

01/06/2020



Product Safety Recall – Battery safety improvement

Dear iAQUA Customers,

Your safety is our top priority. This is why we are informing about a battery safety improvement we would like to make to your iAQUA Stingray (See serial numbers of effected units below).

What is the cause?

We have developed a method of improving the water resistance of the battery housing and would like to update your products to this improved design. This update will improve the water resistance of the battery housing, therefore making it less likely to have water ingress inside the battery housing and reducing the chance of causing a chemical reaction inside the battery case under unfavourable conditions, resulting in fire and/or bursting of the battery housing. There is a risk of injury!

What is the solution?

If your unit has one of the following serial numbers please contact service@iaqua.biz. We will then contact your local distributor and they will organise getting your batteries updated with the parts from our improved design.

Serial Number

A19S13SS02CKSLN000001 – The last six digits of the VIN number are the **serial number** of the unit (The highlighted yellow numbers are the serial number).

All serial numbers between and including 000159 and 000360 require battery safety improvements. If your unit has one of these serial numbers please contact service@iaqua.biz immediately.

As an apology for the inconvenience, whilst the updated batteries are being installed your unit will be given a full inspection and you will also receive a free sun cover from your local distributor.

Thank you for your understanding and cooperation,

iAQUA Team