

28 Jan 2019

HP expands notebook batteries recall programme

HP has announced an expansion to their voluntary battery safety recall programme announced in January 2018. The affected batteries have the potential to overheat, posing a fire and burn hazard to users.

The ProBook 4xx Series batteries have been added to the recall programme. They may also have been supplied as spare batteries or sold as accessories for the Mobile Thin Clients (MT20, MT21, MT31) and Envy 15 products.

Consumers are advised to check if their battery is affected at www.HP.com/go/batteryprogram2018. If the battery is found to be affected, stop using it immediately by enabling Battery Safety mode and connecting to external power with a HP charging adaptor. Battery Safety mode can be enabled via instructions given on the website.

Consumers affected by this programme should contact HP for a free replacement battery. Replacement batteries previously issued under the battery safety recall programme are not affected.

For more information, visit the HP battery safety recall programme website at www.HP.com/go/batteryprogram2018.