

Anker SOLIX Portable Power Station Warranty Policy

All Anker SOLIX Solar Generators, Portable Power Stations, Solar Panels, and Powered Coolers purchased on ankersolix.com come with a limited warranty, as shown below. By using Anker SOLIX products, you are agreeing to be bound by the terms of the Anker limited warranty.

We provide a limited warranty for purchases made on ankersolix.com. The warranty period starts from the date of purchase.

Warranty Timeline

Product Name	Warranty (Months)
Anker 531 Portable Power Station (PowerHouse 434Wh) - A1701 Anker 521 Portable Power Station (PowerHouse 213Wh) - A1702 Anker 511 Portable Power Station (PowerHouse 97Wh) - A1710 Anker 523 Portable Power Station (PowerHouse 288Wh) - A1731 Anker 533 Portable Power Station (PowerHouse 389Wh) - A1730 Anker 534 Portable Power Station (PowerHouse 389Wh) - A1732 Anker 545 Portable Power Station (PowerHouse 778Wh) - A1750 Anker 513 Solar Panel (21W) - A2421 Anker 515 Solar Panel (24W) - A2424 Anker 515 Solar Panel (24W Flexible) - A2425 Anker SOLIX PS30 Portable Solar Panel 30W - A2426	18
Anker SOLIX EverFrost 2 Road Trip Kit - AS120 Anker SOLIX EverFrost 2 Beach Wheels - AS110 Anker SOLIX EverFrost 2 Hook-On Tray - AS130 Anker SOLIX EverFrost 2 XXL Protective Cover	12
Anker 625 Solar Panel (100W) - A2431 Anker 531 Solar Panel (200W) - A2432 Anker SOLIX PS400 Portable Solar Panel 400W - A2433 Anker EverFrost Powered Cooler 30 - A17A0 Anker EverFrost Powered Cooler 40 - A17A1 Anker EverFrost Powered Cooler 50 - A17A2 Anker SOLIX Double Power Hub - A17B2 Anker Detachable Battery for Powered Cooler - A17B5 Anker SOLIX Alternator Charger- AS200 Anker SOLIX Generator Input Adapter - A17D0 Anker SOLIX TT-30 Charging Cable - A17D1 Anker SOLIX EV Charging Adapter - A17B6 Anker SOLIX Double Voltage Hub - A17D4 Anker SOLIX Smart Meter - A17X7	24

Anker 521 Portable Power Station (PowerHouse 256Wh) - A1720 Anker 535 Portable Power Station (PowerHouse 512Wh) - A1751 Anker 555 Portable Power Station (PowerHouse 1024Wh) - A1760 Anker SOLIX F1200 Portable Power Station (757 PowerHouse 1229Wh) - A1770 Anker SOLIX F2000 Portable Power Station (PowerHouse 767 2048Wh) - A1780 Anker SOLIX C1000 Portable Power Station - 1056Wh 1800W - A1761 Anker SOLIX C800 Portable Power Station 768Wh - A1753 Anker SOLIX C800 Plus Portable Power Station- 768Wh - A1754 Anker 522 Portable Power Station 299Wh - A1721 Anker SOLIX F1500 Portable Power Station 1536Wh - A1772 Anker SOLIX F2600 Portable Power Station 2560Wh - A1781 Anker SOLIX F3800 Portable Power Station 3.8kWh - A1790 Anker SOLIX BP2000 Expansion Battery - 2048Wh LFP For Anker SOLIX F2000 Anker SOLIX BP3800 Expansion Battery For Anker SOLIX F3800 Anker SOLIX BP1000 Expansion Battery For Anker SOLIX C1000 Anker SOLIX BP2600 Expansion Battery For Anker SOLIX F2600 Anker SOLIX Home Power Panel - A17B1 Home Backup Kit (Transfer Switch) - A17B3 Anker SOLIX EverFrost 2 Removable Battery - A17D2 Anker SOLIX C1000 Gen 2 Portable Power Station - A1763 Anker SOLIX C1000 Gen 2 Portable Power Station - A1765 Anker SOLIX F3800 Plus Portable Power Station 3.8kWh - A1790P Anker SOLIX F3000 Portable Power Station 3072Wh-A1782 Anker SOLIX BP3000 Expansion Battery For Anker SOLIX F3000 Anker SOLIX C2000 Gen 2 Portable Power Station 2048Wh- A1783/85 Anker SOLIX BP2000 Expansion Battery Gen 2 For Anker SOLIX C2000 Gen 2 Anker SOLIX Bi-Directional Inlet Box - A17B9 Anker SOLIX Generator SS2-50R to L14-50P Power Cord - A17B31A1-80	60
Subpanel for Anker SOLIX F3800 - A17B4	120
Anker SOLIX C300 DC Portable Power Station - A1726 Anker SOLIX C300X DC Portable Power Station - A1728 Anker SOLIX C200 DC Portable Power Station - A1727 Anker SOLIX C200X DC Portable Power Station - A1729 Anker SOLIX EverFrost 2 23L Electric Cooler - A17A3 Anker SOLIX EverFrost 2 40L Electric Cooler - A17A4 Anker SOLIX EverFrost 2 58L Electric Cooler - A17A5 Anker SOLIX V1 Smart EV Charger - A5191	36
Anker SOLIX C300 Portable Power Station - A1722 Anker SOLIX C300X Portable Power Station - A1723 Anker SOLIX C200X Portable Power Station - A1725	60
NOTE: The warranty period for the remaining Anker SOLIX accessories is 18 months.	

For Kickstarter backers, please refer to the specific warranty policy of the campaign or contact support@ankersolix.com.

Products sold by Anker as refurbished ("pre-owned") come with their own unique warranty, so please see our refurbished warranty page for details on those items. This limited warranty provided by Anker in no way affects a potential statutory warranty provided by law.

How To Process Warranty

- Buyers must provide sufficient proof of purchase, such as an order number from online purchases made, through Anker or Anker's authorized resellers, sales invoices, or dated sales receipts from authorized Anker resellers that show a description of the product along with its price.
- For defective items that Anker needs to have returned, warranties on those replacements are voided if the wrong item is returned to Anker or if the defective item is not returned.
- Anker must document what happens when buyers troubleshoot the product.
- The defective item's serial number/visible proof depicting the defects required.
- It's necessary for Anker to do a quality inspection on the returned item.

Exchange and Replacement

- Anker will repair (at Anker's expense) or replace with a refurbished product for any Anker product that fails to operate during the applicable warranty period due to a defect in workmanship or material.
- The **repaired/replaced** product assumes the remaining warranty of the original date of purchase or 3 months after being replaced or repaired, whichever is longer.
- If the product cannot be repaired or a replacement is not available, Anker will offer a partial refund based on the usage time of the defective item.
- Products that are out of warranty are also eligible for paid repair services. For a list of products that can be repaired and their corresponding repair costs, please contact support@ankersolix.com to obtain the relevant information.

Cross-Regional After-Sales Service

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

To repair the product in an Anker 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 Anker 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.

Exclusions and Limitations

This warranty does not apply:

- Products that are damaged or modified.
- Product operated with a damaged cord, plug, or output cable.
- Products that are disassembled.
- Products cleaned with harmful chemicals or detergents.
- Non-quality related issues (after 30 days of purchase).
- Products purchased from unauthorized resellers.
- Products without sufficient proof of purchase.
- Products that have been refunded.
- Products with an expired warranty.
- Lost and/or stolen products.
- Damage from outside sources.
- Purchases from illegitimate resources.
- Products taken outside the country they were originally bought in or shipped directly from an authorized online purchase.
- Damage from misuse of products (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, and operating devices improperly).

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.ankersolix.com/warranty-registration>.

Return and 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 procured from entities other than [ankersolix.com](https://www.ankersolix.com), including but not limited to manufacturers, suppliers, or publishers, it is recommended that you engage with the respective parties to obtain information regarding their individual return policies. Additionally, please be aware that return and refund policies may be subject to variation in

accordance with local statutory regulations. For detailed guidance pertinent to your locale, please seek out the relevant local authorities or consult legal provisions specific to your region.

Cancellation

Customers can request a full refund within **24 hours** after placing an order on ankersolix.com.

Orders cannot be canceled more than 30 days after they are shipped.

Return Policy

If you are unsatisfied with your purchase, you may return the purchased items complete in their original packing within 30 days of purchase for an exchange or refund. For non-quality related returns, the buyer is responsible for shipping costs. If 30 days have passed since your purchase date, we cannot offer a refund or exchange.

For quality issues, we will give you a full refund or one-time free replacement within 30 days of receiving the items. When outside the 30-day return window, the item will be returned for repair or replaced with a refurbished item is available.

If the product cannot be repaired or a replacement is not available, Anker will offer a partial refund based on the usage time of the defective item.

If a purchase made at a dealer is to be returned and refunded within policy, unless there is a special agreement between the dealer and Anker, it generally requires contacting the dealer for processing.

If the dealer has an agreement with Anker that Anker is responsible for handling after-sales service for quality issues, Anker only provides repair or replacement services for quality issues within the warranty period.

Return Process

Contact Anker Support at support@ankersolix.com to start the return process and obtain the necessary RMA ID. Before that, noted that:

- Buyer must provide sufficient proof of purchase
- Anker must document what happens when buyers troubleshoot the product
- The defective item's serial number and/or visible proof depicting the defect are required
- It is necessary to return an item for quality inspection.
- For defective items that Anker needs to have returned, warranties on those replacements are voided if the wrong item is returned to Anker or if the defective item is not returned.

Valid proof of purchase:

- Order number from online purchases made through Anker or Anker's authorized resellers
- Sales invoice
- Dated sales receipt from an authorized Anker reseller that shows a description of the product along with its price.

You will receive instructions on how to properly pack the products and return them to us. Please make sure all components are included in the package.

Refund

After you have returned the product to our warehouse, we will issue a refund within 14 business days. You will be notified by email when your order is refunded. If you have not received the refund after 14 business days, please contact us via support@ankersolix.com.

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

After-Sale Service Contact

Email: support@ankersolix.com

Phone: +61 1800 929 112