

San Jose, CA. July 10, 2009

**IMPORTANT!**



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## **Battery Recall Reminder for STT Power Supplies**

(Forward to any known STT Users and Owners within your organization)

Dear valued customer,

Sunrise Telecom has determined that STT power supplies using certain Li-ion battery packs may leak or fail unexpectedly, posing a safety risk from a fire hazard. The affected batteries were sold worldwide for use in the following STT power supplies:

**STT-1505, STT-1505A and STT-1525.**

In February 2009, Sunrise Telecom voluntarily initiated a recall campaign for the affected batteries and will initiate a worldwide exchange program to provide eligible customers with a new replacement battery, free of charge.

All customers and/or users **MUST** remove the batteries from these STT products immediately. Please dispose of the batteries according to local regulations. The STT **MUST** be used on AC power only until an approved battery replacement is made available by the Sunrise Telecom. Please follow the procedure that applies to the power supply in your possession to remove the battery. For more details visit <http://www.sunrisetelecom.com/support/alert.php>

At Sunrise Telecom, our customers' safety is our highest priority. We deeply regret the inconvenience the recall and the delay in availability of replacement batteries may cause our customers. We thank you for your understanding and patience. We are working to resolve the matter as quickly as possible. We currently expect new certified batteries to become available in October 2009.

### **STT Battery Recall Sign UP**

[http://www.sunrisetelecom.com/support/stt\\_battery\\_recall.php](http://www.sunrisetelecom.com/support/stt_battery_recall.php)

Please contact our Customer Service center via phone, email, or register online and provide the following contact information to register for our recall program:

- Full Name
- Company Name
- Email address
- Phone number
- Postal address
- Country
- Power supplies' serial numbers
- Confirm that the batteries have been removed from the power supply

This information will only be used to provide the appropriate instructions and notify you when new batteries become available to arrange their replacement and/or delivery.

### **Customer Service Contact Information**

SUNRISE TELECOM INCORPORATED  
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To identify and contact our local representative please visit:

<http://www.sunrisetelecom.com/sales/rebs.php>