

Warranty Policy

Please note that the warranty period may vary according to local laws and regulations. Some countries, states, and provinces do not allow limitations on how long an implied warranty may last, so the limitation described above may not apply to you. You may have other rights from state to state, province, or country.

DO NOT USE YOUR PRODUCTS UNTIL YOU HAVE READ THE TERMS OF THE WARRANTY.

All EcoFlow products purchased on backyardprovider.com come with a limited warranty, as shown below. BY USING ECOFLOW PRODUCTS, YOU AGREE TO BE BOUND BY THE TERMS OF THE ECOFLOW LIMITED WARRANTY.

We provide a limited warranty for purchases on backyardprovider.com. The warranty period started when the original purchaser received the products.

Warranty Timeline

Item	Warranty Period (refer to months, unless specified)
RIVER 2 RIVER 2 Max RIVER 2 Pro	5 years
DELTA 2	5 years

DELTA 2 Extra Battery	
DELTA Max (1600/2000) DELTA Max Smart Extra Battery	24+12 (Registration for warranty extension)
DELTA Pro DELTA Pro Smart Extra Battery	36+24 (Registration for warranty extension)
RIVER mini RIVER RIVER Max RIVER Pro RIVER Extra Battery RIVER Pro Extra Battery DELTA mini DELTA	24
400W Solar Panel 220W Solar Panel	24

160W Solar Panel	
110W Solar Panel	
85W Solar Panel	
400W Rigid Solar Panel	10 years
100W Rigid Solar Panel	5 years
100W Flexible Solar Panel	36
Cables/Chargers/Adapters (inside the package/sold separately)	12
Smart Generator	24
Solar Tracker	24
Smart Home Panel	24
Smart Home Panel Relay Module (13A and 16A)	

Power Hub	5 years
Power Kits Console	
AC/DC Smart Distribution Panel	
2kWh/5kWh LFP Battery	

* For Kickstarter backers, please refer to the special warranty policy of the campaign or contact customerservice@backyardprovider.com.

Warranty extension

You can extend the warranty for products purchased between January 1, 2022, and August 31, 2022, by registering on the official website on or before October 15, 2022.

Warranty cannot be extended for products purchased before January 1, 2022.

Customers who have purchased products on or after September 1, 2022 will enjoy the warranty period (with warranty extension) listed in the table above. Customers are advised to complete registration as early as possible.

Exclusions and Limitations

This warranty does not apply:

- Non-quality related issues;
- Purchases without valid proof of purchase;
- Items that have been refunded;
- Items that have expired their warranty period;
- Any defects or damages caused by misuse of products, unauthorized modification, disassembly, or operation not in accordance with the official instructions or manuals;
- Any defects or damages caused by exposure to excessive heat, liquids, or other external causes;

- Any defects or damages caused by reliability or compatibility issues when using unauthorized third-party parts;
- Lost or stolen products;
- Free products.

Cross-Regional After-Sales Service

EcoFlow does not provide a global product warranty, and the warranty service can only be obtained at a designated EcoFlow repair center.

To repair the product in an EcoFlow repair center when the product was purchased in another region, depending on part availability, customers can obtain a cross-regional repair service at an additional charge. (Some products do not support cross-regional repair even if the customer is willing to pay for the service. For more details, please contact EcoFlow Support.)

A cross-regional replacement service is not available for different versions of the same product.

The customer will need to bear customs duties, taxes, customs clearance, and other costs incurred for a cross-regional repair, regardless of whether it is the warranty or paid repair service.

Valid Proof of Purchase

A purchase order number made through backyardprovider.com;

Sales invoice or order confirmation email that clearly shows the description of the product, its price, and sales channel.

Contact Backyard Provider Customer Service Team at customerservice@backyardprovider.com or +1 (888)-575-2099 (this number supports English service only. International charges apply if calling from outside of the US).

If your item is eligible for an EcoFlow Warranty, you will receive a prepaid shipping label.

Please follow the instructions provided by Backyard Provider Support to properly pack the products and return them safely.

Replacement

In case of replacement, delivery of the replacement item will be arranged within 15 business days (subject to changes caused by force majeure) after confirming that the defective item has been received at our warehouse. The final resolution is subject to the availability of the replacement items.

The replacement warranty will be covered by a period equal to the remaining warranty period of the original item.