



PRODUCT RECALLS

HP Notebook Computer and Mobile Workstation Battery Safety Recall and Replacement Program

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HP have 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 consumers. 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 authorised HP Service Provider.

What to do

For consumer who may wish to seek further information, HP is offering an “[🔗 HP Battery Validation Utility](#).” for download, which will allow consumers to see if the battery on their computer is affected. Consumers can also go online at [🔗 HP.com/go/batteryprogram2018](#) or [🔗 www.hp.com](#) and select “Recalls”.