

# ubiolabs

August 17, 2023

## IMPORTANT RECALL NOTICE

Dear Costco Member,

We are writing to you again because Costco records indicate that you, or one of your add-on members, have purchased one of the below Ubio Labs 10,000mAh Slim Power Bank units between September 2018 and December 2020. Costco is recalling these power banks in cooperation with the United States Consumer Product Safety Commission (CPSC).

Costco Item #	Description	Model on Power Bank	Model on Package/Manual
1265470	Ubio Labs 10,000mAh Slim Power Bank Bundle (2-pack)	PWB1071	PBB154 or PBB154E
1314518	Ubio Labs 10,000mAh Slim Portable Power Bank	PWB1071	PBB155 or PBB155E



If you have one of the Ubio Labs' 10,000mAh Slim Power Banks in your possession, please **immediately stop using it**. The lithium-ion battery inside the power bank can overheat and ignite, posing a fire hazard.

Please return the recalled Ubio Labs Slim Power Bank to a Costco warehouse to obtain a full refund. If you gave this recalled power bank to someone else, please pass this notice along to them. If you are unable to return the unit to a Costco warehouse, please call the number below to arrange for the return of the recalled power bank by pre-paid shipping. Please do **not** discard the recalled unit in ordinary trash or recycling.

If you have questions regarding this recall, please visit [customerservice.costco.com](https://customerservice.costco.com) or call 800-774-2678 8:00 am - 5:00 pm Pacific, Monday - Saturday.

We apologize for any inconvenience this may cause.

Sincerely,  
Costco Wholesale

# UBIO Labs 10,000mAh Slim Power Bank FAQ's

**1. My Ubio Labs 10,000mAh Slim Power Bank still works; can I keep it?**

- a. Our highest priority is the safety of our members; for this reason, we are urging all Ubio Labs 10,000mAh Slim Power Bank users to stop using their device, and return it to Costco for a full refund.

**2. I don't want a refund. What other options do I have?**

- a. Our highest priority is the safety of our members; for this reason, we are urging all Ubio Labs 10,000mAh Slim Power Bank users to stop using their device, and return it to Costco for a full refund.

**3. How do I return my Ubio Labs 10,000mAh Slim Power Bank?**

- a. Please bring it to your local Costco warehouse for a full refund.

**4. What if I can't make it to a warehouse to receive a refund?**

- a. There is no time limit to request a refund, so you can return it at your convenience.
  
- b. You can opt to have special return packaging sent to you to make a return. Please contact our Costco call center at 1-800-774-2678 Monday through Saturday 8:00am - 5:00pm PT  
or  
[Fill out this form](#) to request return packaging be sent to you. You will need your membership number and a physical street address in the contiguous US.

Note: Due to transportation restrictions of recalled lithium-ion batteries, return packaging is not available to members who live in AK, HI, PR or outside the US. Please return the unit to your local Costco warehouse.

**5. Can I exchange my Ubio Labs 10,000mAh Slim Power Bank for a different device?**

- a. No. Costco will not offer exchanges on this item. Please return it to your local Costco warehouse for a full refund.

**6. I no longer have Ubio Labs 10,000mAh Slim Power Bank; can I still get a refund?**

- a. Yes. Present the recall notice you received to your local Costco warehouse for a full refund.

**7. I received my Ubio Labs 10,000mAh Slim Power Bank as a gift; can I still return it?**

- a. Yes, Bring it to your local Costco warehouse for a full refund.

**8. What Ubio power bank model is impacted by the recall?**

- a. Only units marked with PWB1071 on the back of the power bank are affected by the recall.

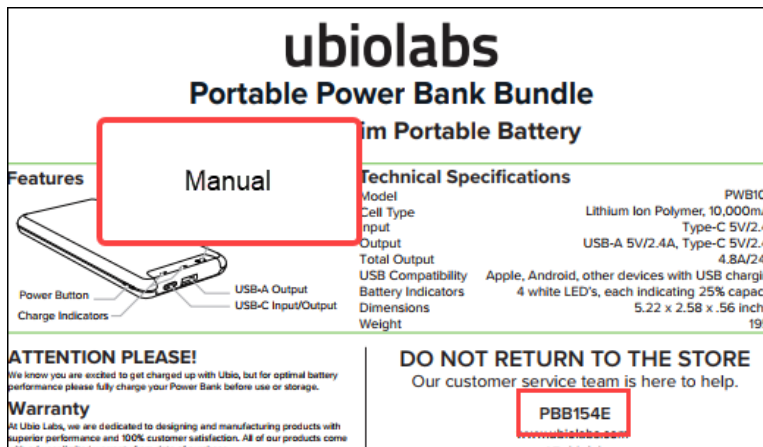
Costco Item #	Description	Model on Power Bank	Model On Package
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**9. How do I identify the model number?**

- a. The model number PWB1071 is printed on the back of the power bank:



- b. The model numbers PBB154, PBB154E, PBB155 or PBB155E are printed on the back of the packaging and inside the manual



**10. Are there any other Ubio power bank models impacted by the recall?**

- a. No. Only units marked with PWB1071 on the back of the power bank are affected by the recall.
- b. The following Ubio models are NOT impacted by the recall:

Costco Item #	Description	Model on Power Bank	Model On Package
1095467	UBIO 10KmAh Power Bank w/ Hypercharge Dock	PWB1001	PBB102 PBB102E
1120097	UBIO Iridium 4.5K Dual Power Bank Travel Kit	PWB1002	PBB103 PBB103E
1182113	UBIO 6KmAh Power Bank two pack	PWB1026	PBB121 PBB121E
1247822	UBIO 10KmAh Power Bank w/ Wireless Charging	PWB1043	PBB128 PBB128E
1247920	UBIO 10KmAh Power Bank Bundle	PWB1046	PBB134 PBB134E
1247953	UBIO 10KmAh Power Bank Bundle two pack	PWB1046	PBB135

			PBB135E
1363765	UBIO 15KmAh Power Bank	PWB1056	PBB145 PBB145E
1363771	UBIO 20KmAh Power Bank	PWB1058	PBB147 PBB147E
1418324	UBIO 10KmAh Power Bank	PWB1088	PB8162E
1481837	UBIO 6KmAh Power Bank White two pack	PBB156	PB8627E
1481841	UBIO 6KmAh Power Bank Black two pack	PBB157	PB8628E
1481847	UBIO 6KmAh Power Bank Pink two pack	PBB158	PB8629E
1488881	UBIO 10KmAh Power Bank White	PBB159	PBB270E
1488882	UBIO 10KmAh Power Bank Black	PBB160	PBB271E
1488883	UBIO 10KmAh Power Bank Pink	PBB161	PBB272E
1557631	UBIO 10KmAh Portable Power Bank	PWB1085 SG	PBB273E

- c. If for any reason you are not fully satisfied with your purchase of an Ubio power bank, you may return the item to the warehouse for a full refund.

**11. I experienced an incident with my Ubio Labs 10,000mAh Slim Power Bank – what do I do?**

- a. Please visit your local warehouse or contact our call center at 800-774-2678 to open a claim.

**12. Can I throw my Ubio Labs 10,000mAh Slim Power Bank into the trash or recycling bin?**

- a. Please return to your local Costco warehouse for a full refund.  
b. Recalled lithium-ion batteries should be disposed of in accordance with any local and state ordinances, following the procedures established by your municipal recycling center for damaged/defective/recalled lithium batteries, because these potentially hazardous batteries must be handled differently than other batteries. Do not throw this recalled battery in the trash. Do not deposit this recalled battery in used battery recycling boxes found at various retail and home improvement stores.

**13. How do I dispose of my Ubio Labs 10,000mAh Slim Power Bank?**

- a. Please return to your local Costco warehouse for a full refund.  
b. Recalled lithium-ion batteries should be disposed of in accordance with any local and state ordinances, following the procedures established by your municipal recycling center for damaged/defective/recalled lithium batteries, because these potentially hazardous batteries must be handled differently than other batteries. Do not throw this recalled battery in the trash. Do not deposit this recalled battery in used battery recycling boxes found at various retail and home improvement stores.

**14. Can I recycle my Ubio Labs 10,000mAh Slim Power Bank?**

- a. Please return to your local Costco warehouse for a full refund.
- b. Recalled lithium-ion batteries should be disposed of in accordance with any local and state ordinances, following the procedures established by your municipal recycling center for damaged/defective/recalled lithium batteries, because these potentially hazardous batteries must be handled differently than other batteries. Do not throw this recalled battery in the trash. Do not deposit this recalled battery in used battery recycling boxes found at various retail and home improvement stores.

(Posted at [https://customerservice.costco.com/app/answers/detail/a\\_id/11106](https://customerservice.costco.com/app/answers/detail/a_id/11106))