



IMPORTANT !!! READ THIS FIRST !!!

Dear XXXXX XXXXX,

Thank you for participating in the battery recall program.

This battery has been sent to you on the RMA number:

PACXXXXXX.

Unless you have already removed the battery from your unit, as recommended at the time when you got confirmation your battery is subject to the replacement program, kindly follow the below instructions to remove the old battery, install the new one safely into your Notebook PC and get ready for returning the old battery.

1. Carefully remove from the box the new battery, taking care of not damaging the box which is required to return the old battery.
2. In the box you should have found this Instruction Sheet, the Return Label and a Customer Receipt form. If the Return Label is missing, please inform the delivery person immediately or contact **Packard Bell Contact Center at 0871 467 0008** as soon as possible. Keep the Return Label handy.
3. Save and close all the open programs, shutdown your operating system and switch off your Notebook PC.
4. Unplug your power supply from the power outlet and from your notebook.
5. Remove the battery from the notebook (please refer to the owner's manual for safe battery removal process)
6. On one side of the battery pack you will find a sticker with the battery serial number (a sequence of 32 alphanumeric characters - ignore the hyphens " - " and spaces " ").
7. Ensure that the old battery serial number matches the one below. In case of mismatch, please follow the directions included in the final part of this document:

T12L69607G016QG1865M00A2B7412345

8. Please refer to the owner's manual for safely installing the new battery.
9. Re-connect the charger to the mains and to your unit and switch it on. Please verify that the Notebook works correctly and that the battery charge indicator is ON (amber or green).
10. Put the old battery in the bubble wrap and insert the old battery into the original box in which the new battery was delivered. Seal the box with adhesive tape and verify it is properly closed.
11. Attach the Return Label on the box, on top of the original label with your name and address.
12. Make sure the box with the old battery is stored safely, away from any inflammable material.
13. To arrange the pick-up of the old battery pack, please contact the **Logistic Partner: UPS Call Center at 08457- 877- 877**

When calling, please be sure you have the tracking number handy.

The tracking number is located on the return label and has 18 alphanumeric characters as shown in the example below:

TRACKING #: 1Z 32A 276 68 4159 1444

At the time of pick-up, please remember to get the Customer Receipt form filled and signed by the forwarder: this form confirms that the old battery has been returned.

Please notice that the battery you are returning contains active chemical material which might cause damage if not properly disposed of, in accordance with local laws and regulations.



You have been informed about such risks at the time when you registered your request to receive a replacement battery and at that time you agreed to return the old battery promptly. Failure to do so will make you liable for any damage that might arise. Packard Bell declines any responsibility for those batteries which are NOT returned within 5 days from the time when the replacement battery was delivered.

In case you have any problem to understand or execute the actions required to complete the battery replacement OR to report any issue or inconsistency (for example, a mismatch between the serial number of the battery you actually have in your Notebook and the one reported in this document) feel free to get in touch with the nearest **Packard Bell Contact Center, at 0871 467 0008.**

We apologize for any inconvenience we might have caused to you and wish you a great computing experience with your Packard Bell Notebook.

The Packard Bell Service Team