

Limited Warranty

Jackery Inc. warrants to the original consumer purchaser that the Jackery product will be free from defects in workmanship and materials under normal consumer use during the applicable warranty period identified in the 'Warranty Period' section below, subject to the exclusions stated below.

This warranty statement sets forth Jackery's total and exclusive warranty obligation. We will not assume, nor authorize any person to assume on our behalf, any other liability in connection with the sale of our products.

Warranty Period: The warranty period varies by product.

- 5 + 2 (Optional) year warranty*: Jackery 5000 Plus Series and Smart Transfer Switch.
  *Option to purchase a 2-year extended warranty when registering on Jackery.com. For more details, please visit our official website.
- 5-year limited warranty: Jackery SolarSaga 500 X solar panel.
- 3 + 2 year warranty*: Jackery 3000 Pro Series/2000 Plus Series/2000 v2 Series/1000 Plus Series/1000 v2 Series/880 Pro Series/600 Plus Series/300 Plus Series/SolarSaga 200W/100W/100 Prime/40W mini.
  *Complimentary 2-year extension when registered on Jackery.com.
- 2 + 1 year warranty*: Jackery 1500 Series/880 Series/550 Series/290 Series/SolarSaga 100W mini.
  *Complimentary 1-year extension when registered on Jackery.com.
- 2-year limited warranty: Jackery 100 Plus.
- 6-month limited warranty: Transfer Switch.

Software Support Period

During the lifespan/warranty of the device, the software maintenance service is provided.

Exchange

Jackery will replace (at Jackery's expense) any Jackery product that fails to operate during the applicable warranty period due to a defect in workmanship or material. A replacement product inherits the remaining warranty of the original.

Exclusions

Jackery's warranty does not apply to:

- Products that are misused, abused, modified, damaged by accident, or used for purposes other than normal consumer use as authorized in Jackery's current product literature.
- Any attempted repair by anyone other than an authorized facility.
- Any product purchased through an online auction house.
- Jackery's warranty does not apply to the battery cell unless it is fully charged by you within seven days after the purchase and at least once every 6 months thereafter.

Customer Support: hello@jackery.com or +1-888-502-2236 Weekdays 9AM to 5PM PST