Bose Recalls Certain Battery Packs for the Bose S1 Pro System and Bose S1 Pro+ System

Bose is voluntarily recalling certain lithium-ion battery packs that may overheat and create a potential fire hazard. The Bose S1 Pro System Battery Packs and Bose S1 Pro+ System Battery Packs were originally provided as part of S1 Pro and S1 Pro+ Portable Bluetooth Speaker Systems and sold as stand-alone accessories or replacement parts. Refer to Annex A to determine if your battery pack is included in the recall.

If your battery pack is included in the recall:
• Immediately stop using it.
• If it is installed in your speaker, remove it following the instructions.
• Once removed, locate the battery pack's serial number according to the enclosed instructions and write it down. You will need it to request a replacement.
• Dispose of the impacted battery pack in accordance with your local requirements for recalled lithium-ion battery disposal. Do not place the battery pack in household trash or in general recycling.

Bose advises that once the affected battery pack has been removed, the S1 speaker may continue to be used while connected to AC mains power without the battery pack installed.

Images of the Bose S1 Pro/Pro+ Systems compatible with impacted battery packs:



S1 Pro



S1 Pro+

Bose will provide affected consumers with a replacement battery pack free of charge. Consumers should record the affected battery pack's 17-digit serial number, which will be required when requesting a replacement. Click here to find Bose support in your area and request a new battery pack. If you cannot access this website, please call + (65)-6777-9600.

Annex A

INSTRUCTIONS TO DETERMINE IF YOUR BATTERY IS IMPACTED

Step 1: Identify your product.
Determine which S1 system you own using the images below.



S1 Pro



S1 Pro+

Note: Some S1 Pro systems were available without a battery pack. If you added a Bose battery pack accessory, check if it's impacted following these instructions.

Step 2: Determine if your battery pack is impacted by this recall.

Locate the **serial number** printed on the battery pack.

1. Power off your S1 system and disconnect it from power.
2. On the bottom of your system, loosen the two screws and remove the bottom plate.
3. Remove the battery pack using the pull tabs.



S1 Pro



S1 Pro+

4. On the battery pack label, locate the 17-digit serial number printed below the bar code.



S1 Pro



S1 Pro+

If the first six digits of the battery pack serial number begin with one of the following, your battery pack is impacted, and included in this recall:

- 083723
- 078352
- 084105
- 078591
- 078592
- 084106
- 086409

If the serial number does not begin with one of the sequences above, your battery pack is not included in this recall and is safe to continue using.

Step 3: If your battery pack is included in this recall:

1. Stop using it immediately. If you haven't already done so, immediately remove the battery pack from your S1 system. For additional guidance, see the instructions above for removing the S1 Pro or S1 Pro+ battery packs.

2. Visit worldwide.bose.com/contact to find Bose support in your area and request a replacement battery pack with appropriate documentation. Note: Your S1 speaker and battery pack both have separate serial numbers. You'll need the 17-digit serial number on your battery pack to request a replacement.

3. Dispose of the impacted battery pack in accordance with your local requirements for recalled lithium-ion battery disposal. Do not place the battery pack in household trash or in general recycling. Once the battery pack has been removed, you may continue to safely use your S1 speaker while connected to AC mains power without the battery pack installed.