

EcoFlow Warranty Extension V1.3 (This version is valid from 25th. Sep. 2024)

Now EcoFlow PV residential users can enjoy worry-free warranty extension, including repair and replacement by EcoFlow service experts. This means peace of mind for you even beyond the original 15 years warranty. Here are the details of the policy:

Tips:

1. The Warranty Extension policy is only available for the products sold and installed in Europe.
2. The Warranty Extension policy must be purchased within 1 year after installation.
3. Please refer to the Terms and Conditions for detailed warranty policy of EcoFlow PV residential products.

<https://homebattery.ecoflow.com/de/support/warranty-and-policy>

Price and payment terms:

1. Payment term: one-off payment
2. Price (exclusive value-added tax):

Product Name (SKU)	Warranty Extension from 15 years to 20 years	Warranty Extension from 15 years to 25 years
EcoFlow PowerOcean Hybrid Inverter × 1 (PowerOcean-Inverter-P3-6kW/8kW/10kW/12kW -DE)	763 € / 646 £	1144 € / 968 £
EcoFlow PowerOcean LFP Battery × 1 (PowerOcean-Battery-5kWh-DE)	691 € / 585 £	1037 € / 878 £
EcoFlow PowerOcean Battery Base × 1 & EcoFlow PowerOcean Battery Junction Box × 1 (Base&Junction Box-P3-10kW-DE)	404 € / 342 £	606 € / 513 £

Application procedure:

1. Send an E-mail to solutionservice.eu@ecoflow.com and ask for EcoFlow PV residential product's extended warranty. Please make sure you enter the correct information (as shown below) before submitting the Warranty Extension Order.
2. You will receive a confirmation E-mail with CRM ticket number and a Purchase Invoice. Please make the one-off payment as soon as possible to avoid the delay of the process.
3. EcoFlow service expert will review your order and send you the warranty extension certificates once approved.
4. The process may take up to 5 business days (depends on the financial institutions). If you have not received the certificates within 5 business days, please contact us at solutionservice.eu@ecoflow.com with CRM ticket number. (Please also check your SPAM folder)

Billing Details and Contact Details

Type: _____ Individual/ Business _____

Business name, VAT number: _____

Last name, First name: _____

Street address: _____

Post code, City: _____

Country: _____

Email: _____

Telephone number: _____

Product list:

Serial number: _____

Warranty extension type: _____

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