

Fire Related Product Recall Notice



Date issued: 22 February 2018

Batteries for some HP laptops and workstations

Sold from January 2015 to December 2017.



Problem

The lithium-ion batteries can overheat, posing fire and burn hazards.

Details

Some internal Battery Pack(s) installed in HP ProBook, HP x360 310 G2, HP ENVY, HP Pavilion x360, HP 11 notebook computers, and HP Zbook laptops and workstations.

You can check if the battery in your notebook computer is affected by downloading the HP Battery Program Validation Utility. Validation using the utility generally takes less than 30 seconds.

What to do

Check to see if your battery is affected using the HP Battery Program Validation Utility (supplier website below), the utility also provides guidance on enabling “Battery Safety Mode” and organising a free replacement battery.

Contact

HP New Zealand

<https://batteryprogram687.ext.hp.com/>