

# EcoFlow Warranty Policy for Home Solar Battery Solutions in Europe B V1.3-EN

(This version is valid from Sep 26<sup>th</sup> 2024)

## Instructions Before Use

Before using this Product, please read the Warranty Policy carefully to ensure that you fully understand the policy, are able to use the Product properly and have access to the warranty services. After reading the Warranty Policy, please keep it in a safe place for future reference. By using this Product, you are deemed to have understood, recognized and accepted all the terms and contents herein. The Warranty Policy is to be used in conjunction with the Consumer Manual of Products. This document is subject to updates, revisions or termination without prior notice. Please visit EcoFlow's official website to obtain the latest product information.

### 1. Warranty Coverage

1.1 The Warranty Policy set forth herein applies to the EcoFlow PowerOcean Home Solar Battery Solution, a smart power source system for private households on the European market, consisting of the following modules/accessories:

- a) Photovoltaic Storage Inverter Three Phase (PowerOcean-Inverter-P3-6kW/8kW/10kW/12kW-DE)
- b) Photovoltaic Storage Converter (DC Fit) (PowerOcean-PVStorageConverter-5kW)
- c) EV chargers (PowerPulse-EVCharger-11kW-EU)
- d) Batteries (PowerOcean-Battery-5kWh-DE)
- e) Battery Base + Battery Junction Box (Base&Junction Box-P3-10kW-DE)
- f) Power Heat (PowerHeat-HeatPump-9kW/20kW-EU)
- g) Photovoltaic Storage Inverter Single Phase (PowerOcean-Inverter-P1-3kW/3.68kW/4.6kW/5kW/6kW-EU)
- h) 4G Dongle ESS (EF-4GDongle-EU)
- i) PowerGlow (PowerGlow-3.5kW/6kW/9kW-P3-EU)

(hereinafter referred to as the "Product").

This Warranty Policy is issued by EcoFlow Germany GmbH and its affiliates (hereinafter referred to as "EcoFlow"). The Warranty Policy provided by EcoFlow in this document is intended for first-time consumers who purchase this Product through an installer and put it into use for the first time.

1.2 The table below lists the warranty period for each module/accessory of the Product:

Product Type (SKU)	Warranty Period (years)	Special Note
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Photovoltaic Storage Inverter Three Phase (PowerOcean-Inverter-P3-6kW/8kW/10kW/12kW-DE)	15	
Photovoltaic storage converter (DC Fit) (PowerOcean-PVStorageConverter-5kW)	10	
EV Charger (PowerPulse-EVCharger-11kW-EU)	3	
Batteries (PowerOcean-Battery-5kWh-DE)	15 years or an energy throughput of 17.3MWh (>70%SOH), whichever comes first	<p>In the course of normal use, batteries will gradually lose capacity as their age and charge cycle increase, which is expected.</p> <p>EcoFlow guarantees that this Product's batteries (SKU: PowerOcean-Battery-5kWh-DE) have a minimum nominal capacity of 70% after 15 years of use when working with photovoltaic storage inverters (SKU: PowerOcean-Inverter-P3-6kW/8kW/10kW/12kW-DE; PowerOcean-Inverter-P1-3kW/3.68kW/4.6kW/5kW/6kW-EU ) in normal working environments (temperature: -20°C to 55°C; relative humidity: 5% to 80%).</p> <p>The throughput energy may vary with the working conditions. The recommended working conditions for batteries are temperature: 15°C to 35°C, charge/discharge rate: 0.5C</p>
Battery base + battery junction box (Base&Junction Box-P3-10kW-DE)	15	
Power Heat (PowerHeat-HeatPump-9kW/20kW-EU)	2	
Photovoltaic Storage Inverter Single Phase (PowerOcean-Inverter-P1-3kW/3.68kW/4.6kW/5kW/6kW-EU)	15	

4G Dongle ESS (EF-4GDongle-EU)	5	
PowerGlow (PowerGlow-3.5kW/6kW/9kW-P3-EU)	2	

1.3 Within the original warranty period of third-party inverters, if such third-party inverters function abnormally when they are used with EcoFlow photovoltaic storage converters (DC Fit) within 30 days after EcoFlow photovoltaic storage converters are connected to them, contact EcoFlow via the service email [solutionservice.eu@ecoflow.com](mailto:solutionservice.eu@ecoflow.com) for support.

1.4 All accessories in the packaging can be replaced free of charge within the warranty period if the failure is not caused by human damage and the Product is used in the normal environment and conditions mentioned in the Consumer Manual of Products.

1.5 The warranty starts from the delivery of the Products. The Products will automatically record the time of completed installation through device network activation, while the time of completed installation is recorded by the qualified installer for offline Products. If the remaining warranty period, after replacement of Products, is less than one (1) year, it will be counted as one (1) year.

1.6 If the consumer needs to return or replace the Product within the warranty period, please directly contact the authorized installers of EcoFlow to apply. The authorized installers will apply for the return and replacement service for consumers who meet the return and replacement conditions through qualification verification. If the authorized installers cannot provide such service, the consumer may contact EcoFlow for support via the consumer service email address in 1.7.

1.7 If the consumer needs to apply for after-sales service, please provide: 1) a valid proof of purchase for the Product; 2) a video or picture of the product failure that clearly shows the product serial number, and contact the installer for direct after-sales service. If necessary, you can also contact EcoFlow at [solutionservice.eu@ecoflow.com](mailto:solutionservice.eu@ecoflow.com) for support.

1.8 During the warranty period, EcoFlow or authorized installers will 1) provide consumers with online Q&A, guidance and troubleshooting; 2) return the Product to the factory for repair; 3) refurbish or replace the machine depending on the actual situation.

1.9 Costs related to materials/accessories, maintenance labor and logistics incurred during the warranty period are borne by EcoFlow.

## 2. Warranty Exclusions

2.1 The consumer fails to provide the necessary valid proof of purchase or order, or forges or alters said documents when applying for warranty services.

2.2 The consumer fails to provide the necessary information such as model type of the Products, serial number or a picture/video of the defective Product showing the serial number when applying for warranty services.

2.3 A replacement has been authorized by EcoFlow, but the consumer refuses to cooperate with the authorized

installer for the removal of the defective Products.

2.4 The Product to be returned or replaced is incomplete or visually defective when the consumer applies for return or replacement services.

2.5 When the consumer applies for return or replacement services, the returned Product is damaged in transit as a result of the consumer's failure to pack it with the original packaging or packaging of equal strength and size.

2.6 When applying for return or replacement services, the consumers dispatch the Product by themselves without using the logistics service provider specified by EcoFlow, resulting in the loss or damage of the Product.

2.7 When applying for return or replacement services, the consumer fails to dispatch the Product in its entirety, including accessories.

2.8 The Product does not have any quality defects after testing by EcoFlow or authorized installer.

2.9 Issues not caused by product failure, such as collision, burning, unauthorized modification, and foreign objects (water, oil, sand, etc.).

2.10 Damage to the Products occurs if the consumers:

2.10.1 asks an installer to install the Product or installs the Products themselves without EcoFlow's authorization;

2.10.2 installs the Product incorrectly; or

2.10.3 uses or stores the Product in a manner that does not comply with the instructions and conditions referred to in the User Manual of Products, the Product's labeling, or consumer guide.

2.11 Removal or alteration of labels, machine serial numbers, waterproof marks or anti-counterfeit marks.

2.12 Products damaged by fire, flood, lightning, traffic accidents or other force majeure events.

2.13 Damage caused by reliability or compatibility issues when the Product is used as an input or load with a third-party component that is not approved by EcoFlow's specifications or is not certified by EcoFlow.

2.14 The consumer requests for replacement of Products transported by EcoFlow on account of transportation damage but fails to provide proof of damage verified by the transportation company.

2.15 Other circumstances not covered by the policy but that EcoFlow has sufficient evidence to reject.

### **3. Out-of-Warranty Maintenance**

3.1 In the process of using the Product, the consumer needs to pay for maintenance if: 1) the warranty period expires; 2) any of the warranty exclusions listed in Article 2 are met; 3) the circumstances do not qualify for free maintenance.

3.2 For cases where paid maintenance is required, EcoFlow is entitled to charge reasonable maintenance fees, including materials and/or accessories, labor and logistics costs.

3.3 Materials and/or accessories costs: Maintenance services available in Europe only include repair and replacement of modules and do not include welding. Therefore, the material/accessory costs are calculated based on the number of modules and shall be borne by the consumers.

3.4 Repair labor costs: Necessary labor costs incurred by performing repair services. These costs may fluctuate within a reasonable range according to market prices, and shall be borne by the consumers.

3.5 Logistics costs: The logistics costs and customs clearance costs incurred during the paid maintenance process shall be borne by the consumer.

## **4. Limited Liability**

4.1 EcoFlow shall be liable for the loss of or damage to the Product if it is 1) the property of EcoFlow; 2) transported by EcoFlow.

4.2 EcoFlow shall not be liable for any special, incidental, indirect or consequential damage, including but not limited to losses of profits, business revenues, reputation or anticipated savings. The entire liability of EcoFlow and its vendors, distributors, installers or installation suppliers, regardless of the cause of the damage, shall be limited to the direct damage actually inflicted on the user and shall not exceed the amount paid by the user for the Product. If the user makes a claim regarding any special, incidental, indirect or consequential damage against the installer or EcoFlow, EcoFlow and its subsidiaries, vendors, distributors or service providers shall not be held liable, even if they have been informed of the possibility of such claims and regardless of whether the remedial measures specified herein fulfill their essential purpose and whether the claim is based on contractual, guaranteed, negligent or strict liability or any other liability theories.

4.3 Certain countries, regions or jurisdictions do not allow any exclusion of or restriction on collateral or consequential damage. Therefore, the above exclusion or restriction may not apply to some countries or regions.

4.4 Consumers may also have other legal rights, depending on the applicable laws of the country/region or jurisdiction in which they are residing. Nothing in this policy shall affect the legal rights that may not be waived or limited contractually, including consumer rights mandated by laws or regulations governing the sale of consumer goods.

4.5 This Warranty Policy may be modified at any time with effect for the future and updated on our website. The warranty conditions valid at the time of purchase of a product always apply.