

Infant Optics – Battery Handling & Free-Replacement Guide
Model: DXR-8 PRO
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1 . Why this matters

A pouch thickness ****greater than 6.4 mm (0.252 in)**** indicates end-of-life gas build-up and the battery must be replaced.

2 . Measure thickness

- Disconnect the pack and hold it sideways.
- Use a digital caliper (≤ 0.1 mm resolution) to measure thickness.
- Photograph the reading with jaws on the battery.



3 . Free-replacement eligibility

You qualify if ****all**** conditions are met:

- Caliper reading ****> 6.4 mm**** (photo required)
- Proof of purchase: Amazon order ID or dated receipt
- Label reads ***Infant Optics Lithium-Ion Battery*** and pack is intact (no puncture / burns)

There is ****no expiration date or date-code limit****—support lasts for the product’s life.

4 . How to request

E-mail ****info@infantoptics.com**** with:

1. Subject: “DXR-8 PRO Swollen Battery Request”
2. Photo of caliper reading > 6.4 mm
3. Photo of battery label
4. Order ID / receipt

Approval within ****2 business days****. You will receive:

- 1 × new DXR-8 PRO replacement battery
- 1 × prepaid Call2Recycle® mailer

5 . Return & recycle

Place the old pack in the pouch, seal the mailer, and hand to UPS within 14 days. Tracking auto-posts to your support ticket.

6 . Safety reminders

- ✓ Use only the original 5 V 1.5 A charger.
- ✓ Do not puncture, crush, short-circuit, or incinerate cells.
- ✓ Store replacements 0–35 °C (32–95 °F).
- ✓ Always recycle removed batteries—never trash them.