Limited Warranty to Original Purchaser.

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

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.

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. Your bill of sale or similar document is sufficient. If you are unable to show us the original date of purchase, the time periods in this Limited Warranty will start on the date we shipped your Ecovacs product from our factory.

Exclusions This Limited Warranty does not cover defects or damages caused by (1) alterations not approved by us, improper repairs or service, or use of improper parts and accessories not supplied by us; (2) misuse or failure to follow the operating instructions, and failure to perform recommended maintenance; (3) parts that must be replaced periodically; or (4) use in any other manner than normal and expected use.

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

Customer Service Please contact Customer Service at 1-844-ECOVACS (1-844-326-8227) to determine your problem and the next steps. Ecovacs Robotics, Inc. and its suppliers' entire liability and your exclusive remedy shall be, at our option, either (1) refund of the price paid, or (b) replacement of parts or product. Replacement parts and products assume the remaining original Limited Warranty or thirty (30) days, whichever time period is greater.

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.

Ohio Law The terms of our Limited Warranty shall be governed by, construed, interpreted and enforced in accordance with the laws of the State of Ohio without reference to conflict of law's provisions. The exclusive venue for any dispute arising out of this agreement shall be a court of competent jurisdiction in Stark County, Ohio. Should any of the provisions of our Limited Warranty be declared invalid by any court of competent jurisdiction, the balance of our Limited Warranty will remain in full force and effect.

If you have a question about our Product Warranty, please Contact Us.
Ecovacs Robotics, Inc. 220 Market Avenue South, Suite 1120
Canton, Ohio 44702 United States
1.844.ECOVACS (1.844.326.8227)

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.