

## **Sample email to inform consumers about QWIC Trend/Compact battery Recall**

**Subject:** Important safety warning QWIC e-bike

*Recall Trend/Compact Series BA00045 battery with serial number D5 to D8, M17, M18 and M19*

Dear Customer,

QWIC has informed us that it is possible that certain batteries do not meet the set quality requirements. This applies to a certain batch of the Trend/Compact Series battery. According to our system, you may be in possession of this battery.

### **What is going on?**

After quality tests, QWIC has found that the Trend/Compact Series BA00045 battery with serial numbers D5 to D8, M17, M18 and M19 does not meet the set quality requirements. QWIC considers it very important that the safety of its QWIC users is guaranteed and does not want to take any risks regarding this matter. That is why they are recalling these specific batteries to check the batteries for quality and water resistance.

### **Please check your battery**

Check whether your battery applies for the recall based on the serial number:

<https://qwic.eu/trend-compact-battery-check/>

### **Does your battery need to be checked?**

Then you can return this battery to our store between March 9<sup>th</sup> and March 20<sup>th</sup> 2021. We will take care of the rest and notify you when you can pick up the battery at our store.

Thank you for your cooperation!

Sincerely,

<Enter the name + contact details of the dealer here>

## **Frequently Asked Questions**

### **Why do these batteries need to be checked?**

After quality tests, QWIC has found that the Trend/Compact Series BA00045 battery with serial number D5 to D8, M17, M18 and M19 does not meet the quality requirements. For safety reasons, QWIC therefore wants to check the quality and the watertightness of Trend/Compact Series BA00045 battery with serial number D5 to D8, M17, M18 and M19. QWIC e-bikes are equipped with high-quality Lithium-ion (LI-ion) batteries. LI-ion batteries convert chemical energy into electrical energy and are characterized by a high energy density and rechargeable battery. The danger with these types of batteries, and in fact like all other batteries, is the possibility of overheating and then catching fire. Overheating or burning in a battery can occur when a battery is not completely waterproof.

### **Do I have to pay for this?**

No, QWIC will bear the costs of this.

### **When will I get my battery back?**

QWIC tries to return the battery as soon as possible. They strive for a settlement within 3 weeks, maximum 6 weeks.

### **Other questions**

For other questions, QWIC can be reached via the number +31 (0) 20 630 65 40 during working days from 09:00 to 17:00. You can also e-mail via [service@qwic.nl](mailto:service@qwic.nl).