

Fire Related Product Recall Notice

Date issued: 25 November 2016

Toshiba Laptop/Notebook Battery Packs



Toshiba Client solutions ANZ Pty Limited are recalling batteries supplied with or as replacements. Affected batteries were supplied from June 2011 to November 2016 as a replacement battery for, or with, various models of Portégé, Satellite, Satellite Pro and Tecra. This recall affects batteries supplied as a replacement batteries for, or with, Satellite models – including some which may have been previously checked.

Problem

The affected batteries may overheat because of a short circuit. If batteries overheat, they can be fire and burn hazard to consumers.



Details

All users of affected laptops should promptly check their battery pack to ensure that it is not affected by the recall. Details of the model numbers can be found on the battery pack and affected model numbers can be found on the Toshiba website <http://www.mytoshiba.co.nz/support/item/923>



What to do

Visit the Toshiba website to validate if your Battery Pack is affected.

If affected you will be asked to register to receive a free replacement Battery.

Turn your PC off, switch off at the wall, unplug the AC adaptor and remove your battery. You can use your computer on the AC adaptor without the battery until you receive a replacement battery pack. Contact Toshiba for a free replacement for affected battery packs.

Contact

For more information contact Toshiba Client Solutions ANZ Pty Limited at www.mytoshiba.co.nz or on 0800

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