



July 26, 2023

Dear Portable Outlet customer:

We have found a firmware issue in batteries with serial numbers between 160W0F2033337 - 160W0F2035214. When these units are running as a stand-alone battery, they may shut off before the battery charge reaches 0%.

Since this batch does not function within our standards of expected battery life, we are offering to ship customers with affected units a free replacement and no-cost return of their current battery.

Please visit this link to start the battery exchange process:

<https://www.portableoutlet.com/exchange.html>

Within a week of completing the electronic form you should receive your replacement battery and a pre-paid return shipping label. Then, simply return the old battery using the replacement unit box and the pre-paid return label.

Please contact [info@PortableOutlet.com](mailto:info@PortableOutlet.com) if you have any questions or concerns.