



Technical Bulletin TB23-01

RELiON InSight Series® 48V Battery Recall – Service Bulletin

NOTICE FOR RECALL – Australia and New Zealand

It is our mission at RELiON Battery to provide superior product quality and performance. Our number one priority is exceptional experience for our customers.

We have identified a manufacturing issue with the following product manufactured from May 19, 2021, through November 2, 2022:

Battery Description	Model No.	Impacted Serial Number Ranges
InSight 48V	48V030-GC2	RB48300020210314057- RB48300020210314729 RB48300020210330001- RB48300020210330715 RB48300020210507012- RB48300020221016550

In certain and rare circumstances, affected batteries can overheat, leading to a potential thermal event and a risk of fire. We have determined that the affected serial numbers of the RELiON InSight Series® 48V lithium-ion battery should be inspected and replaced. All units in inventory and in the field within the affected range should be returned to RELiON. All impacted batteries in Australia and New Zealand will be replaced with new ones and carry a new warranty period.

Our Service Agents will contact registered owners who purchased directly from RELiON or through a Reseller, notifying them if their InSight Series® 48V battery is impacted by this recall.

For further instructions and to verify the battery is within the recall range, please contact the RELiON recall representative using one of the below contact options:

- Recall support number:
 - Australia: 1300 769 282 (R&J Service Number)
 - New Zealand: 0800 546 000 (R&J Service Number)
- Recall support email:
 - Australia: rjbatt@rjbatt.com.au
 - New Zealand: rjbatt@rjbatt.co.nz
- Recall form on the RELiON website at: <https://www.relionbattery.com/product-recall-apac>



Finding the model number and serial number

The serial number can be found on the label located on the side of the battery.



Once the unit is confirmed to be within the recall range, please take the following steps:

1. Follow the OEM's instruction for removal of the recalled unit.
2. Receive the shipping safety container and documentation.
3. Follow the shipment instructions to return the recalled unit.
4. Receive the replacement unit.
5. Install the replacement unit to OEM manufacturing standards