

Reference: Product Recall Notification

Product Code: PCA9004 D Cells

Order Number: EAU221100029 / Batch number 12-2029/029

Order Number: SEA230400037 / Batch number 12-2030/037

Order Number: SEA230200219 / Batch number 04-2030/219

Order Number: SEA221200295 / Batch number 12-2029/295

Order Number: SEA221100409 / Batch number 12-2029/409

10/08/2023

Dear valued Customer

During our procedural quality test protocols, we have identified a product malfunction affecting our PCA9004 D Cells specific to batches and order numbers mentioned above and illustrated in pictures below. This Malfunction is due to a manufacturing process which has been rectified and will cause no further issues with this product in the future.

We anticipate a small number of cells that have been affected by the malfunction and any potential affect will be from over-heating and/or rapid discharge of the cells that are subjected to high levels of vibration and/or impact shock.

With immediate effect, we are initiating a withdrawal and recall process to this product and batch number mentioned above. As part of this process, we will send you an inventory sheet for completion so that we can organise for disposal and replenishment of stock.

We are sincerely sorry for any inconvenience that this will cause but rest assured that the safety, quality and continuity of supply are our immediate priorities.

We thank you in advance for your understanding and if you need any further guidance, advice or support, please don't hesitate to get in touch.

Batch number location on individual Cells



Order number on outer box



Yours Sincerely

Paul-Antoine Desrumaux
EVP Sales & Marketing

