



Product Replacement Program - 2-POWER laptop battery model CBP3516A

06/09/2019

Dear A2C Services,

We have recently discovered a production issue affecting a number of consignments of our laptop battery, model CBP3516A. These were manufactured between October 2018 and May 2019 and we believe your laptop batteries maybe included in one of the suspect batches. The affected batteries contain an incorrect lithium polymer cell, which under certain conditions may result in the battery swelling.

A product such as this does not reflect the usual high standards of 2-POWER products and we are therefore issuing a replacement battery to all our affected customers, regardless of whether their batteries have swollen or not.

Whilst swollen polymer batteries are not uncommon with most reputable manufacturers, in line with the high standards we set for ourselves we have decided to initiate this recall.

Customer Advice

Our advice for your customers is that before using their laptop again, they should remove the battery from their laptop and **inspect** it for obvious signs of swelling. A swollen battery pack will have an apparent bulge in the top and/or bottom of the pack which can be easily identified by eye or by running your hand over the pack from left to right.

Batteries that have swollen should not be re-installed in their laptop and should be stored as indicated below. They should only use their laptop on mains power until a replacement battery can be issued to them.

Swollen batteries require additional care due to the increased risk of puncture or damage. They should be stored in a cool, dry, non-flammable environment, in this state, they should not represent an increased risk.

As soon as reasonably possible the swollen lithium polymer battery should be disposed of at an approved recycling centre that will accept this type of battery. Alternatively, your customers should contact their reseller or 2-POWER directly for help with this.

Batteries that have not swollen are safe to use and can continue to be used whilst your customers await their replacement batteries. In this situation we would advise them to check their batteries regularly whilst awaiting a replacement and discontinue use of it in the event they discover any signs of swelling – reverting to mains power only until the replacement is with them.

Please contact your retailer or distributor to register your battery for replacement or for any further help or advise you can contact us directly at help@2-power.com

We apologise for any inconvenience this may cause you or your customers.

A handwritten signature in black ink, appearing to read 'J Murray'.

Customer Services Team
2-POWER.COM