



Blood Cell Storage, Inc. (BCSI)
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CSMP – Field Advisory Notice (FAN)

TrakStation tablet – Lithium Ion Battery Guidance

310820TAB023

Identified Issue & Analysis

Users have reported recent issues with TrakStation tablets experiencing lithium battery swelling after prolonged periods of use. The issues initially presented as a screen that bulged without damage or manipulation, and further separated from the body of the tablet. While the reported issues have been with Acer model tablets in particular, the potential for swelling of the battery cells is inherent to lithium-ion polymer battery technology, and all TrakStation tablet models use this technology. Lithium-ion batteries can swell after some time and under some conditions, such as exposure to high heat, age, number of charge cycles, or battery manufacturing processes.

Impact to Owners

A swollen lithium battery may present possible safety risk and may impact the performance of the tablet. Swollen batteries should not be used and should be replaced and disposed of properly. Continued use with a swollen lithium battery may cause damage to the tablet enclosure or internal components and can lead to tablet malfunction.

Procedure

Users experiencing this issue should discontinue tablet use immediately and discharge the tablet battery by disconnecting the AC adapter from the power source and letting the battery drain. Isolate the tablet in a safe location and contact the BCSI support team at support@safesens.com. Provide the support team with photo(s) of the failure and the serial number of your tablet for further assistance.

Product notices included by the tablet manufacturer in the tablet's packaging provide further information regarding proper battery treatment, handling, and disposal.



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31 August 2020

Date

Transmittal & receipt acknowledged by CSMP

Signature

Date