

# 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

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 6000 charge/discharge cycles, whichever comes first	In the course of normal use, batteries will gradually lose capacity as their age and charge cycle increase, which is expected.  EcoFlow guarantees that this Product's batteries (SKU: PowerOcean-Battery-5kWh-DE) have a minimum nominal capacity of 70% after 15 years of use or 6000 charge/discharge cycles 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 to 50°C; relative humidity: 10–100%).
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	
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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.

## **Implementing Rules of After-sales Services between EcoFlow and Distributor/Installer**

- 1 For installed Products, the compensation for the installation fee after a return shall be negotiated between EcoFlow, the distributors of EcoFlow(hereinafter referred to as “Distributors”) and the authorized installers (hereinafter referred to as “Installers”).
- 2 For installed Products, the compensation for the Product after the return can be in the form of replacement or a payout equal to the purchasing price.
- 3 For Products that have not been installed, if the Installers cancels the cooperation with the Distributors due to business operations or other reasons and the consumer returns the Product, the agreement between the installer and the distributor shall prevail.
- 4 For Products that have not been installed, if the Distributors cancels the cooperation with EcoFlow due to business operations or other reasons and the consumer returns the Product, the agreement between the Distributors and EcoFlow shall prevail.
- 5 Installers/Distributors can apply for after-sales services from EcoFlow via the email [solutionservice.eu@ecoflow.com](mailto:solutionservice.eu@ecoflow.com). (The service portal will be dynamically updated based on future business operations.)
- 6 When consumers apply for after-sales services, the Installer shall provide the necessary solution for the consumer as the first responder. If the issue persists, the Installer shall collect the necessary information about the issue and provide all information related to the issue to EcoFlow's local service team for a solution via the portal mentioned in Section 5.
- 7 If the Installer performs on-site maintenance or replacement during the after-sales service, the Installer shall settle the relevant expenses with the Distributor or EcoFlow.
- 8 Rules for installer's on-site labor costs
  - 8.1 On-site labor cost = replacement cost + on-site maintenance fee + trip allowance.
  - 8.2 Replacement cost: Varies depending on the region. Please refer to Section 10 for specific pricing.
  - 8.3 On-site maintenance fee: Varies depending on the region. Please refer to Section 10 for specific pricing.
  - 8.4 Trip allowance: Varies depending on the distance from the installer to the consumer's home. Please refer to Section 10 for specific pricing.
  - 8.5 If maintenance/replacement services are provided for multiple consumers on one trip, the trip allowance will be paid only once.
  - 8.6 If maintenance/replacement services are provided for multiple consumers on one trip, the replacement cost/maintenance fee for the maintenance/replacement services to the first consumers will be paid in full, whereas that for the second and subsequent will be paid at a 50% discount.
  - 8.7 Under normal circumstances, replacement/maintenance services for one consumer shall be completed on one trip. Installers must report to EcoFlow regarding special circumstances, otherwise the trip allowance will only be paid once.

9 When it is determined that the defective Products has been sent by the Installer back to EcoFlow, EcoFlow will issue a labor cost settlement voucher to the installer, and the Installer and EcoFlow will make multiple settlements monthly or quarterly. After EcoFlow’s confirmation that the Installer has removed the defective unit and sent it back as required by EcoFlow, EcoFlow will settle the on-site labor fee with the Installer. In other cases, please refer to the special processes below:

9.1 The Installer incorrectly sent back a different defective unit, the serial number of which does not match that of the reported unit. In such cases, the Installer shall bear the logistical costs for return of the defective unit.

9.2 The Installer only sent back part of the unit required by EcoFlow, which means incomplete/non-conforming removal. In such cases, costs incurred by the on-site removal will not be settled between EcoFlow and the Installer, and the Installer shall bear the logistics costs of returning the defective unit.

## 10 Rules for on-site labor cost plan:

	Applicable country	On-site inspection fee		Replacement fee		Kilometer allowance	
		(Power Ocean-Inverter-P3-6kW/8kW/10kW/12kW-DE, PowerOcean-Battery-5kWh-DE)	(PowerPulse -EVCharger-11kW-EU, PowerOcean-PVStorageConverter-5kW, Base&Junction Box-P3-10kW-DE, PowerGlow-3.5kW/6kW/9kW-P3-EU , Other Components or Accessories)	(Power Ocean-Inverter-P3-6kW/8kW/10kW/12kW-DE, PowerOcean-Battery-5kWh-DE, PowerGlow-3.5kW/6kW/9kW-P3-EU )	(PowerPulse -EVCharger-11kW-EU, PowerOcean-PVStorageConverter-5kW, Base&Junction Box-P3-10kW-DE, Other Components or Accessories)	0-100 km/ 0-60 miles	> 100 km/ > 0-60 miles
Area A	Italy, Monaco, Switzerland, France, Austria, Liechtenste	50 (Euro)/ 40 (Pounds)	25 (Euro)/ 20 (Pounds)	100 (Euro)/ 80 (Pounds)	25 (Euro)/ 20 (Pounds)	30 (Euro cents/km)/ 30 (Pence/mile)	15 (Euro cents/km)/ 15 (Pence/mile)

	in, Germany, Luxembourg, Belgium, Netherlands, Denmark, Norway, Finland, Sweden, Iceland, Ireland, United Kingdom						
Area B	Croatia, Cyprus, Czech Republic, Greece, Hungary, Malta, Poland, Portugal, Slovakia, Slovenia, Spain, Bulgaria, Estonia, Latvia, Lithuania, Romania, Bosnia and Herzegovina	35 (Euro)/ 50 (Zlotys)	15 (Euro)/ 25 (Zlotys)	70 (Euro)/ 100 (Zlotys)	15 (Euro)/ 25 (Zlotys)	17 (Euro cents/km)/ 1.15 (Zlotys/km)	10 (Euro cents/km)/ 0.50 (Zlotys/km)
Area C	Other countries or regions not listed	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.

## 11 After-sales Logistics

11.1 Once the replacement application is confirmed, the Installer/Distributor shall use the logistics service



provider designated by EcoFlow to send the Product back for replacement. Issues associated with the disassembly of the Product by the Installer/Distributor without authorization shall be the responsibility of the Installer/Distributor.

11.2 EcoFlow is entitled to reject Products sent back by the Installer/Distributor without notifying EcoFlow or without confirmation from EcoFlow, and the related losses and costs shall be borne by the Installer/Distributor.

11.3 If the Installer/Distributor ships the Products without being authorized by EcoFlow first, requiring payment on receipt, the Installer/Distributor shall be held responsible for any resulting product losses, product safety issues, or other direct or indirect costs incurred by the rejection of such Products.

11.4 In the event that the Installer/Distributor chooses their own logistics service provider to return the Product which is within warranty, the safety of the Product is the sole responsibility of the Installer/Distributor.

11.5 Products sent back for repair, replacement or return shall be delivered to the designated address provided by the EcoFlow team. For deliveries made to other addresses, regardless of whether they are related to EcoFlow, EcoFlow is not responsible for the Product's safety or subsequent transportation.

11.6 For Products shipped by EcoFlow, the Distributor shall examine the Products before signing off on the receipt. Contact EcoFlow promptly if there is any issue and provide corresponding proof (such as photos of the receipt slip, or photos or videos of damaged Products). When signing off on receipts, the Distributor shall examine the Products (i.e., whether the Products are damaged in transit, etc.). If any Product is damaged as a result of logistics, the Distributor shall contact EcoFlow within twenty-four (24) hours to report such damage, otherwise it will be deemed that the Distributor has agreed that the Products are not damaged in transit and such report will not be handled by EcoFlow upon expiration of the twenty-four (24) hours..

11.7 If an Installer requests a replacement unit from an Distributor, and the Distributor does not have such inventory, the Distributor shall report to EcoFlow, who will then arrange shipment to either the consumer or the Installer. In such cases, the RMA/DOA voucher issued will be invalidated. EcoFlow and the Distributor will perform an itemized reconciliation of the replacement voucher.

11.8 The Installer/Distributor shall keep its receiving address up-to-date and accurate to maintain contact. If the receiving address provided by the Distributor/Installer is incorrect, or if the recipient rejects the delivery, the losses incurred thereby shall be borne by the Distributor/Installer.

11.9 Customs clearance fee: The logistics and transportation costs incurred within the scope of product warranty shall be borne by EcoFlow, and the relevant customs clearance fee shall be borne by the Distributor.