

EcoCharge Portable Solar Battery

EcoTech Gear

1. Company FAQ – EcoTech Gear

Q: What does EcoTech Gear specialize in?

A: We design and manufacture sustainable, portable power solutions for outdoor enthusiasts, emergency preparedness, and off-grid living.

Q: Where are your products made?

A: Our products are designed in the U.S. and assembled in certified facilities in Southeast Asia.

Q: Do you provide warranty coverage?

A: Yes, all EcoTech Gear products come with a 1-year limited warranty.

Q: Can the EcoCharge 2000 charge a laptop or tablet?

A: The EcoCharge 2000 is designed primarily for smartphones, tablets, GPS devices, and small electronics. It can charge some low-power laptops via USB-C, but it's not intended to replace a dedicated laptop charger.

Q: How long does it take to fully charge using solar power?

A: Solar charging is best used as a backup. In direct sunlight, it may take 30+ hours to fully charge the 20,000 mAh battery. We recommend using USB for daily charging and solar for emergencies.

Q: Can I charge multiple devices at the same time?

A: Yes, the EcoCharge 2000 supports charging up to 3 devices simultaneously via its dual USB-A ports and USB-C port.

Q: Is it safe to use in the rain or snow?

A: Yes. With its IP67 waterproof rating, the EcoCharge 2000 can withstand splashes, rain, and dust. However, it should not be submerged in water.

Q: How do I clean the solar panel?

A: Wipe the panel gently with a soft, dry cloth. For tougher debris, use a lightly dampened cloth. Avoid abrasive materials and chemical cleaners.

Q: Does the battery lose charge over time if unused?

A: Yes, like all lithium-ion batteries, a small amount of charge loss occurs over time. We recommend charging the EcoCharge at least once every 3 months if not in use.

Q: Is the flashlight bright enough for night hiking?

A: The built-in LED flashlight is bright enough for short walks, campsite use, or emergency signaling. It includes an SOS mode for added safety.

2. Product Specification – EcoCharge 2000

- **Product Name:** EcoCharge 2000
- **Type:** Portable Solar Power Bank
- **Battery Capacity:** 20,000 mAh (enough to charge a smartphone 5–6 times)

- **Charging Ports:**
 - USB-C (Input/Output)
 - Micro-USB (Input)
 - 2 × USB-A (Output)
 - **Charging Methods:**
 - Wired: via USB-C or Micro-USB (fast charging supported)
 - Solar Panel: built-in 1.5W panel for emergency solar charging
 - **Additional Features:**
 - Built-in LED flashlight with SOS mode
 - Carabiner loop for backpacks
 - Battery status LED indicator
 - **Durability:**
 - Waterproof rating: IP67
 - Shock-resistant and dustproof design
 - **Size & Weight:**
 - Dimensions: 145mm x 75mm x 25mm
 - Weight: 450g
 - **Color Options:** Black, Forest Green, and Sunset Orange
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3. Shipping Policy

We ship worldwide and offer affordable delivery options:

- **Processing Time:** All orders are processed within 1–2 business days.
 - **U.S. Domestic Shipping:**
 - Standard: 3–5 business days (Free on orders over \$50)
 - Expedited: 1–2 business days (Additional fees apply)
 - **International Shipping:**
 - Delivery time: 7–14 business days
 - Customs and import fees may apply depending on destination
 - **Tracking:** Tracking numbers are provided via email once your order is shipped.
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4. Return & Warranty Policy

Your satisfaction matters. If you're not completely happy with your EcoCharge, here's how we help:

- **Return Period:** 30-day money-back guarantee
 - **Conditions:** Items must be unused and in original packaging
 - **Defective Products:** Return shipping is free if the product is defective or incorrect
 - **Warranty:**
 - 1-year limited warranty covers battery performance and manufacturing defects
 - Does not cover damage due to misuse or normal wear and tear
 - **To Initiate a Return or Warranty Claim:**
 - Email: support@ecotechgear.com
 - Include your order number and a brief description of the issue
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5. Product Overview – EcoCharge 2000

EcoCharge 2000 – Power That Moves With You

Stay charged, no matter where the road takes you. The **EcoCharge 2000** is a rugged, solar-powered battery bank built for adventurers, travelers, and anyone who values reliable energy. With dual fast-charging ports and a high-capacity battery, you can recharge smartphones, cameras, GPS units, and more—even off the grid.

Whether you're **camping in the woods**, **facing a power outage**, or **trekking through remote areas**, the EcoCharge 2000 offers peace of mind with weather-resistant housing and solar backup when you need it most.