



Safety Announcement

HP Notebook Computer and Mobile Workstation Battery Safety Recall and Replacement Program

Dear Valued HP Customer,

In cooperation with various government regulatory agencies HP has announced a worldwide voluntary safety recall and replacement program for certain notebook computer and mobile workstation batteries.

The potentially affected batteries were shipped with certain HP notebook computers and mobile workstations sold worldwide from December 2015 through December 2017. These batteries were also sold as accessories or provided as replacements through HP or an authorized HP Service Provider.

The list of HP products with batteries affected by this recall include:

- HP ProBooks (64x G2 and G3 series, 65x G2 and G3 series)
- HP x360 310 G2
- HP ENVY m6
- HP Pavilion x360
- HP 11
- HP ZBook (17 G3, 17 G4, and Studio G3) Mobile Workstations

Additionally, these batteries may have been sold as accessories or replacement batteries for the HP ZBook Studio G4 Mobile Workstation or for any of the products listed above.

HP's primary concern is for your safety. The batteries have the potential to overheat, posing a fire and burn hazard to customers. For this reason, it is extremely important to check whether your battery is affected.

To check if your system's battery is impacted, please visit the HP Battery Recall website at www.hp.com/go/batteryprogram2018 as soon as possible. There is a validation tool that will allow you to quickly check your battery.

HP has developed a BIOS update for customers whose battery is affected by this recall program that will put the battery into "Battery Safety Mode". If the validation indicates your battery is affected, discontinue use of the battery immediately by placing it in Battery Safety Mode. Visit the HP Battery Recall website at www.hp.com/go/batteryprogram2018 for information on the BIOS update. Once the battery is put into Safety Mode, you may continue to safely use your notebook or mobile workstation by connecting to an HP power adaptor.

Many of these batteries are internal to the system which means they are not customer replaceable. You should not remove them on your own. HP will provide battery replacement services by an authorized technician for each affected battery at no cost. Please visit the HP Battery Recall website at: www.hp.com/go/batteryprogram2018 for details.

If the validation tool indicates your battery is not affected, you may continue to use your system and no battery replacement is necessary.

Note:

You may be told that your battery is not affected. Less than 3% of the potentially affected products sold during this time period include batteries that are affected by this safety recall.

Contact HP

If you have questions on the HP Notebook and HP Mobile Workstation Battery Safety Recall and Replacement program please go to **Contact Us** on the [program website](#).

Or contact HP Support at the following numbers:

South Pacific	Telephone Number
Australia: 8.30am – 5.30pm AEDT, Monday - Friday – (excl holidays)	131-047
New Zealand: 8.30am – 5.30pm NZDT, Monday - Friday – (excluding holidays)	0800-5449-553

We apologize for any inconvenience this may have caused.

Sincerely,

HP.