



Recall Hotline: 888-674-2482

Important Voluntary Safety Recall

Victory Innovations Recalls Lithium-ion Batteries Used With Electrostatic Sprayers

Recall Summary

This is a voluntary recall of the batteries used in our Victory Innovations sprayers in accordance with Consumer Products Safety Commission (CPSC) and Health Canada regulations. We have become aware that in rare cases, the battery packs used in Victory Innovations-brand hand-held and backpack electrostatic sprayers can pose a fire hazard that may result in personal injury and/or property loss.

We are addressing this issue as quickly as possible to ensure our product is consistent with the quality we expect and our customers deserve.

Name of Products Using Recalled Batteries

Victory Innovations and Protexus Electrostatic Sprayers

Remedy

Replace battery pack.

Consumers should immediately stop using the recalled sprayers - remove the battery and dispose of it in accordance with local laws for disposal of lithium-ion batteries and contact Victory Innovations for a free replacement battery pack, including shipping. See details below for online registration of replacement batteries.

Consumer Contact:

Phone: Call Victory Innovations toll-free at 888-674-2482 Monday to Friday from 8 a.m. to 5 p.m. ET.

Email: Emails may be sent to ES-Sprayerbatteryrecall@stericycle.com

Online: Visit www.victoryinnovations.com and click on Battery Recall for more information.

Description

This recall involves Victory Innovations and Protexus-branded cordless handheld and backpack electrostatic sprayers used to disinfect surfaces. They come with a nozzle, nozzle wrench, tank, lithium-ion battery pack and battery pack charger. The Victory Innovations cordless sprayers have a green and white exterior. The Victory Innovations logo appears on the front or the side of the green and white sprayers and model VP-20A or VP-20B appears on the battery pack. The Protexus logo appears on the front or the side of the black and white sprayers and model PX20A or PX20B appears on the battery back. Battery packs on recalled units have visible screw heads and a case with no parting lines.

How to Identify Affected Batteries

Step 1 - Check the model number. The model number is displayed on the label located on the back of the battery. The following battery model numbers are affected by this recall:

- VP-20A
- VP-20B
- PX20A
- PX20B



Model Number

Step 2 - Check to see if the screw heads on the back of the battery are covered by rubber plugs.

- If the screw heads are visible and not covered by the rubber plugs, then the battery is **AFFECTED** by this recall.
- If the screw heads are covered by the rubber plugs, then the battery is **NOT AFFECTED** by this recall.



Affected
Visible screw heads

Not Affected
Screw heads covered

If you believe you have **AFFECTED** batteries, please discontinue use of the sprayer immediately and remove the battery. Next, begin the registration process below.

How to register your affected batteries for replacement

If you have more than 50 batteries to register, please call the recall hotline at 888-647-2482 Monday through Friday, 8am to 5pm ET.

- **Step 1** - Assemble all of your **AFFECTED** batteries and group them by Model Number. A group may have a maximum of 10 batteries.
 - Example: You have 15 VP-20A and 5 PX20A batteries.
 - **Group 1** - 10 VP-20A batteries
 - **Group 2** - 5 VP-20A batteries
 - **Group 3** - 5 PX20A batteries
- **Step 2** - Number your batteries in sequential order using a marker. For example, if you have a total of 20 batteries, you will number them 1 through 20. Place the number in the orange box on the battery label. The number must be **HANDWRITTEN** and **VISIBLE**. If the number is not handwritten or visible, the photo will be rejected.

Group 1 - shows 10 (max) VP-20A batteries



Group 2 - shows 5 VP-20A batteries

Group 3 - shows 5 PX20A batteries





- **Step 3** - Take a photo of each group of batteries. For the example above, you will have a total of 3 photos. Each battery label must be visible and a handwritten number must be in the orange box on the label.
- **Step 4** - After you have taken all of your photos, you will enter the model number, verify that the screw heads are visible, and the quantity and click the Submit button in the entry form below. Your entry will then be visible in the grid to the right of the entry fields.
 - If you have data to enter for another photo, enter the model number, verify that the screw heads are visible, and the quantity and click the Submit button in the entry form below. Your entry will then be visible in the grid to the right of the entry fields. You may enter up to 5 lines.
 - If you are finished entering data for all of your photos, click the Upload Photo(s) button. This will take you to a screen where you may upload all of your photos.
- **Step 5** - After you have uploaded your photos, you will be taken to a registration site where you will enter contact information. This address should be the address to which your replacement batteries will be shipped.

***Model Number**

***Are the screw heads visible on the back of the battery?**

***Quantity**

SUBMIT