

## Recall Notice :



Dear Costco Member,

Earlier this year, Anker enhanced its quality assurance protocols to identify potential issues earlier in the production cycle. As part of this process, we also conducted a review of previously launched power bank batches. These improvements helped us detect a potential issue involving lithium-ion battery cells from a single vendor.

These cells were used in several Anker power bank models, and while the likelihood of malfunction is considered minimal, we have decided to initiate a voluntary global recall of several power bank models.

Costco records indicate that you, or one of your add-on members, have purchased the Anker Power Bank (10K, 22.5W).

Anker Power Bank (10K, 22.5W) — Model A1257



Please visit the Anker [recall submission page](#) 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 (SN), product 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 PowerBank 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