

2024 Anker Agent/Dealer/KA Channel PPS Warranty PolicyV2.0



Warranty Policy

All Anker Solix products come with a limited warranty when purchased from a contracted reseller/distributor as shown below. By using an Anker Solix product, the customer agrees to be bound by the terms of the Anker Limited Warranty. We pass a limited warranty on Anker products purchased at a contracted dealer. The warranty period begins on the date of purchase.

Warranty Timeline

Item	Warranty Period (Months)	Note
Anker Powerhouse 522 - 320Wh	60	
Anker Powerhouse 535 - 512Wh	60	
Anker SOLIX C1000X - 1056Wh	60	
Anker SOLIX F1200(Anker Powerhouse 757) - 1229Wh	60	
Anker SOLIX F1500 - 1536Wh	60	
Anker SOLIX F2000(Anker Powerhouse 767) - 2048Wh	60	
Anker SOLIX F2600 - 2560Wh	60	
Anker SOLIX F2000 - 2048Wh	60	
Anker SOLIX C800X - 768Wh	60	
Anker SOLIX F3800 - 3840Wh	60	
Anker SOLIX C1000 Extension Battery - 1056Wh	60	
Anker SOLIX BP2600 Extension Battery	60	
Anker SOLIX F3800 Extension Battery - 3840Wh	60	
Anker SOLIX C1000 Extension Battery - 1056Wh(Black)	60	
Anker 625 Solar Panel(100W)	24	
Anker 531 Solar Panel(200W)	24	

Anker SOLIX 400W Foldable Solar Panel	24	
Anker SOLIX EverFrost Cooler 33L	24	
Anker SOLIX EverFrost Cooler 43L	24	
Anker SOLIX EverFrost Cooler 53L	24	
Anker Ecerfrost Cooler Extra battery	24	
Anker SOLIX Solarbank E1600 0W Output Switch	120	
Anker SOLIX Solarbank E1600	120	
Anker SOLIX Solarbank 2 E1600 Pro	120	
Anker SOLIX Solarbank 2 E1600 Plus	120	
Anker SOLIX Smart Meter	24	

Scope of after-sales service

- Anker, as the manufacturer and supplier of the products, will provide technical support, warranty and after-sales service support (lifelong after-sales service, paid service beyond the warranty period) to the contracted agents/distributors, assuming the responsibility and related costs.
- Anker will provide after-sales service training to agents/distributors with after-sales service capability to ensure that the agents/distributors' service personnel have the appropriate service skills and qualifications.
- For agents/dealers with after-sales service capability, Anker will provide spare machines or parts required to carry out after-sales service, and the specific charges for spare machines and parts will be based on the warranty scope and period agreed in the contract.
- Anker will provide agents/distributors with after-sales service capabilities with the necessary technical advice and maintenance support to help them solve technical problems that cannot be handled by the after-sales service, or to help them repair and refurbish defective products that cannot be repaired.
- Anker will promptly deal with quality problems and batch quality incidents feedback from agents/distributors with after-sales service capability, and assume responsibility and losses.
- Anker will ensure that adequate product liability insurance is in place.

Technical advice and maintenance support

- During the validity period of the contract, if the agent/dealer encounters any problem or difficulty in repairing the product in the after-sales service work facing the end consumers, Anker service team will give technical consultation and answer or repair support.
- After receiving the after-sales consultation from the agent/dealer, Anker service team will provide a mutually recognized temporary solution within 24 hours during working hours to ensure that Anker products can meet the customer's requirements or satisfy the customer.
- If the agent/dealer does not have the ability to repair the product, the customer should be guided to send the product back to Anker in the absence of Hazardous Material Handling/Hoarding capability, and the product should be entrusted in accordance with a certain quantity in the presence of Hazardous Material Handling/Hoarding capability. In case both parties agree on the RMA level, if the damage is not considered intentional or caused by natural wear and tear, then Anker will handle it free of charge and clean the appearance of the problem; if the damage is considered intentional, then Anker will provide paid repair or refurbishment services, the cost of which consists of labor and material costs, and the refurbished/maintained product will meet the factory standards.
- If the agent/distributor has the ability to handle/stock hazardous materials and has the ability to repair, the agent/distributor may provide repair or refurbishment services, and the refurbished/repared product shall meet the factory standard.
- For the whole machine or parts that the agent/distributor needs to mail back to Anker for repair or refurbishment, the agent/distributor must reach an agreement with our after-sales service personnel on the shipping method and plan before mailing, and provide the necessary mailing information to facilitate Anker's tracking and processing.
- Warranty-eligible units will be repaired at Anker's expense, while non-warranty-eligible units will be repaired at the agent's/dealer's expense (based on the actual sender).

After-sales problem handling process

- Operation problem handling process:
 - a. When the end customer encounters operational problems, the agent/dealer will give operational guidance, and the customer will confirm that the problem has been dealt with, and the service will be ended.

b. If the agent / dealer can not give operational guidance, the customer can contact Anker technical support consulting, Anker to give remote guidance.

- Software type problem processing process:

a. When the product is determined to be a software problem, Anker will provide software upgrade solutions to the agent/dealer in a timely manner, and the agent/dealer will be responsible for upgrading to the customer.

b. If the agent / dealer can not give operational guidance, the customer can contact Anker technical support consulting, Anker to give remote guidance.

- Hardware problem handling process:

a. If the product is determined to be a hardware problem, the agent/dealer will arrange for the customer to replace/repair the machine, and Anker will provide the agent/dealer with turnover parts in time.

b. If the hardware problem is determined to be the first failure, Anker can provide special 8D analysis report according to the situation, such as the products involved need to be returned to Anker headquarters in order to analyze, the two sides will negotiate the processing time, and Anker will bear the related reverse logistics customs clearance and other costs.

Anker Service Response Times

For contracted agents/distributors/KA channels, Anker will provide after-sales problem consulting service.

- Problem classification and prioritization:

a. Urgent problems: problems that need to be solved immediately and may lead to production interruption or safety risk

b. General Problems: problems that need to be solved within a reasonable period of time and will not have a serious impact on production or safety.

- Communication channels:

Agents/dealers are prioritized to use online support system (e.g. WeChat communication group, Whats APP group) or email for problem reporting and communication, Anker promises to give a mutually acceptable temporary solution within 24 hours after accepting the problem reported by the agent/dealer, to ensure that Anker's products can meet the customer's requirements or satisfy the customer.

How To Process Warranty

Warranty condition

- Warranty coverage includes the entire machine, the core system and key components.
- Product failures and problems caused by improper use, operation or maintenance by the user, subject to the provisions of the product instruction manual or maintenance manual, are not covered by the warranty. In the event of an undetermined situation, Anker and the agent/distributor will make a determination based on the consensus of the two parties.

Exclusions and Limitations

- Damaged or modified product.
- Products uses damaged cords, plugs, or output cables.
- Disassembled products.
- Products are cleaned with harmful chemicals or cleaning agents.
- Non-quality related problems (after 30 days of purchase).
- Products purchased from unauthorized dealers.
- Products without sufficient proof of purchase.
- Products that have been refunded.
- Products with expired warranties.
- Products that have been lost or stolen.
- Damage from external sources.
- Purchases from illegal sources.
- Products purchased abroad that were originally purchased in an authorized online purchase or shipped directly.
- Damage caused by misuse of the product (including, but not limited to, falls, use of the product in excess of its output rating, exposure of the product to rain or snow, extremely low air pressure, extreme temperatures, water, improper operation of the equipment).
- This warranty is limited to the original consumer purchaser and is not transferable to any subsequent owner.

Warranty Registration

Register your warranty at <https://www.anker.com/warranty-registration>

Replacement Policy

We are confident that you will be pleased with your purchase; however, if it does not fully meet your satisfaction, we have simplified the return process to ensure a seamless experience for you.

For products purchased from agent/distributor/KA channel:

- If the agent/dealer/KA channel has Hazmat handling/stocking capability and no repair/refurbishment capability

a. The buyer must provide sufficient proof of purchase

b. The agent/distributor documents what happens when the buyer troubleshoots the product, as well as the serial number of the defective item and/or visible proof describing the defect

c. The agent/distributor may identify whether the fault meets the criteria for an exchange with the assistance of Anker

d. The agent/distributor accumulates a certain number of returned products and sends them back to Anker for exchange.

- If agent/dealer has Hazmat handling/stocking capabilities, repair/refurbishment capabilities

a. Buyer must provide adequate proof of purchase

b. The agent/distributor documents what happened when the buyer troubleshoots the product, along with the serial number of the defective item and/or visible proof describing the defect

c. The agent/distributor may identify whether the fault meets the criteria for an exchange with the assistance of Anker

d. The agent/dealer may take the repaired/refurbished machine and sell it again.

- If the agent/distributor/KA channel does not have Hazmat handling/stocking capability and repair/refurbishment capability

a. Buyer must provide sufficient proof of purchase

b. The agent/distributor documents what happened when the buyer troubleshoots the product, as well as the serial number of the defective item and/or visible proof

describing the defect

- c. The agent/dealer may identify whether the fault meets the criteria for exchange with the assistance of Anker
- d. The customer is directed to send the product directly back to Anker
- e. Anker replaces the agent with a new machine

Return Policy

If the customer is not satisfied with the customer's purchase, the customer may return the purchase in its entirety for an exchange or refund within the time agreed upon by the agent/dealer/KA channel after the date of purchase. For non-quality related returns, the buyer is responsible for shipping costs. Refunds or exchanges cannot be provided if the time agreed upon by the agent/dealer/KA channel has passed since your purchase date.

For quality issues, the agent/dealer/KA channel will give the customer a full refund or a one-time free replacement within the agreed time after receipt of the item. When the agreed return time is exceeded, the item will be returned for repair or replacement with a usable refurbished item.

If the item is not repairable or replaceable, the agent/distributor/KA Channel will provide a partial refund based on the time the defective item has been in use.

Return & Refund Process

Contact the agent/distributor/KA channel to start the return process, until then, note:

If the agent/distributor/KA channel has Hazmat handling/stocking capability and no repair/refurbishment capability

- a. Buyer must provide adequate proof of purchase
- b. The agent/distributor documents what happened when the buyer troubleshoots the product, as well as the serial number of the defective item and/or visible proof describing the defect
- c. The agent/dealer may identify the fault with Anker's assistance to meet the return criteria
- d. The agent/dealer carries out the refund process for the customer
- e. The agent/dealer will accumulate a certain number of returned products and send them back to Anker for a new machine.

If the agent/dealer has Hazmat handling/stocking capabilities and repair/refurbishment capabilities

- a. Buyer must provide adequate proof of purchase
- b. The agent/dealer documents what happens when the buyer troubleshoots the product, along with the serial number of the defective item and/or visible proof describing the defect
- c. The agent/dealer may identify the fault with Anker's assistance to meet the return criteria
- d. The agent/dealer carries out the refund process for the customer
- e. The agent/dealer will repair/refurbish the machine and sell it again

If the agent/distributor/KA channel does not have Hazmat handling/stocking capability and repair/refurbishment capability

- a. Buyer must provide sufficient proof of purchase
- b. The agent/distributor documents what happened when the buyer troubleshoots the product, as well as the serial number of the defective item and/or visible proof describing the defect
- c. The agent/dealer may identify whether the fault meets the return criteria with the assistance of Anker
- d. Direct the customer to send the product directly back to Anker
- e. The agent/distributor will process the refund for the customer.
- f. Anker sends the agent a replacement machine.

Valid proof of purchase:

- Sales receipt
- If purchased online, a dated sales receipt from an authorized agent/dealer showing the description of the product and its price

Out of Warranty Policy

- The user, in the course of using the product, appears:
 - a. The product exceeds the valid marketing commitment period
 - b. Exclusions and Limitations in line with any warranty exemption clause

c. Other cases that do not meet the free repair conditions, the user has to pay for the repair.

- For cases where repairs need to be paid for

a. If the agent/dealer has the ability to handle hazardous materials and has the ability to repair them

Agents/distributors can charge a reasonable repair cost, provide paid maintenance, the cost consists of labor and material costs, after the repair of the product in line with the factory standard

b. If the agent/distributor/KA channel does not have the ability to handle hazardous materials/stockpile and repair capability

Agents/distributors direct customers to send back to the repair center by Anker to provide paid maintenance, the cost consists of labor and material costs, after the repair of the product in line with factory standards

c. If the agent/dealer/KA channel has the ability to handle dangerous goods/stockpile, but does not have the ability to repair the product.

Agents/distributors need to entrust Anker to handle the products in accordance with the specified quantity, and Anker will provide paid maintenance, the cost of which consists of labor and material costs, and the repaired products will meet the factory standards.

- Logistics/accessory costs: Anker according to the product life cycle and production costs in different periods of the same replacement parts may be charged different costs, the level of maintenance provided in Europe for the module replacement maintenance, does not involve welding level maintenance, so the material/accessory costs are charged in accordance with the module only, the cost is borne by the user.

- Maintenance labor costs: the necessary labor labor directly and indirectly, etc., at different times according to the market price will have reasonable fluctuations, the cost is borne by the user.

- Logistics costs: Forward/reverse logistics and customs clearance costs incurred during paid repairs are to be borne by the user.

Reminder: Due to shipping regulations, please make sure that the remaining power of the portable power station is lower than 30% before returning.

Anker After-sale Service Contact

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