

# ELECTRICAL SAFETY RECALL

## HP Notebook Computer Batteries

6GAVV	6FDWN	6EZZF	6ETGL	6FWBF
6EZPC	6EZZE	6EVXH	6FSRV	6FWBH
6FSNF				

### HP x360, HP ProBook, HP Envy, HP Pavilion and HP ZBook Computers

**IDENTIFICATION:** The first characters of the unique number of potentially affected batteries will be: 6GAVV, 6FDWN, 6EZZF, 6ETGL, 6FWBF, 6EZPC, 6EZZE, 6EVXH, 6FSRV, 6FWBH and 6FSNF

**WHERE THE PRODUCT WAS SOLD:** Nationally, online, in-store and direct contact between 1 December 2015 to 30 April 2018.

**DEFECT:** The affected batteries have the potential to overheat.

**HAZARD:** Risk of fire and burn hazard.

#### **ACTION REQUIRED:**

- Go to the HP battery recall website at: [www.hp.com/go/batteryprogram2018](http://www.hp.com/go/batteryprogram2018) and follow the instructions to validate your battery
- If the validation process indicates that your battery is affected, cease use of the battery immediately. HP will provide replacement battery services for each verified, affected battery, at no cost
- Note: Batteries affected by this recall should immediately be put into "Battery Safe Mode". You may continue to use your notebook on "Battery Safe Mode" by connecting the notebook to an HP power adaptor

For further information on this recall, go to the HP Battery Recall website at: [www.hp.com/go/batteryprogram2018](http://www.hp.com/go/batteryprogram2018) and select Contact Us or phone: 13 10 47

See [www.productsafety.gov.au](http://www.productsafety.gov.au) for Australian product recall information