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EE POWER BAR RECALL



5 August 2015

EE has identified a very small number of incidents where Power Bars have overheated, all of which relate to batch E1-06 (written as Model:E1-06 on the side of the device), and could pose a fire safety risk.

We're therefore recalling batch E1-06 and request that customers stop using them and return their device to a local EE store at their earliest convenience.

Power Bars from any other batch aren't affected by this recall.

It's our intention to replace these chargers once we've completed our investigations; we'll be in touch once these have been concluded. We're really sorry for any inconvenience this may cause.

What's the issue with batch E1-06, and how do I identify my device?

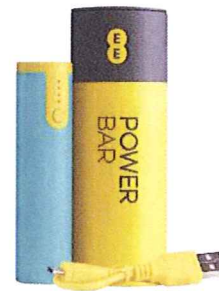
We've identified a very small number of incidents where Power Bars have overheated, all of which relate to batch E1-06, and could pose a fire safety risk. EE Power Bars can be identified by a code found on the side of the device. For the recalled models this code will read 'E1-06' (see image below).



What should I do?

We're requesting that customers stop using Power Bars from batch E1-06, and unplug them from handsets and the mains. They should return the Power Bar to a local EE store at their earliest convenience.

How do I get a replacement?



Customers returning batch E1-06 will be issued with a replacement once our investigations are concluded. The swap program has been temporarily suspended while we complete this recall process and restock.

How do I know the other batches are safe?

We've not seen any issues of overheating with other batches and they meet all safety standards. Here is some [general advice](#) on use of portable chargers.

Where is my nearest store?

Find your [local EE store here](#).

Want more advice?

Read about some general guidance on portable battery packs and power banks from [Electrical Safety First](#).

Returns process

- 1) If you have a Power Bar from batch E1-06, please stop charging and using it.
- 2) For anyone with a Power Bar from batch E1-06, please return it to your [nearest EE store](#).
- 3) For those who are unable to get to an EE store, please call our information line on **0800 079 0305**.

The legal bit

If you're returning a Power Bar from batch E1-06, this will cancel your free hire agreement and any associated charges.

[Read the full terms and conditions for EE Power Bars >](#)

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