

IMPORTANT SAFETY NOTICE: GN9120 Users

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 programme has been initiated.

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

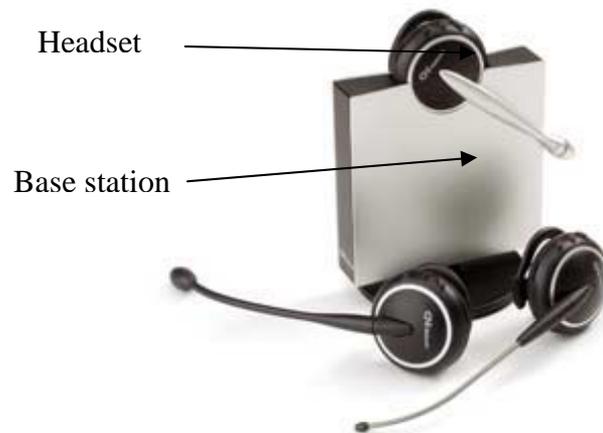
We have changed both the battery supplier and the battery type for the GN9120 Series. In addition, because product safety is a key priority for GN Netcom, we are initiating a voluntary recall to replace the affected batteries in existing GN9120 headsets. This is being done in close cooperation with the 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 by calling 0808 2381498 between 8am and 4pm Monday to Friday or visit www.jabra.com/battery. Do not resume use of the headset until you have received a battery replacement kit and replaced the battery.

GN Netcom apologizes for any inconvenience.

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

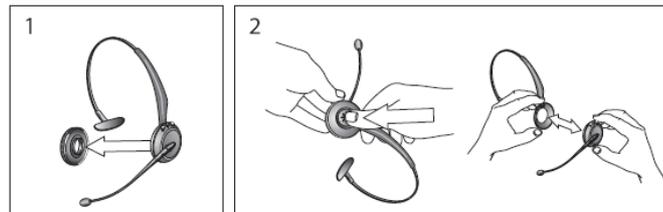
Products with the following characteristics are not affected:

- GN9120 LR with a black base station

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*



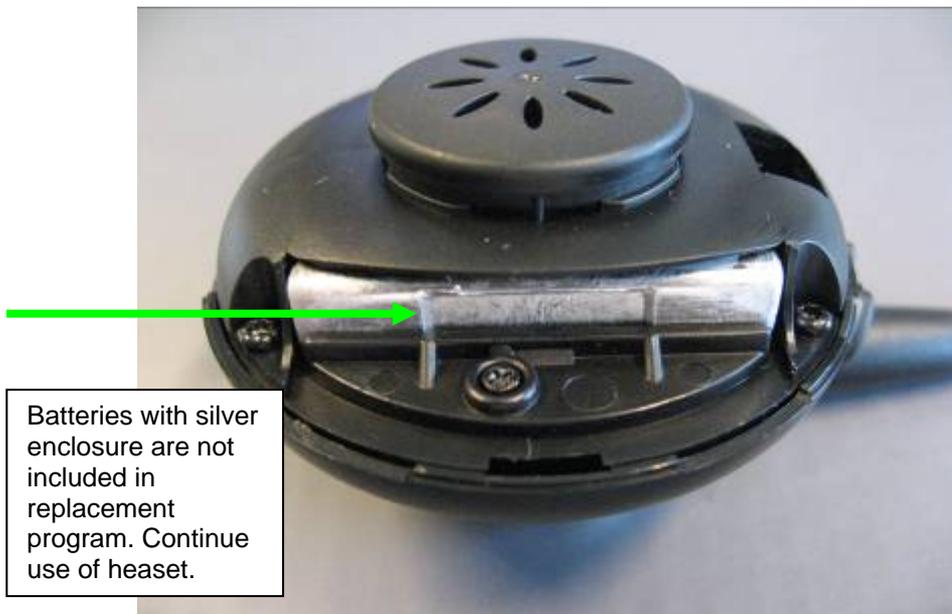
Battery with white plastic enclosure AND Made by Synergy sticker is *outside scope of replacement* program



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

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

If the battery has a silver 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](https://www.jabra.com/battery) and order a replacement battery using the order form or call **0808 2381498 between 8am and 4pm Monday to Friday.**

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