Lenovo DER Netbook Battery Recall

Dear Parents and Students

Lenovo has identified a number of batteries that were provided with laptops sold worldwide as being defective. The affected batteries have the potential to overheat, potentially leading to fire and/or burn hazards to users. As a result, a consumer recall has been issued by Lenovo to replace the affected batteries, free of charge.

The NSW Department of Education and Communities is treating this product recall as an end-user recall, and as a result, it will be up to the custodian of the device to perform the necessary checks and organise the replacement batteries if their device is identified as having one of the faulty batteries. This means you do not have to bring your laptop to school to the TSO to have them inspect your laptop. However, in the event you need assistance with conducting this check and organising a return, the TSO at school will be available to assist you.

Who does this apply to?

The following device is affected by this recall:

- 2014’s Year 12 ThinkPad Edge 11 DER laptops (S3; Green)

If you have a DER laptop in the above category, then this recall applies to you. If your DER laptop is not in the above category, your laptop is not affected.

The fact that the laptops are all out of warranty does not affect the eligibility of the recall, which means all students are eligible if they possess an affected battery.

How do I check if my laptop battery is affected?

Due to the locked down nature of the DER devices, you cannot use the automated tool to perform the battery check, so a manual check will have to be performed instead.

1. Shut down your laptop and carefully remove the battery from the device.

2. Visit https://lenovobattery2014.orderz.com/ and enter the serial number of the battery in the Battery Bar Code field. The serial number of the battery can be found to the right of the battery slots when it’s removed. It starts with 11S.
3. Leave the ThinkPad Product number (Device Type) and ThinkPad Serial Number fields blank.

4. Leave the reason for not using the automated tool blank.

5. Enter the CAPTCHA code displayed and click Continue.

If your battery is not one that has been identified as being recalled, you’ll be told your battery is not eligible for replacement. At this point you can reintroduce your battery in your device and continue using it. Please take care when reinserting the battery as to not bend the battery pins in the laptop.

**What do I do if my battery is affected?**

If your battery has been identified as one of the affected batteries, you should not plug it back into the laptop and you should cease using it until the replacement battery has been received. The laptop will be fine to use when connected with the charger only.

If after running the Lenovo battery check, you’re told your battery is eligible for replacement, you need to click the Continue link on the page.

Step through the replacement battery request process and fill in the forms displayed. Postal details should be your details, including having the battery posted to your house. Once you’ve submitted your request, your replacement battery will be mailed to you and you should receive it within a fortnight or so. You will not be charged for the replacement battery.

If you need assistance organising the replacement, please bring the laptop and battery to the TSO and he will organise the replacement for you.

You will not be required to post the faulty battery back to Lenovo; however, you will be responsible for safely and correctly disposing of the faulty battery.

Please take care when reinserting the battery as to not bend the battery pins in the laptop during reinsertion.

Yours faithfully

[Signature]

Scott Clark  
Technology Coordinator  
17/06/14

Jenni Wilkins  
Principal

I, _______________________________ of roll call ____________ acknowledge that I have been notified of the Lenovo battery recall and understand that it is my responsibility to check my netbook battery and make arrangements for a replacement if necessary.

**Student’s signature:** _______________________________  **Date:** ____________