



June 13, 2025

Subj: Battery manufacturer recall

What: EARTHBOARD Music has been advised that our supplier of batteries, Anker, has issued a voluntary recall of their battery model Powercore 10,000. EARTHBOARD uses the Powercore 10,000 as our standard battery. The recall is effective for purchasers of standard batteries with a system or separately on or before 31 December 2022. This recall does not include our XL battery.

Action required:

1. Download or read the Anker Recall Notice, available in our 'Manuals and Other FAQs' section. If you are on our website, scroll down to view the section and you will find the notice.
2. The Anker Recall Notice will provide background information and instructions on how to replace the battery that is being recalled. Alternatively, Anker will issue a \$30 credit if desired. (Note: on the recall submission page, before you initiate a recall submission, enter your battery serial number and press 'submit'. This will determine if your battery is part of the recall.)
3. If your battery is eligible for their recall, follow the instructions on that page. Once accepted, Anker will provide an email with information and status.

Summary:

EARTHBOARD will stay on top of the recall effort and provide updates. If you have any questions, please contact us via email at support@earthboardmusic.com.

Focus on the music, not the setup

Thanks,

The EARTHBOARD Team