



**IMPORTANT SAFETY NOTICE: GN9120 Users**

Dear GN9120 User:

GN Netcom has received reports of battery failures in certain GN9120 headsets that were distributed to the market between January 2005 and September 2008. Short circuits in the batteries can cause overheating of the headsets and pose a fire hazard. More than one million units have been sold and less than fifty incidents have been reported. However, product safety is a key priority and as a precautionary measure a replacement program has been initiated.

The batteries at issue were provided by our former battery supplier, ATL (Amperex Technology Limited), Hong Kong.

We have changed both the battery supplier and the battery type for the GN9120 Series. In addition, because product safety is a key priority for GN Netcom, we are initiating a voluntary recall to replace the affected batteries in existing GN9120 headsets. This is being done in close cooperation with the U.S. Consumer Product Safety Commission and the Danish Safety Technology Authority.

If your GN9120 headset has an affected battery (see attached instructions) you are advised to stop using the headset, unplug the power adaptor from the socket and order a battery replacement kit at [www.jabra.com/battery](http://www.jabra.com/battery) or by calling 877-803-6467, Monday – Friday, 9am – 6pm EST.

Do not resume use of the headset until you have received a battery replacement kit and replaced the battery.

GN Netcom apologizes for the inconvenience.

Best regards,

A handwritten signature in black ink, reading "P. McCullagh", is written in a cursive style.

Phyllis McCullagh  
President and General Manager, NA  
GN Netcom, Inc.