

RMA Processing and Warranty

1. Support Channels

Channels	Contact Details	Coverage Area	Service/Response Time	Details Link
Email	<ul style="list-style-type: none"> support@ankersolix.com 	All	Next Business Day	https://www.ankersolix.com/contact
Hotline	<ul style="list-style-type: none"> +49 (800) 0002522 	DACH	Monday-Friday 8-21 Weekend: 9-18	Kontakt - Anker SOLIX DE - Anker
	<ul style="list-style-type: none"> +44 (0)1616 056 301 	UK Charges may apply when calling from overseas.	9AM - 5PM (GMT) Monday to Friday	https://www.ankersolix.com/contact
Whats App	/	Dedicated Regional Market	Within 2 hours during business Day	Please contact the sales.

2. Warranty Policy Glance(To consumer/End User)

2.1 Anker Solix HES(Home Energy Solution)

Item	Warranty Period	Details Link	Remark
Power Module	10 years	https://support.ankersolix.com/s/download-preview?urlname=Anker-SOLIX-X1-Home-Energy-Storage-System-Warranty-Policy-EU	13.17MWh 80% EOL
Battery Module	10 years		
WLAN Dongle	5 years	Anker SOLIX X1 Home Energy Storage System [Warranty Policy] - Anker EU - Anker	
	5 years		

Mobile Dongle			Including Data Plan
Power Sensor	2 years		
Service Rebate	/	https://support.ankersolix.com/s/download-preview?urlname=Labor-Reimbursement-Service-Rebate-Guidelines-EU	To Installers

2.2 Anker Solix DIY Power(Solarbank)

Type	Item	Warranty Period	Details Link	Remark
Batteries	Solarbank 3 E2700 Pro(A17C5)	10 years	https://www.ankersolix.com/eu/policies/refund-policy	
	Expansion Battery(BP2700)			
	Solarbank 2 E1600 Pro(A17C1)			
	Solarbank 2 E1600 AC(A17C2)			
	Solarbank 2 E1600 Plus(A17C3)			
	Expansion Battery(BP1600)			
	Solarbank E1600(A17C0)			
Accessories	MI80 Microinverter(A5143)	10 years		
	Smart Meter(A17X7)	5 years		
	Smart Plug(A17X8)			

2.3 Anker Solix PPS(Portable Power Station)

Item	Warranty Period	Details Link	Remark
Anker 521-A1720	60 months	https://www.ankersolix.com/eu/policies/refund-policy	
Anker 522-A1721	60 months		
Anker 535-A1751	60 months		
Anker 555-A1760	60 months		

Anker 757-A1770	60 months	
Anker 767-A1780	60 months	
Anker Solix C800-A1753	60 months	
Anker SOLIX C1000-A1761	60 months	
Anker SOLIX F1500-A1772	60 months	
Anker SOLIX F2600-A1781	60 months	
Anker SOLIX F3800-A1790	60 months	

2.4 EverFrost Cooler and Solar Panels

Item	Warranty Period	Details Link	Remark
EverFrost Cooler	24 months	https://www.ankersolix.com/eu/policies/refund-policy	
EverFrost Cooler 2	36 months		
Anker 400W Portable Solar Panel	24 months		
Anker 410W Rigid Solar Panel	144 months		
Anker 415W Rigid Solar Panel	144 months		
Anker 540W Rigid Solar Panel	144 months		
Anker 445W Rigid Solar Panel	180 months		
Anker 440W Rigid Solar Panel	180 months		
Anker 435W Rigid Solar Panel	180 months		

2.5 Refund Policy(To consumer/End User)

- <https://www.ankersolix.com/eu/policies/refund-policy>
- 30-Day Money-Back Guarantee for Any Reason (To consumer/End User)

3. What to do when claiming support?

3.1 Provide Key Information

3.1.1 Device Information

Model Number:

Serial Number:

3.1.2 Error/Fault Information:

Description/Summary of the error/fault:

Error Code from the Anker App(if available)

Screenshot from the Anker App(if available)

Photos/Videos of the device which illustrate the issue(if available)

3.1.3 Purchase Order Information

Receipt/Invoice file(usually PDF)of the purchase order;

3.1.4 Shipping and Contact Information

Name:

Tel Number:

Address(including Post Code):

Customer's email: (This is to contact the customer to send the shipping information and arrange the pickup for the defective devices when a replacement is needed.)

3.2 For Products Troubleshooting & Replacement

#1 Please guide the customer to contact Anker Support via support@anker.com or hotline(varies according to different region, see above) with necessary information(see above), the Anker Support Team will take care of it.

#2 For those customers who are not willing to contact Anker Support but just the Distributor Team, please make sure that Distributor Team will do the troubleshooting for the customer, if it is confirmed that it is a defective device, please Distributor Team's kind help to provide the customer the replacement, then Anker will issue the Credit Note back to Distributor, and the defective units should be shipped back to Anker's Aftersales Warehouse by quarter.

3.3 For Products Return & Refund

3.3.1 Absolute Refund

For the absolute refund (usually no-reason return from the end user), it will need distributor/reseller to be involved, from where the end user purchased the product, from where the end user should ask for the refund;

- When the no-reason return products are gathered in distributor's warehouse, please the distributor help to arrange the Batch Return to Anker's warehouse by quarter, and Anker will issue the Credit Note(CN) to distributor for the returned products once Anker receives all the returned products; Anker can also arrange the pickup from the distributor's warehouse.*
- The return logistics costs from end user and reseller to distributor should be covered by distributor; the Batch Return logistics costs from distributor to Anker's After-Sales Warehouse should be covered by Anker, the distributor provides logistics invoice to Anker and Anker then issues the CN to distributor; Or Anker can also arrange the pickup from the distributor's warehouse.*

3.3.2 Batch Return information from direct customers

- Batch Return List:*
- ①Device Model Number and Device SN;*
- ②Reason of Return;*
- ③Return Date*
- Tracking Information:*
- ①Tracking Number and Carrier Information;*
- ②Invoice/Receipt of logistics;*

3.4 How to accelerate Support Ticket Processing?

- If the ticket is initiated by the Distributor Team, please for each one customer's case to issue one ticket, please do not have multiple tickets mixed into one email, this could lead to confusion and misunderstanding.*
- If the ticket is not processed in time or correctly by Anker Customer Service Team, please share the ticket number with me, I will look into each ticket and give you feedback.*
- For the communication language, the Anker Support Team will reply to each email by following the same language as the customer's.*

4. Remark

- *In some special case when there is no stock from Anker Warehouse for the replacement, please the distributor kindly help to provide the replacement for the customer if the distributor has stock, and Anker will then issue the Credit Note back to the distributor, thanks for the help!*
- *For RMA case escalation, both Service Manager from you and Anker Solix will be involved to follow up until a satisfactory result is achieved.*