

FREQUENTLY ASKED QUESTIONS:

What units are potentially affected by this issue?

Panasonic FZ-G1 Mk1, Mk2 and Mk3 Toughpad tablets with standard batteries manufactured from March 2013.

When will we receive further information?

Please refer to the [contact information](#) and email us to register your preferred support location and quantity for battery replacement, subject owner and contact details e.g. you may wish to have replacement batteries shipped to one location, or multiple locations. Panasonic will advise each affected user on next steps in the near future.

Contact Information

- SG/ ID/ PH : batteryrecall@sg.panasonic.com
- MY: batteryrecall@my.panasonic.com
- TH: batteryrecall@th.panasonic.com

Are current FZ-G1 Mk4 Toughpad SKU's affected by this potential issue?

No. This issue is specific to selected FZ-G1 MK1, Mk2 and Mk3 SKU's. Units with Large batteries are not affected. FZ-G1 Mk4 is not affected.

Are any other platforms affected by this potential issue?

No. This issue is specific to selected FZ-G1 MK1, Mk2 and Mk3 SKU's. No other models or platforms are affected.

Will the FZ-G1 Toughpad still operate on mains power, or a DC vehicle dock with the battery removed?

Yes.

Is it safe to handle the battery once it is removed from the FZ-G1 Toughpad?

Yes. Panasonic recommend the standard guidelines of the battery 'Material Safety data sheet' are followed.

Should I return the battery?

No. Panasonic will be in touch with all stakeholders with a detailed update to complete their battery replacement in the near future. Users should apply either the software utility OR remove the battery and use either mains power or vehicle docking in the interim.

How can the recommended BIOS utility be applied?

Users will be advised to apply a BIOS utility that will reduce charging from 4.2 volts to 4.0 and reduce the peak operating settings of batteries. This is now available for all users for download <http://business.panasonic.sg/computer-product/voluntary-battery-recall>

Once run, the device will provide a “0” code which confirms the changes have been successfully implemented (Note: this is specific to FZ-G1 Mk1-2-3, and will return a “99” code of FZ-G1 Mk4 and “3” on any other platforms without making any changes).

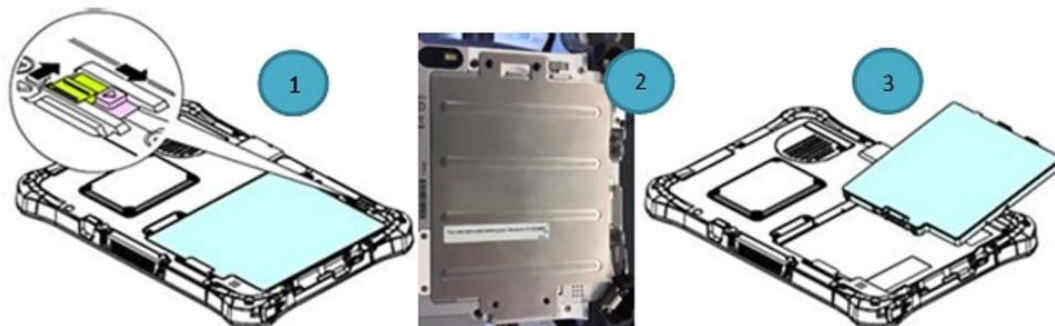
This setting will only become effective after rebooting the unit.

What about remote access to the BIOS utility?

Windows Desktop Management Systems such as SCCM can be applied remotely, but each deployment and environment will be different. Please consult your IT team, or our Panasonic Engineering group.

How does a customer remove the battery?

1. Please ensure the FZ-G1 Tablet is turned off
2. Unplug any external power source
3. Undock from desktop port replicators or vehicle docking stations if applicable
4. Unlock the battery pack as shown in the following (diagram 1)
5. ATEX devices:
 - Please do not remove the compliant metal plate or sticker on any affected FZG1 Mk1-23 ATEX unit.
 - End-users who have been trained and certified to unseal ATEX devices will be contacted with arrangements for a replacements battery. If you are uncertain if you are certified, please contact the Panasonic Solution Engineer.
 - When registered users are contacted to advise replacement batteries have become available, arrangements will be made for recognized Panasonic representatives to complete the battery replacement and resealing process either in Panasonic Service Centre, or onsite where it is feasible to do so.



How will a customer know if their unit is affected?

- Model numbers can be found by turning the unit over and confirming the product detail label applied to all FZ-G1 Toughpad tablets (diagram 1).
- The battery displays pack details on its reverse as shown (diagram 2).
- The model number of the battery pack is FZ-VZSU84U.



Will this FZ-G1 Mk1-2-3 battery issue affect ATEX | IECEx certifications?

ATEX devices will retain their zone 2 certification so long as a certified end-user or Panasonic representative installs the replacement battery and reinstates the required sealing, metal plate and tagging. Please do not run the firmware update immediately upon the installation of replacement batteries. Panasonic will advise when new ATEX compliance processes are complete for this software to ensure ATEX certifications remain in place. Please refer to the [contact information](#) and email us to register your preferred support location and quantity for battery replacement, subject owner and contact details.

Will the firmware utility applied once new batteries are installed be affected by the initial software utility?

The final firmware utility will overwrite the initial BIOS utility to ensure additional safety controls and full product performance. Panasonic will advise ATEX users when they can apply the new firmware after replacement batteries are installed. The firmware can be applied immediately upon installing the battery for all other users.

How will I know all required actions are complete?

Please refer to the [contact information](#) and email us to register your preferred support location and quantity for battery replacement, subject owner and contact details. Please apply the software utility from this site OR remove the battery and apply mains power or vehicle docking prior to the delivery of replacement batteries. For non-ATEX unit simply install the replacement battery and apply the firmware update being added to this site. ATEX users will install the replacement battery but not apply the firmware until advised by Panasonic. All required actions are then complete.