

RECALL NOTICE

Power Adapter used on the netBook™, NETBOOK PRO™ and netpad® Docking Station and Portable Power Supply

SUMMARY:

Psion Teklogix Inc. is voluntarily recalling the AC power adapter used with the Psion Teklogix netpad®, netBook™ and NETBOOK PRO™ products specifically listed below. Some of the power adapters have exhibited signs of over-heating and may pose a fire hazard or result in local burns if handled by the user. In addition, a shock hazard may exist from the metal surfaces of the device that are connected to the power adapter. A specific date code has been traced by the power supply manufacturer as having a defective component that causes this overheating.

Several incidents have been reported of the power adapter overheating and failing during normal use. There have been no reports of injury or fire, however, several units have been returned with melted plastic enclosures. Therefore, Psion Teklogix is recalling all 2,500 units of these power adapters which have been sold world-wide between December, 2003 and October, 2004.

Psion Teklogix takes the safety of our customers very seriously and therefore this world-wide recall is being conducted to prevent the possibility of any injury.

UNITS AFFECTED:

The recalled AC Power Adapter has the Psion Teklogix part number A203200470002.

Only units with a date code D/C: 034810 are covered under this recall notice.

This power adapter may be used with the following Psion Teklogix products:

- NETBOOK PRO™ (p/n 1040xxxxxxx, NB3220).
- netBook™ (p/n 1030xxxxxxx)
- netpad® docking station and portable power supplies (120100390004, 120100400004, 120100440006, NP3001)
- The power adapters affected are labeled as shown above
- This power adapter is made by a third party manufacturer, Sunpower UK Ltd, model number 2MA18-150 as shown on the label
- A second smaller label shows the manufacturer's part number 9NA0180300 and the serial number
- The D/C number is the date code
- Only D/C: 034810 poses a safety hazard, all other date codes do not require a recall

WHAT TO DO:

If your power adapter unit has been identified as above, *it is advised that you cease using the power adapter immediately and disconnect the power adapter from the AC power outlet.*



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Customers with these adapters should immediately contact Psion Teklogix to order a replacement. Psion Teklogix will send customers with recalled adapters a corresponding number of free replacement adapters.

CONTACT INFORMATION:

You may order replacement power supplies by contacting Psion Teklogix by e-mail, telephone or facsimile as follows:

Globally

By E-mail (English, French, German, Italian, Spanish):	adapter.recall@psionteklogix.com	
By Phone (English):	+1 905 812 6369	4 AM – 11 PM Eastern Standard Time, Monday – Friday

U. S. A. and Canadian callers

For USA and Canadian callers:	1 800 387 8898 option 1	4 AM – 11 PM Eastern Standard Time, Monday – Friday
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Europe, Middle East and African callers

By phone (English):	+44 20 7535 0645	10 AM – Midnight Central European Time, Monday – Friday
By phone (French):	+44 20 7535 0646	10 AM – 6 PM, Central European Time, Monday – Friday
By phone (German):	+44 20 7535 0647	10 AM – 6 PM, Central European Time, Monday – Friday
By phone (Italian):	+44 20 7535 0648	10 AM – 6 PM, Central European Time, Monday – Friday
By phone (Spanish):	+44 20 7535 0649	10 AM – 6 PM, Central European Time, Monday – Friday

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Power Adapter Fax Back Form

Fax to: +1 905 812 6304

Please provide the following information:

Customer ID (if known):

e.g. A12345

Customer Site ID (if known):

e.g. 1234567

Number of Adapters being returned:

Handheld Product Name

(e.g. netpad®, NETBOOK PRO™):

Purchase Date:

Contact Name:

Contact Phone #:

Contact Fax #:

Contact Email Address:

Company Name:

Company Address:

Return Shipping Address: