

Warranty & Troubleshooting

This section includes instructions for:

- Warranty Registration
- Troubleshooting Common Issues
- Contacting EcoFlow's Tech Support

More specifically, we will cover how to register for the warranty if you received a battery through the CIDE's Surviving In Place (SIP) program and answer troubleshooting questions we've frequently received from users.

***Please note:** The SIP program does not have access to the official location and date of purchase or the receipt. You can still register for the warranty with your serial number.

The batteries for the SIP program were purchased by SafeWare Inc. If you are asked for this information for tech support or warranty reasons, you will need to reach out to SafeWare.

Document last updated: 10/31/2024

Created by Cassandra Bowers



Center for Inclusive Design
and Engineering (CIDE)

UNIVERSITY OF COLORADO DENVER | ANSCHUTZ MEDICAL CAMPUS



COLORADO
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Policy & Financing

Warranty Registration

You can register your battery for the 24-month warranty using the EcoFlow website or the EcoFlow App.

If you received a battery through the Survive In Place (SIP) program, follow these steps:

1 Locate the serial number on your battery

EcoFlow Delta Pro battery: Open the flap to the right of the LCD screen. There should be a sticker with the serial number on the bottom of the flap.

Ecoflow Delta 2 Max battery: You should find a sticker with the serial number on the top of the battery.

2 Go to the website listed on the warranty card: <https://warranty.ecoflow.com>

3 Select "United States" as your country or region

4 Log in or create an EcoFlow account by providing your email address and a password

5 Enter the following information on the warranty registration page

If you are not taken to the warranty registration page automatically, go to Home -> Support -> Activate Warranty in the menu

Serial Number: enter the number on your device

Product Name: select either the Delta Pro or Delta 2 Max depending on which battery you received

Purchased from*: select "EcoFlow Online Store"

Purchase date*: you can select the current date or date you received the battery

Phone number: enter your phone number

Receipt/Order Proof*: Take a photo of the battery with the serial number visible and upload it here

You can also register for the warranty using the Ecoflow app!

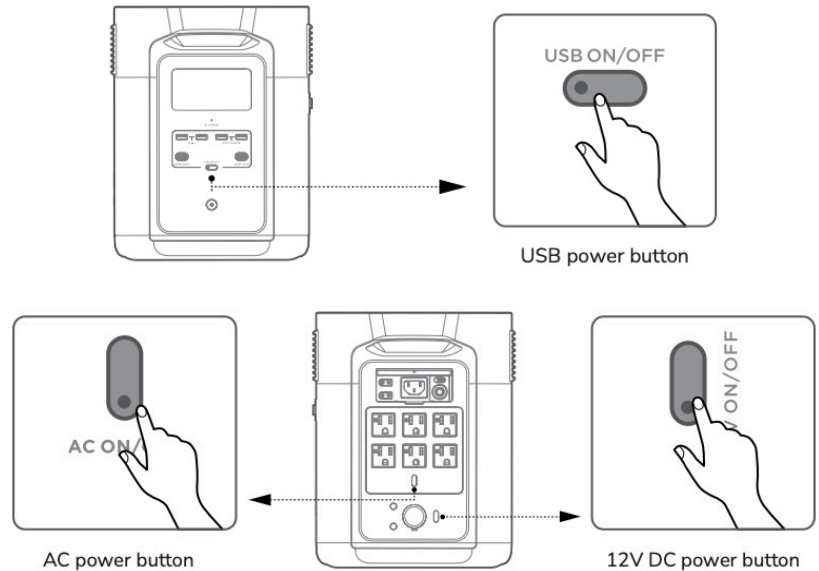
Open the app, click on "Profile" then "Warranty Registration" and fill out the prompts.

Troubleshooting

My battery is fully charged, and I plugged in my devices. Why isn't it working?

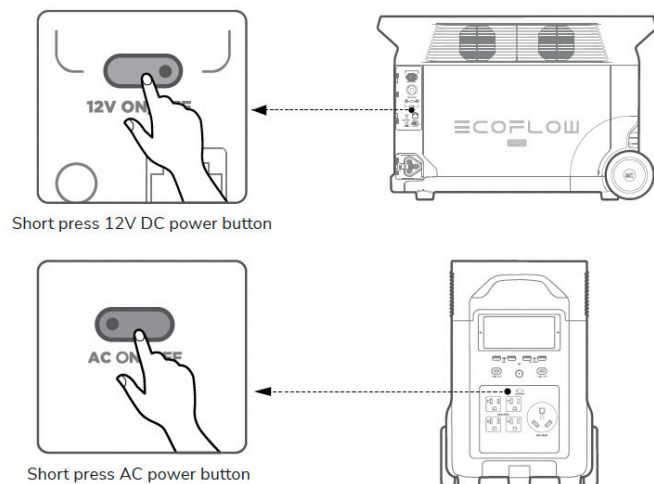
Ecoflow Delta 2 Max battery: All outlets have an on/off button. When turned off, the outlets will not provide power.

If turning the outlets on doesn't work, there may be a bigger issue with your battery. Check the LCD screen for any flashing icons and/or contact tech support.



Ecoflow Delta Pro battery: The AC and DC outlets have an on/off button. When turned off, the outlets will not provide power.

If turning the outlets on doesn't work, there may be a bigger issue with your battery. Check the LCD screen for any flashing icons and/or contact tech support.




















Please note: After 12 hours without anything plugged into the AC ports, the AC power button will shut down automatically. You will need to turn the ports on again before they will power devices.

If the DC or USB ports are left on, the device will not shut off automatically. Please shut them off manually to avoid accidentally draining power from the device.

There is an icon flashing on my LCD screen. What does it mean?

If there is an icon flashing on your LCD screen, that usually means there is a problem with your battery. The “Troubleshooting” page of your user manual can help you identify the issue (included here):

Indicator	Problem	Solution
 OVERLOAD (Flashing)	USB-A Overload Protection	Resume normal operation by removing the electrical device connected to the USB-A port.
 OVERLOAD (Flashing)	USB-C Overload Protection	Resume normal operation by removing the electrical device connected to the USB-C port.
 (Flashing)	USB-C High Temperature Protection	After the product cools down, it will resume normal operation automatically.
RECHARGING TIME  (Flashing)	High Temperature Charge Protection	Charging can be resumed automatically after the battery cools down.
 (Flashing)	High Temperature Discharge Protection	The power supply can be resumed automatically after the battery cools down.
RECHARGING TIME  (Flashing)	Low Temperature Charge Protection	Charging can be resumed automatically after battery temperature rises above 5°C (41°F).
 (Flashing)	Low Temperature Discharge Protection	The power supply can be resumed automatically after the battery temperature rises above -12°C (10°F).
 50Hz OVERLOAD (Flashing)	AC Output Overload Protection	Normal operation will be resumed automatically after you remove the overloaded device and restart the product. Electrical appliances should be used within rated power. (Refer to X-Boost instructions to get more details about power limitations).
 50Hz  (Flashing)	AC High Temperature Protection	Please confirm whether the fan inlet and outlet are blocked, if not, normal operation will be resumed automatically after the product temperature drops.
 50Hz  (Flashing)	AC Low Temperature Protection	Normal operation will be resumed automatically after the product is used at optimum environmental temperatures.
 (Flashing)	Fan Blockage	Please check if the fan is blocked by foreign materials.
 OVERLOAD (Flashing)	Car Charger Overload Protection	The product will resume normal operation automatically after you remove the device connected to the car charger.
  (Flashing)	Car Charger High Temperature Protection	After the product cools down, it will resume normal operation automatically.
 (Stays on)	Battery Failure	Contact EcoFlow customer service.

 If the alarm prompt shows on the product LCD screen during use and does not disappear after a restart, please stop using it immediately (do not try to charge or discharge). If you require any other assistance, please contact EcoFlow Customer Service.

A fully accessible version of this table can be found on the last page of this document.

Contacting Tech Support

Depending on the issue, there are a few options for contacting tech support.

On the EcoFlow website, you can go to the "Support" page to access their FAQs, or click on the chat icon. The chat icon will connect you with a chatbot who can answer basic questions.



If you have a more complex issue that cannot be answered by the chatbot, you can reach out to EcoFlow's tech support:

Call +1 (800)-368-8604 (Mon-Fri 9am-7pm EST)

Email support@ecoflow.com

Please note: The SIP program has received feedback that tech support may ask for proof of purchase. The batteries for the SIP program were purchased by [SafeWare Inc.](#) If you require this information, you will need to reach out to SafeWare.























If you are having problems with EcoFlow's tech support, you can consider reaching out to the online EcoFlow community. There are two online communities that are provided on EcoFlow's website:

The [EcoFlow Official Club](#) on Facebook

The [Ecoflow Community](#) on Reddit

Please note: While these communities are linked to on EcoFlow's support page, any advice or instructions provided are unofficial, and they may or may not be correct. Use caution and common sense when asking for help.

Troubleshooting (Accessible Version)

Indicator	Behavior	Problem	Solution
 OVERLOAD	(Flashing)	USB-A Overload Protection	Resume normal operation by removing the electrical device connected to the USB-A port.
 OVERLOAD	(Flashing)	USB-C Overload Protection	Resume normal operation by removing the electrical device connected to the USB-C port.
 	(Flashing)	USB-C High Temperature Protection	After the product cools down, it will resume normal operation automatically.
RECHARGING TIME  	(Flashing)	High Temperature Charge Protection	Charging can be resumed automatically after the battery cools down.
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 OVERLOAD	(Flashing)	Car Charger Overload Protection	The product will resume normal operation automatically after you remove the device connected to the car charger.
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