

IMPORTANT NOTICE FOR ALL USERS OF LINK ROBOTICS CONTROLLERS

As previously reported to all owners of Link robotics controllers purchased through KIPR, there have been isolated incidents of battery fires.

We are contacting you again to emphasize the need for following proper procedures when recharging the Link's battery pack. (Proper charging procedures are outlined at the end of this notice).

We have identified certain symptoms and/or circumstances that may indicate a potential defect in the battery and the need for immediate service. If you experience any one of the following symptoms and/or circumstances described below then

- 1) if the Link robot controller is attached to a charging device when you experience these symptoms immediately detach it from the charger and turn the Link robotics controller off;
- 2) cease and desist use of the Link robot controller;
- 3) contact KIPR immediately at 405-579-4609 for instructions for returning your Link robot controller for service.

These services are covered under the terms of KIPR's warranty.

SYMPTOMS OF A BATTERY ANOMALY INDICATING NEED FOR IMMEDIATE SERVICE

Under any of the circumstances described below it is imperative that no further attempts be made to charge the battery and/or use your Link since the signs may be indicative of progressive battery failure that could lead to combustion.

1. When the Link is being charged there is excessive heat at the HDMI connection on the side of the Link near the charger input, where excessive means too hot to touch (temperatures around 100 degrees Fahrenheit are normal, uncomfortable, but not enough to burn).
2. While on charge with the Link turned on (1.9.5 firmware), the battery level indicator on the home screen does not increase, and stays in the 60-80% range. If the Link is being charged while turned on (but not running anything), the indicator should rise to over 90% within 2 hours. Having the Link on while charging allows you to monitor the battery's charge level, which should steadily increase (at least until it gets into the 90+% range at which point the battery conditioning can have it fluctuate up and down between 90 and 100%).
3. If the Link is off, a dead battery will fully recharge within 90 minutes. It should not take longer than 90 minutes to charge. This is verified by turning the Link on and checking for a voltage level above 90% (1.9.5 firmware).

REMEMBER: If you experience any of the above symptoms, 1) detach the Link robot controller from the charger, 2) cease and desist use of the Link robot controller, and 3) call KIPR immediately (405-579-4609).

Each unit returned will be inspected in order to identify what caused the problems experienced. Using the wrong charger with the Link robotic controller is an independent issue not covered under warranty. The above symptoms may also be associated with using the wrong charger.

Proper Charging Procedures:

1. The unit should not be left on charge longer than 90 minutes while not in use.
2. If being charged while on, the unit's charge level should be periodically monitored (requires firmware version 1.9.5).
3. There must be an adult supervisor present when the unit is left on the charger.
4. The area where the unit is charging must be clear of any combustible materials.
You must use the current firmware (version 1.9.5) to monitor battery charge level. For earlier versions of firmware the battery level shown may be inaccurate. If you have not installed the current firm ware or you are not sure you have:
 - Turn on your Link and check your firmware version; it is displayed under the *About* tab on the home screen that comes up when the Link is first booted.
 - If you do not have current firmware installed, access <http://www.kipr.org/kiss-platform-link-firmware> for the firmware download and instructions for its installation
 - After firmware installation, click on *Settings* >> *Calibrate* to re-calibrate screen touch settings.

To date, our stress tests have not duplicated the problem and the Link's built-in safeguards have performed as designed. An upgrade to the unit is being developed. Once it becomes available to us, KIPR will offer this upgrade to all purchasers of the Link controller unit as part of our warranty service.