

For Australian customers, the products purchased in Australia are complied with Australian Consumer Law. EcoFlow goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. For Information on Australian Consumer Law, please visit Australian consumer law website at <https://www.consumerlaw.gov.au>. EcoFlow refers to EcoFlow Australia Pty Ltd, Suite 1, Level 8, 50 - Margaret Street, Sydney NSW 2000.

EcoFlow Customer Service

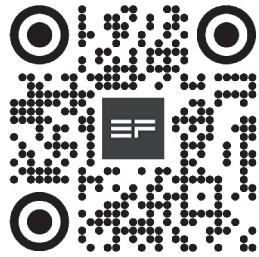
	Email	Tel
NA	support@ecoflow.com	+1(800)-368-8604 - Service Hours: Mon-Fri, 09:00-19:00 (EST)
LA	support@ecoflow.com	+1(800)-368-8604 - Service Hours: Mon-Fri, 09:00-19:00 (EST)
APAC	support@ecoflow.com	●
ME	support.me@ecoflow.com	●
DE	support.eu@ecoflow.com	0800 0002566 - Service Hours: Mon-Fri, 09:00-17:00 (CET) - Only available in Germany
FR	support.eu@ecoflow.com	(+44) 800 028 7166 - Service Hours: Mon-Fri, 09:00-17:00 (CET) - Only available in France
AT	support.eu@ecoflow.com	0800 018 036 - Service Hours: Mon-Fri, 09:00-17:00 (CET) - Only available in Austria
UK	support.eu@ecoflow.com	0808 8126 006 - Service Hours: Mon-Fri, 08:00-16:00 (BST) - Only available in the UK
JP	support.jp@ecoflow.com	050-3090-2966 - Service Hours: Mon-Fri, 09:30-17:30 (JST) - Only available in Japan
ZA	support.za@ecoflow.com	+27 80 088 0002 - Service Hours: Mon-Fri, 08:30-17:00 (SAST) - Only available in South Africa
AU	support.au@ecoflow.com	●
KR	support.kr@ecoflow.com	+823083210098 - Service Hours: Mon-Fri, 10:00-13:00, 14:00-19:00 (KST) - Only available in South Korea
SEA	support.sea@ecoflow.com	●
CN	●	400-600-5753 - Service Hours: Mon-Fri, 09:00-12:00, 14:00-18:00 (CST) - Only available in China

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ECOFLOW

保修服务
保固服務
Warranty Service
Garantieservice
Service de garantie
Servizio di garanzia

Servicio de garantía
Garantie
Гарантийное обслуживание
보증 서비스
保証サービス



<https://warranty.ecoflow.com>

CHS 感谢您购买 EcoFlow 产品, 扫二维码完成设备注册。

CHT 感謝您購買 EcoFlow 產品! 請掃描 QR 碼完成註冊流程。

EN Thank you for purchasing an EcoFlow product! Please scan the QR code to complete the registration process.

DE Vielen Dank für den Kauf Ihres EcoFlow Produktes! Bitte scannen Sie den QR-Code, um die Registrierung abzuschließen.

FR Merci d'avoir acheté un produit EcoFlow ! Veuillez scanner le code QR pour terminer le processus d'enregistrement de la garantie.

IT Grazie per aver acquistato un prodotto EcoFlow! Scansiona il codice QR per completare il processo di registrazione.

ES ¡Gracias por adquirir un producto EcoFlow! Escanea el código QR para completar el proceso de registro.

NL Bedankt voor het kopen van een EcoFlow-product! Scan de QR-code om de registratie te voltooien.

RU Благодарим вас за приобретение продукции EcoFlow! Пожалуйста, отсканируйте QR-код, чтобы завершить процесс регистрации гарантии.

KO EcoFlow 제품을 구매해 주셔서 감사합니다! QR 코드를 스캔하여 등록 절차를 완료하십시오.

JA EcoFlow製品をご購入いただき、誠にありがとうございます。QRコードをスキャンして製品登録を行うことで、保証が適用されますのでぜひご登録ください。

CHS EcoFlow 承诺从本产品购买之日起, 即享受保修服务, 有关产品保修年限及保修服务政策的更多信息, 请在 <https://us.ecoflow.com/pages/warranty-policy> 查询。
*保修服务政策可能会根据国家或地区的法规有所不同。

CHT EcoFlow 承諾從購買之日起為產品提供保固服務。如需有關此產品的保固期和保固政策的更多資訊, 請造訪 <https://us.ecoflow.com/pages/warranty-policy>。
*保固政策可能因國家或地區的法律和法規而有所不同。

EN EcoFlow pledges to provide a warranty service for the product starting from the date of purchase. For more information on the warranty period and warranty policy for this product, please visit <https://us.ecoflow.com/pages/warranty-policy>.
*The warranty policy may vary depending on national or regional laws and regulations.

DE EcoFlow bietet ab dem Kaufdatum einen Garantieservice für das Produkt an. Weitere Informationen zum Garantiezeitraum und zu den Garantiebestimmungen für dieses Produkt finden Sie unter <https://us.ecoflow.com/pages/warranty-policy>.
*Beachten Sie, dass die Garantiebestimmungen je nach den nationalen und regionalen Gesetzen und Vorschriften abweichen können.

FR EcoFlow s'engage à fournir un service de garantie pour le produit à partir de la date d'achat. Pour plus d'informations sur la période et la politique de garantie de ce produit, veuillez consulter le site <https://us.ecoflow.com/pages/warranty-policy>.
*La politique de garantie peut varier en fonction des lois et réglementations nationales ou régionales.

IT EcoFlow si impegna a fornire un servizio di garanzia per il prodotto a partire dalla data di acquisto. Per maggiori informazioni sul periodo di garanzia e sulla politica di garanzia per questo prodotto, visita il sito: <https://us.ecoflow.com/pages/warranty-policy>.
*La politica di garanzia può essere soggetta a variazioni dovute a leggi e norme nazionali o regionali.

ES EcoFlow se compromete a proporcionar un servicio de garantía al producto a partir de la fecha de compra. Para obtener más información sobre el periodo de la garantía y la política de la garantía para este producto, visite <https://us.ecoflow.com/pages/warranty-policy>.
*La política de la garantía puede variar en función de la legislación y las regulaciones nacionales o regionales.

NL EcoFlow belooft het product vanaf de aankoopdatum van garantie te voorzien. Ga voor meer informatie over de garantieperiode en het garantiebeleid voor dit product naar <https://us.ecoflow.com/pages/warranty-policy>.
*Dit garantiebeleid kan afhankelijk zijn van nationale en regionale wet- en regelgeving.

RU Компания EcoFlow обязуется обеспечивать гарантийное обслуживание продукта, начиная с даты приобретения. Дополнительная информация о гарантийном периоде и политике гарантийного обслуживания для данного продукта доступна на сайте <https://us.ecoflow.com/pages/warranty-policy>.
*Политика гарантийного обслуживания может различаться в зависимости от государственных или региональных законов и нормативных актов.

KO EcoFlow는 구매일부터 제품에 대한 보증 서비스를 제공할 것을 약속합니다. 이 제품의 보증 기간 및 보증 정책에 대한 자세한 내용은 <https://us.ecoflow.com/pages/warranty-policy> 을 참조하십시오.
*보증 정책은 국가 또는 지역 법률 및 규정에 따라 달라질 수 있습니다.

JA EcoFlow は、本製品をご購入いただいた日から保証サービスを提供することをお約束します。本製品の保証期間および保証規定の詳細については、<https://us.ecoflow.com/pages/warranty-policy> をご覧ください。
*保証ポリシーは、国または地域の法律および規制によって異なる場合があります。

EcoFlow Warranty Policy Summary

Warranty service scope:

EcoFlow guarantees that products and accessories provided in their original packaging will be free from material and workmanship defects during the warranty period when used normally in accordance with EcoFlow guides. This warranty is in addition to your statutory rights. Other than as permitted by law, EcoFlow does not exclude, limit or suspend other rights you may have, including any rights that may arise from not complying with the sales agreement. The guides published by EcoFlow include information contained in technical specifications, user manuals and service correspondences.

The warranty does not apply to the following:

1. Non-quality related issues;
2. Products purchased from unauthorized dealers;
3. Purchases without valid proof of purchase;
4. Products that have been refunded;
5. Out-of-warranty products;
6. Any defects or damage caused by misuse of products, unauthorized modification, disassembly or operation not following official instructions or manuals;
7. Any defects or damage resulting from exposure to excessive heat, liquids or other external factors;
8. Any defects or damage caused by reliability or compatibility issues when using unauthorized third-party parts;
9. Damage caused by force-majeure, including fire, floods, strong wind, lightning strikes or traffic accidents;
10. Lost or stolen products;
11. Free products.

Conditions that need to be met for the warranty to apply:

1. The product was used in accordance with the manufacturer's instructions.
2. Product labels, serial numbers and water damage indicators show no signs of tampering or alteration.
3. Valid proof of purchase:
 - a. If you purchased the product from the official EcoFlow website or an official EcoFlow store, you must provide the purchase invoice or receipt, order confirmation email and logistics information that clearly display the product description, price, sales channel, sales date and delivery date;
 - b. If you purchased the product from an EcoFlow authorized dealer, you must provide a valid purchase invoice or receipt, logistics evidence, or an order number confirmed by EcoFlow Customer Service.
4. The product is the same as the product described in the proof of purchase.

Notes:

1. EcoFlow does not provide any cross-regional after-sales services. You can only benefit from the warranty service in a designated EcoFlow repair center in the region where you purchased the product. If you require cross-regional after-sales services, please contact EcoFlow Customer Service as soon as possible to confirm availability. If a cross-regional warranty service is available, you may benefit from it but you will need to pay additional charges, including but not limited to delivery fee. You are required to comply with all applicable import and export laws and regulations and bear all duties, VAT and other related taxes.
2. When you request a paid repair service, EcoFlow will charge reasonable fees for the following categories:
 - a. Spare parts costs: The quote to replace a spare part may vary depending on time and production costs. Quotes are based on modules only as repair centers only handle modules repairs and do not handle electronic component repairs.
 - b. Labor costs: Necessary direct and indirect labor costs, which may vary across labor markets.
 - c. Logistics costs: Logistics costs are charged based on product weight, volume and location.
 - d. Other fees (if any).
3. If the product is not included in the warranty scope or the issue is not covered by the warranty, EcoFlow will inform you of the estimated repair cost and return fees before starting the repair. If you find EcoFlow's quote to be higher than expected, you may choose not to use the paid repair service provided by EcoFlow for out-of-warranty products, and EcoFlow will return the product to you. In such case, you may need to bear the delivery cost for returning the product.