

# News from CPSC

## U.S. Consumer Product Safety Commission

Office of Information and Public Affairs

Washington, D.C. 20207

**For Immediate Release**  
**February 17, 2006**  
**Release #06-092**

**Firm's Recall Hotline: (800) 917-5738**  
**CPSC Recall Hotline: (800) 638-2772**  
**CPSC Media Contact: (301) 504-7908**

### **Polycom Inc. Recalls Conference Phone Batteries for 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:** Lithium Ion batteries in SoundStation2W wireless conference phone

**Units:** About 21,000 units in the U.S. (About 27,700 units worldwide)

**Manufacturer/Distributor:** Polycom Inc., of Pleasanton, Calif.

**Hazard:** These batteries can overheat, which could pose a fire or burn hazard.

**Incidents/Injuries:** Polycom has received two reports of batteries overheating and causing minor damage to the tables on which the units sat. No injuries have been reported.

**Description:** The recalled batteries were sold with the SoundStation2W wireless conference phones, and separately as replacement batteries. The SoundStation2W Part Number is printed on the underside of the telephone. The SoundStation2W Part Numbers and SKU numbers are as follows:

<u>Part Number</u>	<u>SKU number</u>
2201-07800-001	2200-07800-001
2201-07880-001	2200-07880-001

SoundStation2W recalled battery Part Numbers, SKU numbers and date codes are as follows:

<u>Part Number</u>	<u>SKU number</u>	<u>Date Code</u>
1520-07803-001	2200-07803-001	1205 or earlier (December 2005)
1520-07804-001	2200-07804-001	1205 or earlier (December 2005)

The batteries have a black or white plastic coating and a white label with the following title: "RECHARGEABLE Li-ion BATTERY." The recalled battery 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. Recalled batteries have the date code of 1205 (December 2005) or earlier printed on the white label of the batter pack.



**SoundStation2W Conference Phone**



**12 hour talk time Battery Pack**



**24 hour talk time Battery Pack**



**Battery Pack Date Code Example: 0704 (July 2004)**  
**Battery Pack Part Number Example: 1520-07804-001**

**Sold by:** Polycom business to business resellers who sell through catalogs, online, telesales, through office supply stores or on the Polycom Web store from August 2004 through January 2006 for between \$700 and -\$900. Replacement batteries were sold for between \$50 and \$90.

**Manufactured in:** The batteries were manufactured in China.

**Remedy:** Customers should remove the battery pack from their SoundStation2W unit immediately. Once the batteries are removed, customers can still use their conference phone by keeping the charger plugged into the unit. Customers should not attempt to use other batteries in the unit. Consumers should contact Polycom Inc. for information on receiving a free replacement battery.

**Consumer Contact:** For additional information, please go to [www.polycom.com/2WBattery](http://www.polycom.com/2WBattery) or call Polycom Inc. at (800) 917-5738 between 8 a.m. and 9 p.m. ET Monday through Friday.

Consumers also can contact their local Polycom office or write to: Polycom Inc, 1565 Barber Lane, Milpitas, CA 95035 ATTN: SoundStation2W Battery Return Program.

**Media Contacts:** Jessica Kersey, Polycom Inc., [Jessica.Kersey@polycom.com](mailto:Jessica.Kersey@polycom.com), (925) 924-5689

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 \$700 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 30 percent 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).

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