



# Tech Info Library

## PowerBook 100, 140, 170: AC Adapter Safety Issue

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### TOPIC -----

This article discusses a potential safety issue with the PowerBook AC Adapter for very early production of the PowerBook 100, PowerBook 140, and PowerBook 170. It does not apply to later PowerBook models.

### DISCUSSION -----

During factory screening of the Macintosh PowerBook AC Adapters, we found two instances in which the plastic cases weren't properly sealed. When a power adapter case is improperly sealed, the top and bottom portions of the plastic case separate, exposing the internal electrical components of the adapter.

We have no indication that any power adapters with this condition have entered our distribution channels. However, since there is a remote possibility of electrical shock, any power adapter with a loose cover should be considered a safety concern.

#### Customer Guidelines

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Any customer who reports a separated power adapter unit that already is plugged into an outlet should:

- 1) If possible, turn off the power source to the outlet. (If the power source can't be turned off, the customer still can proceed to step 2.)
- 2) Using extreme caution, hold the power adapter plastic case by its sides and remove it from the outlet.

#### Service Provider Guidelines

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- 1) Report any instances of power adapter units in the field with separated plastic cases to Apple Technical Operations at 408-879-0220.
- 2) Exchange the separated unit for a new one, using standard warranty procedures.

The manufacturing process that created the potential for unwelded units was revised early in production, so it is unnecessary to screen unopened inventory or stand-alone power adapters.

Article Change History

12/3/92 - REVISED • In light of newer PowerBook models

Support Information Services

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