INTRODUCTION:
As a trusted Company, HP ensures that during manufacturing, ALL batteries used in ALL HP Products have completed successfully the UN 38.3 tests.
As per January 1, 2020 HP makes the relevant UN 38.3 Lithium Battery Test Summary Reports available to its Customers, Channel Partners and Logistics Providers.
Should requestor not find the appropriate report on our website, our sustainability team is there to help to track and provide it within 72 hours.
In the next pages we are trying to help requestors to find the proper identification numbers to be able to match with the relevant UN Report as well as to give some guidance how to effectively ask for support.
How to collect UN38.3 Testing report search criteria:

- Get your battery RMN (Regulatory Model Number):
  - Printed on your box product Label
  - From the DoC (Declaration of Conformity)
- Get your batterie SA Part Number (Subassembly Part Number)

- Collect information to open a ticket
  - Serial Number
  - Part Number
  - Commercial Name
Get the battery built-in RMN from your product box

- The RMN (Regulatory Model Number) of the battery built-in your product is printed on your Product Label which is stuck on the product box.
- If you read several (max 2) Battery (BATT) RMN on the box this is because you bought/order a product with a drop in the box additional battery (accessory).
Get the batteries RMN of your product from the DoC

- DoC (Declaration of Conformity) document contains the RMN (Regulatory Model Number) of the batteries which can be built-in your product.
- Your search criteria are your product Commercial Name or your Product RMN,
- Both are written on your product regulatory labels

Example:
CE Declaration Notebook ZBook x2 x2-G4X Detachable Workstation HSN-Q01C

<table>
<thead>
<tr>
<th>DESCRIPTION:*</th>
<th>OPTION RMN:*</th>
</tr>
</thead>
<tbody>
<tr>
<td>AC Adapters</td>
<td>HSTNN-XA15</td>
</tr>
<tr>
<td></td>
<td>PPP0909X</td>
</tr>
<tr>
<td></td>
<td>PPP01XX-6</td>
</tr>
<tr>
<td>Battery Packs</td>
<td>HSTNN-XB7X</td>
</tr>
<tr>
<td>WLAN Intel Windstorm Peak 8265 ac 2x2 non-VPro +BT 4.2 PCI-e+USB 1216 M0W 2Ant</td>
<td>8265D2W</td>
</tr>
<tr>
<td>Touchpad Backlit Soft Cover</td>
<td>KT-1572</td>
</tr>
</tbody>
</table>

* Where X represents any alpha numeric character.
Get your batterie SA Part Number (Subassembly Part Number)

- From your product Serial Number, via PartSurfer, you can get details of your configuration,
- PartSurfer is free account search solution (you can as well use SNR, however you need to create an account – You can get more detail of your platform)
- Your SA Part Number = Spare Part Number
Finding your Product Name, Product Number, or Serial Number

The video in this document shows you the most common ways to find your Product Name (Model), Product Number, or Serial Number. If you are unable to see the video or have further questions, select the appropriate link in the table below for detailed information.

Finding your Product Name, Product Number, or Serial Number


The video in this document shows you the most common ways to find your Product Name (Model), Product Number, or Serial Number. If you are unable to see the video or have further questions, select the appropriate link in the table below for detailed information.
If you do not find the UN Report you were looking for, you will end up at this ticket opening webform. In order to serve you fast, please try to add as many as possible data in the 'Description' field. You can also attach any files (e.g. Photos of your equipment or product label of your shipment). On the left hand side of this slide you can see an example of an efficient fill-out of the request from.

Collect data to qualify your request:

- **Serial Number:**
  - **Windows Platform:** Open Command Prompt by pressing the Windows key on your keyboard and tapping the letter X. Then select Command Prompt (Admin). Type the command: `WMIC BIOS GET SERIALNUMBER`, then press enter. If your serial number is coded into your bios it will appear here on the screen.
  - **Chrome Platform:** When booting, press ALT + v
  - Serial Number (SN) is printed on any regulation label stuck on your product
  - Serial Number (SN) is printed on each product label stuck on the product box

- **RMN:**
  - RMN is printed on any regulation label stuck on your product
  - RMN is printed on each product label stuck on the product box

- **Part Number:**
  - Part Number (PN) is printed on any regulation label stuck on your product
  - Part Number (PN) is printed on each product label stuck on the product box

- **Commercial Product Name is on your product invoice**