



What to expect after ordering your replacement battery

Many of these batteries are internal to the system which means they are not customer replaceable. You should not remove them on your own. HP will provide battery replacement services by an authorized technician for each affected battery at no cost. Services will be provided as follows:

1. HP will provide an authorized technician to replace the old battery.
2. The technician will contact you via phone within 3-to-5 business days following verification of your order to schedule a time to replace the battery in your computer. The technician will provide the replacement battery.
3. The replacement will be performed at your residence.
4. If you have not been contacted within 3-to-5 business days after receiving confirmation of your order via email, please contact HP via email at emeabatteryrecallescalation@hp.com
5. Disposal instructions for the used battery will be included in the box with your replacement battery.