

XE103 Recall FAQ

1. Q: What products are affected by the recall?
A: Only NETGEAR XE103 Powerline Adapters made for use in countries with 220-240 volt power and sold individually or in a bundled kit are affected by the recall.
2. Q: How can I tell if my NETGEAR product is an XE103?
A: The model number is located on the sticker beneath the electrical prongs.
3. Q: What countries are affected by this recall?
A: Only countries using 220-240 volt power, which includes countries in Europe, Russia, China, Australia and others.
4. Q: How do I know if I am in a country that uses 220 – 240 volt power?
A: If you are unsure what voltage is used in your country, there are online resources to help. Please check <http://www.voltagevalet.com/country.html> or <http://www.aglobalworld.com/cgi-local/volts.pl>.
5. Q: Are other NETGEAR products affected by this recall?
A: No other NETGEAR products are affected by this recall. If you own a XE103 made for use in countries with 100-120 volt power sources, NETGEAR is advising you not to use it above 132VAC and will provide you a new product label to that effect.
6. Q: What happens to the product? Why is it being recalled?
A: In rare instances, the XE103 unit has been found to overheat when used in 220-240 volt environments. NETGEAR has not received any reports of any personal injury or damage to property caused by this issue.
7. Q: How do I return my product?
A: Go online to: <http://my.netgear.com/mynetgear/checkxe103.asp>, enter in your serial number (located on the sticker on the back of the product), and you can check to see if your product is affected by the recall. If it is being recalled, NETGEAR's support department will contact you regarding replacement of your unit free of charge to you.
8. Q: Will I get a new XE103, or will NETGEAR send me another product?
A: Upon return of your XE103, NETGEAR will send you a XEPS103 Powerline Adapter as a replacement free of charge to you. This adapter has all the features of the XE103 in an updated model. More information on this product can be found at <http://www.netgear.com/Products/PowerlineNetworking/PowerlineEthernetAdapters/XEPS103.aspx> (TBD)

9. Q: What if I don't want the replacement product? Are there other products NETGEAR can send me, or can I get a refund?
A: We believe that you will find the XEPS103 to be functionally equivalent to or better than your XE103. If you have any special needs that cannot be met by the XEPS103, please speak to your NETGEAR customer support representative. Refunds are not available.
10. Q: Will I have to pay anything to receive the replacement product, or to ship my XE103 product back to NETGEAR?
A: If your XE103 product is affected by the recall, NETGEAR will collect your XE103 and replace it with an XEPS103. The collection and delivery methods will depend on the country that you are in. A confirmation email will come out to confirm the next steps.
11. Q: What do I do with my adapter if I am told that my unit is one that is being recalled?
A: A NETGEAR customer support representative will provide instructions to you after you provide your product information online at <https://my.netgear.com/myNETGEAR/checkxe103.asp>
12. Q: My product seems to be working fine. Can I keep it?
A: NETGEAR is asking all customers that are affected by the recall to send back their units. A new replacement product (XEPS103) that is not affected by the recall will be sent to you free of charge.
13. Q: Can I return my product to my local retailer?
A: Please return your product to NETGEAR. The NETGEAR customer support representative will give you specific instructions on where to send it. Do not return your product to your retailer.
14. Q: I've thrown away the original packaging to my XE103. Can I still return it?
A: Yes, you can still return your XE103 without any of the original packaging.
15. Q: How long will it take to get a replacement sent to me after I send in my unit?
A: It should generally take 2 weeks from the receipt of your unit for a replacement unit to be sent to you.
16. Q: Is there a phone number I can call for more information?
A: Yes, you can call your local NETGEAR support office. Their number is located online at: http://kbserver.netgear.com/kb_web_files/n101460.asp