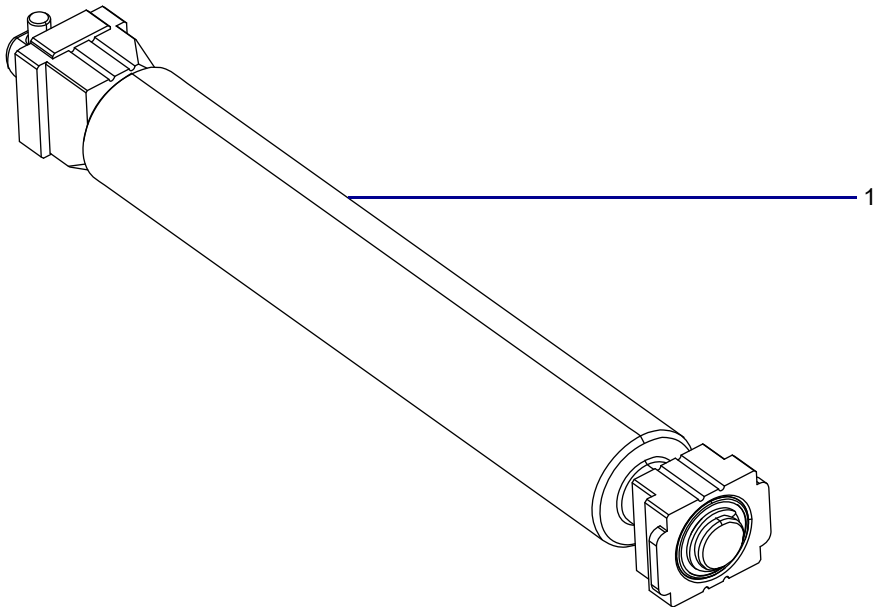
This kit includes the parts and documentation necessary to install the Platen Roller Assembly Maintenance Kit into the following printers:

- ZT410/ZT420
- ZT411/ZT421

Read these instructions thoroughly before attempting to install this kit.

## Parts List

Before proceeding, verify that your kit contains the following items. To reorder specific parts, navigate to [Zebra.com/parts](https://zebra.com/parts), and select your printer model.



| Item | Description                            | Qty |
|------|----------------------------------------|-----|
| 1    | Platen roller assembly maintenance kit | 1   |

### TOOLS NEEDED:

- 47362 Zebra preventive maintenance kit\*

\* In place of the Preventive Maintenance Kit, you may use a lint-free cloth dipped in 99.7% isopropyl alcohol.

## Remove the Old Platen Roller



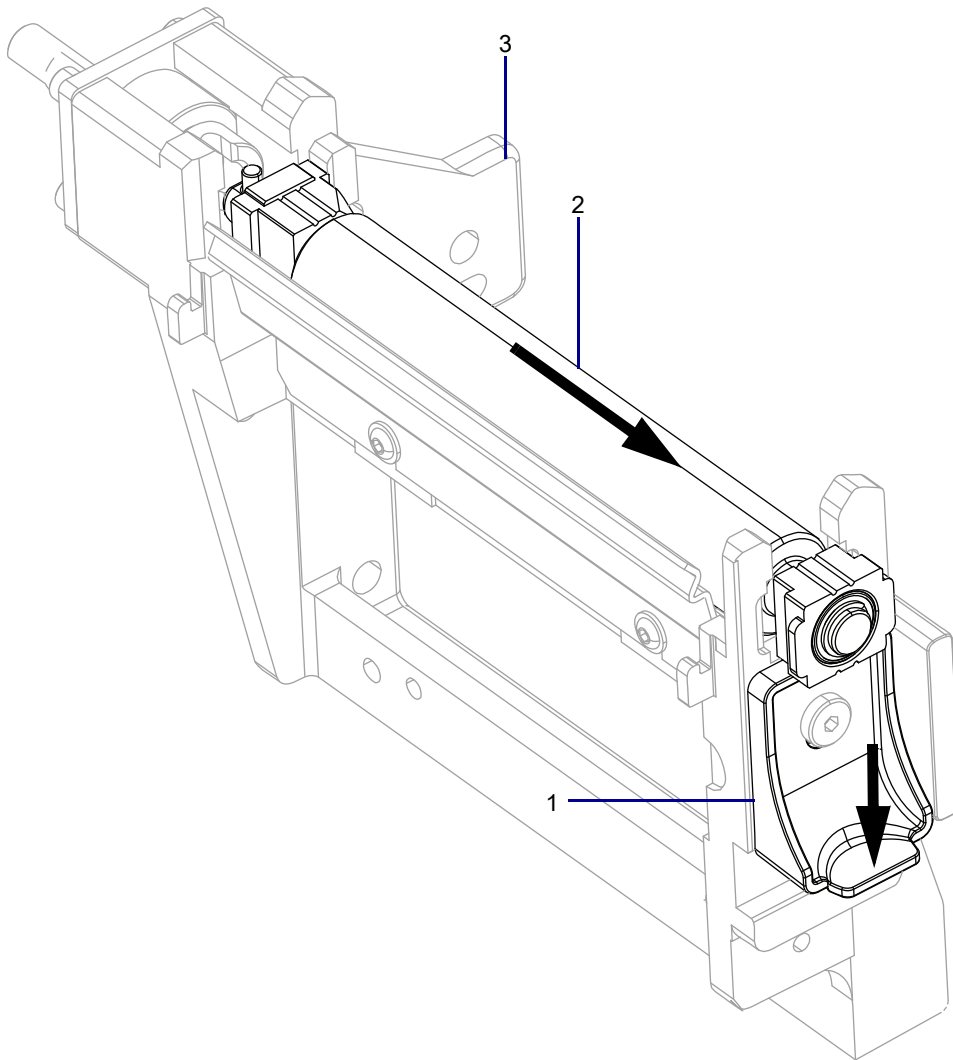
**CAUTION:** Turn off (O) the printer and disconnect it from the power source before performing the following procedure.

1. Disconnect the AC power cord and all data cables.
2. Open the media cover and remove the media and ribbon.

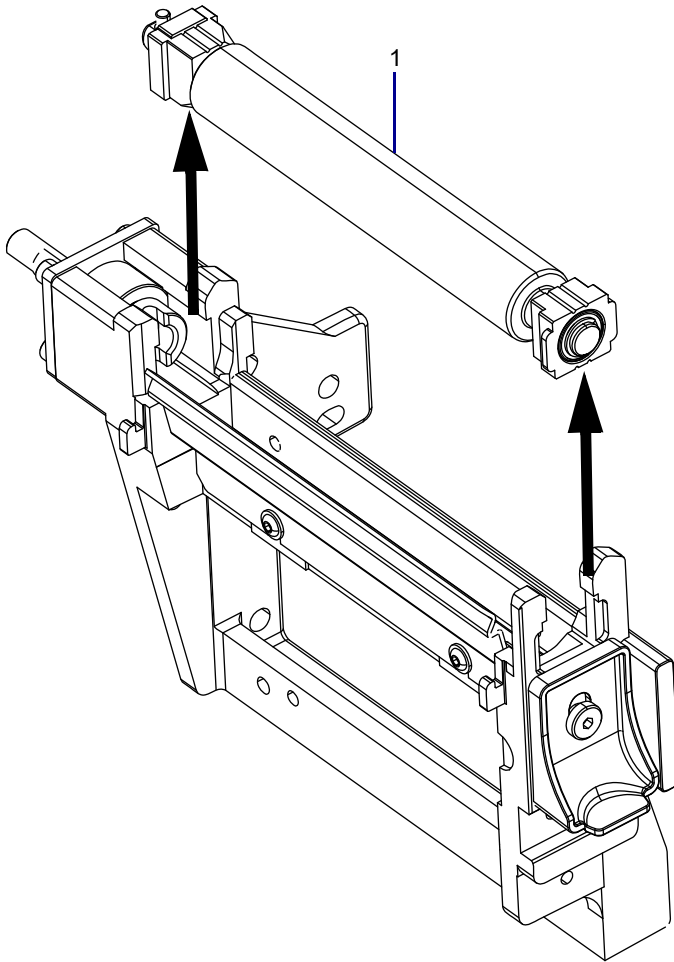


**NOTE:** If you have a peel unit installed, you will have to open it.

1. Press down on the platen retainer (1).
2. Slide the platen roller assembly (2) away from the printer until it disengages the platen housing (3).



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3. Lift the platen roller assembly (1) out of the printer.



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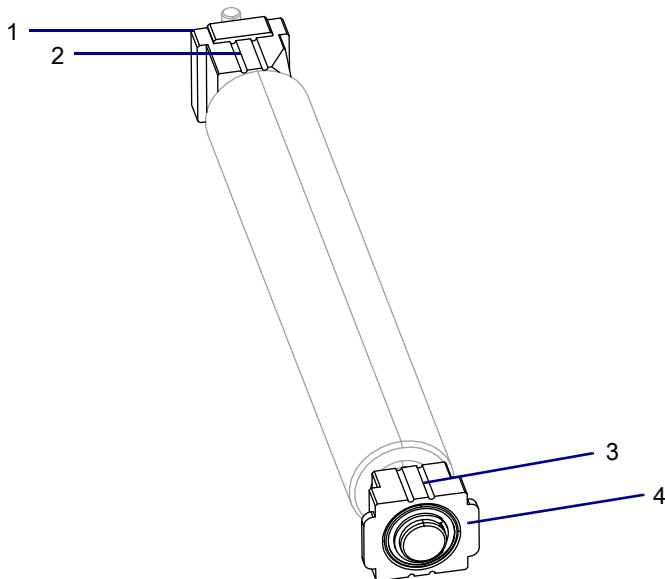
## Install the New Platen Roller Assembly



**IMPORTANT:** The grooves in the inner (2) and outer (3) bearings must be facing up.

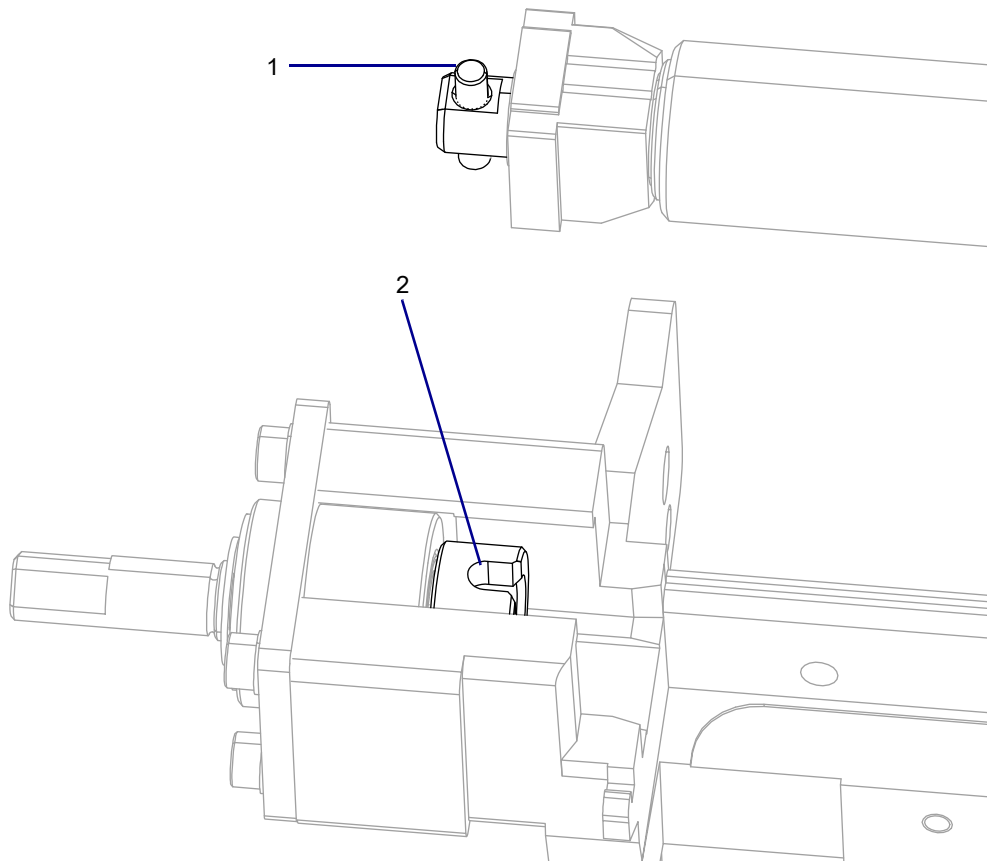
1. Verify that the bearings are oriented properly (1 & 4).

**Figure 1** Bearing Keys



2. With the grooves up, set the new platen roller assembly into the platen housing.
3. Press down and hold the platen retainer.

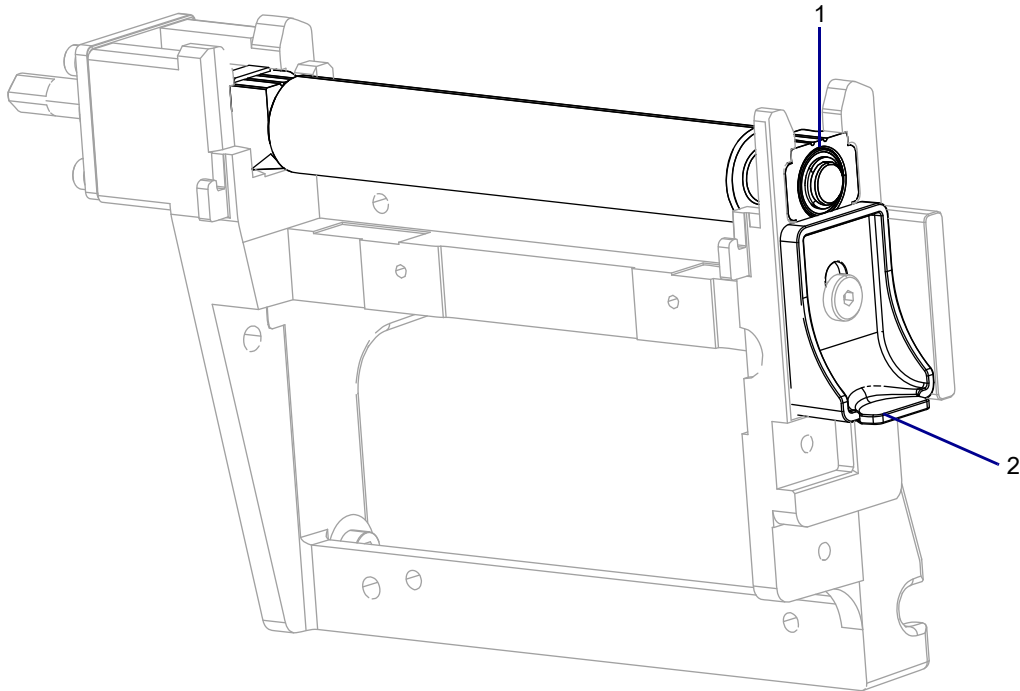
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4. While holding the platen retainer down, slide the platen roller assembly into the platen housing, aligning the platen roller bearings with the platen housing and the drive pin (1) with the slot in the drive shaft (2).



5. Release the platen retainer (2).



**NOTE:** Ensure that the retainer locks the platen roller (1) into the platen housing. If it is not locked, reseal the platen roller again.



6. Clean the platen roller using the Zebra preventative maintenance kit or equivalent.

## Resume Printer Operation

1. Reinstall media and ribbon (if used).
2. Close the media door.
3. If you disconnected the AC power cord and interface cables, reconnect them, and then turn on the printer power.
4. If necessary, press Pause to resume printer operation.

**The installation is complete.**



