

Warnings concerning counterfeit lithium-ion battery packs and chargers.

The warning is applicable to the following Canon product groups:

- Digital Still Compact Cameras
- Digital SLR Cameras
- Digital Video Cameras

It has recently been confirmed that counterfeits of lithium-ion battery packs and chargers for Canon Digital Still Compact Cameras, Digital SLR Cameras and Digital Video Cameras are in circulation on the market, in particular on Internet auction sites.

In many cases, counterfeits are not equipped with safety features that meet set quality standards. As a result, they can be the cause of a variety of problems when used or charged:

- Product malfunction
- Generation of abnormal amount of heat
- Rupture and leakage, explosion or fire
- Injuries to the user such as burns and blindness

To ensure safety, Canon asks its customers not to use or inadvertently buy counterfeit products in shops or on-line.

Please understand that Canon will bear no liability for malfunctions or accidents caused by the use of non-genuine Canon lithium-ion battery packs and chargers, including counterfeits.

Canon truly appreciates your continued loyalty towards genuine Canon products.

Example of Counterfeit (Name of genuine product: BP-511 battery pack)



How can I tell it's genuine?

As well as telltale indicators, such as those mentioned, you can easily tell if a battery pack is genuine by checking the unique hologram found on the packaging of Canon's genuine battery packs. The hologram should show the word 'Canon' running in horizontal bands. A helix shape is also displayed in between these bands, overprinted with the word 'Genuine.' In addition, the hologram's colour changes from gold to a greenish tint when tilted from a front-on to a horizontal position. If this colour transition does not occur, the hologram is a fake. Always take care to check for fake holograms.

For more information on counterfeit batteries, please see the Camera & Imaging Products Association's (CIPA) "Notice Concerning Counterfeit Battery Packs" at http://www.cipa.jp/battery/index_e.html

Should you have any questions or concerns about the battery pack you are using, please contact the Canon Helpdesk on +44 (0)8705 143 723*

*Please note calls are charged at 7.91p per minute using a standard BT landline, however charges may vary depending on provider. Please check with your provider for further information.