

Safety Alert – Swelling of laptop batteries May 2022

Subject: Reports of HP laptop batteries becoming swollen over time.

While the Vendor has said that this is not a personal safety issue, the swelling can be significant enough to damage other components and possibly split the case open.

Background:

IT Services have recently received reports that some older HP laptop batteries have become contorted or swollen over time. The battery swelling has been significant enough to affect other components of the laptop, some causing the case to split open.

A Swollen battery is not a safety issue

The swelling is the result of the generation of gases per the normal degradation of the battery cell over time and our Vendors have informed us that a swollen battery does not present a safety issue.

Actions Required:

1. Replace a swollen battery

To protect hardware from potential damage the battery should be removed from power and replaced immediately.

If a battery is under warranty, the battery or laptop will be replaced according to the terms and conditions of the warranty. For batteries no longer under warranty, a replacement battery will need to be purchased and in some extreme cases a new laptop may need to be purchased. Please contact the IT Service Centre to discuss these options.

2. Reduce the chance of the battery swelling

- Ensure that your laptop always has good airflow around the vents and that none of the vents are blocked or obstructed in any way
- Do not leave your laptop or batteries exposed to elevated temperatures for extended periods of time.
- You can use the HP Battery Health Management Settings to optimise battery performance based upon how the system is used most.

Please contact the IT Service Centre on 9385 1333 to discuss these options.