



18 July 2024

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OIC Director  
Consumer Protection and Advocacy Bureau

Subject: Product Recall of VARMFRONT Power Bank 10400 mAh and VARMFRONT Power Bank 5200 mAh

Greetings!

On July 17, 2024, IKEA globally made a public announcement for a product recall of VARMFRONT power bank 10400 mAh and VARMFRONT power bank 5200 mAh through its website and in-store.

Below are relevant information:

Product name	VARMFRONT power bank
Reason for Recall	IKEA is recalling the VARMFRONT power bank 10400 mAh (model number E2038) with date stamps 2313, 2316, 2318, or 2319, and the VARMFRONT power bank 5200 mAh (model number E2037) with date stamps 2318, 2319, or 2322, due to potential fire hazards identified from an isolated manufacturing error.
Background of the issue	<p>IKEA products are risk assessed and thoroughly tested to make sure that they can withstand the tough test of everyday life at home, and that they comply with applicable requirements and regulation on all markets where IKEA operates.</p> <p>Despite this, it has come to our attention that certain VARMFRONT power banks may pose a fire safety risk, due to a manufacturing error. This error is isolated to units with the above-mentioned date-stamps. Therefore, these VARMFRONT power banks are being recalled.</p> <p>VARMFRONT power banks with other date stamps are not affected by this recall.</p>
Action	At IKEA, product safety is the starting point. When we became aware of the issue, we took prompt action. We conducted a thorough investigation. As a result of the investigation IKEA has taken the decision to recall the affected products.

	IKEA urges all customers who own a VARMFRONT power bank 10400 mAh (model number E2038) with date stamp (YYWW) 2313, 2316, 2318 or 2319, or a VARMFRONT power bank 5200 mAh (model number E2037) with date stamp (YYWW) 2318, 2319 or 2322, to immediately stop using it and contact IKEA for a replacement product, or a full refund.
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However, for IKEA Philippines, we would like to inform you that, after an in-depth review, we have confirmed that the current stock of VARMFRONT power banks in the Philippine market is not affected by this recall. Despite this, we are diligently monitoring and tracking all incoming shipments of the aforementioned products to ensure that no affected units enter the market.

Safety is a top priority for IKEA, and therefore we have already implemented stringent tracking and quality control measures to ensure that our customers receive only safe and compliant products. Should there be any changes or updates regarding this recall, we will promptly inform your office.

Should you need further information below are the contact details:

Phone: +63 9173267063

Email: [cristina.enriquez@ikano.asia](mailto:cristina.enriquez@ikano.asia)

For customer concerns:

Phone: +63 8888 IKEA(4532)

Email: [customerservice.ikeaph@ikano.asia](mailto:customerservice.ikeaph@ikano.asia)

Thank you.

Respectfully yours,



Cristina Enriquez  
Public Affairs and PR&C Manager