

SKIL 40V 5 Ah Lithium-Ion Battery Recall FAQs

FAQ 1:

Q: Which SKIL lithium-ion batteries are being recalled?

A: This recall involves SKIL brand 40V 5.0Ah Lithium-Ion Batteries that were manufactured before May 1, 2021. The recalled batteries were sold individually under the model number BY8708-00 for use with all SKIL 40V tools and were also sold in a combination kit with SKIL 40V Brushless 20-in Push Mowers (Model #PM 4910-10) or SKIL 40V Brushless 20-in Self-Propelled Mowers (Model #SM4910-10). Only the battery is recalled. If you own one of the recalled batteries, please stop use and register your product on the recall website www.skil.com/recalls.

FAQ 2:

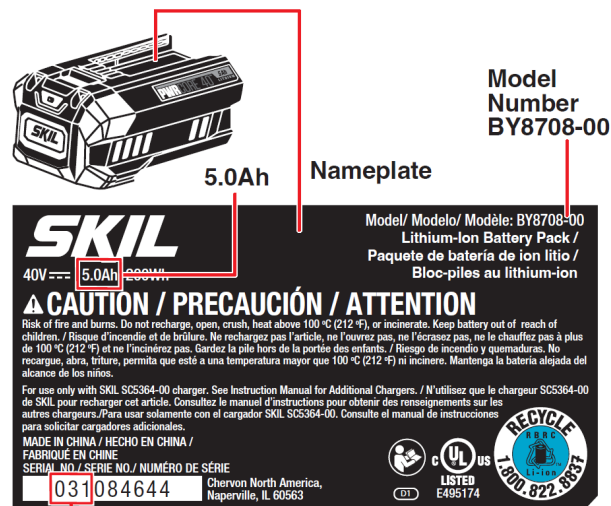
Q: Why are the batteries being recalled?

A: The lithium-ion batteries can overheat, posing fire and burn hazards. Your safety is our first concern, so please stop use and participate in the recall.

FAQ 3:

Q: How do I know if my SKIL lithium-ion battery is affected by the recall?

A: This recall involves SKIL 40V 5.0Ah Lithium-Ion Batteries that were manufactured before May 1, 2021. The model number BY8708-00 and manufacturing date code, which is the first three digits of the 9-digit serial number, are located on a name plate on the top of the battery pack near the battery terminals. The position of the model number and serial number / date code on in nameplate, and the date codes that are included in the recall, are shown in the image below



Date Codes Subject to Recall

Date Code

911	028	121
912	029	122
026	030	123
027	031	124

FAQ 4:

Q: When and where were the recalled lithium-ion batteries sold?

A: The recalled lithium-ion batteries were sold at Lowe's and other hardware and home improvement stores in the U.S. and Canada, and online at Amazon.com, Walmart.com and Lowes.com from October 2019 through December 2024.

FAQ 5:

Q: How do I participate/register for the recall?

A: First, PLEASE STOP USE IMMEDIATELY. Register your product on our recall website at www.skil.com/recalls where you can provide the requested information and learn how to safely return your recalled battery. If you prefer, you can complete the registration process over the telephone by calling 833-476-5325 from 8 a.m. to 8 p.m. ET Monday through Friday. Upon return of the recalled battery, Chervon will provide a free replacement battery or a refund for the price of the battery.

FAQ 6:

Q: I have a recalled SKIL lithium-ion battery. Will I get a replacement unit or a refund?

A: Chervon will provide eligible consumers with a free replacement SKIL 40V 5 Ah battery or a refund for the price of the battery.

FAQ 7:

Q: I purchased my recalled SKIL lithium-ion battery in a kit with a lawnmower and charger. Will I receive a replacement or refund for the entire kit?

A: Only the battery is recalled. Chervon will provide eligible consumers with a free replacement SKIL 40V 5 Ah battery or a refund for the price of the battery.

FAQ 8:

Q: Am I required to participate in the recall?

A: For your safety, please immediately stop use and register to participate in the recall. We understand this is an inconvenience and sincerely apologize. We aim to provide you with safe and reliable products. Chervon strongly encourages you to register for the recall, so we can quickly provide you with a replacement product or refund.

FAQ 9:

Q: How long will it take to receive a replacement or refund?

A: Once your registration is validated we will ship a collection kit for you to return the recalled battery, free of charge. Your return packaging materials will ship within the next 7-14 days, including detailed instructions. Please follow these instructions carefully. Once we receive your return shipment, the contents will be verified within approximately 7 days. After verification is complete, we will process your selected remedy.

FAQ 10:

Q: I no longer have the purchase receipt for my recalled SKIL lithium-ion battery. Am I still eligible for a replacement or refund?

A: Yes, if you still have your recalled SKIL 40V 5 Ah battery you can participate in the recall. Upon return of the recalled battery, Chervon will provide the requested remedy. Register your product on our recall website at www.skil.com/recalls, or by phone at 833-476-5325 from 8 a.m. to 8 p.m. ET Monday through Friday.

FAQ 11:

Q: I no longer have my recalled SKIL lithium-ion battery, but I still have proof of purchase, am I still eligible for a replacement or refund?

A: No. Because you no longer have a recalled unit, you are not eligible for a recall remedy.

FAQ 12:

Q: Is there a time limit on this recall?

A: No, but please stop use immediately for your safety. As soon as you are able, please complete your recall registration and we will process your recall remedy.

FAQ 13:

Q: Why do I have to return my recalled battery?

A: For your safety, we need to confirm that the recalled battery is properly disposed of, according to applicable laws and regulations. Returning the unit is a requirement of participating in the recall.

FAQ 14:

Q: How do I return my recalled SKIL lithium-ion battery?

A: Please register your product on our recall website at www.skil.com/recalls, or by phone at 833-476-5325 from 8 a.m. to 8 p.m. ET Monday through Friday. Once your registration is validated we will ship a collection kit for you to safely return the recalled battery, free of charge.

FAQ 15:

Q: How should I store my recalled SKIL lithium-ion battery until the battery collection kit that Chervon is sending arrives?

A: Please store the battery in a dry area, away from combustible items. The battery should not be attached to the tool or charger.

FAQ 16:

Q: My SKIL 40V 5 Ah lithium-ion battery is recalled but it appears to be running fine. Can I continue to use it?

A: No. The recalled batteries can overheat, posing fire and burn hazards. Your safety is our first concern, so please stop use, and participate in the recall at www.skil.com/recalls or by phone at 833-476-5325 from 8 a.m. to 8 p.m. ET Monday through Friday, to receive a replacement unit or a refund.