



TrakSafe™

Personal Locator
Replacement Initiative

TrakSafe Personal Locator Replacement Initiative

Why do you need to consider replacements?

The TrakSafe Personal Locators are powered by a rechargeable Li-Ion battery. A common battery found in many industrial and consumer products. As with all batteries they have a finite life. Typically, the life of the battery is approximately 3 years, however this can vary significantly depending on the number of times the battery has been charged/discharged. Our research indicates that under typical field use scenarios the battery will begin to deteriorate as it approaches its 3-year anniversary. This may happen sooner where the battery is charged more often (i.e. 7 days/week).

As the battery ages, its ability to hold charge is reduced which in turn limits the amount of time the Personal Locator can operate in the field. In certain circumstances the battery may not support a full 8 hours of active use, which could result in your staff being at risk (and un-tracked/monitored) should the device go flat.

Lastly, batteries that are used beyond their useful life can be at risk of severely over-heating during recharging. In rare circumstances overheating can result in battery combustion which in turn damages both the Personal Locator and the Charging Pad, resulting in both items becoming unusable and presenting a fire hazard.

Signs that your battery needs replacement:

- ✓ The PL may be taking less and less time to reach 100% charge. Typically, the PL should take approximately 8 hours to recharge from flat. As the battery deteriorates the charging time comes down.
- ✓ The PL is not lasting when in the field. Typically a TrakSafe Personal Locator should operate in the field for between 20 and 24 hours (in typical use cases).
- ✓ When charging, the unit is becoming excessively hot. During recharge the unit should be warm, but capable of being handled. Excessive heat during recharge is another signal that the battery has reached the end of its useful life.

Frequently Asked Questions

Q. Can I replace the battery myself?

A. No. During refurbishment the case needs to be opened, which often damages the case seal and charging coil. During our Refurbishment process we replace not only the battery, but the charging coil and case. We also perform a full inspection and bench test of the device.

Q. What is the Warranty on Refurbished units?

A. Smartrak offers a 6 month replacement warranty on all refurbished TrakSafe Personal Locators.

Q. Who should I contact with further questions?

A. You can find details of the program in the [Smartrak Support Portal](#) or you can contact your Customer Success Manager.

Q. How do I order a replacement?

A. Refurbished PL's can be ordered through the Service Desk. You will need the Remote Name(s) of the device that you wish to replace with a refurbished unit. Please refer to the email titled "TrakSafe Personal Locator Replacement Program" for the Remote Names.