

Safety Alert

ARTC No. 116
Issued 21/01/2020

DELL Battery Swell

Incident

This alert has been issued following a report where DELL Laptops have been presented to IT technical services with swollen batteries (see images below)



It has been reported that laptops with swollen batteries are still being used by staff. DELL have advised that these swollen batteries do not present a safety risk, however mishandling them during removal or maintenance could present a hazard.

If you have one of these laptops, please **STOP** and ask IT about what can be done.

- Some are in warranty and can be fixed and some are outside this warranty and your department will replace the unit.
- If IT has sighted the issue your manager can contact IT to confirm that a new laptop needs to be purchased to replace the one you have.

Although there has never been a case where the battery swell has caused harm, we recommend that you start the process of replacement.

Please note this has occurred in laptops around 2-3 years old and doesn't happen to all of them.

DELL Statement

We at Dell understand that you may be experiencing issues with some battery packs swelling. Like most laptops, Dell laptops use lithium ion batteries, which can swell for a variety of reasons such as age, continuous charging over time, manufacturing issues, or if the wrong power charger is used. Should you have an issue with a battery pack swelling, please be sure to contact Dell Technical Support to correctly characterize the issue and/or replacement paths if applicable.

DELL have reported that a swollen battery pack does not represent a safety concern, but, as a reminder, damaged or swollen components must not be used. If the battery has become swollen stuck or lodged, you should never attempt to pry it out with a tool and you must contact Technical Support for assistance with any damaged or swollen pack.

Further information - Use the Servicedesk Portal or email / Phone to log your call regarding your battery .1300 785 747 or servicedesk.artc.com.au