

# Question and Answer Sheet

## What is causing the problem?

At this stage, we are not sure what is causing the problem, which is why we want to recall the Projecta IS900E and IS1200E jumpstarter series.

## How dangerous is it?

The battery component may overheat after jumpstarting a vehicle and, in some cases, subsequently catching alight causing damage to the product.

## Has anyone been injured or hurt?

Nobody has been hurt by any overheating incidents at the time of recall.

## Is it safe to use?

We are asking all customers to stop using the Projecta IS900E and IS1200E models **immediately and return them to the place of purchase** and/or call the safety product recall number. Consumers in Australia may call the product support line on 1800 422 422 between 8:00 a.m. and 8:00 p.m. Monday to Sunday AEST or visit [www.recall-jumpstarter.com.au](http://www.recall-jumpstarter.com.au). A designated support line for New Zealand customers can be called on 0800 336 688 between 10:00 a.m. and 10:00 p.m. Monday to Sunday or visit [www.recall-jumpstarter.co.nz](http://www.recall-jumpstarter.co.nz).

## Can I get a replacement product?

You will be provided with a full refund when the product is returned however we have another similar product predominately used by workshops. Customers may opt to use their refund to offset against the purchase price of this product, known as the Projecta IS1500 which is powered by a different battery pack (Lithium Iron Phosphate LiFePO4) and is not affected with the overheating issue. This is a much larger product and probably more suited to trade applications

## At what stage is it overheating?

After jumpstarting, the unit's battery component can build up an excessive amount of heat, which may result in failure of the battery pouch and subsequently catching alight, causing damage to the product. There is a risk of fire if the lithium-cobalt battery overheats and discharges its contents.

## What do I do with the product?

Consumers who have purchased one of these jumpstarter **packs should stop using the product immediately and return it to the place of purchase for a full refund**. Alternatively, consumers in Australia may call the product support line on 1800 422 422 between 8:00 a.m. and 8:00 p.m. Monday to Sunday AEST or visit [www.recall-jumpstarter.com.au](http://www.recall-jumpstarter.com.au). A designated support line for New Zealand customers can be called on 0800 336 688 between 10:00 a.m. and 10:00 p.m. Monday to Sunday or visit [www.recall-jumpstarter.co.nz](http://www.recall-jumpstarter.co.nz).

## I've got a different Projecta product is this affected?

No, only the Projecta IS900E and IS1200E jumpstarter series are affected/involved in this recall, they have a specific battery (Lithium Cobalt battery LiCo) that may overheat after jumpstarting the vehicle.

## How can consumers tell if they own an affected product?

Consumers should:

check the product model number – which is on the underside of the product in the top right corner. It will say IS900E or IS1200E.

check the production batch number serial. The batch number is printed on the base of the unit in the format of XXXX-YYYYY-ZZZZ



## Are these things safe to transport?

When not being used, you are able to safely transport the unit. We have Safety Data Sheets for these products that allow for their road transport. Lithium powered products should not be transported by air.

## Can I just throw my Projecta Intellistart away?

To get a refund you need to return the product. **Stop using the product immediately and return it to the place of purchase for a full refund.** Consumers in Australia may call the product support line on 1800 422 422 between 8:00 a.m. and 8:00 p.m. Monday to Sunday AEST or visit [www.recall-jumpstarter.com.au](http://www.recall-jumpstarter.com.au). A designated support line for New Zealand customers can be called on 0800 336 688 between 10:00 a.m. and 10:00 p.m. Monday to Sunday or visit [www.recall-jumpstarter.co.nz](http://www.recall-jumpstarter.co.nz).

## Do I need a receipt/proof of purchase for my refund?

You will need proof of purchase if returning to the place of purchase. If you have lost your receipt/proof of purchase or simply don't have one, we will facilitate the product return and refund. You will still get a refund; it will just take a little longer. Consumers in Australia may call the product support line on 1800 422 422 between 8:00 a.m. and 8:00 p.m. Monday to Sunday AEST or visit [www.recall-jumpstarter.com.au](http://www.recall-jumpstarter.com.au). A designated support line for New Zealand customers can be called on 0800 336 688 between 10:00 a.m. and 10:00 p.m. Monday to Sunday or visit [www.recall-jumpstarter.co.nz](http://www.recall-jumpstarter.co.nz).

## Why will it take longer to get a refund through the Product Support Hotline?

We will need to retrieve the product from you before a refund can be issued. A postage paid box will be sent to you with a customer refund information form. Upon the return of the product, we will issue you a refund. The process should be quick, but not as fast as returning the product to the store.

## Where was the product manufactured?

The manufacturer is in China.

**What have you done to fix it?/Are you changing the design because of this issue?**

At this stage, we are focusing on the safety of consumers by recalling the product from the market. We are currently investigating the cause of the overheating issue and will not be returning the product to the shelves until the problem has been fixed.

**How are you letting consumers know about the problem?**

We have placed advertisements in major daily newspapers, issued a media release, and updated our website/social media with information for customers.

**Can this thing just spontaneously combust?**

The only incidents we've encountered have occurred after the vehicle has been jumpstarted

**Is it dangerous to keep this in my home?**

There have been no incidents when the unit is not in use. However, you should return the product immediately to the place of purchase or arrange to return by calling the product support line.

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**What should I do if my Projecta Intellistart catches on fire?**

Do not use water to extinguish it (**water will not put the fire out**). Use a carbon dioxide or powder type fire extinguisher against the fire and call the fire department immediately at 000.

**How many affected products are there?**

Approximately 17,000 in Australia. 2,000 of these units are in New Zealand.

**Where were the affected Projecta Intellistart products sold?**

Projecta Intellistart products were predominantly sold in Australia and New Zealand,

**My Projecta Intellistart appears to be operating okay. Can I continue to use it?**

**No**, stop using the Projecta IS900E and IS1200E models **immediately and return them to the place of purchase** for a full refund or call the product support line. Consumers in Australia may call the product support line on 1800 422 422 between 8:00 a.m. and 8:00 p.m. Monday to Sunday AEST or visit [www.recall-jumpstarter.com.au](http://www.recall-jumpstarter.com.au). A designated support line for New Zealand customers can be called on 0800 336 688 between 10:00 a.m. and 10:00 p.m. Monday to Sunday or visit [www.recall-jumpstarter.co.nz](http://www.recall-jumpstarter.co.nz).

**My Projecta Intellistart is broken, can I still get a refund?**

Yes, return it to the place of purchase for a full refund. If you have lost your receipt. Proof of purchase or simply don't have one, we will facilitate the product return and refund. You will still get a refund; it will just take a little longer. Consumers in Australia may call the product support line on 1800 422 422 between 8:00 a.m. and 8:00 p.m. Monday to Sunday AEST or visit [www.recall-jumpstarter.com.au](http://www.recall-jumpstarter.com.au). A designated support line for New Zealand customers can be called on 0800 336 688 between 10:00 a.m. and 10:00 p.m. Monday to Sunday or visit [www.recall-jumpstarter.co.nz](http://www.recall-jumpstarter.co.nz).