

Jabra GN9120 Battery Replacement Program

Dear Jabra GN9120 Customer

In corporation with the Danish Safety Technology Authority (Sikkerhedsstyrelsen) and the U.S. Consumer Product Safety Commission, and other regulatory agencies GN Netcom is voluntarily recalling Lithium-ion batteries from ATL (ATL P/N 603028) used in GN9120 wireless headsets and sold from January 2005 through September 2008. These lithium-ion polymer batteries can overheat due to an internal short circuit in the batteries, which can pose a fire hazard. The battery has only been used in the GN9120 wireless headset. If you are using any other headset solution from GN Netcom you are not affected by this statement.

Instructions on how to identify an ATL battery in the GN 9120 Headset



The product consists of three parts: a base station, a headset and a power adapter. The potentially affected products have the following characteristics:

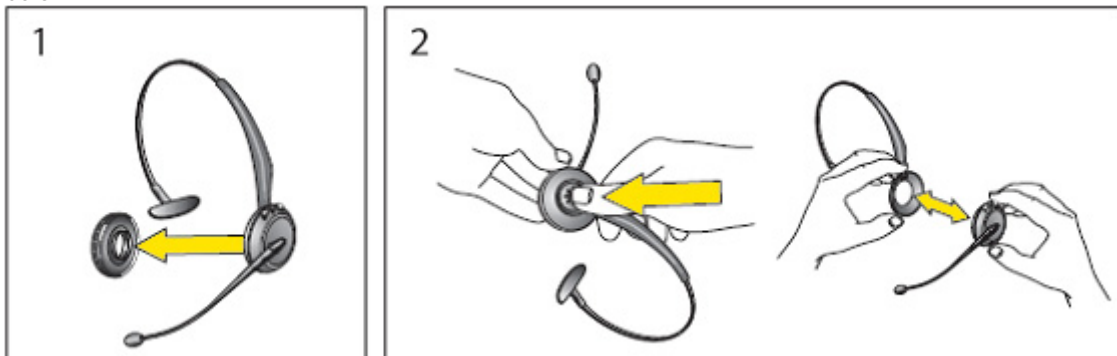
- Light or dark grey base station
- The name "GN Netcom" or "GN9120" is on the front of the base station and on the headset

Products with the following characteristics are not affected:

- GN9120 LR with a black base station

How to check if my GN9120 headset has an affected battery from ATL





1. Lift the headset from the base and take off ear-cushion.
2. Separate the boom-arm and speaker part from wearing style (headband/ear hook). See illustration below.



The headset is designed for users to exchange battery on their own and this procedure is safe to perform.

Once you have opened the headset, the battery will appear. If your GN9120 headset has a battery with white plastic enclosure (see illustrations below), you are required to stop using the headset immediately, unplug the power adaptor from the socket and order a replacement battery. Do not resume use of headset until you have received battery replacement kit and replaced the battery.

Battery with plain white plastic enclosure needs replacement and you should stop using the headset immediately and order a battery replacement kit using the link at the bottom of the page.

		<p>Battery with all-white enclosure from ATL. Stop using headset and order replacement battery.</p> <p>To order a replacement battery, please follow one of the below links.</p>
	<p>OK</p>	<p>Batteries with white plastic enclosure AND Made by Synergy sticker are not included in replacement program. Continue use of headset.</p> 
	<p>OK</p>	<p>Batteries with silver enclosure are not included in replacement program. Continue use of headset.</p>

Please order replacement battery by clicking on the link below

http://www.jabra.com/sites/Jabra/UK-UK/campaigns/BR/Pages/form_enduser_consumer.aspx