HP Notebook Batteries

Maintaining Optimum Battery Health

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Understanding HP Notebook Batteries

3 Main Types of Batteries

Cylindrical Batteries: Mature technology typically used on larger form factors.

Prismatic Lithium-ion Batteries: Metal cased prismatic cells used in standard systems where thin / light is not required.

Lithium-ion Polymer Battery: Polymer cased cells used in the thinnest and lightest form factors due to its advantages in terms of size and weight.

The PC industry is moving to Lithium Ion Polymer Batteries due to their advantages in terms of size and weight.

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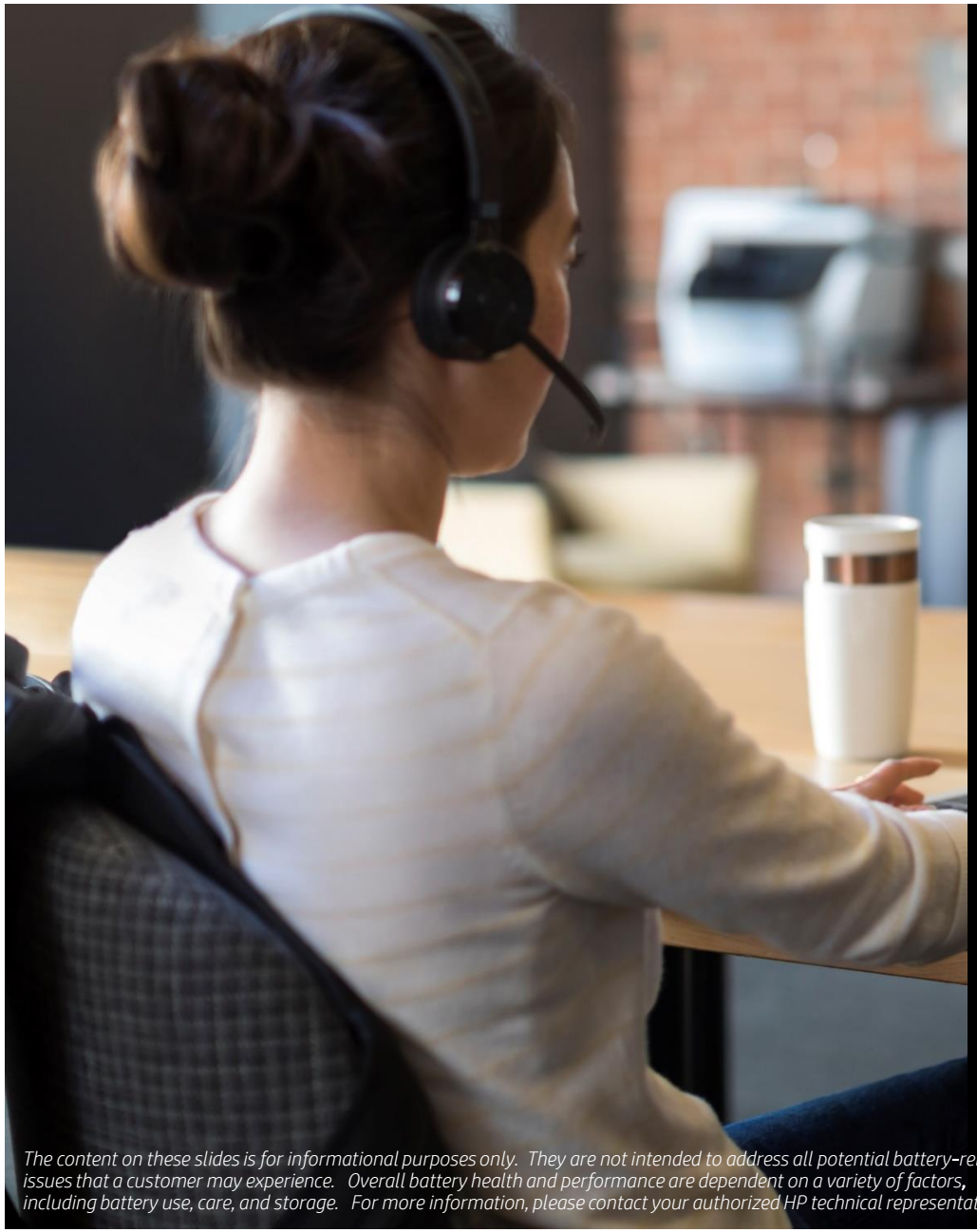

Lithium-ion Polymer Battery

Factors that Impact Battery Health

High Temperatures:

Exposure to elevated temperatures can impact overall battery health

- *Do not leave notebooks / batteries exposed to elevated temperatures for extended periods of time.*
- *Ensure notebook has proper airflow at all times and that none of the vents are blocked or obstructed in any way.*
- For long term storage, store notebooks / batteries between 20°C and 25°C (68°F and 77°F) with an 80% - 90% battery charge.

Battery State-of-Charge

Keeping your notebook PC at a high state-of-charge can impact overall battery health.

- *A battery is considered to be in a high state-of-charge when it is charge capacity is between 90% - 100%.*
- *For those notebooks that are left plugged in at all times, optimum battery health can be achieved by maintaining the battery at a lower state-of-charge.*
- *To maintain the battery at a lower state-of-charge, customers can use the HP Battery Health Management Settings to optimize battery performance based upon how the system is used most.**

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* Available on most 2018 / 2019 commercial notebooks

HP Commercial Notebooks

Take Action

To optimize battery health, customers should use the HP Battery Health Management Settings if available on their systems.

Battery Health Management

1 Maximize My Battery Health Setting:

Use this setting if your notebook is always plugged in to AC power. It limits the state of charge of the battery to 80% which optimizes battery health.

Customers who keep their notebooks always plugged in should use this setting to help optimize battery health.

2 Let HP Manage My Battery Charging Setting

Use this setting if you occasionally use your notebook in battery mode for short periods of time. It automatically adjusts battery charging based upon the usage & environment of the notebook.

3 Maximize My Battery Duration Setting

Use this setting if you need your battery to last as long as possible between charges. The battery charges to 100%, then stops charging.

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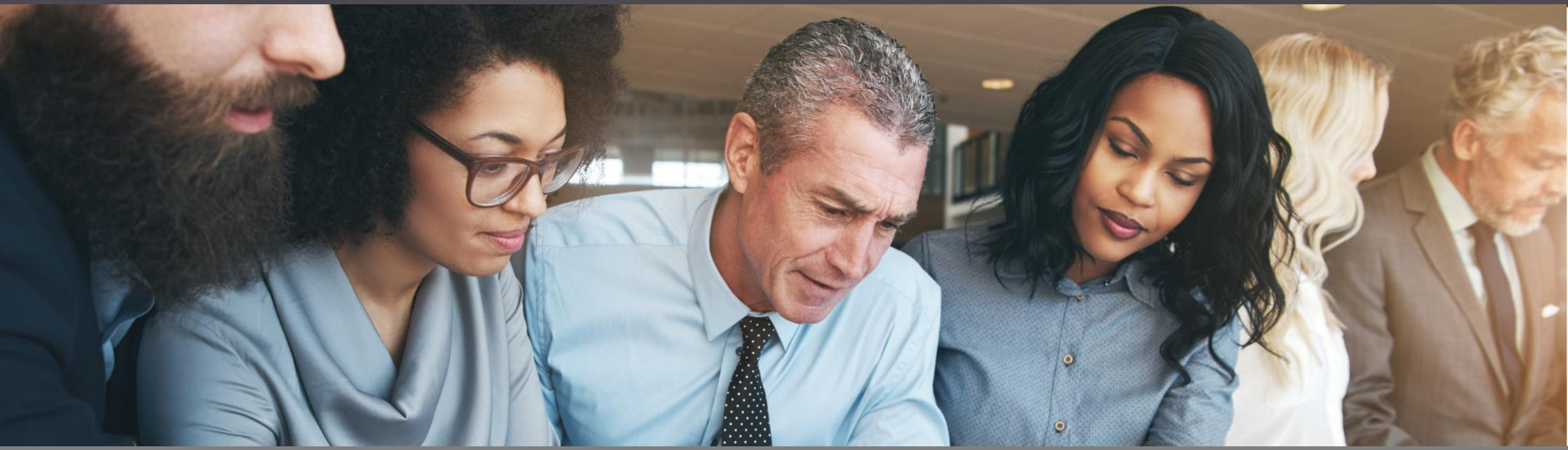
Driving a Better Battery Experience



Innovation in Battery Health Management

HP is continuing to optimize its Battery Health Management software and algorithms to provide a more simplistic approach to maximizing your battery health and performance. Future updates will look to better tailor your battery health settings automatically based upon how and where you use your notebook. Providing you confidence and piece of mind.

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Battery Swelling

Lithium-ion Polymer Batteries

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Swelling or Deformation of Notebook Battery

Some customers have noticed that notebooks with lithium-ion polymer batteries may show signs of potential battery swelling.

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Important to Know

If you have noticed potential battery swelling on your HP Notebook(s)

Please note these important key points…

Battery Swelling is *NOT* a Safety Issue.

Battery swelling is not a safety issue and batteries can swell over time due to multiple factors.

Battery Swelling is Inherent in the Current Technology

Battery swelling is inherent in the current battery technology and is an industry-wide issue.

Use Battery Health Management Setting To Optimize Battery Health

Available on most 2017/2018 commercial products, the Battery Health Management settings provides a number of options designed to improve battery longevity and performance for various usage scenarios.

HP Will Replace Swollen Batteries Under Warranty

If a customer has a battery that is under warranty and is showing signs of battery swelling, HP will replace the battery on the system per our standard warranty terms.

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THANK YOU

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Available Resources

Use these customer facing resources for more information

More Information:
HP Customer Support - Knowledge Base

Improving Battery Performance

New Battery Health Management Feature

Swelling or Deformation of Notebook Battery

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