



OPERATIONS BULLETIN 2024-04

Managing Samsung phones on appliances

Issue

FRNSW has been investigating the Samsung appliance phones that are used by crews, as it had been discovered that some phones have had problems with bulging batteries. This bulletin highlights the issue and recommends the actions to be followed when using the Samsung phones.

Background

FRNSW has various model Samsung phones on appliances for use by crews. FRNSW has been investigating the appliance phones due to notifications of problems with bulging batteries. The issue has been predominantly with older model Samsung phones and the IT Service Desk has replaced all phones where bulging has been identified.

Actions

Actions moving forward on how to manage the appliance phone to reduce potential risk:

- No phones should be permanently stored on appliances.
- Phones should be charged in the watch room.
- Crews on shift should be monitoring the phone and remove it from charge once fully charged (at 100% battery).
- The phone should be placed on charge when on 20% battery.
- Phones should be taken onto the truck when turning out to incidents.
- Phones can be placed in the appliance cradle when attending an incident.
- If a bulging battery is identified on an appliance phone contact the IT Service Desk and a replacement will be provided.

Contact point

IT Service Desk:

Contact phone number: (02) 8011 1111

Email: servicedesk@fire.nsw.gov.au