



Dear Costco Member,

The U.S. Consumer Product Safety Commission (CPSC), has issued a voluntary recall for the Anker PowerCore 10000 power bank (Model, A1263) sold between June 1, 2016 and December 31, 2022. The lithium-ion battery in these power banks may overheat, posing a potential fire safety risk. This could lead to melting of plastic components, smoke, or fire.

Costco records indicate that you, or one of your add-on members, have purchased the Anker PowerCore 10000 power bank.

Please visit the Anker recall submission page <https://www.anker.com/a1263-recall> to verify your device's serial number. If your power bank is confirmed to be part of the recall, you will receive instructions on how to obtain a replacement power bank, along with guidance for safely disposing of your current device.

To receive a replacement power bank, you will be required to submit a photo of your recalled power bank showing the model number, serial number, their name, the date that the photo was taken, and the word "recalled" written on the power bank in permanent marker.

A purchase receipt will be requested, but will not be required to participate in the voluntary recall. You will also be required to confirm disposal of the power bank in accordance with applicable laws and regulations before receiving a replacement device.



**Need assistance?** You can contact Anker toll-free at [800-988-7973](tel:800-988-7973) from 6 a.m. to 5 p.m. PT Monday through Friday, email [support@anker.com](mailto:support@anker.com), or visit the customer support team online at <https://support.anker.com/s/emailcontactus>. If emailing, please include "Anker A1263 Recall" in the subject line to ensure a timely response.

A Live Chat function is also available at <https://support.anker.com/s/contact-us>, or go to <https://www.anker.com/product-recalls> for more information.

We sincerely apologize for any inconvenience and greatly appreciate your understanding and cooperation.

Anker Innovations Customer Support