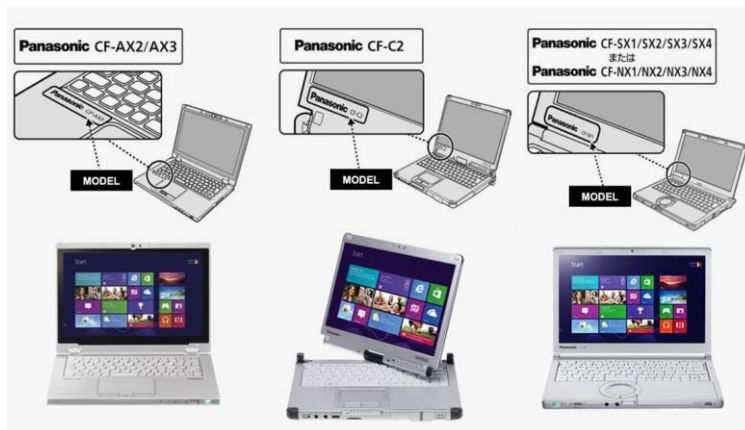


# ELECTRICAL SAFETY RECALL

## Panasonic Laptop CF-AX Series, CF-C2 Series and CF-SX Series Battery Pack



### IDENTIFICATION:

**Panasonic Laptops** – Models CF-AX Series, CF-C2 Series and CF-SX Series containing a battery pack. The model number can be found on the front of the Panasonic Laptop as shown. The Laptops were sold in Australia from April 2013 until March 2016.

**DEFECT:** The Laptop battery pack may overheat due to a software configuration issue.

**HAZARD:** There is a risk that the Laptop battery pack may overheat and potentially cause a fire hazard.

### ACTION REQUIRED:

1. Check your Laptop battery pack to determine if there is any excessive heat.
2. Use the Battery Pack control utility in the Laptop to configure the battery pack power usage by adjusting the charging control utility to “Eco Mode”.
3. If your Laptop does not have the Battery Pack charging control utility then follow the instructions on the Panasonic website: <http://toughbook-au.panasonic.com.au/battery-safety-notice-ax-c2-sx-series> to receive more information.
4. Panasonic will release new battery charging configuration software on 12<sup>th</sup> June 2018 for the Laptops. Please register your details to receive the new software by either calling 1300 132 463 (Monday to Friday 8.30am to 5.00pm AEST) or visiting <http://toughbook-au.panasonic.com.au/battery-safety-notice-ax-c2-sx-series> for more information.

**For further information:** Contact Panasonic on the toll free number 1300 132 463 Monday to Friday between 8.30am and 5.00pm (AEST) or via email at [PSSOCservicesupport@au.panasonic.com](mailto:PSSOCservicesupport@au.panasonic.com) or go to <http://toughbook-au.panasonic.com.au/battery-safety-notice-ax-c2-sx-series>.

See [www.recalls.gov.au](http://www.recalls.gov.au) for Australian product recall information