



June 5, 2025

## PRODUCT SAFETY RECALL ALERT

Dear Costco Member,

Costco records indicate that you, or one of your add-on members, have purchased Item #2677429 Midea U 12k Window AC between March 2024 and May 2025.

**Hazard:** Pooled water in the air conditioners can fail to drain quickly enough, which can lead to mold growth. Mold exposure poses risks of respiratory issues or other infections to some consumers.

Consumers with the recalled air conditioners should immediately contact Midea at 888-345-0256 or visit [www.MideaUrecall.expertinquiry.com](http://www.MideaUrecall.expertinquiry.com) to register for and learn more about the available recall remedies, which include one of the following:

- A free repair by a technician to install a new drain plug
- A free repair kit that includes a new drain plug and bubble level, depending on the model
- A full or prorated refund

Consumers who continue using the air conditioners while awaiting a repair should visit [www.MideaUrecall.expertinquiry.com](http://www.MideaUrecall.expertinquiry.com) for instructions on how to inspect their unit prior to continuing use.



Please call Midea toll-free at 888-345-0256 from 8 a.m. to 5 p.m. ET Monday through Friday, online at [www.MideaUrecall.expertinquiry.com](http://www.MideaUrecall.expertinquiry.com) or [www.midea.com/us](http://www.midea.com/us) and click on “RECALL INFORMATION” for more information if you have any issues or concerns.

Thank you,

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Head of Sales

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