



IMPORTANT SAFETY RECALL

To: All HP business display customers

Subject: **IMMEDIATE ACTION REQUIRED**
Important Recall Notice regarding HP L2035 flat panel monitors manufactured by Philips Electronics

Dear Valued HP Customer,

Philips Electronics is voluntarily recalling 15,740 HP L2035 flat panel monitors sold in the Europe, the Middle East and Africa. Our records show you may have received one or more of the affected flat panel monitors.

PROBLEM: In a percentage of a batch of these monitors, an internal ground clip may have been incorrectly installed, resulting in the risk of electric shock hazard to the user. Further details are provided in the “Problem Details” section.

PRODUCT: HP L2035 Flat panel monitor: P9614A, P9614W, P9614X.

PROBLEM DETAILS: Exposed metalwork on some of the L2035 monitors within the serial number range, CNP352xxxx through CNP423xxxx, may not be properly grounded, but instead maybe connected to hazardous voltage. Consequently, an electrical shock could occur upon contact with the stand mounting bracket (Arrowed in Figure 1a) or the monitor base (Arrowed in Figure 1b), or any conductive parts in contact with either of these.



Figure 1a: Stand Mounting Bracket of the L2035 Monitor

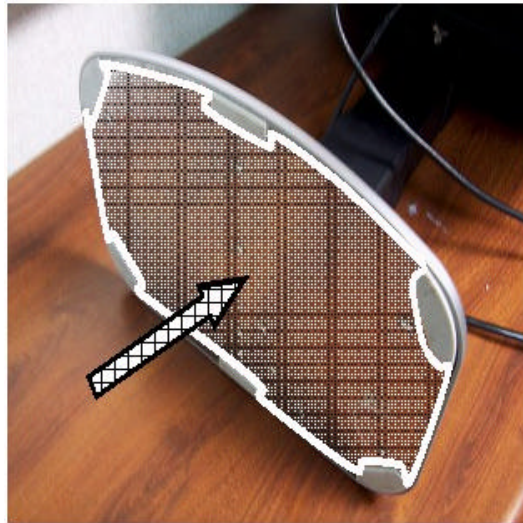


Figure 1b: Base of the L2035 Monitor



WHAT TO DO:

Only monitors within the following serial number range may be affected: **CNP352xxxx through CNP423xxxx**. The serial number consists of the letters “CNP” followed by a 3 digit number, followed by 4 characters that may be any mix of letters or numerals. Thus, if the three digit number immediately after the initial letters “CNP” is any number from 352 up to 423 inclusive, the monitor may be affected. Check the serial number of the unit either by using the On Screen Display (OSD) or by viewing the label on the back of the monitor. Before using either method of serial number identification, please read and follow the instructions below. **Until you determine that your monitor is unaffected, do not touch exposed metal surfaces (i.e. stand mounting bracket or the base). There is a possibility for electrical shock hazard.**

First method – Use the “On Screen Display” (OSD):

1. Press the Menu button (Located to the immediate left of the Power LED indicator)
2. Select “Advanced Menu” from the Main Menu.
3. Select the “Management” option on the Advanced OSD menu.
4. Select the “Serial Number” option.
5. Check the serial number to see if it is in the affected range.

Second method – Examine the Rear Panel:

1. **UNPLUG THE POWER CORD FROM THE WALL** before proceeding.
2. Check the serial number on the back of the monitor to see if it is in the affected range.

If your monitor’s serial number falls within the affected serial number range, check for a green dot sticker on the back of the monitor, near the HI-POT label located next to the serial number. Be sure to **UNPLUG THE POWER CORD FROM THE WALL**, before checking the rear of the monitor. A green dot indicates that the monitor is not affected.

If you determine that your monitor may be affected, leave it unplugged, and contact the HP L2035 Recall Helpdesk (please consult the attached list of in-country telephone numbers) or visit the Philips Recall website at www.L2035recall.com for further actions. A technician may be dispatched to your location for onsite testing or a replacement L2035 monitor may be provided.

We strongly recommend you keep the monitor unplugged. However, if you choose to continue to use the monitor, please review the hazard described in the Problem Details section above. If your monitor serial number is NOT in the affected serial number range, or if a green dot is present on the back of the monitor, no action is required.

We appreciate your understanding in this important matter and apologize for the inconvenience. Your safety and satisfaction with HP products is extremely important to us. If you have further questions or concerns, please contact your HP account manager or visit our website at <http://www.hp.com/hpinfo/newsroom/recalls.html>. You can also view the FAQ section at www.L2035recall.com.



| Country | Telephone number | Country | Telephone number |
|--------------------|--------------------|---|-----------------------|
| Argentina | 1145442047 | Malaysia | 1 800 806208 |
| Australia | 1 800 057060 | Malta | 0031-786291566 |
| Austria | 0031-786291566 | Mauritius | +31 (0)786 291 559 |
| Azerbaijan | +31 (0)786 291 559 | Mexico | 1 800 504 6200 |
| Belarus | 0031-786291566 | Morocco | +31 (0)786 291 559 |
| Belgium | 0031-786291566 | Netherlands | 0031-786291566 |
| Bosnia-Herzegovina | 0031-786291566 | New Zealand | 0800 448975 |
| Bulgaria | 0031-786291566 | Nigeria | +31 (0)786 291 559 |
| Canada | 1 800 254 2280 | Norway | 0031-786291566 |
| China | 86-10-82533079 | Poland | 0031-786291566 |
| Croatia | 0031-786291566 | Portugal | 0031-786291566 |
| Cyprus | 0031-786291566 | Puerto Rico | 1 800 254 2280 |
| Czech Republic | 0031-786291566 | Romania | 0031-786291566 |
| Denmark | 0031-786291566 | Russia | 0031-786291566 |
| Egypt | +31 (0)786 291 559 | Saudi Arabia | +31 (0)786 291 559 |
| Finland | 0031-786291566 | Singapore | 1 800 268 5457 |
| France | 0031-786291566 | Slovakia | 0031-786291566 |
| Germany | 0031-786291566 | Slovenia | 0031-786291566 |
| Greece | 0031-786291566 | South Africa | +31 (0)786 291 559 |
| Hungary | 0031-786291566 | Spain | 0031-786291566 |
| Iceland | 0031-786291566 | Sweden | 0031-786291566 |
| India | 1 600 11 9977 | Switzerland | 0031-786291566 |
| Ireland | 0031-786291566 | Thailand | 1 800 290009 |
| Israel | +31 (0)786 291 559 | Turkey | 0031-786291566 |
| Italy | 0031-786291566 | Turkmenistan | +31 (0)786 291 559 |
| Japan | 0120-101-740 | United Arab Emirates | +31 (0)786 291 559 |
| Kazakhstan | 0031-786291566 | United Kingdom | +44 (0)121 54 44 9 93 |
| Korea | 080-906-0114 | United States | 1 800 254 2280 |
| Kuwait | +31 (0)786 291 559 | All other countries not listed: Contact your nearest HP support center | |
| Lithuania | 0031-786291566 | | |