

# News from CPSC

## U.S. Consumer Product Safety Commission

Office of Information and Public Affairs

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Firm's Recall Hotline: (800) 963-7627  
CPSC Recall Hotline: (800) 638-2772  
Firm's Media Contact: (925) 924-5689

### Polycom, Inc. Recalls Wireless Conference Phone Batteries Due to Fire Hazard

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. (To access color photos of the following recalled products, see CPSC's Web site at [www.cpsc.gov](http://www.cpsc.gov).)

**Name of product:** SoundStation2W Wireless Conference Phones with Lithium Ion Batteries

**Units:** About 5,800 units

**Phone Distributor:** Polycom, Inc., of Pleasanton, Calif.

**Battery Pack Distributor:** Gold Peak Industries Ltd., of Hong Kong

**Hazard:** The battery packs can overheat, posing a fire or burn hazard.

**Incidents/Injuries:** Polycom has received one report of a battery pack overheating resulting in minor property damage. No injuries have been reported.

**Description:** The recalled battery packs were supplied by Gold Peak Industries Ltd. and sold with Polycom's SoundStation2W wireless conference phones from December 1, 2007 until May 2, 2008, and separately as replacement battery packs during the same time period. The SoundStation2W part numbers and SKU numbers are printed on the underside of the telephone and include the following models:

<u>Part Number</u>	<u>SKU Number</u>
2201-67800-022	2200-07800-001
2201-67880-022	2200-07880-001

SoundStation2W recalled battery pack part numbers, SKU numbers and date codes are as follows:

<u>Part Number</u>	<u>SKU Number</u>	<u>Date Code</u>
1520-07803-003	2200-07803-002	GP1207, GP0108, GP0208, GP0308 (December 2007 through March 2008)
1520-07804-003	2200-07804-002	GP1207, GP0108, GP0208, GP0308 (December 2007 through March 2008)

The battery packs have a black or white plastic coating and a white label with the following title: "RECHARGEABLE Li-ion BATTERY." The recalled battery pack 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 printed on the white label of the battery.

**Sold by:** Authorized dealers nationwide through catalogs, online, telesales, office supply stores,

the Polycom Web store, and Fry's Electronics retail locations from December 2007 through May 2, 2008 for between \$700 and \$900. Replacement battery packs were sold for between \$50 and \$90 through the same outlets.

**Manufactured in:** China

**Remedy:** Consumers should immediately remove the battery pack from their SoundStation2W wireless conference phone. Once the battery pack is removed, consumers can still use their conference phone by keeping the charger plugged into the unit. Consumers should not attempt to use battery packs other than those supplied by Polycom in the unit. Consumers should contact Polycom for a free replacement battery pack.

**Consumer Contact:** For additional information, contact Polycom, Inc. at (800) 963-7627 between 9 a.m. and 5 p.m. ET Monday through Friday, or visit the firm's Web site at [www.polycom.com/2WBattery](http://www.polycom.com/2WBattery).



**SoundStation2W Conference Phone**



**12 hour talk time Battery Pack**



**Battery Pack Date Code Example: GP0108 (January 2008)**  
**Battery Pack Part Number Example: 1520-07804-003**



**24 hour talk time Battery Pack**

The U.S. Consumer Product Safety Commission is charged with protecting the public from unreasonable risks of serious injury or death from more than 15,000 types of consumer products under the agency's jurisdiction. Deaths, injuries and property damage from consumer product incidents cost the nation more than \$800 billion annually. The CPSC is committed to protecting consumers and families from products that pose a fire, electrical, chemical, or mechanical hazard. The CPSC's work to ensure the safety of consumer products - such as toys, cribs, power tools, cigarette lighters, and household chemicals - contributed significantly to the decline in the rate of deaths and injuries associated with consumer products over the past 30 years.

To report a dangerous product or a product-related injury, call CPSC's hotline at (800) 638-2772 or CPSC's teletypewriter at (800) 638-8270 or visit CPSC's Web site at [www.cpsc.gov/talk.html](http://www.cpsc.gov/talk.html). Consumers can obtain this release and recall information at CPSC's Web site at [www.cpsc.gov](http://www.cpsc.gov).