

Important Safety Recall Notice

March 14, 2025

Dear Costco Member,

Costco records indicate that you, or one of your add-on members, have purchased Item #1462419 Sublue Underwater Scooter (blue) and/or Item #1296402/1347599 Sublue Underwater Scooter (white).



Your safety is our top priority, which is why we're committed to the highest standards of product quality. We've recently discovered a safety issue in the SUBLUE Mix underwater scooter batteries manufactured between June 2018 and March 2024, involving the battery pack overheating and igniting. Out of an abundance of caution, we're proactively launching a recall program to upgrade all affected users to a new generation of safer batteries, completely free of charge.

SUBLUE Mix underwater scooter batteries manufactured from June 2018 to March 2024 and contained in the device models MIXAW01, MIXAB01, MIXSB01 are affected by the recall.

To determine if your battery is affected by the recall, and receive a free replacement battery, visit www.SUBBLUE.com/recalls. If your battery is part of the recall, follow the below steps:

- Please stop using the products in the batch immediately
- Visit www.SUBBLUE.com/recalls to submit a recall application
- Return your old battery to SUBLUE via the provided recycling packaging (including printed prepaid courier labels). All you have to do is pack your old battery in the provided collection kit, and ship it back to us. Do not dispose of the old battery in the trash.
- We'll ship your new battery as soon as we receive the old one. Please only use the official replacement batteries, do not use third-party batteries as replacements in the SUBLUE Mix underwater scooter.

We're here to help! Reach out with any questions:

- Phone: 855-206-8698 (9am to 5pm Pacific Time, Monday-Friday; all day on weekends)
- Email: support.us@sublue.com

We understand that product reliability is essential to earning your trust. We appreciate your understanding and cooperation as we work to protect your underwater adventures with the latest technological innovations!

Sincerely,

The SUBLUE Team

Post until 7/12/25