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SUPPORT / POWER ADAPTER RECALL

# POWER ADAPTER RECALL

한국어 버전을 보려면 [여기를 클릭해 주십시오](#)

We recently discovered a small percentage of products sold in Korea were shipped with the incorrect power adapters and we are voluntarily conducting a recall to replace those power adapters. We won't compromise on quality when it comes to the consumer's experience with our products.

## AM I ELIGIBLE FOR A REPLACEMENT?

If you have purchased one of the following Beats by Dr. Dre products during the timeframes below you are eligible for a replacement power adapter free of charge. You can also determine if you are eligible by locating the model # on the back of the power adapter:

- Pill 1.0 purchased between December 7, 2012 and March 7, 2014  
**Model #: KSAPK0110500210HE**
- Pill 2.0 purchased between January 9, 2014 and March 7, 2014  
**Model #: B0508**
- Studio purchased between September 23, 2013 and March 7, 2014  
**Model #: B0508**
- Studio Wireless purchased between December 4, 2013 and March 7, 2014  
**Model #: B0508**

## WHERE CAN I FIND MY POWER ADAPTER MODEL NUMBER?



Model #: KSAPK0110500210HE



Model #: B0508

If your product meets the criteria above, [click here](#) to fill out our replacement form or call 08.06460880 for further directions on receiving a replacement.

## FAQS

**I purchased my product during the timeframes outlined and my model # matches the ones above. What should I do?**

If you suspect your product may have been shipped with the incorrect power adapter please reach out to customer service at 08.06460880 for more information on receiving a replacement power adapter. If your product meets the criteria, we will send you an envelope with shipping instructions at no cost to you. From there, we will evaluate the power adapter and send you a replacement if necessary.

**I got mine as a gift and have no idea when it was purchased. What should I do?**

All power adapters have a model # on the back. If your model # reads **KSAPK0110500210HE** or **B0508** you may have the incorrect power adapter. Please contact customer service at 08.06460880 for more information.

**How many products have the incorrect power adapter?**

A small percentage of the products available in Korea have the incorrect power adapter.

**Will you be offering refunds?**

We will be replacing the power adapters for products shipped with the incorrect ones. Customers have been able to charge their devices to date without issue, however quality is of the utmost importance to us. This is why we are voluntarily replacing the incorrect power adapters.

**How long will it take to get a replacement?**

We have the new power adapters ready to go. Once you send us your current model and we have determined it meets the criteria, we will ship back a new one as soon as possible.

**Who should I contact if I have more questions?**

Please contact customer service at 08.06460880 for more information.



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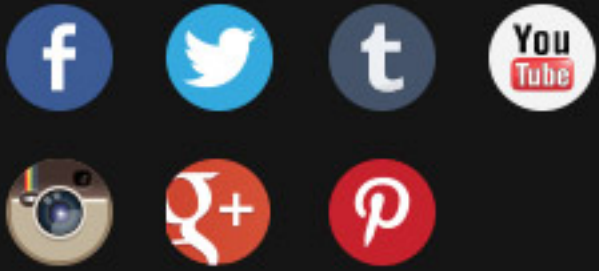
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### Beats Army







# POWER ADAPTER REPLACEMENT FORM

Please fill out the form below and click submit to begin the power adapter replacement process. If you would prefer to submit your information with one of our customer service representatives call us at 08.06460880.

Last Name

First Name

State

Region / City

Postal Code

Street Addres #1

Street Address #2

Country

Phone Number

Select your PSU Model #

▾

SUBMIT

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Last Name

First Name

State

Region / City

Postal Code

Street Address #1

Street Address #2

Country

Phone Number

Select your PSU Model #

Pill 1.0 Model #: KSAPK0110500210HE

Pill 2.0 Model #: B0508

Studio Model #: B0508

Studio Wireless Model #: B0508



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# POWER ADAPTER REPLACEMENT FORM

## THANK YOU!

You will receive a postage paid envelope to return your current power adapter. Once we receive this we will send you the correct power adapter as a replacement. Thanks again and we apologize for any inconvenience.

SUBMIT ANOTHER REPLACEMENT



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