

01/06/2020



## Product Safety Recall – Potential battery water leak

Dear iAQUA Customers,

Your safety is our top priority. This is why we are informing about a potential safety risk regarding the batteries in our early iAQUA Stingray (See serial numbers of effected units below).

### What is the cause?

There is a possible leak in the battery housing, therefore it cannot be ruled out that water may penetrate into the battery housing. There is a corresponding risk in particular if a leaky battery becomes completely or partially submerged under water, so that more water can penetrate into the battery housing. If water penetrates into the housing, it may cause 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 you your unit has one of the following serial numbers please contact [service@iaqua.biz](mailto:service@iaqua.biz). We will then contact your local distributor and they will organise getting the latest level batteries installed for you.

### Serial Number

**A19S13SS02CKSLNO000001** – 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 000001 and 000158 have our early batteries. If your unit has one of these serial numbers please contact [service@iaqua.biz](mailto:service@iaqua.biz) immediately.**

As an apology for the inconvenience, whilst the latest level 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