

IDENTICOM

Technical Bulletin: TB002-0206

SUBJECT: **Varta battery failure**

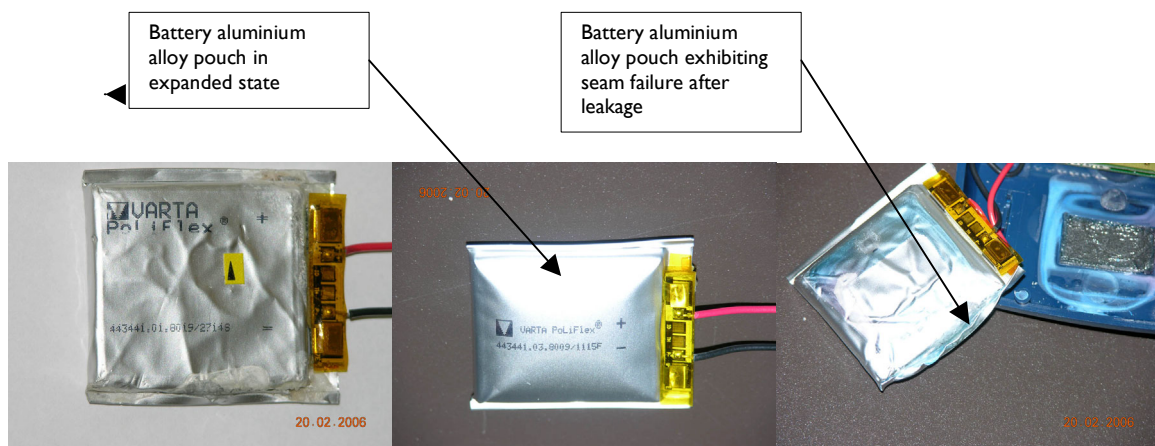
We would like to make you aware that a very small number of Identicom units may suffer from a problem identified by our battery supplier, Varta GmbH.

The issue has been identified as a possible failure in a batch of batteries shipped to Connexion2 and used during the period December 2005 and February 2006. The issue is believed likely to affect no more than 5% of the total number of batteries used in this period.

Issue & Cause

Corrosion in the Lithium Polymer battery package causes a reaction which results in the battery package failing, swelling or leaking. The cause of the issue is a failure in the composition of the battery pouch material which is formed from a composite, multi-layered, laminated foil of aluminium alloy and special plastic films.

Varta state that their suppliers foil was substandard in this batch and occasionally 'fissures' may appear. These fissures in the material would allow the chemicals within the battery to make contact with the alloy and therefore corrosion developed slowly, aggravated by the electrolytic action within the cell.



Corrective action

Varta have accepted full responsibility for this issue and have quarantined all batch stock affected. Stock of batteries remaining in Connexion2 manufacturing have also been quarantined and are in the process of being swapped out for new, unaffected stock.

Varta have assured us that all new battery manufacture will incorporate aluminium pouch material free of defects.

Identicom stock in channel

Connexion2 believe that this issue potentially affects only stock shipped during December 2005 to February 2006. All stock previous to these dates is not affected.

Connexion2 will treat any Identicom unit identified as having this issue as DOA irrespective of its age. Any unit displaying symptoms of the issue will be swapped out for new.

Symptoms

All units identified so far with the issue have displayed one or more of the following symptoms:

- Unit is completely dead with no LED or vibro action possible.
- Unit displays erratic red battery LED activity on charging, normally with no network LED showing.
- Unit displays an inability to charge as per its specification.

These symptoms are normally identified in affected units within a very short time due to the speed at which corrosion is occurring. We do not suspect that any unit behaving to specification will suffer from this issue in time to come. If however this does occur, the unit will be treated as a DOA and swapped for new.

Procedure

If you identify an Identicom with one or more of the above symptoms then please quarantine the unit, repackage it in its original packaging and contact Connexion2 for an RMA number. A replacement unit will be dispatched on receipt back of the affected unit.

Should you have any questions then please contact Connexion2 on +44 (0) 1909 550368 or support@connexion2.com



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