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|----------------------------------------------------------------------------------|---------------------------------------------|
| Power Kits Console AC/DC Smart Distribution Panel 2kWh/5kWh LFP Battery | 5 years |
| BLADE | 36+12 (Registration for warranty extension) |
| BLADE Lawn Sweeper Kit BLADE Smart Extra Battery | 36 |
| GLACIER GLACIER Classic GLACIER Plug-in Battery | 24 |
| WAVE 3 WAVE 3 Add-on Battery WAVE 2 WAVE 2 Add-on Battery | 24 |
| PowerStream Microinverter | 10 years |
| Smart Plug | 24 |
| PowerInsight Home Energy Monitor | 24 |
| RAPID 65W GaN Charger with 100W Cable | 18 |
| STREAM Microinverter | 10 years |
| Smart Meter | 2 years |
| STREAM AC Pro | 10 years |
| STREAM Pro | 10 years |
| STREAM Ultra | 10 years |
| Bracket - Semi-enclosed Balcony | 1 year |
| Bracket - Lattice Balcony | 1 year |
| Bracket - Concrete Balcony | 1 year |
| Bracket - Flat Roof | 1 year |
| Bracket Lightweight - Facade | 1 year |
| Bracket - Lightweight | 1 year |
| Single Axis Solar Tracker 2 | 2 years |
| Bracket - Facade | 1 year |
| Bracket Adjustable - Facade | 1 year |
| Bracket - Pitched Roof | 1 year |
| RAPID Power Bank RAPID Pro X Power Bank | 2 years |
| RAPID Pro Charger RAPID Pro Desktop Charger RAPID Pro USB-C to USB-C Cable | 2 years |
| RAPID Mag Power Bank | 18 |
| Gift Products | 1 year |

* Gift Products are EcoCredits-redemption gifts and include a 1-year warranty.

* For Kickstarter backers, please refer to the special warranty policy of the campaign or contact support.eu@ecoflow.com

1.3 Warranty extension

You can extend the warranty for products purchased between January 1, 2022, and August 31, 2022, by registering on the official website on or before October 15, 2022.

Warranty cannot be extended for products purchased before January 1, 2022.

Customers who have purchased products on or after September 1, 2022 will enjoy the warranty period (with warranty extension) listed in the table above. Customers are advised to complete registration as early as possible.

1.4 Exclusions and Limitations

This warranty does not apply:

- Non-quality related issues;
- Purchases without valid proof of purchase;
- Items that have been refunded;
- Items that have expired their warranty period;
- Any defects or damages caused by misuse of products, unauthorized modification, disassembly, or operation not in accordance with the official instructions or manuals;
- Any defects or damages caused by exposure to excessive heat, liquids, or other external causes;
- Any defects or damages caused by reliability or compatibility issues when using unauthorized third-party parts;
- Lost or stolen products;
- Free products.

1.5 Cross-Regional After-Sales Service

EcoFlow does not provide a global product warranty, and the warranty service can only be obtained at a designated EcoFlow repair center.

To repair the product in an EcoFlow repair center when the product was purchased in another region, depending on part availability, customers can obtain a cross-regional repair service at an additional charge. (Some products do not support cross-regional repair even if the customer is willing to pay for the service. For more details, please contact EcoFlow Support.)

A cross-regional replacement service is not available for different versions of the same product.

The customer will need to bear customs duties, taxes, customs clearance, and other costs incurred for a cross-regional repair, regardless of whether it is the warranty or paid repair service.

2. Repair Service

2.1 Repair Policy

The date the case was reported shall take precedence. If the product is under warranty, you could request EcoFlow to repair your product in the event that it is not functioning as intended.

2.2 Items Required for Repair Service

1. Valid proof-of-purchase, receipt, or order number for the warranty service is provided.
2. Picture or video with serial number of product malfunction
3. If product was shipped and damaged by EcoFlow carriers, damage proof is needed.
4. Repair delivery address will be considered as the purchase delivery address, if there are any changes with delivery address, you need to provide complete address information in advance.

2.3 Warranty Repair Service will not be provided when:

1. The request for repair is made after the warranty expires.
2. Damage is found to have been caused by non-manufacturing factors, including but not limited to user error.

3. Legal proof-of-purchase, receipts, or invoices are not provided, or are reasonably believed to have been forged or tampered with.
4. Necessary information including model name, serial number, picture or video with serial number of product malfunction not provided.
5. Report date later than (product received date from EcoFlow + product warranty period) or report date later than product warranty final date;
6. Purchase date later than the product warranty period.
7. the date customer reports cases to EcoFlow exceeds the case actual occurrence time by 30 calendar days.
8. The product has not been sent back to ECOFLOW 15 calendar days after warranty repair confirmation from ECOFLOW.
9. Any fault or damage of the product is caused by collision, scorching, or unauthorized use or modification of the product, including exposure to moisture, entry of foreign bodies (water, oil, sand, etc.), or improper installation or operation.
10. A product is found to have no defects after all appropriate tests are conducted by EcoFlow, repair service center authorized by EcoFlow.
11. Damage caused by unauthorized modification, disassembly, or shell opening not in accordance with official instructions or manuals.
12. Damage caused by unauthorized assembling of accessories by customer themselves not in accordance with official instructions or manuals.
13. Damage caused by unauthorized modification of circuits, and mismatch or misuse of the product.
14. Product labels, serial numbers, water damage marks, etc. show signs of tampering or alteration.
15. Damage is caused by uncontrollable external factors, including fires, floods, high winds, lightning strikes, or traffic accidents.
16. Products or parts with an altered identification label or from which the identification label has been removed.
17. When used with third-party components not approved by EcoFlow product parameters or certified by EcoFlow, used as input or load, damage caused by reliability and compatibility problems occurs.
18. Proof of damage during transit issued by the carrier cannot be provided.
19. Other circumstances are not stated in this policy but EcoFlow has sufficient proof to refuse.

2.4 Shipping Cost of Repair

EcoFlow provides shipping label and covers all the shipping cost for customer during warranty after sale service, as long as EcoFlow shipping service available. Losses due to incorrect information will be covered by customer.

2.5 Paid Repair

Paid repair is required for conditions that are not covered by Warranty Repair Service.

1. The product is out of warranty.
2. All conditions that do not belong to Warranty Repair Service.

2.6 Quotation criterion of paid repair

Paid repair is required for conditions that are not covered by Warranty Repair Service. Reasonable cost will be charged as following categories:

1. Spare parts cost: the same part replaced in different repair cases may be quoted different price due to phase or cost of production. Repair center just provides module level repair, but not electronic component level repair, so the quotation price is based on module level.
2. Labor cost: necessary direct and indirect labor cost, may vary according to labor force market.
3. Logistics cost: Please refer to the **Shipping Cost** section of our [Return & Refund Policy](#).

3. Replacement Service

3.1 Replacement Policy

The date the case was reported shall take precedence. Replacement applies to Orders placed on official or authorized channels in the United Kingdom and Ireland; you can request a replacement within 30 days after receiving product.

3.2 Returns and Replacement Process

1. Providing your product has been received and it has been less than 30 calendar days, you can contact the official customer support via: support.eu@ecoflow.com.
2. Our Support Team will determine whether your order is eligible. After confirming your order is eligible, they will give you a Return Material Authorization (RMA) certificate and provide you with a prepaid return shipping label (label to be determined by the support team). They will also provide instructions on how to properly package the product to return it safely. Do not ship the product until you have received the proper safety directions on how to ship the product. You must clearly mark the RMA number on the package and include your proof of purchase date with the product.
3. Please do not return the items without the RMA confirmation from the EcoFlow Customer Support Team. For returns without confirmation, the replacement may not be processed.
4. The delivery of the replacement item will be arranged within 15 business days (subject to changes caused by force majeure) after confirming that the defective item has been received at our warehouse. If you purchase from official dealers, please show it to the seller with RMA replacement certificate with communication records with EcoFlow Customer Support Team. The final resolution is subject to the availability of the replacement items.

3.3 Requirements of Replacements

1. For product and all accessories, no man-made damages are found;
2. All accessories and parts need to be sent back to original purchase channel with the main product;
3. Parts and accessories should be securely packaged for return delivery in order to ensure good condition and to prevent damage during transportation.

3.4 Replacement Service Standards

You could request Replacement Service when meeting one of the following conditions:

1. In cases of product shipped by EcoFlow and authorized channels, Proof of damage during transit issued by the carrier can be provided;
2. The product has a serious inconsistency with the original product description in one or more important aspects;
3. The product has a manufacturing defect.

3.5 Items Required for Replacement Service

1. Including but not limited to: outer box's serial number, proof of purchase, photo or video proof showing malfunction, etc.
2. Video of the product issue not caused by non-human factors (product's serial number and no damage on the outer box needs to be recorded).
3. If product was shipped and damaged by EcoFlow carriers, damage proof is needed.
4. Replacement delivery address will be considered as the purchase delivery address, if there are any changes with delivery address, you need to provide complete address information in advance.

3.6 Shipping Cost of Replacement

If you purchase from uk.ecoflow.com, EcoFlow provides shipping label and covers all the shipping cost for you during after sale service, as long as EcoFlow shipping service available. Losses due to incorrect information will be covered by you.

If you purchase from EcoFlow authorized dealers, you might need to pay for the shipping cost to return the product to dealers. Please contact your seller or support.eu@ecoflow.com for the shipping cost details.

3.7 Replacement Service may not be provided when:

1. For sold products, the date the case was reported is more than 30 calendar days from the date when the product was received by you.
2. The product is returned without confirmation by EcoFlow customer service team.
3. The received product has not been sent back to EcoFlow in 15 working days after replacement confirmation from EcoFlow.
4. Legal proof-of-purchase, receipts, or invoices are not provided, or are reasonably believed to have been forged or tampered with.
5. A product sent to EcoFlow for replacement does not include all the original accessories, attachments, and packaging, or it contains items damaged by user error.
6. A product is found to have no defects after all appropriate tests are conducted by EcoFlow, and repair service center authorized by EcoFlow.
7. Any fault or damage of the product is caused by collision, scorching, or unauthorized use or modification of the product, including exposure to moisture, entry of foreign bodies (water, oil, sand, etc.), or improper installation or operation.
8. Product labels, serial numbers, water damage marks, etc. show signs of tampering or alteration.
9. Damage is caused by uncontrollable external factors, including fires, floods, high winds, lightning strikes, or traffic accidents.
10. Proof of damage during transit issued by the carrier cannot be provided.
11. When used with third-party components not approved by EcoFlow product parameters or certified by EcoFlow, used as input or load, damage caused by reliability and compatibility problems occurs.
12. Replacement requirements are not met after product inspection.

Other circumstances are not stated in this policy but EcoFlow has sufficient proof to refuse.

4. Warranty Policy for Smart Devices

4.1 BLADE

The standard warranty period of EcoFlow BLADE (purchased from officially authorized channels) is 36 months. Customers can enjoy a warranty extension of 12 months by registering the EcoFlow BLADE on the official website or in the EcoFlow app. And the standard warranty period of EcoFlow BLADE battery (purchased from officially authorized channels) is 24 months.

Replace, not repair:

EcoFlow BLADE Product and Part Replacement

During the warranty period, replacement service is available for EcoFlow BLADE purchased from official authorized channels. The replaced product or part becomes EcoFlow's property and the replacement product or part becomes your property. Only unaltered Ecoflow's products and parts are eligible for replacement.

If one of the three (EcoFlow Robotic lawn mower, lawn sweeper, or base station BP) fails, it only needs to be returned to EcoFlow for replacement, without the need to return any of the other two products or their individual accessories (such as the extension cord, antenna assembly, ground nail, hexagon screwdriver, etc.). EcoFlow will provide users with a functional replacement with accessories.

If accessories such as extension cables and antenna screwdrivers are damaged due to non-human factors (excluding main products: Ecoflow Robotic lawn mower, lawn sweeper, and base station BP), EcoFlow can provide users with new accessories replacement during the warranty period.

Replacement products or parts provided by EcoFlow may not be new, but it will be in good working order and at least functionally equivalent to the original product or part's warranty. A replacement product or part shall be covered for the time remaining in the original product's warranty.

Replacement service will not terminate the warranty period, or will it result in a restart of the warranty period.

What This After-Sales Policy Does NOT Cover

- 1. Damage caused by unauthorized modification, disassembly, or shell opening is not in accordance with official instructions or manuals.
- 2. Water damage or other damage caused by improper installation, incorrect use, or operation not in accordance with official instructions or manuals.
- 3. Damage caused by a non-authorized service provider.
- 4. Damage caused by unauthorized modification of circuits and mismatch or misuse of the battery and charger.
- 5. Damage caused by operation in bad weather (i.e. strong winds, rain, sand/dust storms, etc.)
- 6. Damage caused by operating the product in an environment with electromagnetic interference (i.e. in mining areas or close to radio transmission towers, high-voltage wires, substations, etc.).
- 7. Products or parts with an altered identification label or from which the identification label has been removed.
- 8. Damage is found to have been caused by reliability or compatibility issues when using unauthorized third-party parts.

1-on-1 Service consultant

Contact your consultant via phone, EcoFlow APP Live Chat or WhatsApp.

1-on-1 Service consultant

EcoFlow BLADE (purchased from officially authorized channels in North America and EU) comes with exclusive 1-on-1 service which is available for 365 days from the purchase date.

Lifetime free accessories:

EcoFlow BLADE users in North America and Europe who purchase Ecoflow BLADE through official authorized channels can enjoy free replacement service for lifetime* if they lose or damage wiring harnesses, nails, screws and blades. Specific replacement rules are as follows:

- (1) base station extension cable: 1 PC/year
- (2) antenna extension cable: 1 PC/year
- (3) charging station nails: 1 set (10 PCS)/year
- (4) cable peg: 1 set (40 PCS)/year
- (5) screw: 1 set (9 PCS)/year
- (6) spare blade: 2 sets (3 PCS/set)/year

*Lifetime is equal to warranty period.

EcoFlow BLADE (purchased from officially authorized channels in North America and EU) comes with a 7*24h online chat service.

4.2 GLACIER

The standard warranty period of EcoFlow GLACIER (purchased from officially authorized channels) is 12 months. Customers can enjoy a warranty extension of 12 months by registering the EcoFlow GLACIER on the official website or in the EcoFlow app.

EcoFlow GLACIER Product and Part Replacement

During the warranty period, replacement service is available for Ecoflow GLACIER purchased from authorized channels. The replaced product or part becomes EcoFlow's property and the replacement product or part becomes your property. Only unaltered Ecoflow's products and parts are eligible for replacement.

Replacement products or parts provided by EcoFlow may not be new, but it will be in good working order and at least functionally equivalent to the original product or part's warranty. A replacement product or part shall be covered for the time remaining in the original product's warranty.

Replacement service will not terminate the warranty period, nor will it result in a restart of the warranty period.

What This After-Sales Policy Does NOT Cover

This policy does not cover the following:

- 1. Damage caused by unauthorized modification, disassembly, or shell opening is not in accordance with official instructions or manuals.
- 2. Water damage or other damage caused by improper installation, incorrect use, or operation not in accordance with official instructions or manuals.
- 3. Damage is found to have been caused by reliability or compatibility issues when using unauthorized third-party parts.
- 4. Damage caused by a non-authorized service provider.
- 5. Damage caused by unauthorized modification of circuits and mismatch or misuse of the battery and charger.
- 6. Damage caused by operation in bad weather (i.e. strong winds, rain, sand/dust storms, etc.)
- 7. Damage caused by operating the product in an environment with electromagnetic interference (i.e. in mining areas or close to radio transmission towers, high-voltage wires, substations, etc.).
- 8. Products or parts with an altered identification label or from which the identification label has been removed.

EcoFlow GLACIER(purchased from officially authorized channels in North America and EU) comes with a 7*24h online chat service.

Products

Portable Power Stations
Solar Panels
Solar Generators
Smart Devices
Ecosystem
EcoFlow Home Battery

Support

User Manual
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Activate Warranty
FAQ
Sitemap

Programs

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