

LITHIUM-ION BATTERY SAFETY NOTICE

4 Aug 2021

Juniper Systems, Inc. ("*Juniper Systems*") has issued this Battery Safety Notice for certain battery packs shipped with some handheld and tablet mobile computers that are identified in **Table 1** below.

Based on a limited number of occurrences, battery packs of the affected products have the potential to overheat, posing a fire and burn risk to customers and property. This overheating primarily happens during battery pack charging cycles. Based on current known occurrences, the risk of overheating is very low and has occurred in approximately 0.007% of the products that fall within the serial number ranges listed in **Table 1**.

Despite the low risk, Juniper Systems issues this safety notice out of an abundance of caution and recommends that all owners and users of Juniper Systems products determine whether their product is subject to this safety notice by reviewing the parameters listed in the tables below. To avoid the potential risks explained herein, the owner/user must take the prescribed actions described in this notice.

Removable Battery Packs in the Affected Products

The following products have user removable battery packs that may be affected by this notice. Users of these products should inspect the battery pack to determine if it is one of the affected part numbers listed in **Table 1**.

Table 1: Affected Removable Battery Packs

Product	Affected Product Serial Numbers *	Battery Pack Type	Affected Battery Pack Part Number *
Mesa 2	Serial Numbers: 178266 – 246426 Shipped from Juniper Systems between Mar 2016 and Mar 2019	Removable Rechargeable Li-Ion Battery Pack	25260
Archer 2	Serial Numbers: 139179 – 233038 Shipped from Juniper Systems between Nov 2013 and July 2018	Removable Rechargeable Li-Ion Battery Pack	23716 or 24472
Allegro 2	Serial Numbers: 157296 – 233943 Shipped from Juniper Systems between Nov 2014 and July 2018	Removable Rechargeable Li-Ion Battery Pack	23716 or 24472

**See figures at the end of this document for help in locating the product serial numbers and battery pack part numbers. The battery pack may need to be removed to locate the applicable part numbers. For additional information on removing the battery pack, consult the product's [owner's manual](#).*

If your product falls within the serial numbers listed in **Table 1** but has previously had its battery pack replaced with one of the new removable battery pack part numbers listed in **Table 2**, no further action is required regarding the user removable battery pack.

Table 2: New Removable Battery Pack Part Numbers

Mesa 2	User Removable Li-Ion Battery Part Number	27575
Archer 2	Rechargeable Li-Ion Battery Part Number	27574
Allegro 2	Rechargeable Li-Ion Battery Part Number	27574

If your product falls within the parameters set in **Table 1** and contains one of the affected battery part numbers, users should stop using the affected battery pack and replace it with a new one listed in **Table 2**. To avoid the potential risks explained herein, users of affected products must replace the battery pack prior to further use and/or charging.

Because the affected battery packs are at least two years old, are easily replaced by owners/users, and are beyond the applicable warranty period, battery pack replacement costs are the responsibility of the owner/user. To purchase replacement removable battery packs, contact your Juniper Systems Sales Account Manager or authorized Juniper Systems reseller.

Affected battery packs should be disposed of as per local regulations. They can also be dropped off at battery recycling centers. These locations may be found through an online search for “lithium battery recycling.”

Built-In Battery Packs in Affected Mesa 2 Products

Your Mesa 2 product may have a built-in battery that adds additional runtime and hot-swap capability. Users of potentially affected products with a serial number in the range listed in **Table 3** should determine if their Mesa 2 contains a built-in battery. This can be done by navigating to <https://junipersys.com/support/check-product-status> on the Juniper Systems website.

1. Scroll down the page to locate the *Check Product Status* section.
2. Type the serial number of your Mesa 2 into the box labeled “Enter Serial Number Here” then click **Submit**.
3. When the results appear, scroll down to the “Original Configuration” section and find “Internal Battery.”

This line indicates if there is a built-in battery in your Mesa 2. If your Mesa 2 falls within the serial number range listed in **Table 3** and there is a built-in battery, then your Mesa 2 is an affected product.

Table 3: Affected Built-in Battery Packs

PRODUCT	AFFECTED PRODUCT SERIAL NUMBERS	BATTERY PACK TYPE
Mesa 2	Serial Numbers: 178266 – 246426 Shipped from Juniper Systems between Mar 2016 and Feb 2019	Built-in Battery that is not user replaceable

If your product is an affected product as described above, one of the following two options should be performed based on your situation. Option 2 will not work for Mesa 2 Android products. To avoid the potential risks explained herein, users of affected products must replace or disable the built-in battery pack prior to further use and/or charging.

1. Option 1: Have the built-in battery replaced. Because the built-in battery was intended to last the life of the Mesa 2 product, Juniper Systems will replace the built-in battery as a warranty covered repair, even if your product warranty has expired. Contact a Juniper Systems repair facility to request an RMA number and receive instructions before shipping the product back to Juniper Systems.

If the service center is not able to immediately replace the affected built-in battery pack, consider disabling the built-in battery pack using Option 2 below until such time that the affected product can be sent into a service center for the replacement service.

2. Option 2: Deactivate the built-in battery (for Windows OS products only). If you would prefer to not send your Mesa 2 into a service center for a battery replacement as described in Option 1, then you can deactivate the built-in battery by using a utility program from Juniper Systems that will update the Mesa 2 internal firmware. This procedure will completely disconnect the built-in battery so that it will not charge or operate your Mesa 2. If this option is used, please note that the overall runtime may be reduced by approximately 33%, and the unit will no longer support battery hot-swap capability.

To deactivate the built-in battery, download and run the utility program provided by Juniper Systems. This utility will update the internal firmware of the Mesa 2 and will disable the affected built-in battery pack rendering it inactive and no longer a safety issue.

The utility program and instructions for its use can be found on the <https://junipersys.com/batterydisable> web page.

Possible Battery Supply Issues

Juniper Systems has been working closely with our battery pack supplier to stock a sufficient quantity of battery packs, but please be aware that current supply chain challenges may delay Juniper System's ability to replace affected battery packs by several weeks or months. We apologize in advance for any inconvenience this may cause.

For more information, or if you have questions regarding this Safety Notice or Juniper Systems' lithium-ion battery management, please contact the Juniper Systems Sales or Support Teams.

IT IS THE OWNER'S/USER'S RESPONSIBILITY TO REVIEW THIS SAFETY NOTICE AND TAKE THE REQUIRED ACTIONS TO AVOID THE RISKS EXPLAINED HEREIN. JUNIPER SYSTEMS IS NOT RESPONSIBLE FOR, AND HEREBY EXPRESSLY DISCLAIMS, ANY AND ALL INJURIES OR DAMAGES TO PERSONS AND PROPERTY, CAUSED AS A RESULT OF OWNER'S/USER'S FAILURE TO REMOVE, DISABLE, AND/OR REPLACE, AS APPLICABLE, A BATTERY PACK IN AN AFFECTED PRODUCT, OR CAUSED BY OWNER'S/USER'S FAILURE TO COMPLY WITH THE INSTRUCTIONS SET FORTH HEREIN. PLEASE BE AWARE, NEITHER THE ISSUANCE OF THIS SAFETY NOTICE NOR ANY RESPONSIVE ACTION TAKEN BY OWNER/USER OR JUNIPER, WILL OPERATE TO EXTEND OR MODIFY THE WARRANTY TERMS AND DURATION OF THE AFFECTED PRODUCTS OTHER THAN WHAT IS DESCRIBED HEREIN.

Juniper Systems appreciates its customers, and your attention to this matter, and apologizes for any inconvenience that this may cause. Juniper Systems is committed to offering the highest quality products and superior customer service.

The following figures are to assist you in locating the serial numbers and battery pack part numbers of the potentially affected products. The battery pack may need to be removed to locate the applicable part numbers. For additional information on removing the battery pack please consult the product's [owner's manual](#).

Mesa 2



Figure 1 Location of Mesa 2 Serial Number



Figure 2: Location of Mesa 2 Removable Battery Part Number

Archer 2



Figure 3: Location of Archer 2 Serial Number

Allegro 2



Figure 4: Location of Allegro 2 Serial Number

Archer 2 and Allegro 2 Battery Packs



Figure 5: Location of Part Number on Battery Pack 23716



Figure 6: Location of Part Number on Battery Pack 24472