HAZARD ALERT – GN9120 Wireless Headsets

If you use a GN Netcom wireless headset, please check to ensure that it is not involved in this recall. A fire hazard in the Netcom GN9120 Wireless Headset has been identified.

The U.S. Consumer Product Safety Commission, in cooperation with GN Netcom Inc. and Amperex Technology Limited (ATL), announced a voluntary recall of the following consumer product. Netcom indicates that consumers should stop using recalled products immediately unless otherwise instructed.

GN Netcom Inc. has issued the following Recall Notice:

FOR IMMEDIATE RELEASE
October 14, 2008
Release #09-010
Firm's Recall Hotline: (877) 803-6467

Wireless Headset Batteries Recalled by GN Netcom Due to Fire Hazard

WASHINGTON, D.C.- The U.S. Consumer Product Safety Commission, in cooperation with the firm named below, today announced a voluntary recall of the following consumer product. Consumers should stop using recalled products immediately unless otherwise instructed.

Name of Product: GN9120 Wireless Headsets
Units: About 525,000 (an additional 675,000 were sold outside the U.S.)
Manufacturer: GN Netcom Inc., of Nashua, New Hampshire
Manufacturer (battery): Amperex Technology Limited (ATL), of Hong Kong

Hazard: An internal short circuit can cause the lithium-ion polymer batteries to overheat, posing a fire hazard.

Description: This recall involves GN9120 wireless headsets with ATL lithium-ion polymer batteries. The headsets are intended primarily for professional use in offices and call centers. The product is sold with three components: a base station, headset and power adapter. "GN Netcom" or "GN9120" is printed on the base station and headset. The affected batteries have part number 603028 and have a white plastic enclosure. The batteries are labeled "Made by ATL (Amperex Technology Ltd.)" and "(ATL P/N 603028)." Batteries sold as a replacement part are labeled "GN9120 battery replacement kit."
**Sold through:** GN Netcom, authorized distributors and resellers nationwide from January 2005 through September 2008 for between $150 and $350 as part of the GN9120 headset and about $20 as a replacement part.

**Manufactured in:** China

**Remedy:** Consumers should immediately stop using and unplug the recalled headsets. Consumers should contact GN Netcom to receive a replacement battery.

**Consumer Contact:** For additional information, contact GN Netcom at (877) 803-6467 between 9 a.m. and 6 p.m. Monday through Friday ET, or visit the firm's Web site at [www.jabra.com](http://www.jabra.com/sites/Jabra/NA-US/campaigns/BR/Pages/index.aspx)

To determine if your headset and battery are affected please follow the instructions, copied from [www.jabra.com](http://www.jabra.com) and printed below.

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**Dear Jabra GN9120 Customer**

In cooperation with the Danish Safety Technology Authority (Sikkerhedsstyrelsen) and the U.S. Consumer Product Safety Commission, and other regulatory agencies GN Netcom is voluntarily recalling Lithium-ion batteries from ATL (ATL P/N 603028) used in GN9120 wireless headsets and sold from January 2005 through September 2008. These lithium-ion polymer batteries can overheat due to an internal short circuit in the batteries, which can pose a fire hazard. The battery has only been used in the GN9120 wireless headset. If you are using any other headset solution from GN Netcom you are not affected by this statement.

**Instructions on how to identify an ATL battery in the GN 9120 Headset**

![Diagram of Headset and Base Station]

The product consists of three parts: a base station, a headset and a power adapter. The potentially affected products have the following characteristics;

- Light or dark grey base station
- The name “GN Netcom” or “GN9120” is on the front of the base station and on the headset

Products with the following characteristics are not affected:
- GN9120 LR with a black base station

**How to check if my GN9120 headset has an affected battery from ATL**

1. Lift the headset from the base and take off ear-cushion.
2. Separate the boom-arm and speaker part from wearing style (headband/ear hook). See illustration below.

The headset is designed for users to exchange battery on their own and this procedure is safe to perform.

Once you have opened the headset, the battery will appear. If your GN9120 headset has a battery with white plastic enclosure (see illustrations below), you are required to stop using the headset immediately, unplug the power adaptor from the socket and order a replacement battery. Do not resume use of headset until you have received battery replacement kit and replaced the battery.

Battery with plain white plastic enclosure needs replacement and you should stop using the headset immediately and order a battery replacement kit using the order form in this website.

[Click here for a picture of the Jabra GN 9120 Battery replacement Kit](#)

Battery with all-white enclosure from ATL. Stop using headset and order replacement battery.
Batteries with white plastic enclosure AND Made by Synergy sticker are not included in replacement program. Continue use of headset.

Batteries with silver enclosure are not included in replacement program. Continue use of headset.

If you would like assistance with the return/replacement of affected units, please contact Supply Management Services at 585-5003.

For more information contact Health and Safety - phone 585-4776/5487 or 337-3184