

HP L2035 Flat Panel Monitor Recall

PHILIPS ELECTRONICS SAFETY RECALL NOTICE

In cooperation with the U.S. Consumer Product Safety Commission (CPSC) and Canadian Standards Association International (CSA International), Philips Consumer Electronics is voluntarily recalling select Hewlett-Packard Company (HP) L2035 flat panel monitors sold in North America.

PROBLEM: A ground clip incorrectly installed within the inside back plastics panel of the monitor, posing a potential for an electric shock hazard.

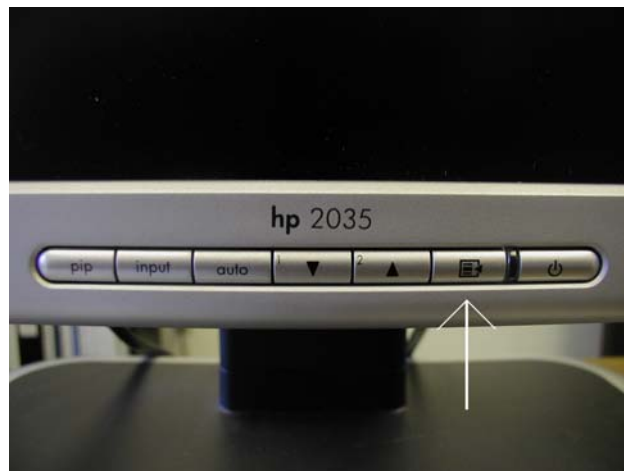
PRODUCT: HP L2035 Flat panel monitor: P9614A#ABA, P9614W#ABA, P9614X#ABA **within the serial number date range of CNP352xxx through CNP423xxx.**

HOW TO DETERMINE IF YOUR L2035 MONITOR IS PART OF THE RECALL:

Please follow the steps below to determine if your monitor falls within the serial number (Manufacturing) date range listed above. 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.**

Serial Number Identification through the monitors "On Screen Display" (OSD) for HP L2035 Monitor:

1. Press the Menu button (Located to the immediate left of the Power LED indicator)



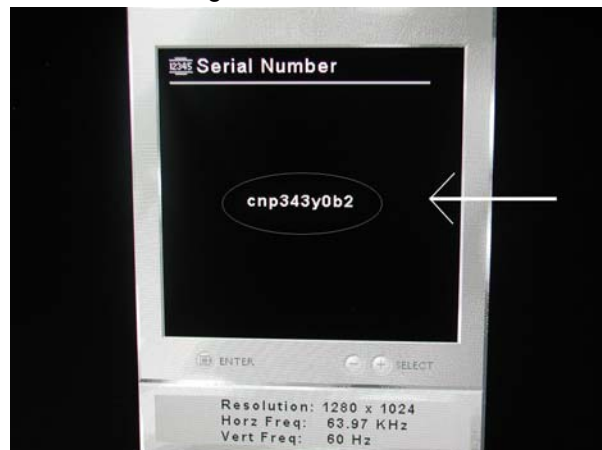
1. Select the Advance Menu option.
2. Press the Down Arrow button five (5) times and select the "Management" option.



3. Press the Down Arrow button three (3) times and select the "Serial Number" option.



4. The Serial number will now be displayed. Please document this serial number and check to see if it falls within the affected serial number range listed above.



5. Press the Menu button three times to close the OSD window. (OSD window will automatically close at the selected time chosen in the OSD Control submenu. 1 to 60 seconds)

Serial number identification by viewing the label on the back of the monitor:

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 is within the affected serial number range, check for a Green dot (sticker) on the back of the monitor near the HI-POT label. Be sure to **unplug the power cord from the wall**, before checking the rear of the monitor. If a Green dot is present, this will identify that the monitor is not affected and no action is needed. If a green dot is **NOT** present contact the HP L2035 Recall Helpdesk at the Toll Free number listed below.

Serial Number Date Range: CNP352xxxx – 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.

- If you determine that your monitor may be affected, leave it unplugged, and contact your **local HP L2035 Recall Helpdesk**. 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** description above or in the Frequently Asked Questions (FAQ) Question 4.
- If your 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**.

North America (USA, Canada) = 1-800-254-2280