

Battery Safety – Issues and Prevention

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Key Issues

- Product Safety – Consumer safety is the #1 priority.
- Original Nokia batteries are safe to use
- Recent external studies on this issue
- Consumer Awareness - Nokia's activities to help consumers identify counterfeit batteries



Battery Safety

- Battery safety comprised of:
 - Battery
 - Phone
- Three types of batteries are currently available for consumers
 - Original Nokia batteries
 - Batteries manufactured by third parties sold under own brand or no-brand
 - Good or poor quality
 - Counterfeit batteries



Nokia Batteries Meet **ALL** International Safety Standards

- Original Nokia batteries are designed and manufactured to meet strict safety measures
 - Very stringent requirements of the materials and insulations used
 - Continuous control of the production and intensive product testing.
- Original Nokia batteries comply with all international standards, such as
 - UL2054, UL1642, IEC 61960-1/2, IEC 60950, YD/T 998-1999 and GB/T 18287-2000
- Nokia original batteries are manufactured with:
 - Thermal safety component or safety circuit
 - Highest quality materials
 - Correctly designed safety vent
 - Clean, stable manufacturing process
 - Suitable testing methods and criteria

Recent Cases of Exploding Batteries

- ~ 30-40 cases globally of exploding non-original batteries (to 400 million Nokia mobile subscribers)
- Primary root cause of non-original battery failure is internal short circuit in the cell
- Vast majority of short circuits caused by “traumatic event” (i.e., dropping the phone) which jeopardizes integrity of poorly manufactured batteries
- Nokia investigates EVERY reported case of an exploding battery
- In each and every case, the battery in question has proved to be a non-original battery (either third-party or counterfeit) which did not include industry-standard safety measure



Product Identification - Battery

WHITE BATTERIES



- Dark ink printing
- Label affixed crookedly



- Misspelled words
- Inaccurate printing



- Hologram on back of battery
- "Made In China" sticker

COUNTERFEIT FEATURES

Product Identification - Battery



GENUINE



COUNTERFEIT

Distinguishing points

- Circuit has built-in fuse
- Circuit has no fuse.
- Short-circuit may lead
- to battery meltdown

Keys to Identifying Non-Original Batteries

Non-original often use the following wording....

- “Replacement battery for ...”
- NOK (with model number)
- NK (with model number)
- “For use with ...”
- “Compatible with...”
- “For Nokia”



Nokia's Response to Faulty, Illegal Batteries

- Nokia takes all possible actions to ensure customer safety and satisfaction
- Relentless pursuit of illegal manufacturers
 - Recent raids in the Netherlands and UK
 - Support authorities in the prosecution of importers, resellers of inferior quality products
- Active co-operation with local authorities, technical expertise and assistance provided if needed
- Operator and distributor education communique
- Advanced anti-counterfeiting measures
- **Launch regional customer service program in 1H 2004 to help consumers and retailers recognize non-original batteries.**



Summary

- Nokia original batteries are safe to use. Nokia takes all issues related to safety very seriously
- We recommend using only Nokia original batteries
- Purchasing original Nokia products from an authorized or other reputable dealer is the easiest way to ensure the product is genuine.
- Nokia takes all possible actions to ensure customer safety and satisfaction
- Nokia offers its full cooperation to authorities in taking legal measures available against companies or individuals that sell and distribute poor-quality non-original mobile phone enhancements compatible to Nokia products that do not adhere to the stringent safety and quality measures.
- Nokia is taking measures to counter piracy and provide consumers with measures to identify non-original batteries