

Product Series	Item	Warranty Period (refer to months, unless specified)
DELTA Series	DELTA Max (1600/2000)	24; or 24 +12 (Subject to registration)
	DELTA Pro	24; or 24 +36 (Subject to registration)
	DELTA	24
	DELTA MINI	24
	DELTA 2	5 years
	DELTA 2 Max	5 years
	DELTA Pro 3	5 years
	DELTA 3 Plus	5 years
	DELTA 3 1500	5 years
	DELTA Pro Ultra Inverter	5 years
Extra Battery Series	DELTA Max Smart Extra Battery	24; or 24 +12 (Subject to registration)
	DELTA Pro Smart Extra Battery	24; or 24 +36 (Subject to registration)
	DELTA 2 Extra Battery	5 years
	DELTA Pro 3 Extra Battery	5 years
	DELTA Pro Ultra Battery	5 years
	RIVER Extra Battery	24
	RIVER Pro Extra Battery	24
	RIVER 3 Plus Smart Extra Battery	5 years
RIVRE Series	R600/R600 Max/R600 Pro/EF-1500*	36
	RIVER mini	24
	RIVER	24
	RIVER Max	24
	RIVER Max Plus	24
	RIVER Pro	24
	RIVER 2	5 years
	RIVER 2 Max	5 years
	RIVER 2 Pro	5 years
	RIVER 3 Plus	5 years
	RIVER 3	24
	RIVER 3 Max	5 years
	EcoFlow RIVER 3 Max Plus	5 years

Product Series	Item	Warranty Period (refer to months, unless specified)
Smart Devices Series	Smart Generator	12
	Smart Generator (Dual Fuel)	24
	Smart Generator 3000 (Dual Fuel)	24
	Smart Generator 4000 (Dual Fuel)	3 Years
	Wave Portable Air Conditioner	12
	Wave Add-On Battery	12
	WAVE 2	12; or 12 +12 (Subject to registration)
	WAVE 2 Add-on Battery	24
	Wave 3	24
	WAVE 3 Add-on Battery	24
	GLACIER	12; or 12 +12 (Subject to registration)
	GLACIER Plug-in Battery	24
	Glacier Classic	24
	Glacier Classic EB	24
	Blade	36; or 36 +12 (Subject to registration)
Solar Panel Series	400W Portable Solar Panel	12
	220W Portable Solar	12
	160W Portable Solar	12
	110W Portable Solar Panel	12
	85W Portable Solar Panel	12
	60W Portable Solar Panel	12
	45W Portable Solar Panel (Discontinued)	12
	400W Rigid Solar Panel	10 years
	100W Rigid Solar Panel	5 years
	100W Flexible Solar Panel	3 years
	125W Bifacial Modular Solar Panel	5 years
	130W RVMax Rigid Solar Panel	5 years
	EcoFlow HeatGuard Solar Film	24
	Power Hat	12

Power Solutions Series	Power Hub	5 years
	Power Kits Console	5 years
	Power Link	5 years
	Power Dock	5 years
	30A/50A Smart Distribution Panel	5 years
	2kWh/5kWh LFP Battery	5 years
	Power Kits 5kVA 48V Power System	5 years
	Smart Home Panel	3 years
	Smart Home Panel 2	10 years
	EcoFlow Lithium 12V 100Ah Battery	5 years
	12V trolling motor lithium battery	5 years
	800W Alternator Charger	24
Power Bank Series	500W Alternator Charger	24
	RAPID Magnetic Power Bank (5000mAh)	24
	RAPID Magnetic Power Bank (10000mAh)	24
	RAPID 20W Charger	18
Accessories	RAPID 30W Charger	18
	RAPID 65W Charger	18
	Other Accessories	12
	STREAM Ultra	10 years
STREAM Series	STREAM Microinverter	10 years

How To Make A Claim Under The Limited Warranty

If you wish to make a warranty claim, please contact us or your local authorized service company/distributor. Upon contacting us or your authorized service company/distributor, please have the serial number of your Product ready and the original proof of purchase and/or proof of delivery from Ecoflow authorized seller/dealer/reseller, showing the date of purchase/delivery and full details of the Product. Our colleagues will advise you of the process involved in making a claim.

Any claim under this Limited Warranty is subject to you notifying us (or our authorized service company/distributor) of the alleged defect within a reasonable time of it coming to your attention and, in any case, by no later than the expiry of the Warranty Period. If Ecoflow determines that any Product is not covered by this Limited Warranty, you must pay all parts, shipping, and labor charges for the repair or return of such Product.

Warranty service can only be performed by an Ecoflow authorized service center. The original dated bill of sale and/or proof of delivery must be presented upon request to Ecoflow or Ecoflow's authorized service center.

Remedies

If a claim is received within the Warranty Period and the Product is found to have failed under the Warranty, we shall, at our option:

- repair the Product, or
- exchange the Product with a product of the same model, new or refurbished, and the refurbished units have been tested and passed Ecoflow functional requirements, or
- exchange the Product with a product of a different model, new or refurbished, but with the same features as the original Product that has at least equivalent or upgraded function to the original Product, or
- Refund, partly or fully, your purchase price in exchange for the return of your Product.

As far as applicable laws permit, the Warranty Period will not be extended or renewed or otherwise affected due to subsequent exchange, resale, repair, or replacement of the Product. Product or part(s) repaired or replaced during the Warranty Period will be warranted for the remainder of the original Warranty Period from the date of repair or replacement.

Replacement or repaired products, as applicable, will be returned to you as soon as commercially practicable. All parts of the Product or other equipment that we replace shall become our property. If the Product is found not to be covered by this Limited Warranty, we (and our authorized service companies/distributors) reserve the right to charge a handling fee. When repairing or replacing the Product, we may use products or parts that are new, equivalent to new, or re-conditioned/refurbished.

For service requested in a country other than the country of purchase for the Ecoflow Product, Ecoflow may repair or replace products and parts with comparable products and parts that comply with local standards. Ecoflow may use Ecoflow Products or replacement parts for service that are sourced from a country that is different from the country from which the Product or original parts were sourced.

Warranty Service Options

Currently, Ecoflow will only provide warranty service through **Mail-in service**. Ecoflow will send you prepaid waybills/shipping labels as long as Ecoflow's shipping service is available and, if applicable, Ecoflow will send you instructions on how to properly pack and address your product, so that you may ship your Product to our designated service location.

Once service is completed, Ecoflow or Ecoflow authorized service center will return the Product to you. Ecoflow will pay for shipping to and from your location if all instructions regarding the method of packaging and shipping the Product are followed.

Please ensure that you provide accurate and complete information to Ecoflow for the shipping to and from your location. Or you will be solely responsible for any losses incurred to Ecoflow due to inaccurate or incomplete information provided by you.

For Service which Ecoflow requires return of the replaced product, part, or accessory: Ecoflow may require you to return the replaced product, part, or accessory as instructed before we ship a replacement product, part, or accessory to you. If you fail to return the replaced product or return a replaced product that is ineligible for service, the warranty service may not be available to you.

What Is Not Covered By This Warranty

This warranty does not apply to any non-Ecoflow branded hardware products or any software, even if packaged or sold with Ecoflow hardware. Ecoflow may restrict warranty service for specific Product to countries where Ecoflow or its Authorized distributors/resellers sell the device.

This Limited Warranty is conditioned upon proper use of the Product. This Limited Warranty does not cover:

- a) normal wear and tear (including, without limitation, wear and tear of batteries, if applicable),
- b) defects caused by rough or inappropriate handling or use or damage caused by accident, misuse, negligence, fire, water, lightning or other acts of nature,
- c) if the Product contains a battery and the battery has been short-circuited, if the seals of the battery enclosure or the cells are broken or show evidence of tampering or if the battery has been used in equipment other than those for which it has been specified,
- d) non-compliance with the Product instructions,
- e) willful or deliberate damage, neglect or negligence,
- f) use of spare parts, or other replacement items (including consumables) which are not provided or recommended by us,
- g) any alteration or modification to the Product which has been carried out by you or a third party not authorized by us,
- h) any failure to adequately package the Product for transportation,
- i) extreme or external causes beyond our reasonable control including, but not limited to, breakdowns, fluctuations, or interruptions in electric power, or wireless networks,
- j) operation or use in bad weather (i.e. strong winds, rain, sand/dust storms, etc.),
- k) any Product(s) purchased from unauthorized sellers/dealers/resellers,
- l) use or operate in an environment with electromagnetic interference (i.e.in mining areas or close to radio transmission towers, high-voltage wires, substations, etc.),
- m) unauthorized modification of circuits and mismatch or misuse of the battery and charger,
- n) connection to an improper power supply,
- o) use of the equipment in conjunction with third-party accessories, products, or ancillary peripheral equipment,
- p) equipment where the manufacturer's serial number has been altered, deleted, removed, or made illegible,

- q) equipment which has been adjusted or adapted without Ecoflow’s prior written consent, including (but not limited to): upgrading the equipment beyond specifications or features described in the instruction manual, or modifications to the equipment to conform it to national or local technical or safety standards in countries other than those for which the equipment was specifically designed and manufactured,
- r) consumable parts,
- s) products that are lost, stolen, or provided free of charge, including promotional or giveaway items,
- t) any Product whose warranty period has expired,
- u) damage or loss to any software programs, data, or removable storage media costs associated with de-installation, re-installation, or integration into a system.

Limitations Of Ecoflow’s Liability

This Limited Warranty is your sole and exclusive remedy against Ecoflow and Ecoflow’s sole and exclusive liability in respect of defects in your Product. This Limited Warranty replaces all other Ecoflow warranties and liabilities, whether oral, written, (non-mandatory) statutory, contractual, in tort or otherwise, including, without limitation, and where permitted by applicable law, any implied conditions, warranties or other terms as to satisfactory quality or fitness for purpose.

However, this Limited Warranty shall neither exclude nor limit (i) any of your legal (statutory) rights under the applicable national laws, or (ii) any of your rights against the seller of the Product.

To the extent permitted by applicable law(s), Ecoflow does not assume any liability for loss of or damage to or corruption of data, for any loss of profit, loss of use of Products or functionality, loss of business, loss of contracts, loss of revenues or loss of anticipated savings, increased costs or expenses or for any indirect loss or damage, consequential loss or damage or special loss or damage.

To the extent permitted by applicable law, Ecoflow’s liability shall be limited to the purchase value of the Product. The above limitations shall not apply in case of gross negligence or intentional misconduct of Ecoflow or in case of death or personal injury resulting from Ecoflow’s proven negligence.

ECOFLOW DISCLAIMS ANY EXPRESS WARRANTY NOT PROVIDED HEREIN AND ANY IMPLIED WARRANTY, GUARANTEE OR REPRESENTATIONS AS TO THE SUITABILITY FOR ANY PARTICULAR PURPOSE, PERFORMANCE, QUALITY AND ABSENCE OF HIDDEN DEFECTS, AND ANY REMEDY FOR BREACH OF CONTRACT, WHICH BUT FOR THIS PROVISION, MIGHT ARISE BY IMPLICATION, OPERATION OF LAW, CUSTOM OF TRADE OR COURSE OF DEALING, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. EXCEPT AS PROVIDED IN THIS AGREEMENT, ECOFLOW FURTHER DISCLAIMS ANY RESPONSIBILITY FOR LOSSES, EXPENSES, INCONVENIENCES, SPECIAL, INDIRECT, SECONDARY, OR CONSEQUENTIAL DAMAGES ARISING FROM OWNERSHIP OR USE OF THE PRODUCTS.

General

If any term is held to be illegal or unenforceable by force of law, it will be excluded from the warranty and the legality or enforceability of the remaining terms shall not be affected.

Please note: All claims made under this Limited Warranty will be governed by the terms set out in this warranty document. This limited warranty supersedes all previous Ecoflow warranty statements or other marketing materials.

Limited Warranty For Smart Home Panel 2

The Ecoflow Smart Home Panel 2 is covered by a limited warranty, for details, please visit <https://us.ecoflow.com/pages/ecoflow-smart-home-panel-2>

Products	Support	Explore	Company	Programs	Privacy & Terms
Portable Power Station	Where to buy	Ecosystem	Blog	Affiliates	Terms of Use
Solar Panels	FAQs	Power Outages	About Us	EcoCredits	Privacy Policy
Solar Generator	Contact Us	Whole Home Generator	Community	Refer a Friend	Return & Refund Policy
Solar Battery	Order Tracking	Sitemap	User Manual	Trade In	Warranty Policy
Whole Home Generator	Activate Warranty	Corporate Purchase	App Download	Refurbished	Compliance Statement
Inverter Generator	Fraud Alert			Best Buy Pick-up	Accessibility Statement
Power Bank				Discount Program	Shipping Policy
					Payment Policy
					Data Security and Privacy