

BTB Warranty Policy

1. Warranty

1.1 Warranty Period

BLUETTI warrants that the product will be free from defect in workmanship and material to the original distributor purchaser.

The warranty period starts from the date when the product is sold or the product delivery date plus 60 days as the starting date of the warranty period, whichever comes first as the warranty starting date.

- For the product of Portable Power Station, the warranty period varies from 24 months to 72 months.
- For the product of Home Backup System, the warranty period varies from 48 months to 60 months.
- For the product of Energy Storage System, the warranty period is 10 years.
- For the product of solar panel and accessories(cable,charger,etc.), the warranty period is 12 months.

No warranty for gifts product. Warranty period may vary by country subject to local laws and regulations.

Please refer to the [Attachment 1< Product Warranty Timeline>](#) for more details.

1.2 Warranty Statement

Any defects in material, workmanship of the product will be covered after customers provide any valid proof of purchase and information including but not limited to:

- A purchased order number made through distributor official stores.
- Sales invoice or order confirmation email that clearly shows the description of the product, its price, and sales channel.
- Serial numbers.

1.3 Cross-Regional Warranty Explanation

This warranty policy applies only to the country or region of the original purchase. The global warranty service is not available.

Please note that if you use the product in a country or region other than the original purchase location, warranty service will be invalid.

The end users or distributors should bear the shipping and handling charges (customs duties, taxes,customs clearance, etc.) for a cross-regional repair, regardless of whether it pertains to the warranty or a paid repair service.

For more details, please contact BLUETTI customer support and we will serve you wholeheartedly.

Note: This clause does not apply to distributors with global business identification. The coverage of global business should be indicated in the contract or agreement between BLUETTI and distributor.(e.g. If a U.S. distributor with global business identification sells BLUETTI products to Europe, the European customers of the distributor can enjoy warranty service in Europe during the warranty period under the verification of proof of purchase.)

Exceptional circumstances shall be subject to separate discussion.

2. Service

2.1 Replacement

Within 30 days from the date of purchase, end-users can apply to the sellers for the replacement when the product has performance failure including DOA (Dead-on Arrival) after the seller or BLUETTI Service confirms.

Distributors are responsible for the replacement service to their customers.

Distributors shall send the weekly claims email to BLUETTI Service including the model, serial number, purchase proof and other information for replacement or other solutions from BLUETTI. Please refer to the [Attachment 2 <Distributor Claim Form>](#) for details.

2.2 Repair

End-users can apply to the sellers for products repair when the product has performance failure after the seller or BLUETTI Service confirms.

Distributor should cover the round-trip shipping fee for their end users when the products are in the warranty period.

For drop shipping, BLUETTI will cover the repair and shipping fee when the products are in the warranty period.

Repair time will be around 7 working days once service centers have received products depending on products quantity and materials availability.

Normally, returning products quantity is less than 15 pcs, repair time will be within 7 working days.

Returning products quantity is between 15 and 30 pcs, repair time will be around 10 working days.

If more than 30 pcs, the repair time needs to be separately advised.

2.3 Refund

30-day money-back guarantee is only applicable for drop shipping.

2.4 In Warranty

After 30 days from the date of purchase, end-user can apply to the seller for the maintenance service when the product has performance failure after the seller or BLUETTI Service confirms.

Distributors are responsible for the in-warranty service to their customers.

Distributors shall send the weekly claims email to BLUETTI Service including the model, serial number, purchase proof and other information for service parts or other support from BLUETTI. Please refer to the [Attachment 2 <Distributor Claim Form>](#) for details.

BLUETTI shall provide free service parts and technical support to distributor during in warranty period.

2.5 Out of Warranty

End-users shall pay for the maintenance cost for the following conditions:

- Misused, abused, damaged by accident or damaged due to force majeure (e.g. lightning strikes, tornadoes, hurricanes, etc.);
- Unauthorized modification, repair, dis-assembly or operation not in accordance with the official instructions or manuals;

- Purchased from unauthorized resellers;
- Use for special application other than normal use;
- Lost, stolen or full refunded product;
- Any defect or damage caused by exposure to excessive heat, cold, liquids or other external causes;
- Invalid proof of purchase;
- Warranty period expired;
- The battery model on the warranty certificate does not match the actual item;
- Unauthorized alteration on the warranty certificate;
- Product wear and tear through the usage of time.

3. Support

3.1 Training

For first-time authorized distributors, BLUETTI will provide free technical training and maintenance guidelines remotely. If necessary, BLUETTI will provide face to face training.

3.2 Technical Support

BLUETTI will assign dedicated customer service agents and technical engineers to support distributors by Email, Hotline or IM tools and response time will be within 24 hours. Email contact is preferred to make sure the whole process is traceable.

3.3 Service Spare Parts

For main regions, BLUETTI will establish local service centers with main spare parts.

3.4 Support Statement

Free service spare parts will be provided to distributors with repair capabilities in completing repairs. Distributors with repair capabilities should place free service spare parts orders to BLUETTI together with finished goods and ship them with finished goods. The ratio or quantity of free service spare parts should be confirmed by BLUETTI service team. Normally the ratio of free service spare parts is 1.5%. Please refer to the [Attachment 7 <Spare Parts Ratio>](#) for more details.

Defective products should be returned to BLUETTI's local service center for servicing if distributors are without repair capabilities.

In the absence of repair capabilities of distributors and the lack of a local service center for BLUETTI, spare parts and repair training will be provided for distributors to complete the repairs.

If products are sold to other countries and cannot be repaired when they are in the warranty period, distributors should be responsible for shipping the defective products back to BLUETTI's nearest service center for replacement.

Special cases need to be escalated to sales managers and BLUETTI customer service department for coordination and support.

4. Warranty Extension

For any warranty extension requirement, please contact BLUETTI service team for more information.

5. Contact Portal

- Please contact BLUETTI service team via Email or Hotline from Monday to Friday. More contact information can be seen in [Attachment 3 <Distributor Service Portal>](#).

- For more end-user warranty policy, please refer to BLUETTI Official Website or contact BLUETTI service for more details.

6. Attachments

ATT 1<Product Warranty Timeline>

ATT 2<Distributor Claim Form>

ATT 3<Distributor Service Portal>

ATT 4<Customer Complaint Process>

ATT 5<Repair and Reissue Process>

ATT 6<Training Process>

ATT 7<Spare Parts Ratio>

ATT 1 Product Warranty Timeline

Portable Power Station

Product Category	Models	Warranty Period(Months)
Power Station	X30/X60	12
	EB3A	24
	EB55	
	EB70/EB70S	
	AC50S	
	EB150/EB180	
	EB240	
	Charger1	
	RV5	60
	Elite 100 V2/Premium 100 V2	
	Elite 30 V2/Premium 30 V2	
	AC2A/AC2P	
	AC50B/AC50P	
	AC70/AC70P	
	AC180/AC180P	
	AC200L/AC200PL	
	Handsfree1/Handsfree2	
	Elite 200 V2/Premium 200 V2	
	AC60/AC60P	72
	AC240/AC240P	
Battery Module	B80/B80P	72

Home Backup System

Product Category	Models	Warranty Period (Months)
Power Station	AC200	24
	AC200P	
	AC200MAX	
	Pioneer Na	36
	AC300	48
	AC500	
	Apex300	60
	EP500	
	EP500PRO	
Battery Module	B230	48
	B300	
	B300S	
	B300K	
	B4810	60
	B1210	
	B1232	

Energy Storage System

Product Category	Models	Warranty Period (Years)
EP Series	EnergyPro 6K	10
	EP600/B500	
	EP760/B500	
	EP800/B500	
	EP900/B500	
	EP2000/HV800/B700	

Solar Panel & Accessory

Product Category	Models	Warranty Period (Months)
Solar Panel	PV100 FX	12
	PV68	
	PV120/PV120S	
	PV200	
	PV350	
	PV420	
Accessory	ALL	12

ATT 2 Distributor Claim Form

Claim No. -Filled by BLUETTI	
CUSTOMER ID	
Company Name	
Product	
Serial Number	
Qty	
Problem Description	
Delivery Address -Including name, shipping address and phone number	
Purchase Date -Purchase date of the end customers	
Invoice Number -Invoice can be attached to the mailbox	
Link of video/picture -Can be attached to BLUETTI Support Mailbox	

ATT 3 Distributor Service Portal

1. Email Portal

Email is the main contact portal for distributors.

Regions	Email Portal	Country & Area
Low Voltage (100V-120V)	distribution.service@bluetti.com	USA, Canada, JP,etc
High Voltage (220V-240V)	distribution.support@bluetti.com	Europe, UK, AU, etc

2. Hotline Portal

Hotline is the main ESCALATION portal for distributors.

Regions	Hotline Portal	Country & Area
America	+1 909-570-0909	USA, Canada, South America
Europe	+49 0800 6273016	Germany
UK	+44 8000472906	United Kingdom
China	4001 628 066	China
Japan	047-710-7823	Japan

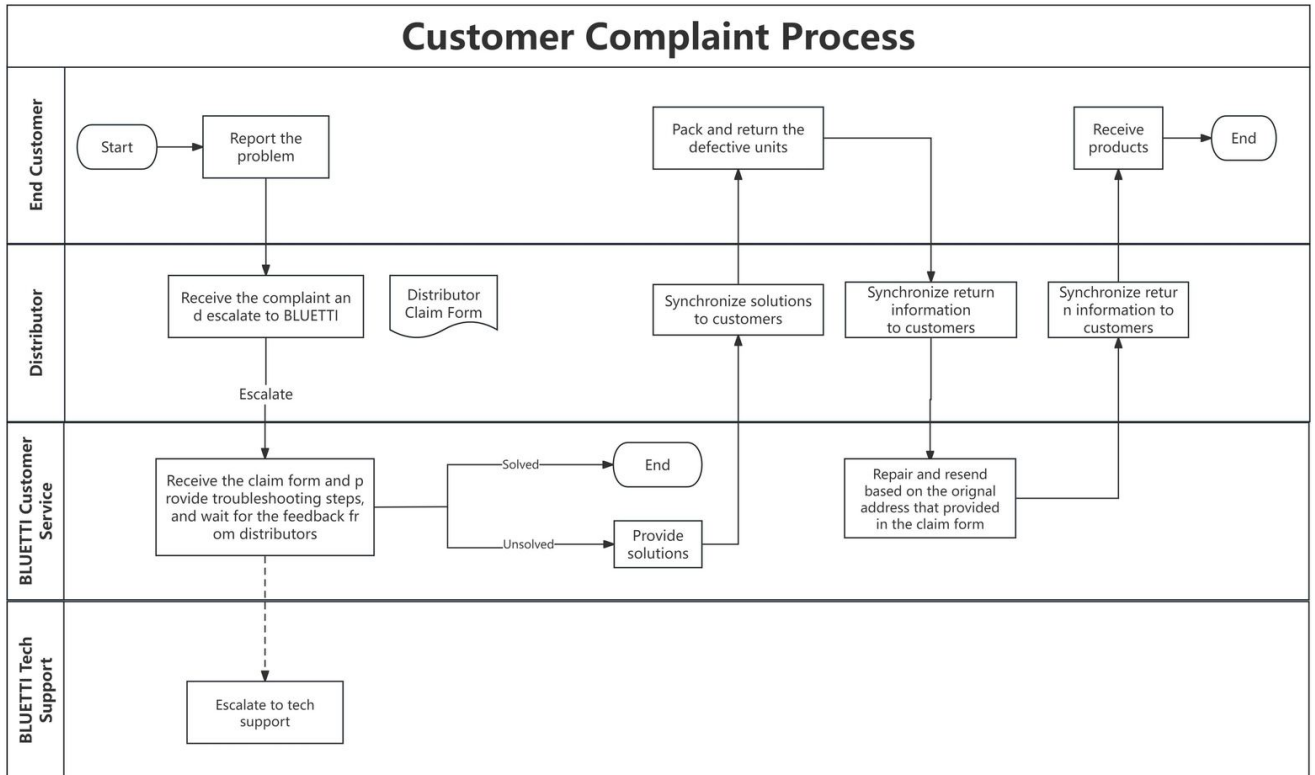
3. Technical Support for Portable Power Station

Regions	Technical Engineer	Email
Europe	Ziliang Huang	huangziliang@bluetti.com
Japan & South Korea	Xiaowu Xuan	xuanxw@poweroak.net
Others	Yumei He	hey-m-racz@bluetti.com

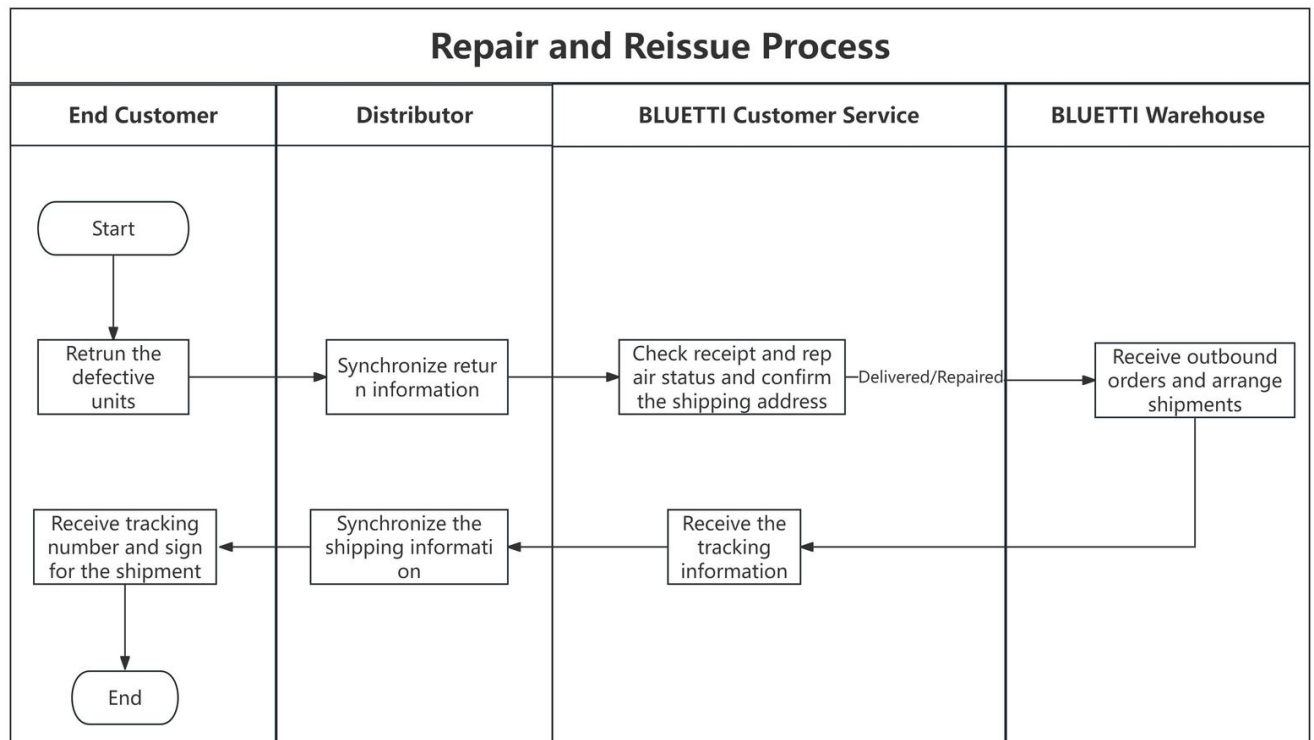
4. Technical Support for Energy Storage System(Only for EP6K/EP600/EP760/EP800/EP900/EP2000)

Regions	Technical Engineer	Email
North America	MaHan(SARDER MD RAJON)	mahan_r@poweroak.net
Europe/Australia/ New Zealand/Middle East	Shilong Su	susl@poweroak.net
Africa & Asia	Wenchao Li	liwenchao@poweroak.net

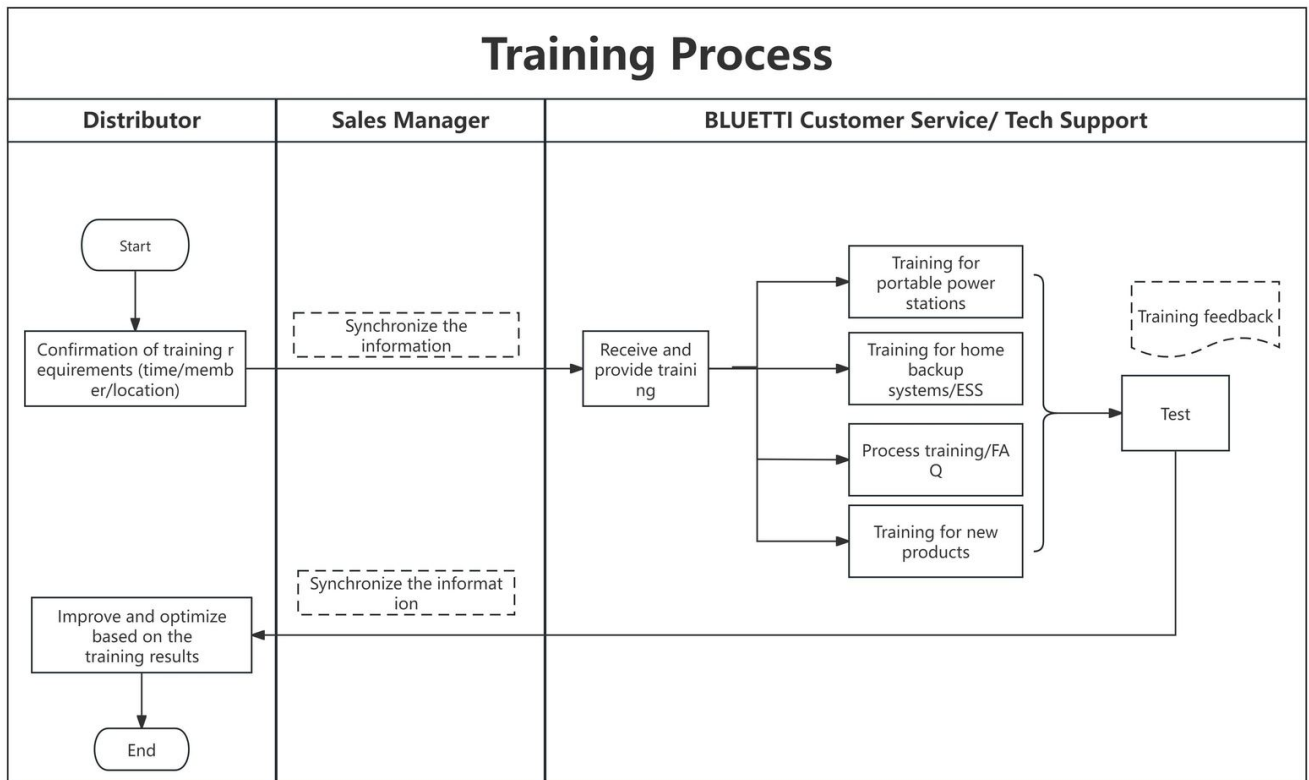
ATT 4 Customer Complaint Process



ATT 5 Repair and Reissue Process



ATT 6 Training Process



ATT 7 Spare Parts Ratio

Spare Parts Ratio		
Rank	Pickup Volume(N)	Ratio
A	$N < 30$ units	0
B	$30 \text{ units} \leq N < 100$ units	Main Board*1pcs BMS Board*1pcs Adapter*1pcs Cable*1pcs
C	$N \geq 100$ units	$N * \text{Spare Parts Ratio (1.5\%)}$