

Healthy Canadians

Home > Recalls & alerts

>  Share >  Contrast >  Print

HP Inc. Canada recalls HP Lithium Ion Batteries in HP and Compaq Notebook Computers

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Starting date:	June 23, 2016
Posting date:	June 23, 2016
Type of communication:	Consumer Product Recall
Subcategory:	Electronics
Source of recall:	Health Canada
Issue:	Fire Hazard
Audience:	General Public
Identification number:	RA-58986

- [Affected products](#)
- [What you should do](#)

Joint recall with Health Canada, the United States Consumer Product Safety Commission (US CPSC), PROFECO and HP Inc. Canada

Affected products

HP Lithium Ion Batteries in HP and Compaq Notebook Computers

Product description

This recall involves certain HP lithium ion batteries compatible with HP, Compaq, HP ProBook, HP ENVY, Compaq Presario, and HP Pavilion Notebook Computers. The affected batteries were sold with notebook computers and were also sold separately.

Batteries affected by this recall have battery bar codes beginning with the following:

- 6BZLU
- 6CGFK
- 6CGFQ
- 6CZMB
- 6DEMA
- 6DEMH
- 6DGAL
- 6EBVA

The battery bar code can be found on the underside of the battery when the battery is removed from the notebook computer.

Not all batteries with these bar codes are affected. A tool to help consumers identify if their product is affected by this recall can be found on the [firm's website](#).

Hazard identified

The battery can overheat, posing a potential burn and fire hazard.

Health Canada has not received any reports of consumer incidents or injuries to Canadians related to the use of this product.

HP Inc. Canada has received one consumer incident report related to the use of this product in Canada, in which the laptop caught fire. In the United States, HP Inc. has received 7 reports involving the affected batteries. No incidents have been reported in Mexico. No injuries have been reported.

Number sold

Approximately 2,600 batteries were sold in Canada, 41,000 were sold in the United States and 4,500 were sold in Mexico.

Time period sold

The recalled batteries were sold from March 2013 to August 2015 at various stores and online.

Place of origin

Manufactured in China.

Companies

Distributor	HP Inc. Canada Mississauga Ontario CANADA
Manufacturer	Panasonic CHINA

Images (select thumbnail to enlarge)



What you should do

Consumers should immediately stop using the affected batteries and contact HP Inc. Canada to see if their battery is affected and to order a free replacement battery if needed.

For more information and to determine if their product is affected, consumers may visit the [HP Battery Recall website](#) or call HP Inc. Canada toll-free at 1-888-202-4320 from 8:00 am to 7:00 pm CST Monday to Friday.

Consumers may view the release by the US CPSC on the [Commission's website](#).

Consumers may view the release by Mexico's Consumer Protection Federal Agency (PROFECO) on the [Agency's website](#) (Spanish only).

Please note that the *Canada Consumer Product Safety Act* prohibits recalled products from being redistributed, sold or even given away in Canada.

Health Canada would like to remind Canadians to report any health or safety incidents related to the use of this product or any other consumer product or cosmetic by filling out the [Consumer Product Incident Report Form](#).

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