

PRODUCT UPDATE

DATE: 13 JANUARY 2023

Tunstall Lifeline Vi and Vi+ - Lithium Battery

An update following our [previous communication issued on 16 December 2022](#) relating to Lifeline Vi and Vi+ units containing Lithium-ion batteries.

Following on from our previous correspondence the analysis carried out to date suggests the issues identified may have been a result of a battery defect, possibly exacerbated by external factors (such as a heat source).

We are also continuing to work with each of our customers directly, where required, in regard to Lithium-ion batteries depleting faster than expected. Ensuring returns, repair and replacement routes are managed effectively, with ongoing enhancements to the process to improve efficiency and delivery.

Once again, we would like to remind customers that all battery notifications into your Alarm Receiving Centre should be acted upon as soon as possible. In addition, as set out in our previous notice, customers and installers must follow the instructions in our installation and programming guide, which can be found [here](#).

The safety, health and wellbeing of service users remains Tunstall's primary focus and we thank you for your continued support throughout this process. We will provide and update as soon as we have further information.

If you have any immediate questions, please contact your account manager. You can also raise any safety concerns directly by contacting us at Safety@Tunstall.com.