



Blood Cell Storage, Inc. (BCSI)  
4203 23<sup>rd</sup> Ave W  
Seattle, WA 98199

01 July 2021

## CSMP – Field Advisory Notice (FAN)

TrakStation Tablet - Battery Service

010721TAB0025

### Identified Issue & Analysis

The TrakStation is normally left plugged in and turned on for weeks and months at a time. Some TrakStation tablet models may be at risk of battery swelling after this type of prolonged use. 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

Most users have not and will not experience this issue. 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 with the at-risk tablet makes (Acer, Lenovo, or Microsoft) should provide BCSI with the tablet model, contact, and delivery information by filling out the attached [TrakStation Battery Service Form](#). BCSI will provide a mitigation solution at no extra cost to the customer. The specific solution depends on the TrakStation model and will be communicated to the customer upon receipt of the completed service form.

A handwritten signature in black ink, appearing to read "Elaine Neyens", is written over a horizontal line.

Elaine Neyens  
Operations Director  
Blood Cell Storage, Inc.

30 July 2021

Date

Transmittal & receipt acknowledged by CSMP

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date