



ECOVACS Robotics, Inc. stands behind the products we build with the following Limited Warranty.

NEW PRODUCTS Limited Warranty - ECOVACS Robotics, Inc. warrants to you, the original purchaser, that the ECOVACS product that you purchased will be free from defects in materials and workmanship when used under normal conditions for one (1) year from the product purchase date. This Limited Warranty applies only to new products purchased and used in the United States and Canada. Some states/jurisdictions do not allow limitations on the duration of an implied warranty, so the above limitation may not apply to you.

CERTIFIED REFURBISHED PRODUCTS Limited Warranty - ECOVACS Robotics, Inc. warrants to you, the original purchaser, that the ECOVACS product that you purchased will be free from defects in materials and workmanship when used under normal conditions for 3 months from the product purchase date. This Limited Warranty applies only to certified refurbished products purchased and used in the United States and Canada. Some states/jurisdictions do not allow limitations on the duration of an implied warranty, so the above limitation may not apply to you.

PROOF OF PURCHASE - To make a claim under our Limited Warranty, you must first show us the date on which you purchased the ECOVACS product.

WHAT IS NOT COVERED BY THIS WARRANTY?

This Warranty does not apply to: (a) the consumable parts, such as batteries or side brushes that are designed to diminish over time, unless failure has occurred due to a defect in materials or workmanship; (b) the cosmetic damage, including but not limited to scratches, dents and broken plastic on ports unless failure has occurred due to a defect in materials or workmanship; (c) the damage caused by use with a third party component or product incompatible with Ecovacs Product's specifications; (d) the damage caused by accident, abuse, misuse, fire, liquid contact, earthquake or other external causes or forces; (e) the damage caused by operating the Ecovacs Product against Ecovacs' published guidelines or the intended purpose of the Ecovacs Product; (f) the damage caused by service performed by any third party who is not an Ecovacs certified or authorized Service Provider; (g) the damage or defect caused by any modification or alteration to an Ecovacs Product by any third party without the written consent of Ecovacs; (h) the normal wear and tear or the normal aging of the Ecovacs Product; (i) the Product whose serial number has been removed or defaced and which Ecovacs cannot identify as its product; or (j) the Ecovacs Product which has been proved to be stolen by competent public authorities and whose possessor fails to present concrete and enough evidence of the proprietorship of the product.

YOUR RESPONSIBILITIES - You are responsible for (1) proper use of our product; (2) routine preventative maintenance and (3) following proper product handling recommendations provided in our instructions manual, quick start guide and on our website.

CUSTOMER SERVICE - Please contact Customer Service customerservice@ecovacs.com to determine your problem and the next steps. For a period of one (1) year from the original date of purchase of the product, ECOVACS will, at its option, repair or replace with a new or refurbished product or parts, any product or parts determined to be defective. Product or part repaired or replaced during the Warranty Period will be warranted for the remainder of the original Warranty Period. The Warranty Period is not extendable.

NO OTHER WARRANTIES - ECOVACS Robotics, Inc. does not warrant the functions contained in the ECOVACS product will meet your requirements. The entire risk as to the quality and performance of the ECOVACS product is with you. To the maximum extent permitted by applicable law, ECOVACS Robotics, Inc. and its suppliers disclaim all other warranties, either express or implied, including, but not limited to, implied warranties of merchantability and fitness for a particular purpose, with regard to the ECOVACS product and the accompanying written materials. This Limited Warranty gives you specific legal rights. You may have others which vary between states/jurisdictions.

NO LIABILITY FOR CONSEQUENTIAL DAMAGES - To the maximum extent permitted by applicable law, in no event shall ECOVACS Robotics, Inc. or its suppliers be liable for any damages whatsoever (including without limitation, damages for loss of business profits, business interruption, loss of business information, or any other pecuniary loss) arising out of the use or inability to use the ECOVACS product, even if ECOVACS Robotics, Inc. has been advised of the possibility of such damages. Because some states/jurisdictions do not allow the exclusion or limitation of liability for consequential or incidental damages, the above limitation may not apply to you.

If you have a question about our Product Warranty, please contact us customerservice@ecovacs.com

Back to top ^

PRODUCT —

DEEBOT

WINBOT

ACCESSORIES

INNOVATION —

OZMO

SMART NAVI

AIVI

SMART CONNECTION

SUPPORT —

[RETURNS & WARRANTIES](#)

[CUSTOMER CARE](#)

[FEEDBACK](#)

[CONTACT US](#)

[ABOUT US](#) —

[ABOUT US](#)

[NEWSROOM](#)

[VIDEO CENTER](#)

[CAREERS](#)

[CORPORATE RESPONSIBILITY](#)

[Privacy Policy](#) | [Terms Of Sale](#) | [Terms Of Use](#) | [Change Location](#)

[English](#)

Copyright 2020 ECOVACS All Rights Reserved.