



13 February 2026

URGENT PRODUCT RECALL

5,000mAh Portable Power Bank with Dual USB Ports (Black)

Reason for Recall

Ideal World is recalling the above product due to a potential safety defect.

We have identified that certain units may experience **internal battery swelling and overheating**. In some cases, the internal lithium-ion battery may expand, causing the outer casing to separate.

Lithium-ion battery expansion may pose a **risk of overheating and fire**.

Customer safety is our highest priority. As a precautionary measure, we are conducting a voluntary recall of all units supplied.

Product Details

- Product: 5,000mAh Portable Power Bank with Dual USB Ports
- Colour: Black
- SKU: 8434414
- Dispatched between: 21 January 2026 – 11 February 2026
- Units distributed: 593

The product may have been supplied as part of a promotional offer.

What You Should Do

If you have this product:

1. **Stop using it immediately.**
2. **Do not charge it.**
3. Do not attempt to open, tamper with, or repair the unit.
4. Dispose of the product safely at a local battery recycling facility or hazardous waste collection point.
5. Contact Ideal World Customer Services for any queries on 0800 151 2345 option 2 or by email at customercare@idealworld.tv

Do not return the product by post due to the potential risk associated with damaged lithium-ion batteries.

Refund

Customers will receive a full refund.

Our Commitment

We sincerely apologise for the inconvenience caused. We are working closely with our supplier and the relevant authorities to investigate the root cause and prevent recurrence.

Ideal World takes product safety extremely seriously and appreciates your cooperation.

No other products sold by Ideal World are affected by this notice.

Ideal World

Address: Surrey House, Plane Tree Crescent
Feltham, TW13 7HF

Customer Services: 0800 151 2345 option 2

Email: customercare@idealworld.tv

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