

Do you have questions regarding our products or do you need support?

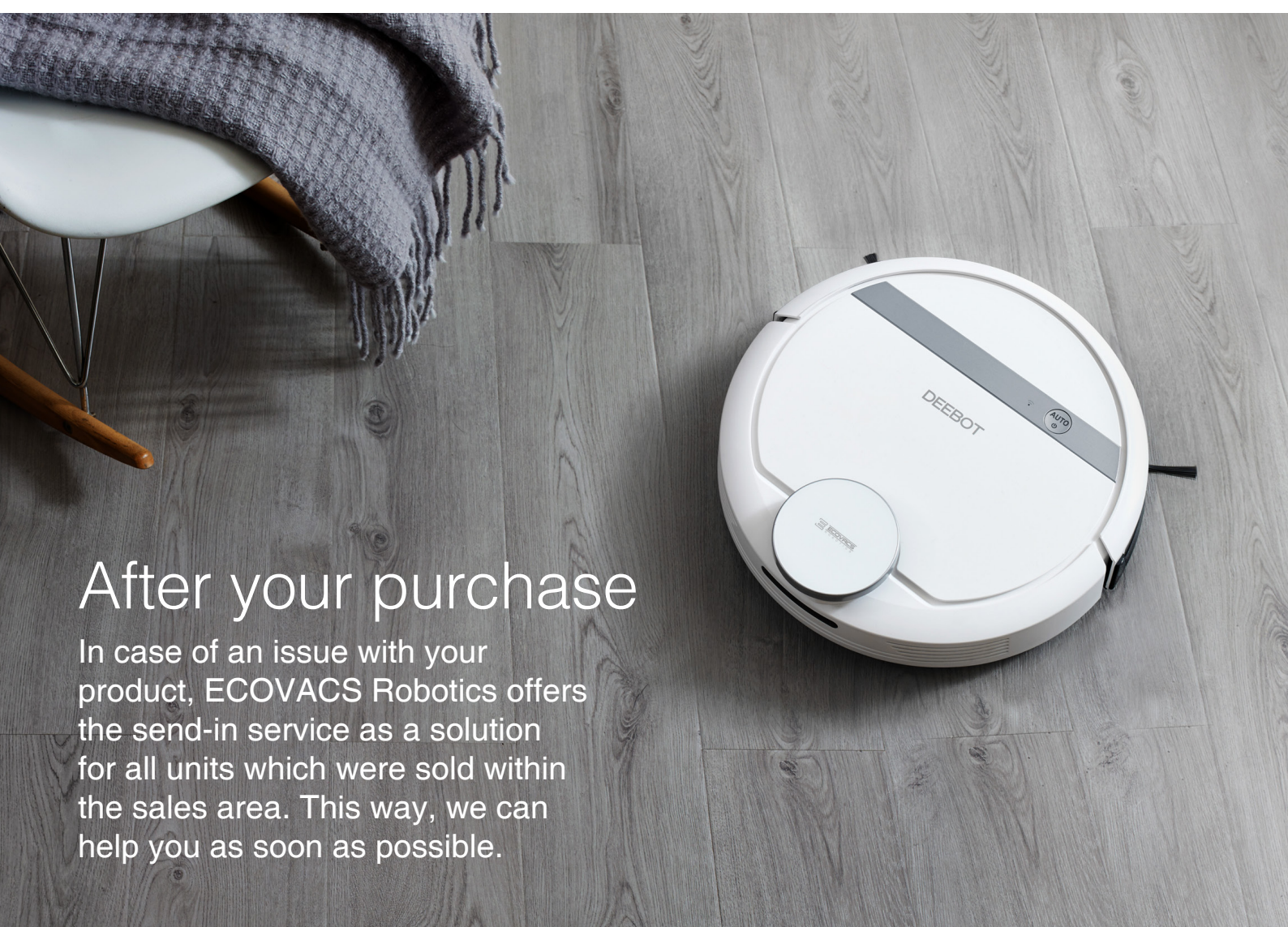
# We are gladly there to help!



## Before your purchase

In order for you to make an appropriate decision on your purchase, we are trying to provide you the best information regarding our products. In addition, we offer a personal consultation by our qualified service team.

☎ 0800 38089 (gratis)  
✉ [service-be@ecovacs-europe.com](mailto:service-be@ecovacs-europe.com)



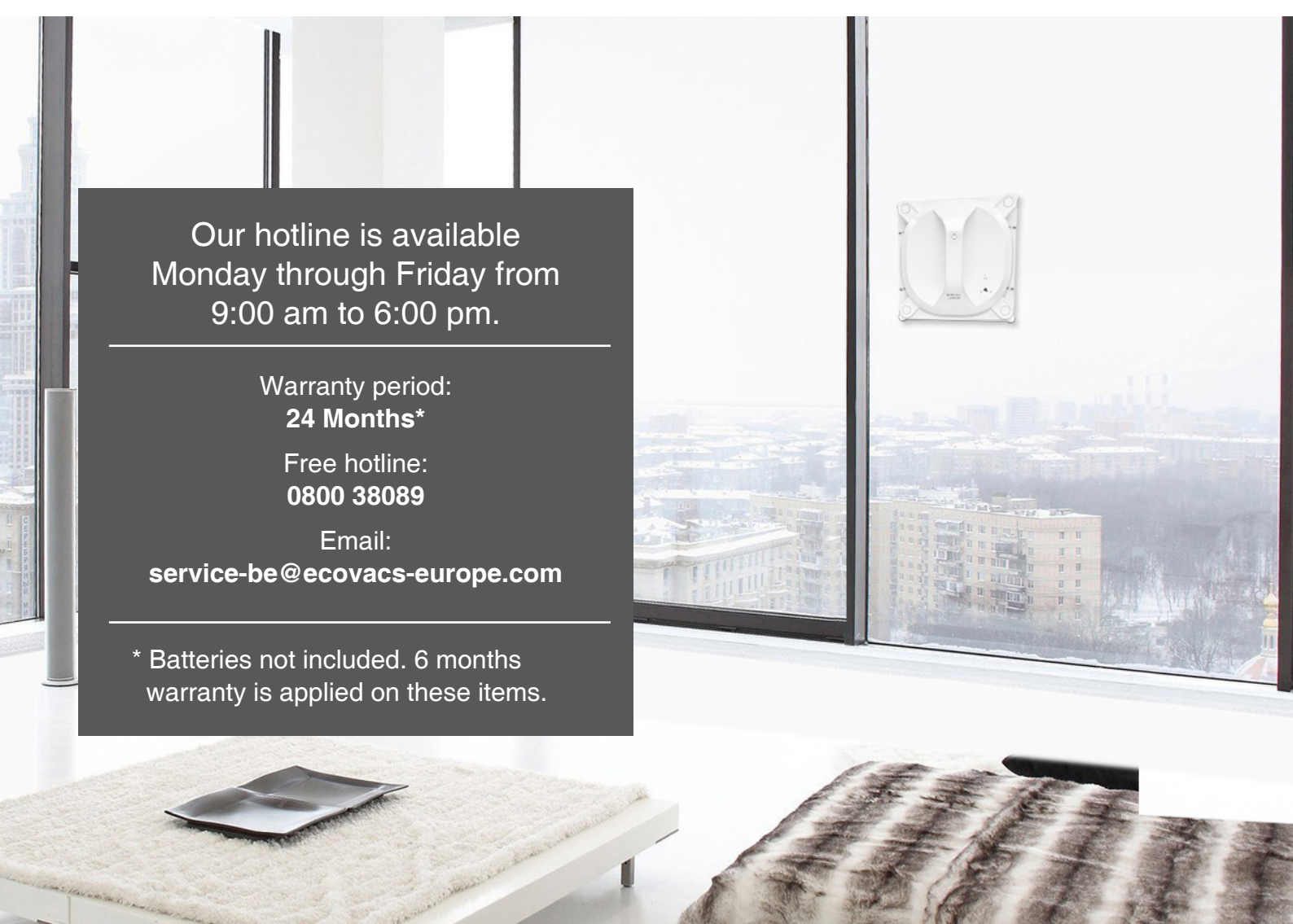
## After your purchase

In case of an issue with your product, ECOVACS Robotics offers the send-in service as a solution for all units which were sold within the sales area. This way, we can help you as soon as possible.

## Send-in Service



In case your request could not be resolved with a phone call, you will receive a parcel stamp which you can use to ship the product whenever you wish. Please pay attention to a transport-safe packaging. For further questions, we are also happy to assist you via our hotline or e-mail.



Our hotline is available Monday through Friday from 9:00 am to 6:00 pm.

Warranty period:  
**24 Months\***

Free hotline:  
**0800 38089**

Email:  
**[service-be@ecovacs-europe.com](mailto:service-be@ecovacs-europe.com)**

\* Batteries not included. 6 months warranty is applied on these items.

## What do I have to do as a customer in a warranty case?

Please contact our technical hotline in case of a product defect.



After describing the problem to our employee, an attempt is made to fix the issue immediately by instructions which are given through the phone.



If this is not possible, you will receive a parcel stamp via our hotline which will allow you to send your product to the repair workshop, for free.



This ensures the greatest flexibility in shipping for you as a customer, since you do not have to wait for a pickup.



After successfully repairing the product, it will be returned to you by our partner.