

Customer Service Process

90 days*

DOA
(Defect on Arrival)

2 years*

IW
(In-Warranty)

Contact customer service for all troubleshooting requirements

Retailer or consumer to provide all details to customer service for RMA# to be issued

Customer service to review

Contact customer service for all troubleshooting requirements AND Supply ALL RELEVANT INFORMATION to call centre including proof of purchase, videos and images to support

Customer service to provide troubleshooting

ECOVACS customer service to provide RMA approval number for replacement

Product fixed and working

Reseller to request return from Dicker Data and email returns.authorities.dickerdata.co.nz

Return faulty unit through returns process



Replacement

Refund

Retailer to provide replacement unit to customer

| SKU | Warranty Period* |
|--------------------------------|------------------|
| DEEBOT XT1 OmniCyclone | 30 months |
| DEEBOT X8 PRO OMNI | |
| DEEBOT T50 MAX PRO OMNI | |
| DEEBOT T50 PRO OMNI | |
| DEEBOT IN20 PRO PLUS | 24 months |
| WINBOT W1 PRO OMNI | |



Customer Service

0800 447 918

Mon-Fri 10:00am – 7:00pm
support.nz@service.ecovacs.com

*Warranty period differs between each model. Voluntary and extended warranties do not override or alter consumer's statutory rights.

Please ensure ALL relevant information below is provided when raising an DOA or warranty claim:

- Proof of purchase/Receipt
- Unit serial number – (ROBOT not OMNI/AES Station)
- Detailed fault description (including all images and/or videos to support)
- ECOVACS issued RMA# (if provided)

DOA Process- 90 days from Customer Purchase

1. Customer (or authorised reseller on behalf of customer) contact ECOVACS customer service for trouble shooting and support.
2. If ECOVACS deem the unit DOA, an RMA approval number will be issued.
3. Authorised reseller can refund/replace the unit for the customer and return the faulty unit through standard returns process with **ALL relevant information and RMA approval #**.

In Warranty Process

1. Customer (or authorised reseller on behalf of customer) contact ECOVACS customer service for trouble shooting and support.
2. If issue remains unresolved, **ALL relevant information** requested from ECOVACS customer service MUST be provided. This includes the customer invoice, unit serial number (robot), detailed fault description including images and videos to support.
3. ECOVACS to assess and review unit fault (3-5 working days) once all information is received.
4. Once the unit is deemed faulty and within the warranty period, an RMA approval number will be issued.
5. Reseller to request approval for return by emailing returns.authorities@dickerdata.co.nz with **ALL relevant information including RMA#**.
6. Dicker Data NZ to confirm approval and advise replacement from store stock.
7. Retailer to return the faulty unit back through the returns process to Dicker Data NZ.

Out of Warranty Process

1. Customer (or authorised reseller on behalf of customer) contact ECOVACS customer service for trouble shooting and support with **ALL relevant information**.
2. Customer service to provide troubleshooting.



Customer Service

You can also contact us via Live Chat through the
ECOVACS HOME APP under Help & Feedback.

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