



Safety Recall Notice

AC power cords for HP and Compaq notebook and mini notebook computers

On August 26, 2014 HP announced a worldwide voluntary recall and replacement program in cooperation with various government regulatory agencies. Certain power cords shipped with HP and Compaq notebook (including mobile thin clients and mobile workstations), and mini notebook computers, as well as with AC adapters provided with accessories such as docking stations, sold from September 2010 through June 2012, may pose a potential fire and burn hazard to customers.



HP customers will receive a replacement AC power cord for each verified, recalled AC power cord at no cost.

Note: Not all HP and Compaq notebook and mini notebook PCs were sold with an affected power cord. Please validate the power cord shipped with your notebook PC or purchased with an accessory, or as a spare.

What to do:

1. Immediately stop using your AC power cord.
2. Visit the HP Notebook PC AC Power Cord Recall website to verify if your AC power cord is part of this program and order a replacement cord if your power cord is verified as affected.

<http://www.hp.com/support/PowerCordReplacement>

Customer support phone numbers

North America	Telephone Number
Canada (8 AM – 5 PM, MST Monday–Friday)	1-877-219-6676
USA (8 AM – 5 PM, MST Monday–Friday)	1-877-219-6676
Worldwide	http://www8.hp.com/us/en/contact-hp/ww-phone-assist.html

If additional support is needed, contact your HP in country support center. In-country support numbers are located at the worldwide link in the table above. Select your country/language and click “Technical support after you buy”.