

Apple 5W European USB Power Adapter Exchange Program

Apple has determined that, in rare cases, the Apple 5W European USB power adapter may overheat and pose a safety risk. This adapter came with iPhone 3GS, iPhone 4 and iPhone 4S models shipped from October 2009 to September 2012 in the countries listed below. It was also sold as a standalone accessory.

Customer safety is always Apple's top priority, and we have voluntarily decided to exchange every affected power adapter for a new, redesigned adapter, free of charge. We encourage customers to exchange any affected adapter for a new one as soon as possible using the exchange process below.

Note: Other Apple 5W USB power adapters are not part of this program.

Identifying your adapter

Look at the label between the prongs on your adapter and compare it to the images outlined in red below. The model number and the color of the letters "CE" are the ways to identify an affected adapter. An affected adapter features Model A1300 and the letters "CE" in solid gray. If you have an affected adapter, discontinue use and exchange it for a new one. You can charge your iPhone by connecting it via a USB cable to your computer until you receive a replacement adapter.

A redesigned adapter features Model A1400 and the letters "CE" outlined in gray. You do not need to exchange your adapter.



The Exchange Process

Bring the affected adapter(s) to a participating Apple Authorized Service Provider. We will need to verify your iPhone serial number as part of the exchange process so please bring your iPhone with you.

The affected power adapter will be disposed of in an environmentally friendly way.

Find a participating location:

- Apple Authorized Service Provider – Find one [here](#).

Note: if you are unable to bring your affected adapter to one of the locations noted above, please contact

[Apple Technical Support](#) to arrange for an exchange.

Additional Information

If you believe you have paid for a replacement due to this issue,
[contact Apple](#) regarding a refund.

Country List

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|------------|-------------|---------------|---------------|
| • Albania | • France | • Luxembourg | • Russia |
| • Austria | • Germany | • Macedonia | • Slovakia |
| • Belgium | • Greece | • Moldova | • Slovenia |
| • Bulgaria | • Hungary | • Montenegro | • South |
| • Chile | • India | • Netherlands | Africa |
| • Croatia | • Indonesia | • Norway | • Spain |
| • Czech | • Israel | • Paraguay | • Sweden |
| Republic | • Italy | • Poland | • Switzerland |
| • Denmark | • Latvia | • Portugal | • Turkey |
| • Egypt | • Lithuania | • Romania | • Uruguay |
| • Finland | | | • Vietnam |