



Subject: TeamPoS Internal Battery Maintenance

Overview

All batteries have a limited and typically measurable life expectancy. Once this life expectancy is reached, the battery should be replaced.

While the batteries used in the TeamPoS product lines are designed for their power capacity, and reliability, they are not exempt from the above. This battery replacement should be part of any regular 'Preventive Maintenance' and is considered normal routine maintenance, not a product failure. However not performing this periodic battery replacement could lead to a failure of the terminal to perform as expected.

This periodic internal battery replacement is required regardless of the number of times it has been used (actually had power drawn from it due to a power failure). This requirement is also stated in the Installation and Maintenance Manuals for both terminals.

Units Affected

- TeamPoS 2000 – All units with batteries
 - In the TeamPoS 2000, the internal battery is a standard feature and included in most shipped terminals.
 - An exception was made for a small number of customers that excluded the battery (none StoreNext)
 - Intelligent PIN, 8th digit:
 - 0 = No Battery
 - 1 = 3 Year Battery
 - 2 = 6 Year Battery – Records show that NO 6 year batteries were sold
- TeamPoS 3000XL – All units with batteries (including all StoreNext Units)
 - In the TeamPoS 3000XL, the internal battery is an orderable option so will vary by customer.
 - Intelligent PIN, 8th digit:
 - 0 = No Battery
 - 1 = 3 Year Battery

Battery Part Number

11000039 Same for both terminals

Recommended Replacement Schedule

TeamPoS 2000 Every 3 years
TeamPoS 3000XL Every 3 years

If this replacement schedule is not followed one or more of the following can/will occur:

- The battery will become non-functional.
 - This is guaranteed at some point in the battery life, typically after the above timeframes.
 - Result: Unable to retain power to the terminal during even a short duration power failure.
- The battery may become overheated and swell – These are extremely rare but possible.
 - This swelling may make the battery difficult to remove.
 - May crack and leak internal fluids.

<u>INQUIRIES TO:</u>		DATE
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