

**MANUAL BATTERY PACK IDENTIFICATION**  
**(for Sony Battery Pack Replacement Program)**

**VERSION 1.0**

## Manual Battery Pack Identification

Use of the downloadable BatteryCheck utility software is the preferred and recommended method to perform battery pack identification.

Note that visual identification may produce an inaccurate result. It is possible that visual identification may indicate that the battery pack should be replaced, but the result of the BatteryCheck utility software indicates that the battery pack does not need to be replaced. If the results of these two identification methods do not match, the utility software result (not the visual result) is the accurate result.

- I. Please turn off your computer and unplug the AC power cord your computer before removing the battery pack for visual inspection.
- II. Remove the battery pack from the computer.
- III. Following the instructions below, identify the subject battery packs by looking at the battery pack label.



- (1) Check the first 12 alphanumeric characters on the barcode label on the battery pack (as shown in the above picture). If the characters match any of the 8 sets of alphanumeric characters in the table below, go to step 2. If the characters do not match, you do not have a subject battery pack.

<b>G71C0004G110</b>	<b>G71C0004G510</b>	<b>G71C0004G710</b>	<b>G71C0004S110</b>
<b>G71C0004S510</b>	<b>G71C00063110</b>	<b>G71C00064110</b>	

- (2) Check to see if the first 4 alphanumeric characters on the lower line (as shown in the picture below), starts with any of the following:



<b>4907 to 4930</b>	<b>4X**</b>	<b>4Y**</b>	<b>4Z**</b>	<b>5***</b>
<b>61**</b>	<b>62**</b>	<b>63**</b>	<b>6401 to 6419</b>	

Note: The asterisks at the end of items such as “4X\*\*” and “5\*\*\*” in the above table indicate that the ending characters are insignificant and can be any number or letter.

- (3) If this set of 4 alphanumeric characters starts with any of the above, your battery pack is a subject battery pack.
- (4) If the characters detailed in steps 2 and 3 above match your battery pack, your battery pack qualifies for the replacement program.

## IDENTIFICATION USING BATTERYCHECK UTILITY

Use of the downloadable **BatteryCheck** utility is the preferred and recommended method to perform battery pack identification.

Please go to Toshiba website to download the utility:

<http://www.pc.toshiba-asia.com/batteryreplacement/index.jsp>

## BATTERY REPLACEMENT

If you have an identified subject battery pack, please contact the nearest Toshiba Authorized Service Center prior to your visit for battery pack replacement. Upon receiving confirmation from the service center, please bring along your Toshiba computer and the subject battery pack to the service center for battery replacement.

You can search for the nearest Toshiba Authorized Service Center at [www.pc.toshiba-asia.com/support/providers.html](http://www.pc.toshiba-asia.com/support/providers.html)

If you require more help, please call Toshiba Global Support Center at Tel: +65-6744 7717