

Safety Alert Bulletin

22 February 2006

Polycom Inc. Recalls Conference Phone Batteries for Fire Hazard

FOR IMMEDIATE RELEASE

February 17, 2006

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Firm's Recall Hotline: (800) 917-5738

CPSC Recall Hotline: (800) 638-2772

CPSC Media Contact: (301) 504-7908

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WASHINGTON, D.C. - The U.S. Consumer Product Safety Commission, in cooperation with the firm named below, today announced a voluntary recall of the following consumer product. Consumers should stop using recalled products immediately unless otherwise instructed.

Name of Product: Lithium Ion batteries in SoundStation2W wireless conference phone

Units: About 21,000 units in the U.S. (About 27,700 units worldwide)

Manufacturer/Distributor: Polycom Inc., of Pleasanton, Calif.

Hazard: These batteries can overheat, which could pose a fire or burn hazard.

Incidents/Injuries: Polycom has received two reports of batteries overheating and causing minor damage to the tables on which the units sat. No injuries have been reported.

Description: The recalled batteries were sold with the SoundStation2W wireless conference phones, and separately as replacement batteries. The SoundStation2W Part Number is printed on the underside of the telephone.

The SoundStation2W Part Numbers and SKU numbers are as follows:

Part Number	SKU number
2201-07800-001	2200-07800-001
2201-07880-001	2200-07880-001

SoundStation2W recalled battery Part Numbers, SKU numbers and date codes are as follows:

Part Number	SKU number	Date Code
1520-07803-001	2200-07803-001	1205 or earlier (December 2005)
1520-07804-001	2200-07804-001	1205 or earlier (December 2005)

The batteries have a black or white plastic coating and a white label with the following title: "RECHARGEABLE Li-ion BATTERY." The recalled battery Part Numbers can be found on the bottom right hand corner of the white label on the battery pack. The date code can be found to the left of the Part Number. Recalled batteries have the date code of 1205 (December 2005) or earlier printed on the white label of the batter pack.

Sold by: Polycom business to business resellers who sell through catalogs, online, telesales, through office supply stores or on the Polycom Web store from August 2004 through January 2006 for between \$700 and -\$900. Replacement batteries were sold for between \$50 and \$90.

Manufactured in: The batteries were manufactured in China.

Remedy: Customers should remove the battery pack from their SoundStation2W unit immediately. Once the batteries are removed, customers can still use their conference phone by keeping the charger plugged into the unit. Customers should not attempt to use other batteries in the unit. Consumers should contact Polycom Inc. for information on receiving a free replacement battery.

Consumer Contact: For additional information, please go to
<http://www.polycom.com/2WBattery>

or call Polycom Inc. at (800) 917-5738 between 8 a.m. and 9 p.m. ET Monday through Friday. Consumers also can contact their local Polycom office or write to:

Polycom Inc.
1565 Barber Lane
Milpitas, CA 95035
ATTN: SoundStation2W Battery Return Program.

Media Contact: Jessica Kersey, Polycom Inc., Jessica.Kersey@polycom.com,
(925) 924-5689

To view this recall online, please visit our website at:
<https://www.cpsc.gov/cpsc/pub/prerel/prhtml06/06092.html>



New York State Department of State
Office of Fire Prevention and Control
41 State Street
Albany, NY 12231-0001

- phone: (518) 474-6746
- fax: (518) 474-3240
- fire@dos.state.ny.us
- <http://www.dos.state.ny.us/fire/firewww.html>