



[Click Here To Continue To The Battery Replacement Form](#)

We've updated the SN list to include an additional affected model with the 5th and 6th characters listing "NI" in Storm and Pocket series. Please check to make sure your unit is not part of the list below.

We are contacting you regarding an **urgent RIX battery safety issue** affecting certain earlier production models. We have received **multiple field reports of flat-top single-wrap (unprotected) lithium-ion batteries** overheating, emitting smoke, **catching fire** and possible explosion under specific conditions. Although these incidents are **rare**, they present a **serious safety risk**. Out of an abundance of caution, we are issuing a **voluntary battery recall**.

IMMEDIATE ACTION REQUIRED

If you own any of the following models:

- **Storm Series:** S1, S2, S3, S6, S3R, S6R
- **Pocket Series:** K2 / K3

(For Pocket/Storm series, devices whose 5th and 6th characters from the end of the SN

(e.g., 5A11U-YTND1610, where "ND" are the two characters) match the letters below are affected:

MA,MB,MC,MD,ME,MF,MG,MH,MI,MJ,MK,ML

NA,NB,NC,ND,NE,NF,NG,NH,NI,NJ,NK,NL

AA,AB,AC,AD,AE,AF,AG,AH,AI,AJ,AK,AL

BA,BB,BC,BD,BE,BF,BG,BH,BI,BJ*

- **Stride:** ST6

- **DBH:** D6 / D12

Affected SN codes: *BA,BB,BC,BD,BE,BF,BG,BH,BI,BJ,BK,BL*

NOT affected:

- New Leap series with range finder
- Titan series

You must take action NOW:

- **STOP** using the battery immediately
- **Power off** the device
- **Remove** the battery
- **Do NOT** charge or reuse the battery

Why this recall is necessary:

We have confirmed incidents where affected batteries:

- **Overheated**
- **Emitted smoke**
- **Ignited**
- **Explosion**

While no widespread injuries have been reported, continued use may result in **fire, property damage, or personal injury.**

What we will do for you

We will provide a **FREE replacement battery**. Please complete the form at the top or bottom link. Once submitted, we will email you a **prepaid return shipping label** to send back the affected battery. After we receive it, we will **ship your replacement battery immediately**.

Additional Safety Reminder

Even if your battery is **not part of this recall**, you must STOP using any battery that shows:

- **Torn or damaged outer wrap**
- **Swelling**
- **Leakage**
- **Unusual heat**

Always follow safe charging practices and **never leave batteries unattended while charging.**

If you have any questions, please contact us immediately at: **rma@rix-nv.com**

Your safety is our top priority. Thank you for your cooperation.

Sincerely,

RIX Customer Safety Team

Subscribe

Past Issues

Translate ▼

RSS

[View email in browser](#)

[update your preferences](#) or [unsubscribe](#)