



Niles Technical Bulletin

To: All Niles iC2 Customers and Niles Sales Representatives
From: Niles Technical Support Department
Date: 9/30/2010
Re: SA00645 Battery, iC2 (FG01342), iRemoteTS (FG01341) and iRemoteTS Export (FG01406)

Please be advised, that effective immediately, Niles is suspending shipment of our soft-pouch lithium polymer battery pack, Part Number SA00645 and the following Niles products that use this battery pack: the iC2 (FG01342), iRemoteTS (FG01341), and the iRemoteTS Export (FG01406). Please quarantine any of these battery packs or products that you may have in your inventory and do not offer them for sale or otherwise distribute them until further notice. We are taking this step as we investigate some field reports of battery pack rupture occurring when the bare battery pack is being handled or a product is being serviced with its battery compartment cover removed. There may be a risk of fire if the bare battery pack is dropped or subjected to forceful physical trauma.

Until we are able to resolve the issue, we ask that you not perform any battery pack service or battery pack replacement on the iRemoteTS, iRemoteTS Export, or iC2. Any products in the field that require battery pack service or battery pack replacement must be sent back directly to Niles for repair. You may do that by requesting a Return Authorization number by calling 1-800-289-4434, M-F, 8:00 am to 5:30 pm ET.

For any other service calls that involve removing the battery compartment cover on the iRemoteTS or the iC2 that are not related to servicing or replacing the battery pack, you may safely do so by taking the following steps:

- 1) Place the unit face-down on a table-top or other work area where the unit is protected from falling to the floor. You should place the iRemoteTS on top of a protective cloth so that the touchscreen is not scratched or damaged during this process.
- 2) Remove the battery compartment cover retaining screw using a Phillips screwdriver, then carefully remove the cover.
- 3) Do not remove the battery pack retaining clamp or disconnect or remove the battery pack from its compartment. Visually inspect the installed battery pack. If the installed battery pack appears puffy or swollen, please replace and secure the battery compartment cover and contact Niles to return the unit for repair.
- 4) Perform any work needed such as programming the unit, updating its firmware, etc.
- 5) Carefully replace the battery compartment cover and secure it with the retaining screw using a Phillips screwdriver.

We will provide you with updated information as soon as it is available.