

TOSHIBA OF CANADA LIMITED
PANASONIC BATTERY PACK RECALL FAQs

Q1. Which Toshiba laptop models are affected by the recall?

A: Customers who bought certain Toshiba laptops or certain replacement battery packs between June 2011 and December 2015 may have a battery pack subject to the recall. To determine if your battery pack is affected by the recall, go to <http://go.toshiba.com/battery> and follow the listed instructions to download the battery check utility. If you wish to perform a manual check instead, you will also find instructions on the website to locate your laptop and battery packs model/part/serial numbers.

Q2. How can I find out if my battery pack is being recalled?

A: Go to <http://go.toshiba.com/battery> and follow the listed instructions to download the battery check utility to determine if your battery pack is affected by the recall. If you have a Portégé R930 or Tecra R940 model that has a replacement battery pack, please contact us by calling 1-800-663-0378 between the hours of 9:00 am to 8:00 pm EST Monday through Friday or directly emailing us at dpgsupport@toshiba.ca or by sending webmail to www.toshiba.ca/support so that we can validate whether the replacement battery pack in your R930 or R940 model is subject to the recall.

Q3. If my battery pack is recalled, how much will the replacement cost?

A: Toshiba will replace recalled battery packs free of charge.

Q4. Do I have to return my recalled battery pack?

A: If return of your old battery pack is requested, Toshiba will provide you with detailed instructions with each replacement battery pack. Otherwise, you must recycle your old battery pack in accordance with all applicable laws and regulations.

Q5. If my battery pack is recalled, how long will I have to wait for a replacement?

A: Delivery times may vary, but typically orders will be processed and shipped within 7-14 business days when replacement batteries are in stock.

Q6. If my battery pack has been recalled, may I continue using my laptop while I'm waiting for my replacement battery pack?

A: If your battery pack is subject to the recall, Toshiba recommends that you immediately turn off your laptop and remove the battery pack. You may continue to safely use your laptop computer by powering the computer with an AC adapter power until you receive a replacement battery pack.

Q7. Is it safe to use a Toshiba laptop on a plane?

A: If your battery pack is affected by the recall, whether you are on an airplane or not, Toshiba recommends you remove the battery pack and power your laptop with an AC adapter. Check with your Air carrier for policies and procedures regarding laptops and batteries.

Q8. How do I install my new battery pack?

A: Your new battery pack will slide into the battery pack slot from the rear of the laptop. If you need additional assistance, access your laptop's user guide at www.toshiba.ca/support.

Q9. Does the replacement battery pack have a warranty?

A: The replacement battery pack includes a 90-day limited warranty.