

AW: [## 5122 ##] Re: can't remove Batterie

Harvey H

Fr, 13.03.2020 15:33

An: Info Team <info@pine64.org>

Hi,

I'm still here and waiting for a acknowledgment that the new battery is on the way. THIS IS A WARRANTY CASE !!!!! It'S not my fault, that the battery is grown !!!

Regards

Guntram

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Von: Harvey

Gesendet: Mittwoch, 11. März 2020 09:09

An: Info Team <info@pine64.org>

Betreff: AW: [## 5122 ##] Re: can't remove Batterie

Is the new battery on the way ??

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Von: Harvey H <xxxxxxxxxx>

Gesendet: Montag, 9. März 2020 08:43

An: Info Team <info@pine64.org>

Betreff: AW: [## 5122 ##] Re: can't remove Batterie

I have used the knife only for showing how tight the battery is ! Normally I'm using the thumb nail !!

And yes, the battery needs a replacement ..... please send me a new one, because it's a warranty case !!!

Guntram

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Von: Info Team <info@pine64.org>

Gesendet: Montag, 9. März 2020 06:01

An: support@pinemicrosystemsinc.zohosupport.com

<support@pinemicrosystemsinc.zohosupport.com>; Harvey H

<xxxxxxxx>

Betreff: Re: [## 5122 ##] Re: can't remove Batterie

Please don't use sharp metal object to pry battery, this can damage battery.

Regards,  
Info Team

On 3/8/2020 10:00 PM, Info Team wrote:

If your battery is "grown", then better replace instead of keep using. The "brown" battery potential caught fire.

Regards,  
Info Team

On 3/5/2020 4:27 AM, Pine Microsystems Inc. wrote:

Hello Guntram Reuther,  
Regarding the question you asked, we forward to our Info Team. They will assist you.

Hello Info Team,  
Please provide the step for Guntram Reuther to remove the battery.

Your understanding and patience is greatly appreciated.

support team#2...

----- On Thu, 5 Mar 2020 17:45:11 +0800 "Harvey H" <[xxxxxxxx](mailto:xxxxxxxx)>  
wrote -----

Sorry, but all photos will shown he same: A battery inside a phone. I think the battery is 'grown'. That's why it isn't fit the battery case anymore. I think this photo shows, that, when I try to remove to batterie, that it will break.



The white inside cover is shown. A little more force and the battery will break !!!!!!!!!!!!!!!

regards

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Von: Pine Microsystems Inc. <[support@pinemicrosystemsinc.zohosupport.com](mailto:support@pinemicrosystemsinc.zohosupport.com)>  
Gesendet: Donnerstag, 5. März 2020 10:27  
An: Harvey H <[xxxxxxxxx](mailto:xxxxxxxxx)>  
Cc: [support@pinemicrosystemsinc.zohosupport.com](mailto:support@pinemicrosystemsinc.zohosupport.com)  
<[support@pinemicrosystemsinc.zohosupport.com](mailto:support@pinemicrosystemsinc.zohosupport.com)>  
Betreff: Re:[## 5122 ##] Re: can't remove Batterie

Hello Guntram Reuther,

As understand that all the PinePhone battery is same size, could you please provide us more photo which is battery is stuck on which part that cause the battery stuck ?

Your understanding and patience is greatly appreciated.

support team#2...

----- On Wed, 4 Mar 2020 18:50:33 +0800 "Harvey H" <[xxxxxxxxx](mailto:xxxxxxxxx)> wrote -----

Yes, PP itself is working fine. A bit slow, but fine.  
But changing the SD card is very arduous to do and changing SIM card --- no way

Cheers

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Von: Pine Microsystems Inc.  
<[support@pinemicrosystemsinc.zohosupport.com](mailto:support@pinemicrosystemsinc.zohosupport.com)>  
Gesendet: Mittwoch, 4. März 2020 11:29  
An: Harvey H <[xxxxxxxxx](mailto:xxxxxxxxx)>  
Cc: [support@pinemicrosystemsinc.zohosupport.com](mailto:support@pinemicrosystemsinc.zohosupport.com)  
<[support@pinemicrosystemsinc.zohosupport.com](mailto:support@pinemicrosystemsinc.zohosupport.com)>  
Betreff: Re:[## 5122 ##] Re: can't remove Batterie

Hello Guntram Reuther,

Could you please advise currently the PinePhone able to boot up and functioning well ?

Your understanding and patience is greatly appreciated.

support team#2...

----- On Tue, 3 Mar 2020 22:16:54 +0800 "Harvey H" <[xxxxxxxxx](mailto:xxxxxxxxx)> wrote -----

Sorry, attachments forgotten

On 3 March 2020 13:52:36 CET, "Pine Microsystems Inc." <[support@pinemicrosystemsinc.zohosupport.com](mailto:support@pinemicrosystemsinc.zohosupport.com)> wrote:

Hello Guntram Reuther,

If possible, please snap us the photo for checking purpose.

Your understanding and patience is greatly appreciated.

support team#2...

----- On Tue, 3 Mar 2020 20:25:14 +0800 "Harvey H"<[xxxxxxxxx](#)> wrote -----

As I have written, the complete casing is warped. That's why I can't get the batterie out of the case.

On 3 March 2020 13:06:02 CET, "Pine Microsystems Inc." <[support@pinemicrosystemsinc.zohosupport.com](mailto:support@pinemicrosystemsinc.zohosupport.com)> wrote:

Hello Guntram Reuther,

We would more suggest you to check with us for your issue before you forced to damage the unit.

As currently the battery is damage due to user issue, hence, we are not able to issue you RMA for your case.

Sorry for any inconvenience caused.

Your understanding and patience is greatly appreciated.

support team#2...

----- On Tue, 3 Mar 2020 15:49:15 +0800 [xxxxxxxxx](#) wrote -----

Hi,

sorry, but how can I demage the batterie, when it's stuck in the phone ?? I'm not able to remove it!!!!!!!

Is that your after market support ?? I'm ssad to hear that. I think I have o warn all others

for this kind of bad support.

---- on Tue, 03 Mar 2020  
08:47:11 +01:00

[XXXXXXXXXX](#)

wrote ----

Hello Guntram Reuther,

Please to inform you that  
the battery was  
damaged by yourself, we  
apologize as it will not  
cover under warranty.  
However, you may  
purchase the  
replacement battery  
from any online  
market(Amazon) which is  
same model with  
Samsung J7(2015).

Sorry for any  
inconvenience caused.

Your understanding and  
patience is greatly  
appreciated.

support team#2...

---- On Sat, 29 Feb  
2020 16:32:43 +0800

[harvey186@hotmail.com](mailto:harvey186@hotmail.com)  
wrote ----

Hi,

after one week  
trying/testing

different OS on  
my PinePhone I  
can only  
remove the  
battery with  
considerable  
effort. In doing  
so, the battery  
warps and partly  
falls apart. also  
the cover does  
not close  
properly,  
or, only with a lot  
of force

What shall I do ??