

Product Recall - HP Laptops - Important Announcement - Battery Recall

Department: Procurement/ Payables

Please note the below HP safety warning that was recently issues concerning a Battery Recall Notice announced by HP for selected HP Notebooks.

For the original posting of this HP Battery Recall Notice, to validate if your battery is affected, and for replacement order procedures, please refer to their website, using the following link -<https://batteryprogram687.ext.hp.com/> [1]

In January 2018, in cooperation with various government regulatory agencies, HP announced a worldwide voluntary safety recall and replacement program for certain notebook computer and mobile workstation batteries. These batteries have the potential to overheat, posing a fire and burn hazard to customers. For this reason, it is extremely important to check whether your battery is affected.

Batteries affected by this program were shipped with specific HP Probook 64x (G2 and G3), HP ProBook 65x (G2 and G3), HP x360 310 G2, HP ENVY m6, HP Pavilion x360, HP 11 notebook computers and HP ZBook (17 G3, 17 G4, and Studio G3) mobile workstations sold worldwide from December 2015 through December 2017. They were also sold as accessories or provided as replacements through HP or an authorized HP Service Provider.

Many of these batteries are internal to the system, which means they are not customer replaceable. HP is providing battery replacement services by an authorized technician at no cost. HP is also providing a BIOS update that places the battery in "Battery Safety Mode" so that the notebook or workstation can be safely used without the battery by connecting to an HP power adaptor. Batteries affected by this recall should immediately be put into "Battery Safety Mode".

Battery Safety Mode is only applicable to HP products affected by this recall. If the validation process identifies a battery as being eligible for replacement, the BIOS update should be applied and the system should be rebooted. During the reboot process, an option will be presented to enable Battery Safety Mode. Accepting Battery Safety Mode causes the battery to discharge and to cease future charging until Battery Safety Mode is disabled. HP strongly recommends accepting Battery Safety Mode so that the notebook or mobile workstation can be safely used by connecting to an HP power adaptor. For more information please refer to the FAQs tab on this website.

HP's primary concern is for the safety of our customers. HP is proactively notifying customers, and will provide replacement battery services for each verified, eligible battery, at no cost. For customers with 5 or more potentially affected batteries, HP has put in place a process to assist with validation and ordering . For details please refer to the FAQs tab on this website.

Getting Started

Note: Not all batteries in all HP ProBook 64x and 65x, HP x360 310 G2, HP ENVY, HP Pavilion x360, HP 11 notebooks and HP Zbook mobile workstations are affected by this recall.

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

Download HP Battery Validation Utility

Minimum system requirements for the utility are:

- Windows Operating System
- Microsoft .Net Framework 4.5.2



- HP Software Framework

If you do not meet minimum requirement's, please download the fully loaded battery validation utility that will install the required frameworks.

Notebook Product Names for batteries that may be affected

The following table provides a list of HP products affected by this recall. HP encourages you to validate all batteries shipped with the notebook computer, purchased as accessories, or provided as replacements through HP or an authorized Service Provider.

ProBook HP Probook 640 G2 HP ProBook 640 G3
HP ProBook 645 G2 HP ProBook 645 G3
HP ProBook 650 G2 HP ProBook 650 G3
HP ProBook 655 G2 HP ProBook 655 G3
ZBook HP ZBook 17 G3 HP ZBook 17 G4
HP ZBook Studio G3
x360 HP x360 310 G2
Pavilion HP Pavilion x360
Envy HP ENVY m6
11 HP 11 Notebook PC

* HP ZBook Studio G4 - Product compatible with, but not shipped with, the affected batteries.

For more information visit the HP Battery Recall website or call HP Inc. Canada toll-free at 1-888-202-4320

Thank you,

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Links

[1] <https://batteryprogram687.ext.hp.com/>

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