

June 2020

Shipping guidelines for Lithium batteries

Dear Valued Customer,

You will be familiar with the legislation regarding the shipping methods for products containing Lithium Ion batteries, which are classed as dangerous goods. This affects **all** products containing Lithium based batteries including all rechargeable hearing aids and wireless accessories (Lithium Ion / Lithium Polymer) and some non-rechargeable wireless accessories (Lithium Metal).

As part of our dedication to the correct shipping and handling of dangerous goods, compliance to legislation and our responsibility to both our employees and customers, we're sharing information you need to know regarding appropriate shipping of lithium ion batteries:-

Our shipments to you (new orders, repairs, etc.)

We follow local regulations when shipping products to you, including proper labelling and shipment by ground delivery when required. You will have noticed some extra labels on shipments to you containing lithium batteries:-



All Power Packs are now sent via ground shipping. If your order contains a Power Pack along with other products, the entire order will be sent via ground shipping.

Your shipments to us (returns, repairs, etc.)

With immediate effect, there are some changes required to the way you ship products to us and some advice of what to do if you suspect a battery is damaged.

Which Phonak Products use Lithium based batteries?

Rechargeable Hearing Aids and most Wireless Accessories including ComPilot, DECT phones, Roger Pen, etc. **N.B. this list is not exhaustive. Please call our Technical Support team if further clarification regarding battery type is required.**

What changes do I need to be aware of?

The following guidelines apply **per individual package** (a shipment may contain multiple individual packages):

1. There are no changes to your shipping process if sending back one (1) or two (2) products. Please note that the DECT phone battery should be installed in the phone prior to shipping.
2. If sending back three (3) to two hundred (200) of these products, special packaging and labels are required. Products should be enclosed in inner packaging and should be sent in strong, rigid outer packaging with a lithium battery label affixed to the outer packaging. Please contact your carrier for their exact labelling and packaging requirements.



3. If sending back more than two hundred (200) products, regulations require ground shipping and a lithium battery label affixed to the outer packaging.

What if I suspect the battery is damaged?

If damage to a Lithium battery is visible (e.g. leaking, venting, hot to touch) or suspected, you must not return it to Phonak, as damaged batteries must not be shipped. Please record the serial number of the device, take a photo of the damage, e-mail it to info@phonak.com and then dispose of the product according to your local recycling regulations.

A. Rechargeable Hearing Devices

How do I know if the battery is damaged?

Step 1 – Conduct a visual inspection of the device.

- If there is no deformation of the housing (mechanical damage) or visible leakage, conduct next step.

Step 2 – Carry out a charge test

- Put the device in the charger for 5 minutes
- Observe normal blinking pattern during charging

If the device shows the normal LED blinking after the last step the battery has no defect and can therefore be shipped in the same way as a new Phonak Audéo B-R. If one of the steps fails, the battery has to be considered as defective. Please record the serial number of the device, take a photo of the damage, e-mail it to info@phonak.com and then dispose of the product according to your local recycling regulations.

B. Power Packs:

Power Packs are non-returnable, so should not be shipped to Phonak under any circumstances (damaged or not). We can assume no liability for Power Packs incorrectly sent back to us and no credit will be issued. **If damage to the Power Pack is visible (e.g. leaking, venting, hot to touch) or suspected**, please record the serial number of the device, take a photo of the damage, e-mail it to info@phonak.com and then dispose of the product according to your local recycling regulations.

How do I know if the power pack is damaged?

Step 1 – Conduct a visual inspection of the Phonak Power Pack

- If there is no deformation of the housing (mechanical damage) or visible leakage, conduct next step.

Step 2 – Carry out a charge test

- Connect the Power Pack to the power supply
- Observe solid green LEDs

If the Phonak Power Pack shows solid green LEDs during charging the battery has no defect. If one of the steps fails, the battery has to be considered defective. Please record the serial number of the device, take a photo of the damage, e-mail it to info@phonak.com and then dispose of the product according to your local recycling regulations.

Please note that these regulations apply to all shipments, regardless of origin. We recommend you follow appropriate legislation when shipping any products containing lithium batteries to your patients/clients.

Our Customer Care team is here to help you with any questions. Please contact us on 01925 623600.

Kind Regards,

A handwritten signature in black ink that reads "Lisa Carroll". The signature is written in a cursive, flowing style.

Lisa Carroll
Head of Customer Experience