



Zebra Repair Order Portal

Submitting Battery Warranty Claim Request Using
the Repair Order Portal

January 2021

Submitting Battery Warranty Claim Request by using:

- a) Product Serial Number/Part Number
- b) Battery Part Number

Submission Processing Using the Product Serial Number/Part Number



Use the Product Serial Number/Part Number to submit for device and battery repair request.

If the Battery is covered by a warranty or Zebra OneCare contract, the job type reflects **warranty/contract** and you will be able to proceed with the submission request.

ADD PRODUCT

Serial #
[How to find your serial#](#)

I don't have Serial #

Customer Reference #

Problem Category ▼

Problem Detail ▼

Problem Description

Enter the Product Serial Number and select Battery from **Problem Category**. Then, click on **ADD**

PRODUCT DETAILS

Serial Number 15289010503789 Customer Reference #

Product Model DS9208-SR00114NNWW Dispute Job Type

Repair Center CTDI Poland

Job Type Warranty

Net Price £0.00

Entitlement

Exchange Type

Turnaround Time 10

Standard Collection

Express Collection

Contract Number

Contract Start Date

Contract End Date

Warranty End Date 01-Dec-2023 12:00:00

Sparepool Name

Select Service Cut-off Time

Problem Description

Battery Manufacture Date [How to find Battery Manufacture Date?](#)

If the **Job Type** reflects warranty or contract, you may proceed with the repair order

Submission Processing Using the Product Serial Number /Part Number



ADD PRODUCT

Serial #
[How to find your serial#](#)

I don't have Serial #

Customer Reference #

Problem Category

Problem Detail

Problem Description

RESET ADD BULK LOAD

PRODUCT DETAILS

REMOVE ADD ANOTHER PRODUCT

Serial Number 15289010503789

Product Model DS9208-SR00114NNWW

Repair Center CTDI Poland

Job Type Warranty

Net Price £0.00

Entitlement

Exchange Type

Turnaround Time 10

Standard Collection

Express Collection

Contract Number

Contract Start Date

Contract End Date

Warranty End Date 01-Dec-2023 12:00:00

Sparepool Name

Select Service Cut-off Time

Customer Reference #

Dispute Job

Dispute Re

Contract Nu

Additional De

Problem Cate

Problem Detail Battery

Problem Description

Battery Manufacture Date
[How to find Battery Manufacture Date?](#)

The battery is no longer covered under warranty and cannot be sent for repair/replacement. OK

Battery covered under warranty for 12 months.
*Error message will be shown if the battery is no longer covered warranty

PREVIOUS SAVE & EXIT NEXT

Does the battery need to be sent to repair?

YES NO

After clicked on Next, message will pop up:

- Click on **Yes** to add the battery line
- Click on **No** not to add the battery line

Submission Processing Using the Battery Part Number

If the job type reflects billable and you know the Battery is covered by warranty or Zebra OneCare contract, dispute the status to notify Zebra of the discrepancy. You will need to provide the contract number or purchase date.

ADD PRODUCT

Serial #
How to find your serial#

I don't have Serial #

Product Name

Customer Reference #

Problem Category

Problem Detail

Problem Description

Enter the Product Serial Number and select Battery from **Problem Category**. Then, click on **ADD**

PRODUCT DETAILS

Serial Number UN-12250870-1

Product Model BTRY-36IAB0E-00

Repair Center CTDI Poland

Billable

Customer Reference #

Dispute Job Type

Problem Category

Problem Detail

Net Price

Entitlement

Exchange Type

Turnaround Time 10

Standard Collection

Express Collection

Contract Number

Contract Start Date

Contract End Date

Warranty End Date

Sparepool Name

Select Service Cut-off Time

Products added using the part number will always reflect a job type of "billable".

If the Battery is covered by warranty or a Zebra OneCare contract, please dispute the job type status.

Submission Processing Using the Battery Part Number



If the job type reflects billable and you know the Battery is covered by warranty or Zebra OneCare contract, dispute the status to notify Zebra of the discrepancy. You will need to provide the contract number or purchase date.

PRODUCT DETAILS

REMOVE **5** ADD ANOTHER PRODUCT

Serial Number UN-12250870-1

Product Model BTRY-36IAB0E-00

Repair Center CTDI Poland

Job Type Billable

Net Price

Entitlement

Exchange Type

Turnaround Time 10

Standard Collection

Express Collection

Contract Number

Contract Start Date

Contract End Date

Warranty End Date

Sparepool Name

Select Service Cut-off Time

Customer Reference #

1 Dispute Job Type

2 Dispute Reason Contract

3 Contract Number

Additional Details

Problem Category Battery

Problem Detail Battery backup

Problem Description

4 Battery Manufacture Date [How to find Battery Manufacture Date?](#)

Follow these steps to dispute:

STEP 1: Select the Dispute Job Type checkbox

STEP 2: Select either **Contract** or **Warranty** from the Dispute Reason drop down field

Note, a Contract Number or Purchase Date field will display based on the value selected from the Dispute Reason field.

STEP 3: Type the applicable information in the Contract Number or Purchase Date field

STEP 4: Type the **battery manufacture date** in the Battery Manufacture Date field

STEP 5: Click **NEXT** or **ADD ANOTHER PRODUCT** to proceed with the repair order

Submission Processing Using the Battery Part Number



If the **Battery** is covered under warranty

- **Job Type** will update to Warranty

PRODUCT DETAILS

REMOVE ADD ANOTHER PRODUCT

Serial Number	UN-12251154-1	Customer Reference #	<input type="text"/>
Product Model	BTRY-36IAB0E-00	Dispute Job Type	<input type="checkbox"/>
Repair Center	CTDI Poland	Problem Category	Battery v
Job Type	Warranty	Problem Detail	Battery backup v
Net Price	£0.00	Problem Description	<input type="text"/>
Entitlement			
Exchange Type		Battery Manufacture Date	01-Jan-2021 12:00:00 v

[How to find Battery Manufacture Date?](#)

If the **Battery** is no longer covered under warranty

- Error message will be shown and click **OK** the battery line will be removed.

The battery is no longer covered under warranty and cannot be added to the repair order. This battery line will be removed

OK CANCEL

Battery Label



Battery Part Number

Battery ID details

Position	Description	Example
6 th	Pack Production Year	Q = 2007, R = 2008, S = 2009 T = 2010, U = 2011, V = 2012 W = 2013, X = 2014, Y = 2015 Z = 2016, A = 2017, B = 2018 C = 2019, D = 2020, E = 2021 F = 2022, G = 2023, H = 2024 I = 2025
7 th	Pack Production Month	1 = Jan, 2 = Feb, 3 = Mar 4 = April, 5 = May, 6 = June, 7 = July, 8 = Aug, 9 = Sept A = Oct, B = Nov, C = Dec
8 th & 9 th	Pack Production Date	01 to 31

TB07HB**B428**I421AGA.T1321

6th position = B = Year = 2018
 7th position = 4 = Month = April
 8th & 9th position = Date = 28

B428 - the battery pack assembly is 2018, April 28th

Thank You



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