

Recalls and safety alerts

[Home](#) > [Recalls & alerts](#)[Share](#) > [Contrast](#) > [Print](#)

HP Inc. Canada recalls Lithium-ion Batteries in Notebook Computers and Mobile Workstations

[Report a Concern](#)

Starting date:	January 4, 2018
Posting date:	January 4, 2018
Type of communication:	Consumer Product Recall
Subcategory:	Electronics
Source of recall:	Health Canada
Issue:	Burn Hazard, Fire Hazard
Audience:	General Public
Identification number:	RA-65510

- [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

Lithium-ion Batteries in HP Notebook Computers and Mobile Workstations that are not customer replaceable.

Product description

The recall involves certain lithium-ion batteries compatible with HP notebook computers and mobile workstations. The affected batteries were sold with the notebook computers and mobile workstations and were also sold separately as replacement batteries.

The following products are affected by this recall:

Product Name:

- HP11
- HP ENVY m6
- HP Pavilion x360
- HP ZBook (17 G3, 17 G4 et Studio G3)
- HP x360 310 G2
- HP ProBook 64x (G2 et G3)
- HP ProBook 65x (G2 et G3)
- HP ZBook Studio G4

plus any of the following battery bar codes in the above products beginning with:

- 6GAVV
- 6EZPC
- 6FDWN
- 6EZZE
- 6EZZF
- 6EVXH
- 6ETGL
- 6FSRV
- 6FWBF
- 6FWBH

The product name can be found by utilizing the keyboard shortcut 'fn+Esc' or on the barcode label on the bottom of the notebook PC. To identify if the battery is affected by this recall, customers can use the battery validation utility located on the [program website](#).

Hazard identified

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

As of December 18, 2017, the company has not received any reports of incidents or injuries in Canada. In the United States, the company has received 8 reports of overheating batteries and 1 report of injury. In Mexico, the company has received 1 report of battery overheating and no reports of injuries.

Number sold

Approximately 2,600 batteries were sold in Canada, 50,000 in the United States and 1,900 in Mexico.

Time period sold

The recalled batteries were sold from December 2015 to December 2017 at various retail locations and online.

Place of origin

Manufactured in China.

Companies

Distributor

HP Inc. Canada
Mississauga
Ontario
CANADA

Images (select thumbnail to enlarge)



What you should do

Consumers should immediately stop using the affected products and go to the [HP Battery Recall website](#) 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 telephone 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](#) (in 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](#).

This recall is also posted on the [OECD Global Portal on Product Recalls website](#). You can visit this site for more information on other international consumer product recalls.

Date modified: 2018-01-04