rectly contact our after-sales team via support.eu@ecoflow.c  2 Warranty Timeline  Item  RIVER 3 Plus (wireless)	
RIVER 3 Plus (wireless)	ion. If there are any quality issues with these products, pleas
RIVER 3 Plus RIVER 3 Max RIVER 3 Max Plus RIVER 3 Series Smart Extra Battery	Warranty Period (refer to months, unless specified)  5 years
DELTA 3 DELTA 3 Plus DELTA 3 1500 DELTA 3 Smart Extra Battery  DELTA Pro 3	5 years 5 years
DELTA Pro 3 Smart Extra Battery  DELTA Pro Ultra  RIVER 3 RIVER 3 (UPS)	5 years
RAPID Magnetic Power Bank  Power Hat  RIVER 2  RIVER 2 Max  RIVER 2 Pro	24 24 5 years
DELTA 2 DELTA 2 Max DELTA 2 Extra Battery DELTA 2 Max Extra Battery DELTA Pro 3 Smart Extra Battery	5 years
DELTA Max (1600/2000) DELTA Max Smart Extra Battery  DELTA Pro DELTA Pro Smart Extra Battery	24+12 (Registration for warranty extension) 36+24 (Registration for warranty extension)
RIVER mini RIVER RIVER Max RIVER Pro RIVER Extra Battery RIVER Pro Extra Battery DELTA mini	24 (36 months for Spanish customer)
DELTA  400W Solar Panel 220W Solar Panel 160W Solar Panel 110W Solar Panel 60W Solar Panel	24 (36 months for Spanish customer)
45W Solar Panel 45W Portable Solar Panel (Type C) 60W Portable Solar Panel (Type-C) 400W Rigid Solar Panel	12 10 years
175W Rigid Solar Panel 450W Rigid Solar Panel 100W Rigid Solar Panel	10 years  12 years  10 years
520W Rigid Solar Panel  250W Rigid Solar Panel  100W Flexible Solar Panel  Cables/Chargers/Adapters (inside the package/sold	10 years 5 years 36
separately)  Smart Generator  Dual Fuel Smart Generator	(36 months for Spanish customer)  24 (36 months for Spanish customer)
Solar Tracker  Smart Home Panel  Smart Home Panel Relay Module (13A and 16A)	(36 months for Spanish customer) 5 years
Power Hub Power Kits Console AC/DC Smart Distribution Panel 2kWh/5kWh LFP Battery	(36 months for Spanish customer)  5 years
BLADE  BLADE Lawn Sweeper Kit  BLADE Smart Extra Battery  GLACIER	36+12 (Registration for warranty extension) 36
GLACIER GLACIER Classic GLACIER Plug-in Battery  WAVE 3 WAVE 3 Add-on Battery  WAVE 2 WAVE 2 Add-on Battery	24
WAVE 2 Add-on Battery  PowerStream Microinverter  Smart Plug  PowerInsight Home Energy Monitor	10 years 24 24
RAPID 65W GaN Charger with 100W Cable  STREAM Microinverter  Smart Meter	18 10 years 2 years
STREAM AC Pro  STREAM Pro	10 years
STREAM Ultra  Bracket - Semi-enclosed Balcony  Bracket - Lattice Balcony	10 years  1 year  1 year
Bracket - Lattice Balcony  Bracket - Concrete Balcony  Bracket - Flat Roof  Bracket Lightweight - Facade	1 year  1 year  1 year  1 year
Bracket - Lightweight  Single Axis Solar Tracker 2  Bracket - Facade	1 year 2 years 1 year
Bracket Adjustable - Facade  Bracket - Pitched Roof  RAPID Power Bank RAPID Pro X Power Bank	1 year  1 year  2 years
RAPID Pro Charger RAPID Pro Desktop Charger RAPID Pro USB-C to USB-C Cable  RAPID Mag Power Bank  Gift Products	2 years  18  1 year
<ul> <li>accordance with the official instructions or manuals;</li> <li>Any defects or damages caused by exposure to excess</li> <li>Any defects or damages caused by reliability or compate</li> <li>Lost or stolen products;</li> <li>Free products.</li> </ul> Cross-Regional After-Sales Service	per 1, 2022 will enjoy the warranty period (with warranty complete registration as early as possible.
repair the product in an EcoFlow repair center when the pro- ailability, customers can obtain a cross-regional repair service	e at an additional charge. (Some products do not support the service. For more details, please contact EcoFlow Support
e customer will need to bear customs duties, taxes, customs pair, regardless of whether it is the warranty or paid repair se  Repair Service	•
ur product in the event that it is not functioning as intended  2 Items Required for Repair Service	
<ol> <li>Valid proof-of-purchase, receipt, or order number for the 2. Picture or video with serial number of product malfuncted.</li> <li>If product was shipped and damaged by EcoFlow carried.</li> <li>Repair delivery address will be considered as the purchast address, you need to provide complete address information.</li> <li>Warranty Repair Service will not be provided we</li> </ol>	cion ers, damage proof is needed. ase delivery address, if there are any changes with delivery ation in advance.
<ol> <li>The request for repair is made after the warranty expired.</li> <li>Damage is found to have been caused by non-manufaction.</li> <li>Legal proof-of-purchase, receipts, or invoices are not put tampered with.</li> <li>Necessary information including model name, serial numbers.</li> </ol>	es. cturing factors, including but not limited to user error. provided, or are reasonably believed to have been forged or
<ul> <li>malfunction not provided.</li> <li>5. Report date later than (product received date from Ecoproduct warranty final date;</li> <li>6. Purchase date later than the product warranty period.</li> <li>7. the date customer reports cases to EcoFlow exceeds to EcoFlow exceeds to EcoFlow.</li> </ul>	,
<ul> <li>9. Any fault or damage of the product is caused by collision product, including exposure to moisture, entry of foreign operation.</li> <li>10. A product is found to have no defects after all appropria authorized by EcoFlow.</li> <li>11. Damage caused by unauthorized modification, disasser</li> </ul>	gn bodies (water, oil, sand, etc.), or improper installation or ate tests are conducted by EcoFlow, repair service center
instructions or manuals.  1 2. Damage caused by unauthorized assembling of access instructions or manuals.  1 3. Damage caused by unauthorized modification of circuit 1 4. Product labels, serial numbers, water damage marks, expressions of the serial numbers.	sories by customer themselves not in accordance with officets, and mismatch or misuse of the product.
<ul> <li>15. Damage is caused by uncontrollable external factors, if accidents.</li> <li>16. Products or parts with an altered identification label or</li> <li>17. When used with third-party components not approved used as input or load, damage caused by reliability and list. Proof of damage during transit issued by the carrier car</li> <li>19. Other circumstances are not stated in this policy but E</li> </ul>	from which the identification label has been removed. by EcoFlow product parameters or certified by EcoFlow, compatibility problems occurs. nnot be provided.
4 Shipping Cost of Repair	st for customer during warranty after sale service, as long as ormation will be covered by customer.
1. The product is out of warranty. 2. All conditions that do not belong to Warranty Repair Se  6 Quotation criterion of paid repair id repair is required for conditions that are not covered by W  llowing categories:	ervice.
Spare parts cost: the same part replaced in different re	level repair, but not electronic component level repair, so ay vary according to labor force market.
Replacement Service	
e date the case was reported shall take precedence. Replace	··
e date the case was reported shall take precedence. Replace annels in the United Kingdom and Ireland; you can request a   2 Returns and Replacement Process  1. Providing your product has been received and it has been customer support via: <a href="mailto:support.eu@ecoflow.com">support.eu@ecoflow.com</a> .  2. Our Support Team will determine whether your order is	replacement within 30 days after receiving product.  en less than 30 calendar days, you can contact the official eligible. After confirming your order is eligible, they will give
<ol> <li>2 Returns and Replacement Process</li> <li>1. Providing your product has been received and it has been customer support via: support.eu@ecoflow.com.</li> <li>2. Our Support Team will determine whether your order is you a Return Material Authorization (RMA) certificate a be determined by the support team). They will also prove return it safely. Do not ship the product until you have reproduct. You must clearly mark the RMA number on the product.</li> <li>3. Please do not return the items without the RMA confirm</li> </ol>	en less than 30 calendar days, you can contact the official eligible. After confirming your order is eligible, they will give and provide you with a prepaid return shipping label (label twide instructions on how to properly package the product treceived the proper safety directions on how to ship the expackage and include your proof of purchase date with the mation from the EcoFlow Customer Support Team. For
<ul> <li>e date the case was reported shall take precedence. Replace annels in the United Kingdom and Ireland; you can request a</li> <li>2 Returns and Replacement Process</li> <li>1. Providing your product has been received and it has been customer support via: support.eu@ecoflow.com.</li> <li>2. Our Support Team will determine whether your order is you a Return Material Authorization (RMA) certificate as be determined by the support team). They will also proverturn it safely. Do not ship the product until you have reproduct. You must clearly mark the RMA number on the product.</li> <li>3. Please do not return the items without the RMA confirmer turns without confirmation, the replacement may not the delivery of the replacement item will be arranged we majeure) after confirming that the defective item has been dealers, please show it to the seller with RMA replacement Customer Support Team. The final resolution is subject</li> <li>3 Requirements of Replacements</li> </ul>	en less than 30 calendar days, you can contact the official eligible. After confirming your order is eligible, they will give and provide you with a prepaid return shipping label (label twide instructions on how to properly package the product the eceived the proper safety directions on how to ship the expackage and include your proof of purchase date with the mation from the EcoFlow Customer Support Team. For the processed.  Within 15 business days (subject to changes caused by force been received at our warehouse. If you purchase from officinent certificate with communication records with EcoFlow to the availability of the replacement items.
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