

<b>Subject:</b>	Charging Guidelines	<b>Bulletin No:</b>	33
<b>Hardware:</b>	Move 5000/2500 Terminals	<b>Bulletin Date:</b>	19 Nov 2024
<b>Effective Date:</b>	Immediately	<b>Software Version:</b>	All

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## Bulletin Message:

### Description:

In recent weeks we have identified a recurring issue where Move 5000/2500 terminals are being returned to us with damaged micro-USB ports. We believe these devices are being charged via the micro-USB port, likely because it is located near the charging port and resembles a common charging method for other electronic devices. However, this is not the recommended charging method for Ingenico terminals.

### Correct Charging Method:

To charge the Move 5000/2500, it is strongly recommended that you use the 5V barrel charger supplied with the terminal. Use only the power supply included with the product to ensure best performance and safety. The micro-USB port is intended solely for in house use (e.g., software loading) and is not intended for charging, as this can lead to damage to the port and internal electronics.

Correct charging provides these benefits to the terminal:

- Protection from inverse polarity.
- A max charge provided to internal battery of 1.5Amps.
- Isolation from sensitive electronics.

### Our Goal:

This bulletin aims to clarify the correct charging process, reduce misunderstandings, and prevent potential damage to your terminal. Should we continue to receive terminals with the USB port damaged due to improper charging, we reserve the right to charge for any repairs regardless of the warranty status of the terminal. Damage caused under these circumstances would not be covered by warranty.

### Additional Solution:

For convenient in-car charging, we recommend the use of our car chargers, which are available for purchase. This can help prevent micro-USB port misuse and keep devices powered while on the go. Parts code: CARCHARGER-PWA335 \$70+GST each

