



**IMPORTANT SAFETY NOTICE: GN9120 Users**

Dear GN9120 User:

GN Netcom has received reports of battery failures in certain GN9120 headsets that were distributed to the market between January 2005 and September 2008. Short circuits in the batteries can cause overheating of the headsets and pose a fire hazard. More than one million units have been sold and less than fifty incidents have been reported. However, product safety is a key priority and as a precautionary measure a replacement program has been initiated.

The batteries at issue were provided by our former battery supplier, ATL (Amperex Technology Limited), Hong Kong.

We have changed both the battery supplier and the battery type for the GN9120 Series. In addition, because product safety is a key priority for GN Netcom, we are initiating a voluntary recall to replace the affected batteries in existing GN9120 headsets. This is being done in close cooperation with the U.S. Consumer Product Safety Commission and the Danish Safety Technology Authority.

If your GN9120 headset has an affected battery (see attached instructions) you are advised to stop using the headset, unplug the power adaptor from the socket and order a battery replacement kit at [www.jabra.com/battery](http://www.jabra.com/battery) or by calling 877-803-6467, Monday – Friday, 9am – 6pm EST.

Do not resume use of the headset until you have received a battery replacement kit and replaced the battery.

GN Netcom apologizes for the inconvenience.

Best regards,

A handwritten signature in black ink, reading "P. McCullagh", is positioned above the typed name.

Phyllis McCullagh  
President and General Manager, NA  
GN Netcom, Inc.

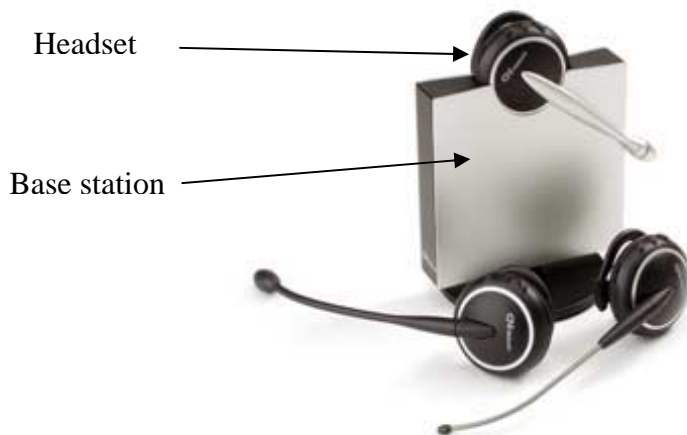
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End-user instruction, ver. 1.0

## GN9120 BATTERY REPLACEMENT PROGRAM:

### HOW TO IDENTIFY THE WIRELESS GN9120 HEADSET AND BATTERY



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

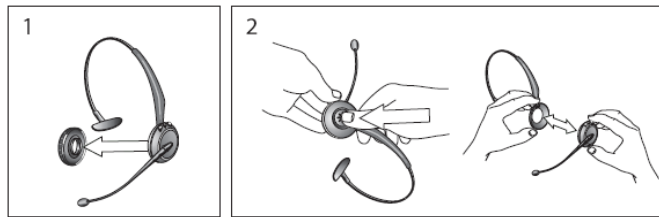
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## How to check if the GN9120 headset has an affected battery

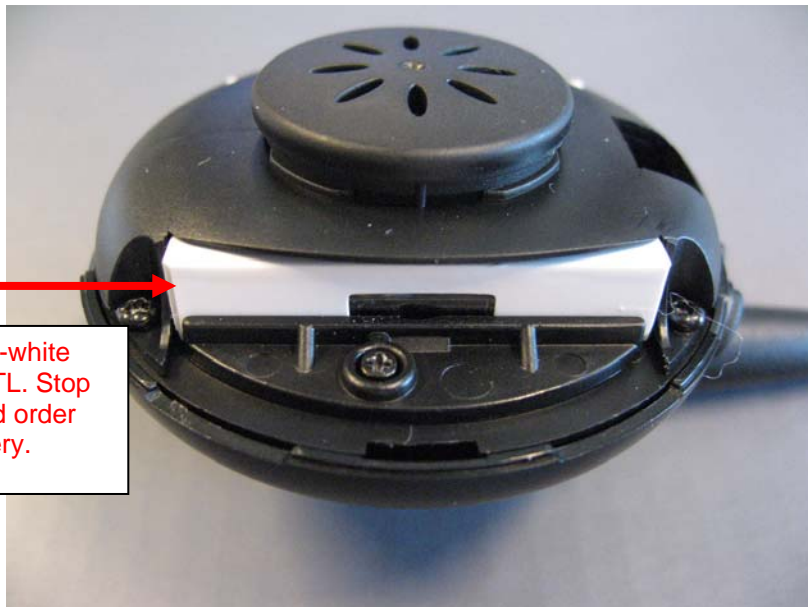
The GN9120 headset is designed to allow the user to replace the battery and the following procedure is safe to perform:

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



This is how the batteries look:

### Battery with all-white plastic enclosure needs *replacement*



Battery with an all-white enclosure from ATL. Stop using headset and order replacement battery.

### Battery with white plastic enclosure AND Made by Synergy sticker is *outside scope of replacement program*



Batteries with white plastic enclosure AND Made by Synergy sticker are not included in replacement program. Continue use of headset.

**Battery with metal enclosure is *outside scope of replacement program.***

If the wireless GN9120 headset contains the battery below it is safe to use and not affected by the battery replacement program.



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



If the battery has a metal enclosure, the headset is not affected by the battery replacement program and it is safe to resume use of the GN9120 headset.

If the GN9120 headset has a battery with all-white plastic enclosure, stop using the headset immediately and unplug the power adaptor from the socket.

If the battery is affected by the recall, do the following:

Go to [Jabra.com/battery](http://Jabra.com/battery) and order a replacement battery using the order form or call 877-803-6467 for End-users; 877-587-7344 for Resellers; 888-458-0486 for Distributors/ Gold Resellers, Monday – Friday, 9am – 6pm EST.

Users should under no circumstances resume use of affected headset until they receive a battery replacement kit and have replaced the battery!

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## FAQ

### What is the problem?

GN Netcom has received reports about ATL battery failures in certain GN9120 headsets. These headsets were distributed to the market between January 2005 and September 2008. Out of more than one million units sold worldwide, we have registered less than 50 incidents where headsets have overheated due to internal short circuits in the ATL battery, which can pose a fire hazard.

### How do I know if my headset is affected?



If your headset is a GN9120 wireless headset go to [www.Jabra.com/battery](http://www.Jabra.com/battery) for detailed instructions or call 877-803-6467 for End-users; 877-587-7344 for Resellers; 888-458-0486 for Distributors/ Gold Resellers, Monday – Friday, 9am – 6pm EST.

If it is any other type of headset it is not affected. The affected batteries have an all-white plastic enclosure and are labelled “Made by ATL (Amperex Technology Ltd.)” and “(ATL P/N 603028)”. The affected batteries have also been sold as replacement equipment labelled “GN9120 Battery replacement kit”. Only GN9120 headsets with this specific ATL battery are affected by this replacement program.



Battery with all-white enclosure from ATL. Stop using headset and order replacement battery.

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Batteries with white plastic enclosure AND Made by Synergy sticker are not included in replacement program. Continue use of headset.



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

### **I have a GN9120 with this battery. What do I do?**

Unplug it and stop using it. Go to [www.Jabra.com/battery](http://www.Jabra.com/battery) where you can order a free replacement kit or call 877-803-6467 for End-users; 877-587-7344 for Resellers; 888-458-0486 for Distributors/Gold Resellers, Monday – Friday, 9am – 6pm EST.

If you use your headset at work talk to your IT manager so that he/she can order all the replacement kits you and your co-workers need at your office

### **I have a GN9120 headset with a different battery what should I do?**

Only GN9120 with this particular ATL battery is affected by this program. All other headsets from GN and all GN9120 headsets with other batteries are safe to use.

### **How long will it take for me to get the new battery?**

We will do our best to get it to you as soon as possible but please allow up to 5-7 days for delivery.

### **Can I use the headset while I wait for my new battery?**

No, you should unplug the headset and stop using it.

### **How do I change the battery?**

The Battery Replacement Kit will include the necessary tools and a step-by-step guide which explains the procedure. This guide can also be found at [www.Jabra.com/battery](http://www.Jabra.com/battery)

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The Jabra logo is displayed in a bold, black, sans-serif font, centered within a bright yellow rectangular background.

**How can I be sure that the new battery will not cause the same problem?**

We have changed both the battery supplier and the battery type for the GN9120 Series. The new battery uses a different technology for this application.

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