

NEWS from CPSC

U.S. Consumer Product Safety Commission

Office of Information and Public Affairs

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FOR IMMEDIATE RELEASE

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Firm's Recall Hotline: (877) 803-6467

CPSC Recall Hotline: (800) 638-2772

CPSC Media Contact: (301) 504-7908

Wireless Headset Batteries Recalled by GN Netcom 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.

Name of Product: GN9120 Wireless Headsets

Units: About 525,000 (an additional 675,000 were sold outside the U.S.)

Manufacturer: GN Netcom Inc., of Nashua, New Hampshire

Manufacturer (battery): Amperex Technology Limited (ATL), of Hong Kong

Hazard: An internal short circuit can cause the lithium-ion polymer batteries to overheat, posing a fire hazard.

Incidents/Injuries: GN Netcom has received 10 reports of incidents involving overheating, including three reports of open flames and property damage to furniture on which the headsets were resting. An additional 37 reports of overheating, three reports of open flames and one report of second degree burns, requiring medical attention, was received outside the U.S.

Description: This recall involves GN9120 wireless headsets with ATL lithium-ion polymer batteries. The headsets are intended primarily for professional use in offices and call centers. The product is sold with three components: a base station, headset and power adapter. "GN Netcom" or "GN9120" is printed on the base station and headset. The affected batteries have part number 603028 and have a white plastic enclosure. The batteries are labeled "Made by ATL (Amperex Technology Ltd.)" and "(ATL P/N 603028)." Batteries sold as a replacement part are labeled "GN9120 battery replacement kit."

Sold through: GN Netcom, authorized distributors and resellers nationwide from January 2005 through September 2008 for between \$150 and \$350 as part of the GN9120 headset and about \$20 as a replacement part.

Manufactured in: China

Remedy: Consumers should immediately stop using and unplug the recalled headsets. Consumers should contact GN Netcom to receive a replacement battery.

Consumer Contact: For additional information, contact GN Netcom at (877) 803-6467 between 9 a.m. and 6 p.m. Monday through Friday ET, or visit the firm's Web site at www.jabra.com



[Send the link for this page to a friend!](#) 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. To join a CPSC email subscription list, please go to <https://www.cpsc.gov/cpsclist.aspx>. Consumers can obtain this release and recall information at CPSC's Web site at www.cpsc.gov.