

## FAQ's

**Q: How do I know if I have a battery that is included in the battery replacement programme?**

A: Remove the battery from the monitor and check the serial number printed on it. The batteries that are included in the battery replacement programme have the following serial numbers: S/N: JNN-S150A, S/N: JNN-S150B, S/N: JNN-S150C, S/N: JNS150-BA, S/N: JNS150-BB, S/N: JNS150-BC and S/N: JNS150A.

In the meantime, consumers may plug in the AC mains adaptor and power cord to continue to safely operate their video monitor system while waiting for their battery replacement.

**Q: If I have determined that I have a battery that is included in the battery replacement programme, what should I do?**

A: Remove the battery from your handheld device, and contact Summer Infant on 01442 505000, Option 1, or by email [custserviceuk@summerinfant.com](mailto:custserviceuk@summerinfant.com)

In the meantime, you may plug in the AC adaptor and power cord to continue to safely operate your video monitor system while waiting for your battery replacement.

**Q: What is my full battery date code?**

A: The date code is located on the battery itself. A list of battery date codes affected by the battery replacement programme can be found below:

S/N:JNS150A	S/N:JNS150-BA	S/N:JNN-S150A	S/N:JNS150-BB
S/N:JNN-S150B	S/N:JNS150-BC	S/N:JNN-S150C	

**Q: Does this affect video monitors only?**

A: Yes. This does not affect our audio monitors; the Summer audio monitors have a different type of battery. This only affects video monitors with batteries manufactured in 2010, 2011, & 2012.

**Q: Do all of your video monitors have this type of battery?**

A: No, some of our monitors have NIMH (Nickel Metal Hydride) batteries.

**Q: Is the product unsafe?**

A: No, consumers can continue to use their monitors with confidence, upon removal of the affected battery. Consumers can order a replacement battery from Summer Infant on 01442 505000, Option 1, or by email [custserviceuk@summerinfant.com](mailto:custserviceuk@summerinfant.com). You may plug in the AC adaptor and power cord to continue to safely operate the video monitor system while waiting for the replacement battery.