

PRODUCT SAFETY NOTICE

Related to CTEK SMARTPASS 120S (40-289), SMARTPASS 120 (40-185) and SMARTPASS (56-676)

CTEK, Vikmanshyttan – Nov 30, 2023

As a valuable CTEK customer you will know that we are committed to continually monitoring and improving the quality, safety and performance of our products and services.

During internal testing of the SMARTPASS products referenced above, hereafter referred to as SMARTPASS, CTEK has discovered a risk for short circuits while incorrectly performing installation or service in the battery system, or while using SMARTPASS without a complete understanding of the vehicle's dual battery system.

By design SMARTPASS is not protected against reversed polarity or short circuits in dual battery systems. If all connected batteries are not safely disconnected prior to installation and/or service, short circuits may occur in the dual battery system. Our latest tests show that if the SMARTPASS is subjected to a short circuit, internal components can be damaged in such a way that, if the SMARTPASS continues to be used, it can on rare occasions lead to overheating and risk of damage to property and/or personal harm. Prior to this safety notice there has however been no reports of any personal harm.

Following these findings, we have determined that there is a need to strengthen safety warnings and have therefore made updates to the installation requirements, installation procedures and service procedures of SMARTPASS.

To reflect these updates and facilitate safe installation and use, we have made a SMARTPASS Installation Kit (60-606) that can be ordered free of charge by any existing SMARTPASS customer. The SMARTPASS Installation Kit includes a new metal bracket to be used when installed on non-metallic surfaces, and warning labels and tags to be placed on the product and on the battery cables to raise awareness for anyone performing installation or service in the system. The SMARTPASS Installation Kit will be supplied with all new SMARTPASS products leaving our warehouse and production facilities.

WHAT TO DO – INSTALLED PRODUCTS

We strongly encourage customers who already have the product installed to carefully read through the new updated instructions and ensure that the new directives are followed. We also encourage customers to order the SMARTPASS Installation Kit (60-606).

You can find the updated instructions and order the SMARTPASS Installation Kit following this link: <https://www.ctek.com/product-safety-notice-smartpass>

WHAT TO DO – DISTRIBUTORS AND RESELLERS

We kindly request all our distributors and resellers to share this letter, with any other distributors or resellers to which you have sold SMARTPASS. Additionally, please share the following link with any end-consumers to which you have sold SMARTPASS:

<https://www.ctek.com/product-safety-notice-smartpass>

We also request any distributors and resellers that currently have SMARTPASS units in stock to order an equivalent amount of SMARTPASS Installation Kits (60-606) free of charge from order@ctek.com. Provide such installation kits with any SMARTPASS sold until existing stock has been consumed.

For any requests from existing SMARTPASS end-users for a SMARTPASS Installation Kit, please refer them directly to CTEK through this page: <https://www.ctek.com/product-safety-notice-smartpass>

CTEK ACTIONS

Following this new discovery, we have taken the following actions:

Product safety notice

We have gathered all the necessary product safety notice information on this page:

<https://www.ctek.com/product-safety-notice-smartpass>

This page will be further updated with frequently asked questions and an instruction video.

Manual Amendment

Amendments to the existing manual have been created. These can be found on our SMARTPASS safety product notice page and the SMARTPASS product pages on ctek.com and smartercharger.com. We are currently working on including these amendments into the manuals.

Summary of Manual Amendment:

- 50A max load on consumer output
- Updated fuse requirements
- Updated installation and service instructions
- Highlighted warning labels for safe installation and service

Fulfilling existing and new orders

With the new SMARTPASS Installation Kit in place we will resume the delivery of SMARTPASS products to our customers. Any SMARTPASS units leaving our facilities will have the article number 40-678 and include both the SMARTPASS 120S and SMARTPASS Installation Kit. We estimate that deliveries will resume by January 26th 2024, starting with existing backorders.

Here at CTEK we are proud of our commitment to safety, quality and reliability, and we hope that you can see that this information and our approach is a reflection of our commitment. If you have any questions, our team is on hand to assist you.

Thank you for your continued support.

Team CTEK