

Motorola Solutions Technical Notification (MTN)

TITLE: Recommendations for New Li-Ion battery use, storage and care

TECHNOLOGY: Accessory

SYMPTOMS:

Important battery storage, handling and care tips

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

Motorola Solution Li-Ion Batteries

SEVERITY RECOMMENDATION:

Low / Maintenance – Follow these instructions to proper care for Motorola Solutions Li-Ion batteries

ROOT CAUSE / DEFINITIVE TEST:

NA

WORKAROUNDS AND CORRECTIVE ACTIONS:

NA

RESOLUTIONS AND REPAIR PROCEDURES:

DO NOT:

- Store batteries with flammable materials.
- Disassemble, crush, puncture, shred, or otherwise change the form of your battery.
- Discard your battery in a fire.
- Dry a wet battery with an appliance or heat source, such as a hair dryer or microwave oven. If the radio battery contacts are wet, dry the battery contacts before attaching the battery to the radio.

ALWAYS DO:

- Store batteries in a well ventilated, temperature (68°F/20°C to 86°F/30°C) and humidity (30%-60% controlled environment.
- Use the battery in accordance with its water and dust Ingress Protection (IP) rating.
- Exercise care in handling any charged battery, particularly when placing it inside a pocket, purse, or other container with metal objects such as jewelry, keys or coins.
- Monthly inspect all battery contacts for dirt, grime and dust. Clean the contacts using a microfiber cloth or a lint free cloth. Reapply DeoxIT Gold on the radio side contacts using DeoxIT pen PN# G100P.

CARE & HANDLING:

- Charge battery within 1 month of receipt.
- Always charge your battery using the approved Motorola charger. Charging in non-Motorola chargers may lead to reduced performance and battery damage.

BATTERY STORAGE RECOMMENDATIONS

- New batteries that will be stored should be charged to greater than 50% (but less than 100%) state of charge within 1 month of receipt. Every 9 months, batteries must be recharged to greater than 50% state of charge.
- Batteries removed from service for storage should be charged to greater than 50% state of charge. Every 9 months, batteries must be recharged to greater than 50% state of charge.
- Do not store batteries attached to radios or host devices. This will minimize current drain on the battery.

Note: Batteries removed from storage may take several charge / discharge cycles to achieve their optimal capacity. One or two reconditioning cycles will accelerate capacity recovery.

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ADDITIONAL INFORMATION:

New Battery Packaging (available as old packaging is depleted) will also contain information concerning charging and care of batteries as seen in the following pictures. Verbiage on all packaging shown: "CHARGE IMMEDIATELY OR WHEN STORING > 6 MONTHS. SEE BATTERY CARE AT www.motorolasolutions.com/2waybatt"



REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR BATTERY CARE PROCEDURES:

Information pertaining the use, storage and care of Motorola Solutions Batteries may also be found at the following link
<https://www.motorolasolutions.com/content/dam/msi/docs/products/two-way-radio-accessories/batteries/impres2/two-way-radio-battery-care-tips.pdf>

WHEN TO APPLY RESOLUTION:

- After reboot
- After (re)installation
- After upgrade
- After power cycle
- After database restoration
- After failure
- On FRU replacement
- During maintenance
- Immediately
- As instructed
- Information only

LABOR ALLOWANCE:

This is an informational bulletin. No labor warranty is implied, intended or authorized for U.S. Domestic Partners/Customers. Other regions should follow their own standard procedures.

For assistance with this bulletin please contact your MSI Technical support centre

https://www.motorolasolutions.com/en_us/support.html

