

Jetstar v Qantas and Li-ion Batteries – a customer's feedback

"I am writing to inform you of my experience of a recent flight with Jetstar in late March 2017.

As you know I purchased a "Luggie Elite" from you at the beginning of March 2017 in preparation for my flight to Newcastle/Port Stephens area. You had advised me as to how to go about travelling with the "Luggie" on Jetstar.

I emailed to request permission from Qantas/Jetstar to travel on the aircraft with a Dangerous Goods (Lithium Battery) 2 weeks prior to travelling, but due to a big backlog of communications they would get back to me in due course. 4 days before I was due to fly out still no certificate; I rang the Dangerous Goods Dept. as to my pending flight in regards to the Lithium Battery. They informed that the Lithium Battery would be ok to travel as it was under 300 Wh. Go the Jetstar service desk on arriving at the airport and let them know and they would help in regards to the Lithium Battery. At first they said that it was a problem as Jetstar said the maximum size Lithium battery could only be 260 Wh. When I informed that I was Ok'd by Qantas Dangerous Goods Dept. by phone earlier in the week. The helpful staff said that they would ring Dangerous Goods, and upon coming back to me they said they would allow it this time as it was travelling with me separate from my "Luggie". But the maximum size on Jetstar was to be under 260 Wh.

Needless to say I had the exact same problem coming home 2 weeks later. Upon my arrival home, I had in the mail the certificate of approval from Qantas/Jetstar Dangerous Goods Dept. to travel with my 291 Wh. Lithium Battery on any of their aircrafts for the next 12 months.

It seems that there some confusion between different departments within Qantas/Jetstar as to the correct size battery that is allowed to travel. As I understand it, it is under 300 Wh. for the first Lithium Battery and under 260 Wh. for the spare Lithium Battery.

So can you advise anyone inquiring about Lithium Batteries to get their permission request in to the Qantas/Jetstar Dangerous Goods Dept. at least a minimum of 4 weeks prior to departing to save on hassles."

J.B. Victoria