



# Product safety recall

## Anker Power Bank Model: A1257, A1647, A1681, A1689

### Anker Innovations Limited

Anker power banks for charging portable electronic devices. The device's model number is located on the bottom of the device.

Models:

- A1257 - Anker Power Bank (10K, 22.5W)
- A1647 - Anker Power Bank (20,000mAh, 22.5W, built in USB-C cable)
- A1681 - Anker Zolo Power Bank (20K, 30W, built USB-C and Lightning cable)
- A1689 - Anker Zolo Power Bank (20K, 30W, built in USB-C cable)



Each device has a unique serial number located on the bottom of the device.

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### Reason the product is recalled

The power bank may overheat and catch fire.

### The hazards to consumers

Risk of serious burn injuries and/or property damage if the power bank overheats and catches fire. Incidents have occurred overseas, resulting in property damage and injuries.

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### What consumers should do

1. Stop using the affected power banks immediately.
2. Check your power bank's serial number on [Anker's website](#) to determine if the device is affected.
3. Register your details for a replacement power bank on [Anker's website](#).
4. Dispose of affected Power Banks in accordance with [local requirements](#). Confirmation of disposal will be sought prior to processing a replacement.
5. Anker will also provide instructions for consumers on how to dispose of the power bank on [Anker's website](#).

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### Contact

Anker

Email: [support@anker.com](mailto:support@anker.com)

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Who sold the product: Amazon, ebay, [Anker official website](#)

Dates available for sale: 1 December 2023 to 13 June 2025

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See [productsafety.gov.au](https://productsafety.gov.au) for Australian product recall information