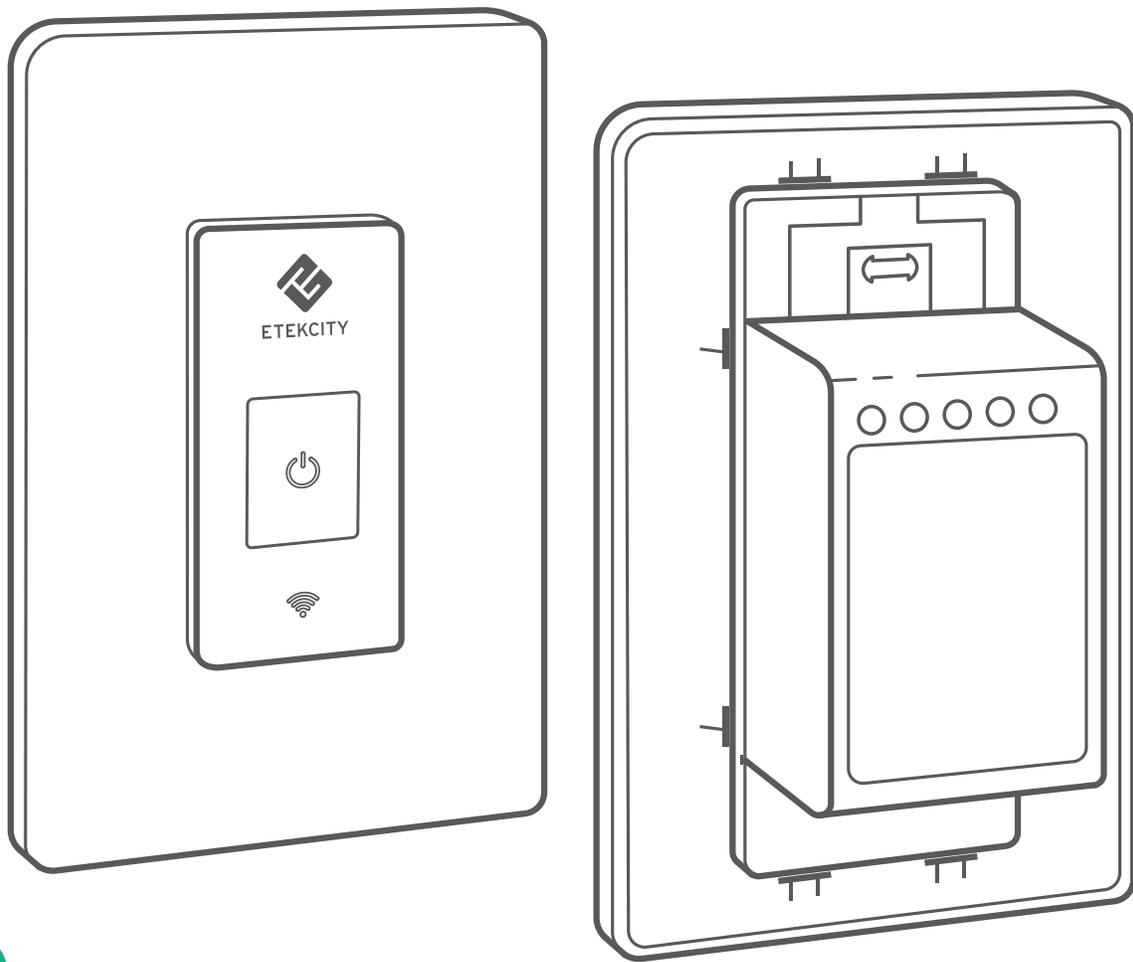




Smart WiFi 3-Way Light Switch

Model: ESWL03

User Manual



Questions or Concerns?

Mon-Fri, 9:00 am-5:00 pm PST/PDT
support@etekcity.com • (855) 686-3835

Thank you for purchasing the Smart WiFi 3-Way Light Switch by Etekcity.

The smart light switch is a standard multi-way wall light switch that can be controlled with your iOS™ or Android™ smartphone. With the VeSync app, connect the smart light switch to your home WiFi network to control your lights and create custom lighting automations from anywhere, at any time.

If you have any questions or concerns, please reach out to our helpful Customer Support Team at **support@etekcity.com**. We hope you enjoy your new smart light switch!

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Better products for better living.

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Specifications

| | |
|---|---|
| Dimensions | 4.92 x 3.14 x 1.67 in / 12.5 x 8 x 4.25 cm |
| Communication Mode | IEEE802.11b/g/n (WiFi) |
| Communication Frequency | 2.4GHz |
| Wireless Distance (Switch to Router) | 98-164 ft / 30-50 m (max visible range) |
| Maximum Switch Current | 15A / 1800W |
| Power | 120V, 60Hz |
| Maximum Load | 1800W incandescent |
| Operating Environment | 14°-104°F / -10°-40°C |
| Storage and Transportation Environment | -4°-158°F / -20-70°C |
| Compatible Systems | iOS™ 8.0 or higher / Android™ 4.3 or higher |

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Safety Information

To reduce the risk of injury and/or damage to these light switches, please read and follow all instructions and safety guidelines in this manual.

Installation

WARNING: RISK OF ELECTRIC SHOCK OR FIRE.

- Before installing and wiring, **TURN OFF POWER** by locking the appropriate circuit breaker in the OFF position or removing the appropriate fuse. Use a non-contact voltage tester to ensure all electrical power is off. Installing and wiring with active electrical power may result in serious injury or death.
- **Only** install the smart light switch if you are comfortable with electrical work. If not, contact a qualified electrician. Improper installation significantly increases risk of fire, electric shock, and other injuries.
- The smart light switch must be installed and used in accordance with the National Electric Code (NEC) or your local electrical code.
- **Do not** install the smart light switch with wet hands or when standing on wet or damp surfaces.

Note: *Etekcitey cannot guarantee the quality of installation, and cannot cover associated costs.*

General Safety

- **Only** use your smart light switch to control incandescent, LED, halogen, and compact fluorescent light bulbs. Using your smart light switch for other purposes may result in serious injury, property damage, or death.
- **Only** use indoors, in a dry location with ambient temperature controls, avoiding extreme heat and freezing temperatures.
- **Do not** modify the smart light switch hardware or software. This may cause injury or property damage, and will void the warranty.
- Household use **only**.

**SAVE THESE
INSTRUCTIONS**

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Product Requirements

- In-wall installation with hardwired connections.
- Neutral wire.

Note: *The smart light switch is not suitable for a single-wire switch box.*

- 3-way switches. The electrical box should be more than 2 inches deep.

Note: *3-way switching is when a light can be controlled from 2 locations. This is most commonly seen in hallways, staircases, and living rooms. In this configuration, you can turn the light on and off from either location.*

- A smartphone running iOS 8.0 or higher, or running Android 4.3 or higher.
- A 2.4GHz WiFi connection (supports 802.11b/g/n standard).

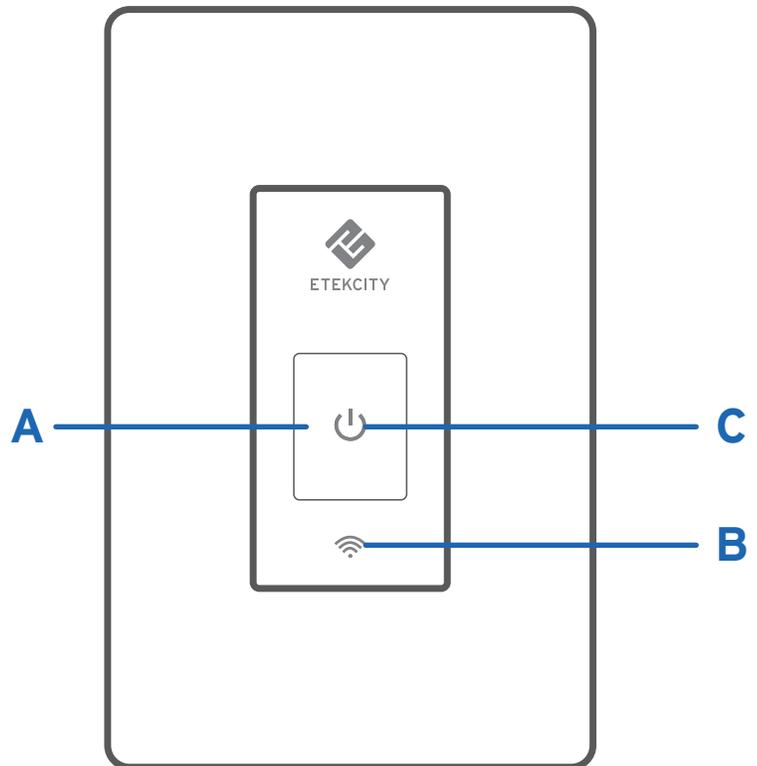
Note: *The smart light switch is compatible with incandescent, LED, halogen, and compact fluorescent light bulbs.*



Product Diagram

Front

- A.** Power Button
- B.** WiFi Indicator
- C.** On/Off Indicator



Power Indicator

- After installation, the light switches and the On/Off Indicator will be off.
- Press  to turn the light on and off.
- The On/Off Indicator will light up when the light is off.

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WiFi Indicator

| WiFi Indicator Status | |
|--|---|
| WiFi Indicator | Status |
| WiFi Indicator is off | Smart light switch is not configured. |
| | WiFi Indicator is turned off in the VeSync app. |
| WiFi Indicator is solid white | Smart light switch configuration was successful. |
| WiFi Indicator blinks 1 time per second | Smart light switch is in Configuration Mode (see page 19). |
| WiFi Indicator blinks 4 times per second (for 10 seconds) | Smart light switch has been reset (see page 48). |
| WiFi Indicator blinks 2 times per 5 seconds | Smart light switch has not connected with router. |
| WiFi Indicator blinks 1 time per 5 seconds | Smart light switch has connected with router, but is not connected to the internet. |



Installation

What You'll Need

- Non-contact voltage tester
- Wire nuts (twist-on wire connectors)
- Pliers
- Philips screwdriver
- Flathead screwdriver
- Insulated gloves

CAUTION:

- **Only** install the smart light switch if you are familiar and comfortable with electrical work. If not, contact a qualified electrician. Improper installation significantly increases risk of fire, electric shock, injuries, or even death.
- Wear insulated gloves while installing the smart light switch.

Note: *The smart light switch is a multi-way switch meaning that it can be controlled by more than 1 light switch.*

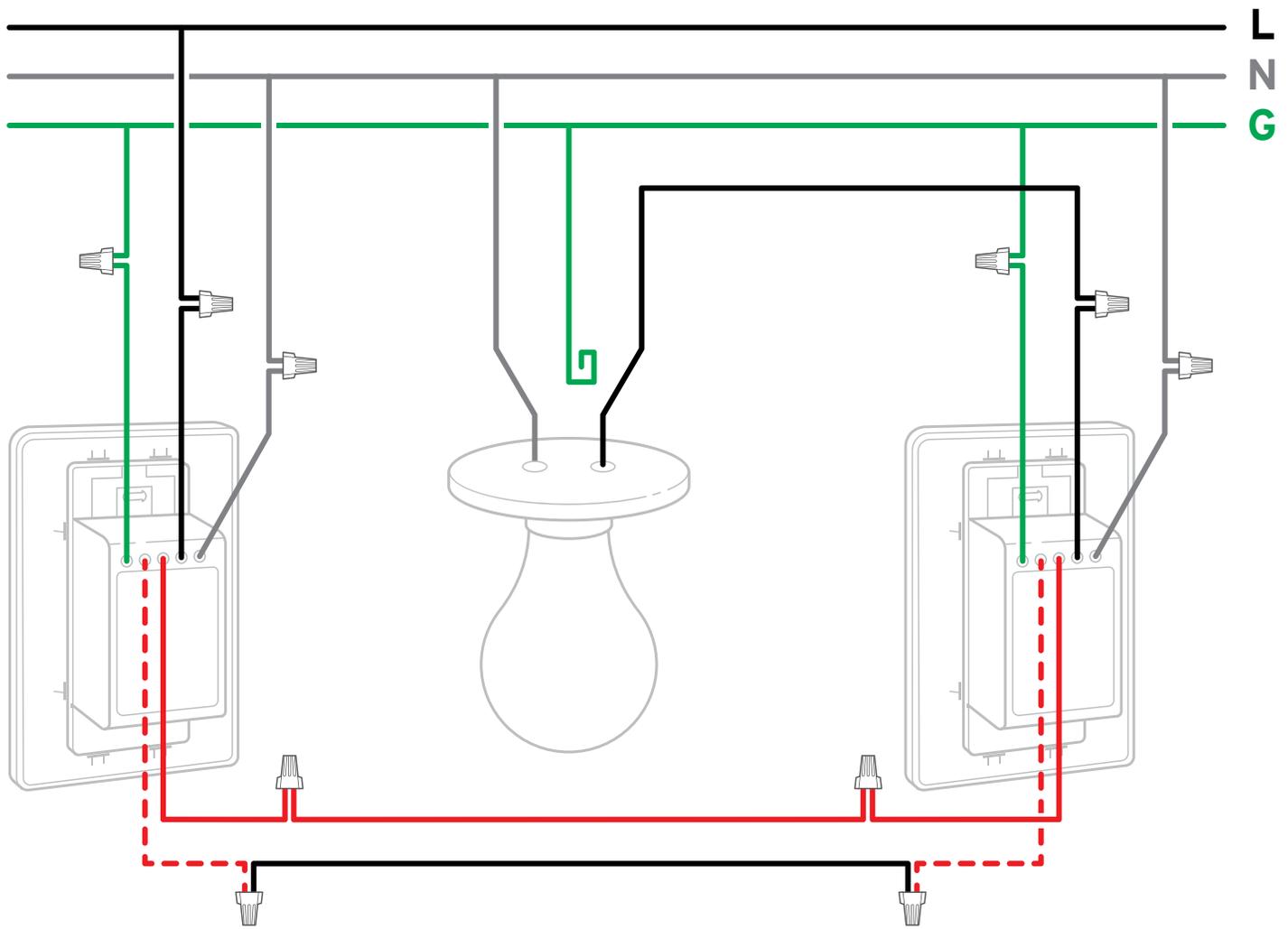
Checking Wires

1. Use the voltage tester to test a powered electrical cable to make sure the voltage tester is working. If the voltage tester lights up, it's working.
2. To avoid risk of electric shock, before installation, **TURN OFF THE POWER** by turning off the circuit breaker.

Note: *You may need to shut off more than 1 circuit breaker or switch to make sure the power is off.*

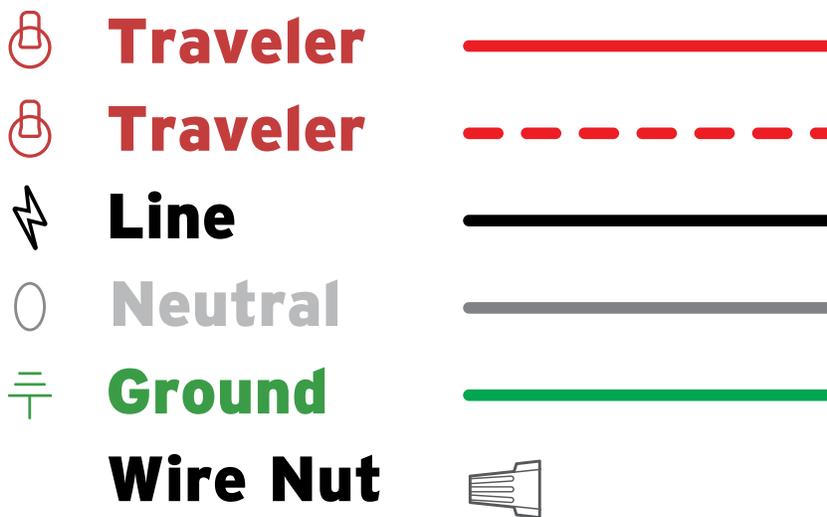
3. Unscrew and remove the faceplate from the old light switch. **Do not** detach the wires yet.
4. Use the voltage tester to test around the old light switch, and flip your light switch on and off a few times to make sure that the power is **OFF**. The voltage tester should not light up, and the light should not turn on.
5. Unscrew and pull out the old light switch (without detaching the wires).
6. Check to see if there are 5 wires connected to your old light switch. These wires are the ground, 2 travelers, a line (or "live"), and neutral wires. If you do not see 5 wires in the junction box, the smart light switch may not be compatible. You can check other light switches in your home to see if there are any compatible light switches, or contact an electrician to install the light switch.

Connection Schematic



**3-Way
Switch A**

**3-Way
Switch B**



About the Wires



Wire Nuts

- These cap-like objects, also known as twist-on wire connectors, connect wires together.



Traveler

- These wires connect the 2 light switches together and allow power to pass between them. 1 of the 2 wires always carries current when the power is on. All 3-way switches have 2 traveler wires.



Line ("Live")

- **Switch A:** This wire carries power into the circuit from the main service panel. This is the source of power for your light and will always carry current, regardless of how the light switches are configured.
- **Switch B:** This wire carries power from the light switches to the light fixture. This wire will only carry current when the light is on. All light switches have a live wire.

CAUTION:

- **Never** twine the traveler wire and the live wire together or connect them both to the power line.
- **Never** connect the neutral wire with any other wire.



Neutral

- Some old light switches do not have a neutral wire. However, a neutral wire is required to install this smart light switch. This is because the smart light switch needs to be powered on at all times to operate.
- If you cannot find a neutral wire in your light switch junction box, contact a qualified electrician to rewire the light switch.

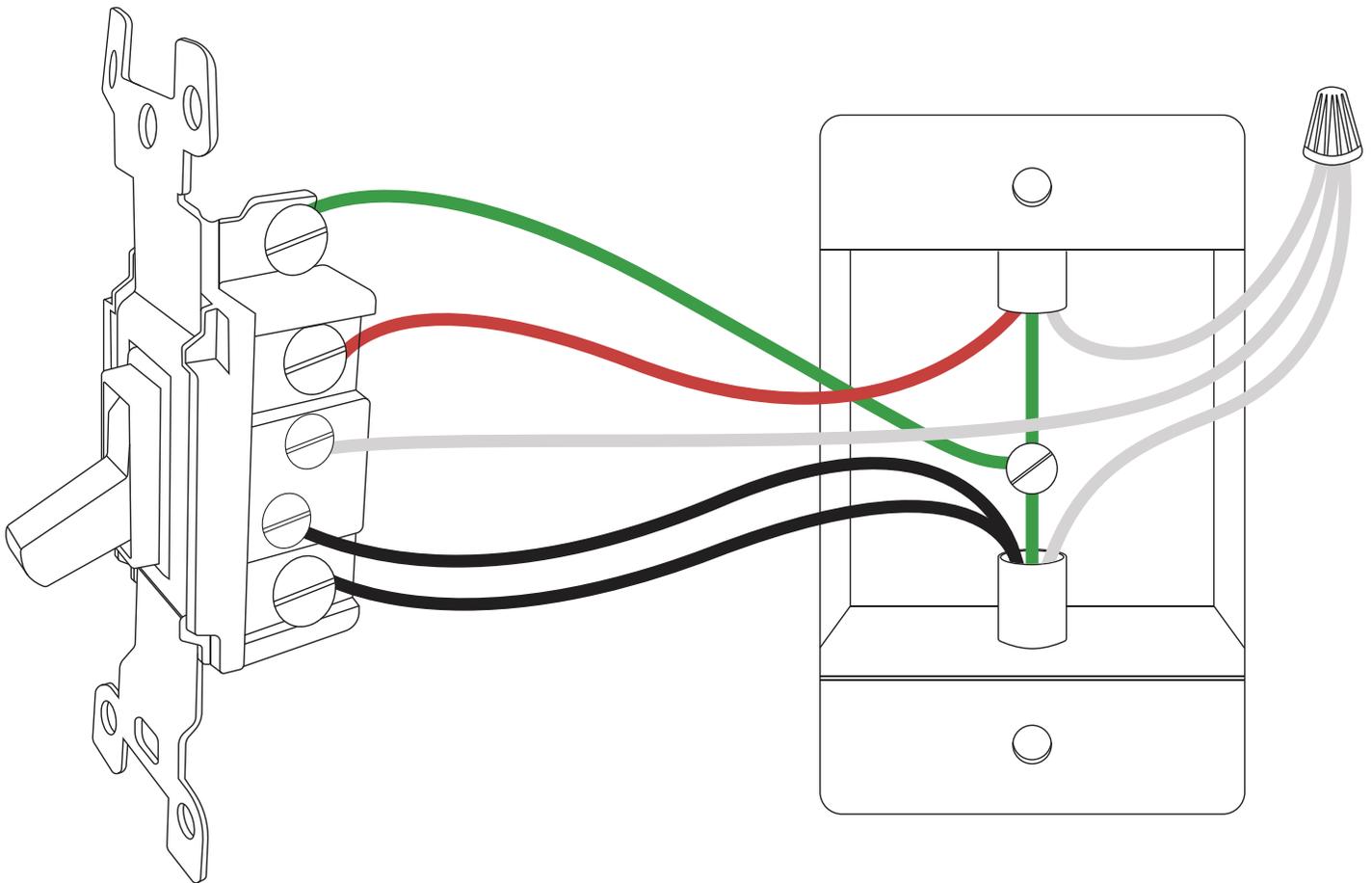


Ground

- A ground wire is not required for the smart light switch to work, as not all light switches need ground wires.
- However, if a ground wire is present, it **must** be connected to the smart light switch.

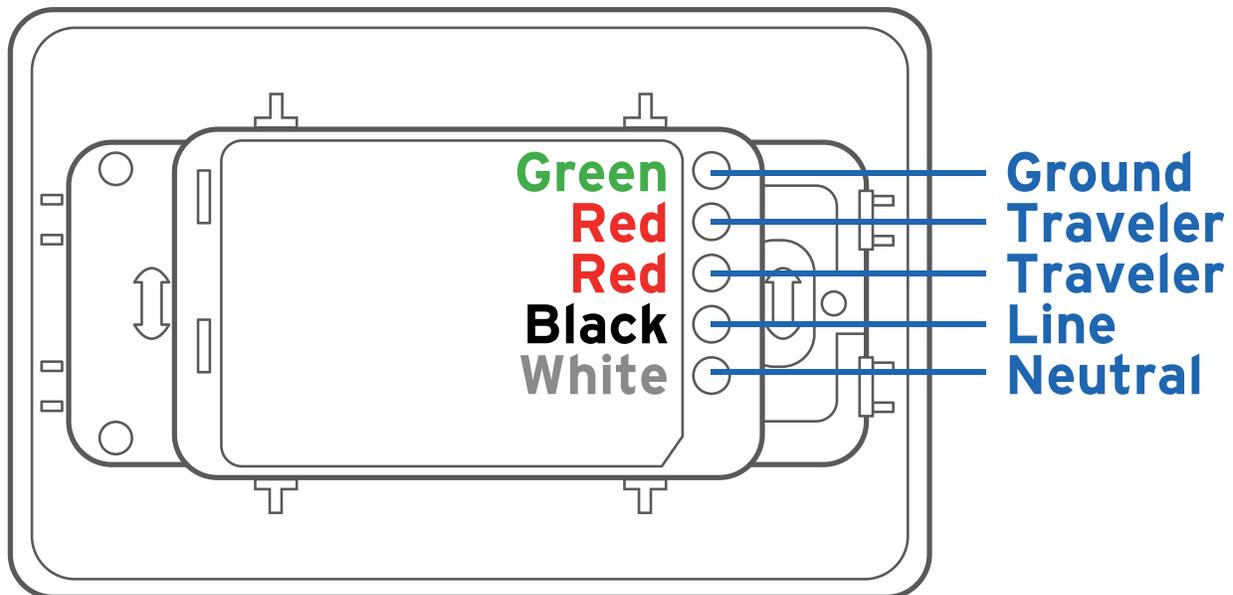
Removing the Old Light Switch

1. After taking off the faceplate and checking the wires, use the voltage tester again to test for any current around the wires.
2. Straighten out the 5 wires.
3. Unscrew a wire from the old light switch. Use pliers to straighten the wire. Then, screw a wire nut on that wire.
4. Follow the same steps for the other 4 wires.



Installing the Smart Light Switch

1. Make sure you understand the 5 wires on your smart light switch and the wires inside the junction box. Check the labels on the light switch next to each wire.



2. Connect the white wire from switch A to the neutral wire, which is usually white, and screw a wire nut tightly on the end.

Note: *If you cannot tell the difference between the black live wire and black traveler wire, contact a licensed electrician.*

Do not continue installation.

3. For extra safety, wrap electrical tape around the wires to make sure the copper conductor is fully concealed.

- 4.** Connect the green wire from switch A to the ground wire, which is usually green, and screw a wire nut tightly on the end.
- 5.** Connect the black wire from switch A to cable "L" and screw a wire nut tightly on the end.
- 6.** Connect the red traveler wires from switch A to the connection wires in the junction box. These connection wires will be connected to a brass or bronze screw terminal.
- 7.** Connect the white line of the switch to the "N" line of the circuit, which is also usually white.
- 8.** Push the wires and the wire nuts back into the wall (into the junction box).
- 9.** Line up the smart light switch faceplate and screw on the mounting screws.
- 10.** Snap the smart light switch faceplate on tightly.
- 11.** Repeat steps 1-10 with switch B.
- 12.** Turn the power back on at the circuit breaker, and test the light switches by turning them on.

VeSync App Setup

Note: Due to continuing updates and improvements, the VeSync app may appear slightly different. In case of any differences, follow the in-app instructions.

1. To download the VeSync app, scan the QR code or search “VeSync” in the Apple App Store® or Google Play™ Store.

Note: For Android users, you must select **Allow** to use VeSync.

2. Open the VeSync app. If you already have an account, tap **Log In**. To create a new account, tap **Sign Up**.



Note: You must create your own VeSync account to use third-party services and products, such as the Amazon® Echo™ or Google Home™. These will not work with the guest account. With a VeSync account, you can also allow your family or friends to control your smart light switch.

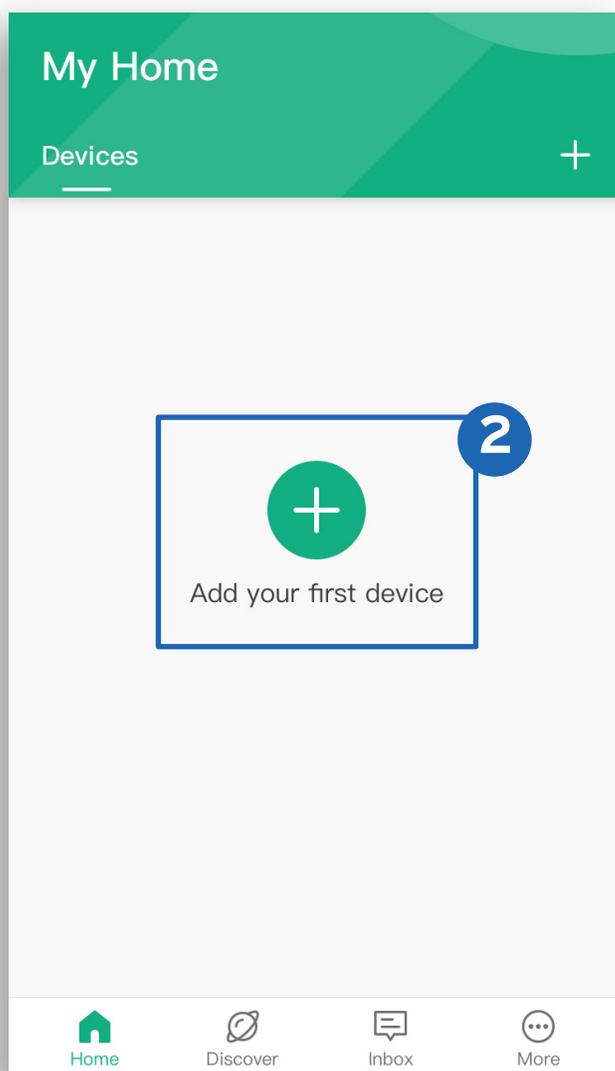
Configuration

Set up your outlet with the VeSync app.

1. Connect your smartphone to a secure 2.4GHz WiFi network.

Note: *The smart light switch can only be set up on a secure 2.4GHz network.*

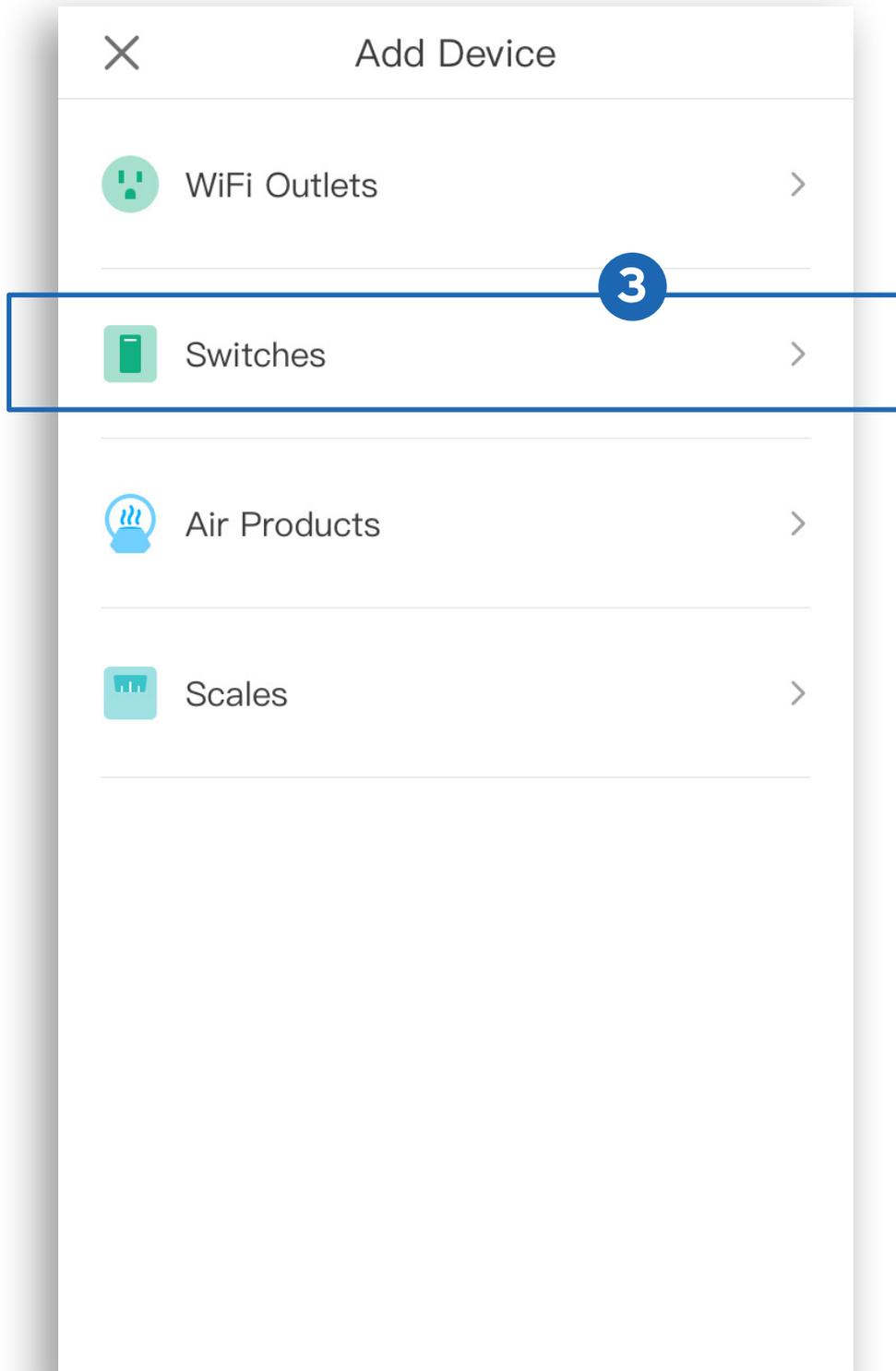
2. Tap  to add your light switch.



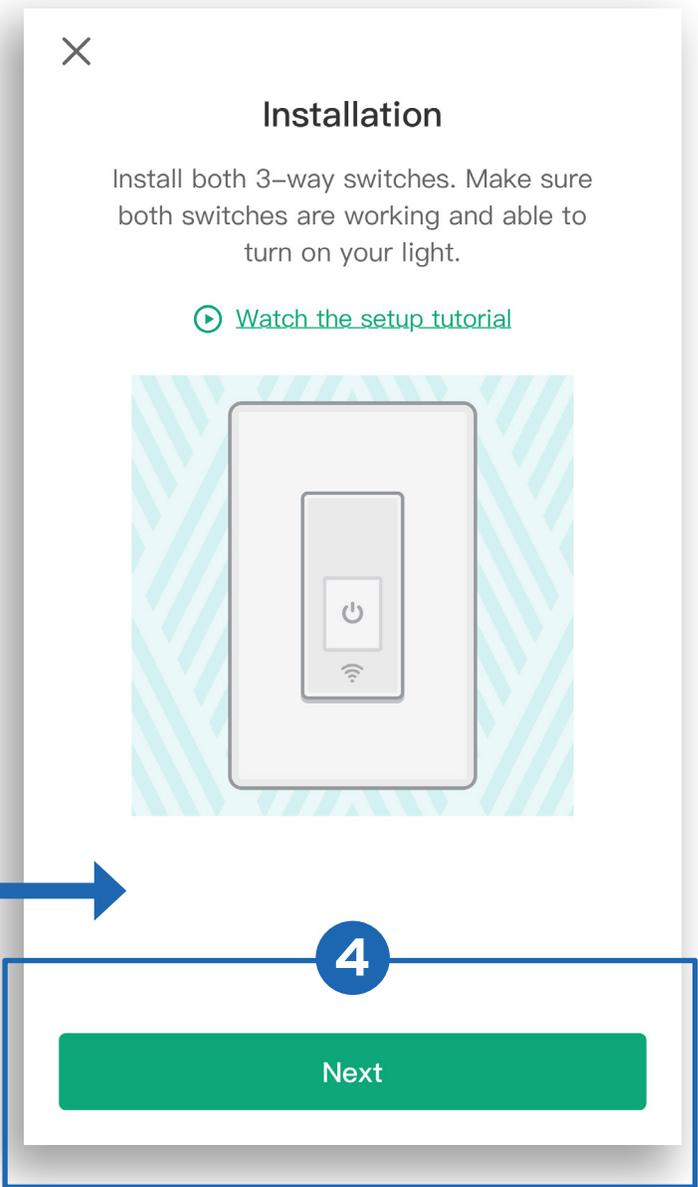
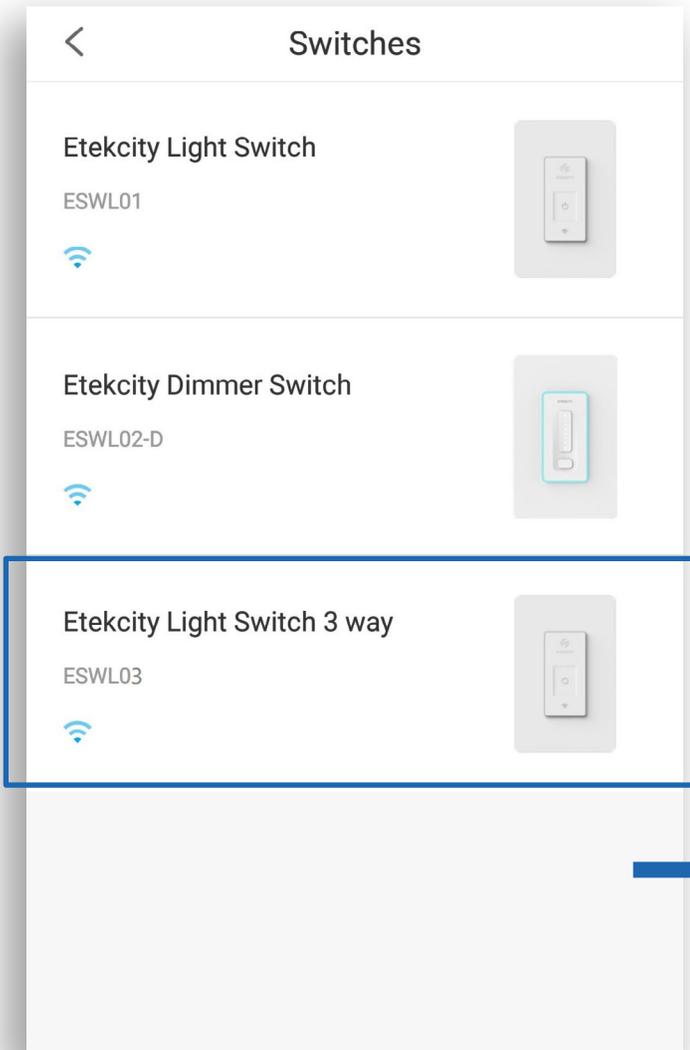
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3. Tap **Switches**.

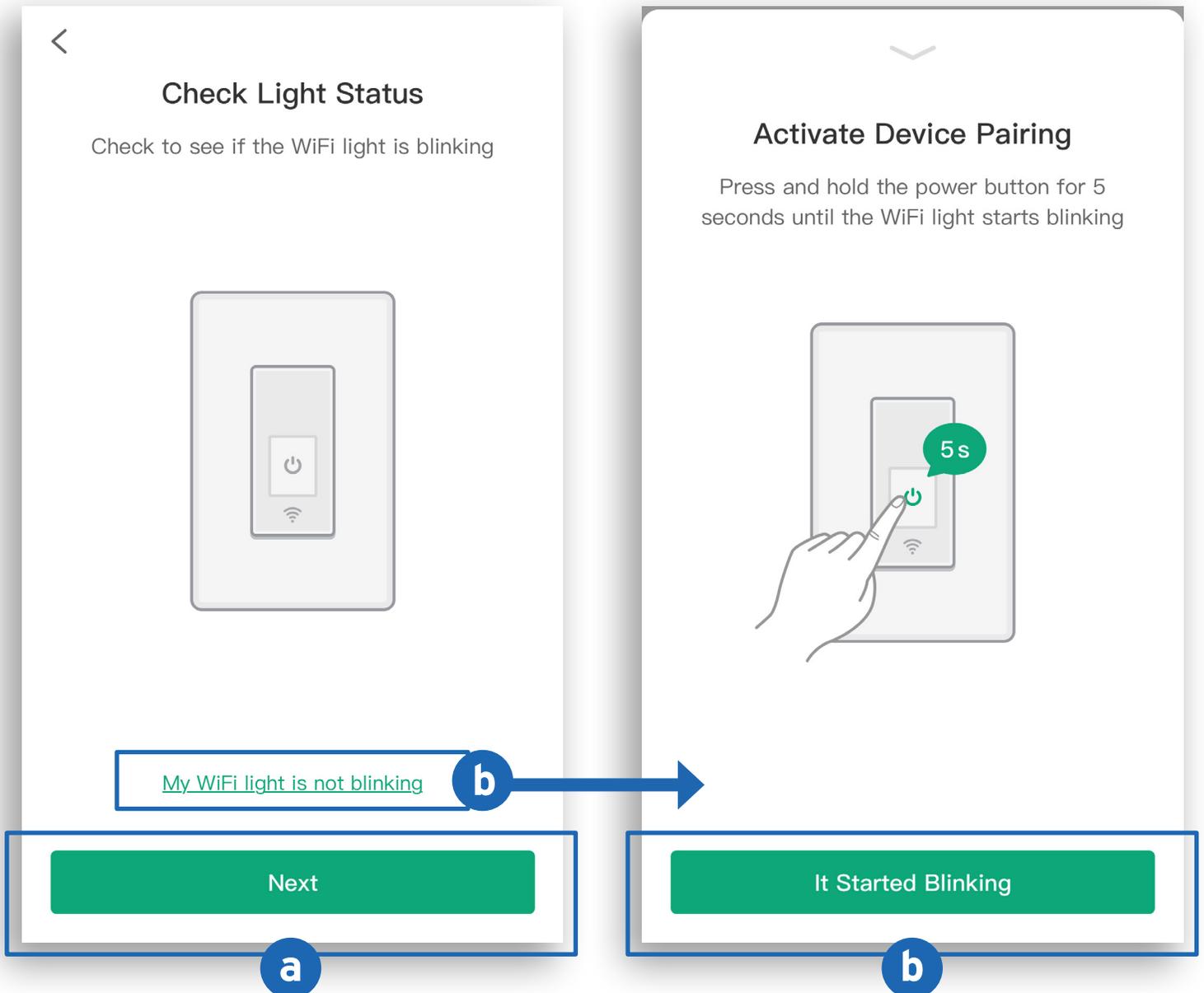


4. Tap **Etekcity Light Switch 3 way** and tap **Next**.



5. Turn on your smart light switch. The WiFi indicator should blink white (1 blink per second).
- a. If the WiFi indicator is blinking, tap **Next**.
 - b. If the WiFi indicator is not blinking, tap **My WiFi light is not blinking**. Press and hold the power button for 5 seconds until the WiFi indicator blinks. Then, tap **It Started Blinking**.

Note: Configuration Mode will turn off after 10 minutes.



6. Enter the information for your home WiFi network, then tap **Join Network**.

Note: Configuration requires a secure 2.4GHz WiFi network.

<

Join WiFi Network

Devices will only work with 2.4GHz WiFi networks. [Learn how to switch networks](#)

WiFi Name Example123

Password ●●●●●●●●●● |

Remember my password

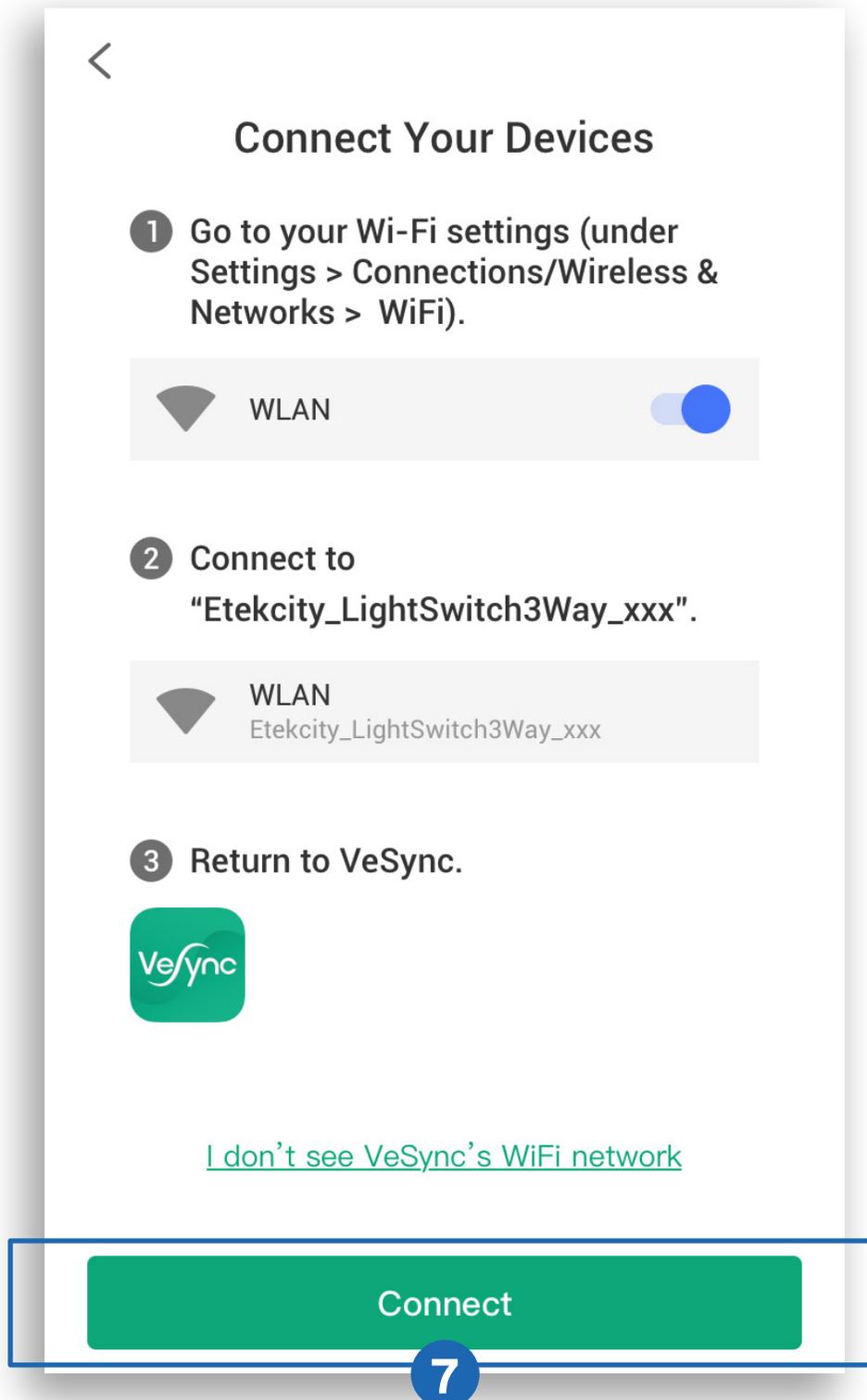
My network doesn't have a password

I have agreed to the [Terms of Use](#) and [Privacy Policy](#)

[Advanced Configuration >](#)

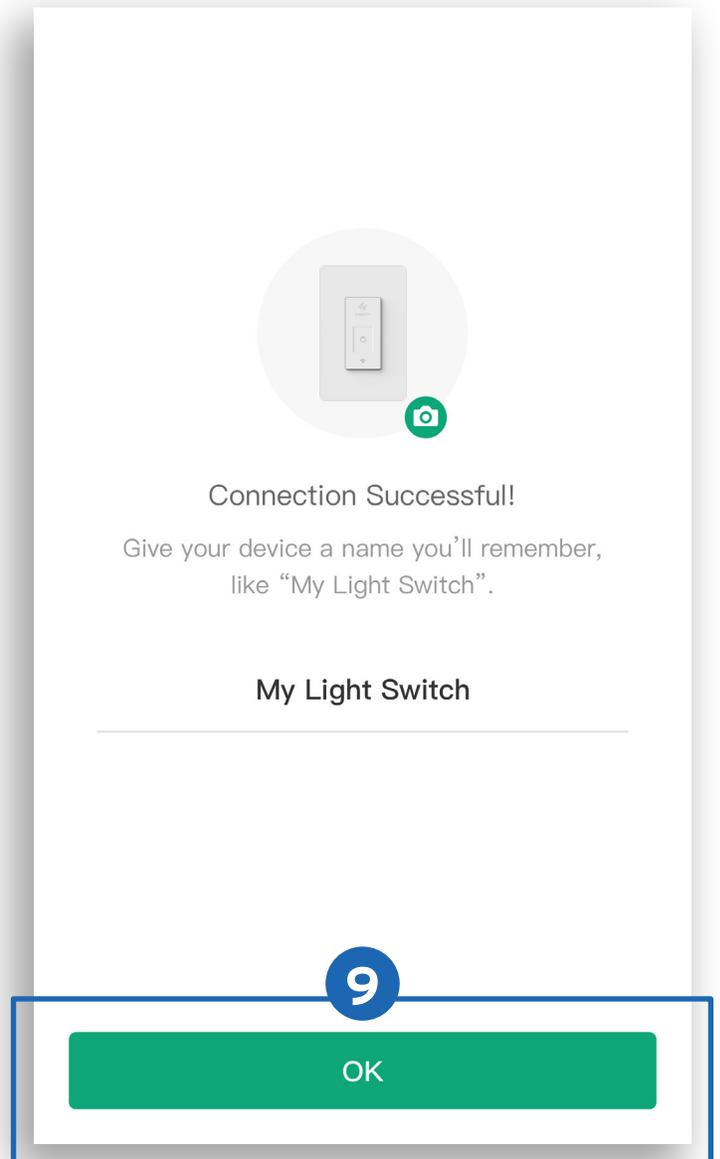
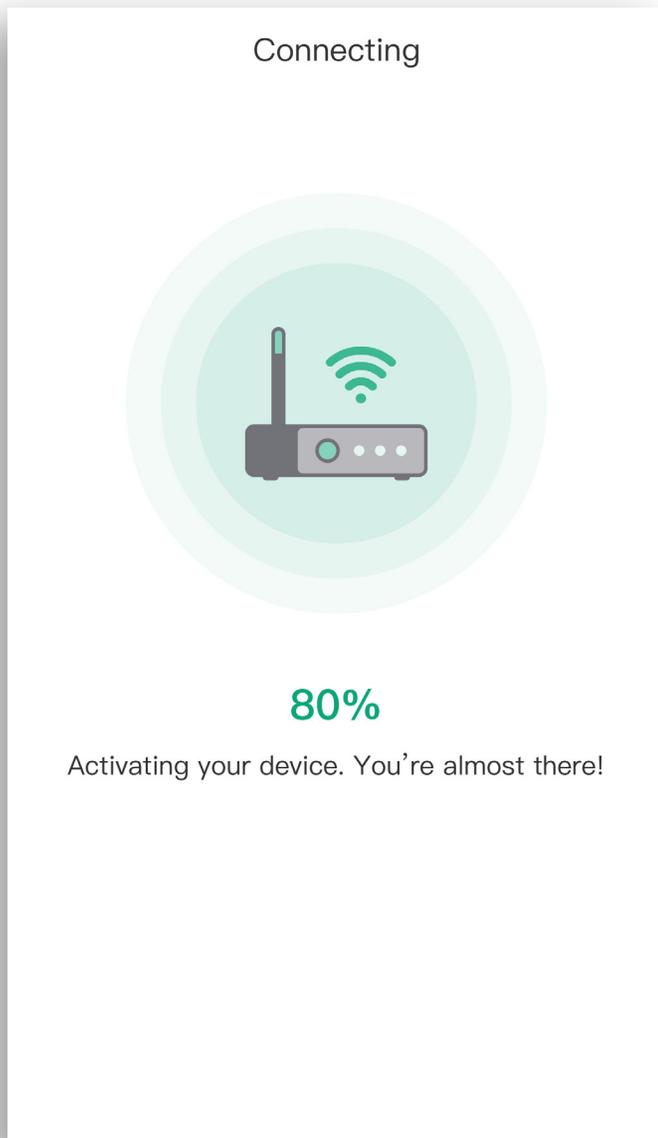
Join Network

7. Tap **Connect** and select the network that starts with “Etekcity”.



8. Wait for the app to connect.
9. Give your light switch a unique name, or use the default name and tap **OK**.

Note: You can change the light switch name and icon at any time. Tap , then tap **Device Settings**.



Functions

Turning the Light Switch On/Off

To turn the light switch on/off:

- A. Press the power button on the switch.
- B. Tap  on the My Home screen or the smart light switch screen in the VeSync app.

Note: *The light switch will remain connected to the internet even when it is turned off.*



Device is **off**



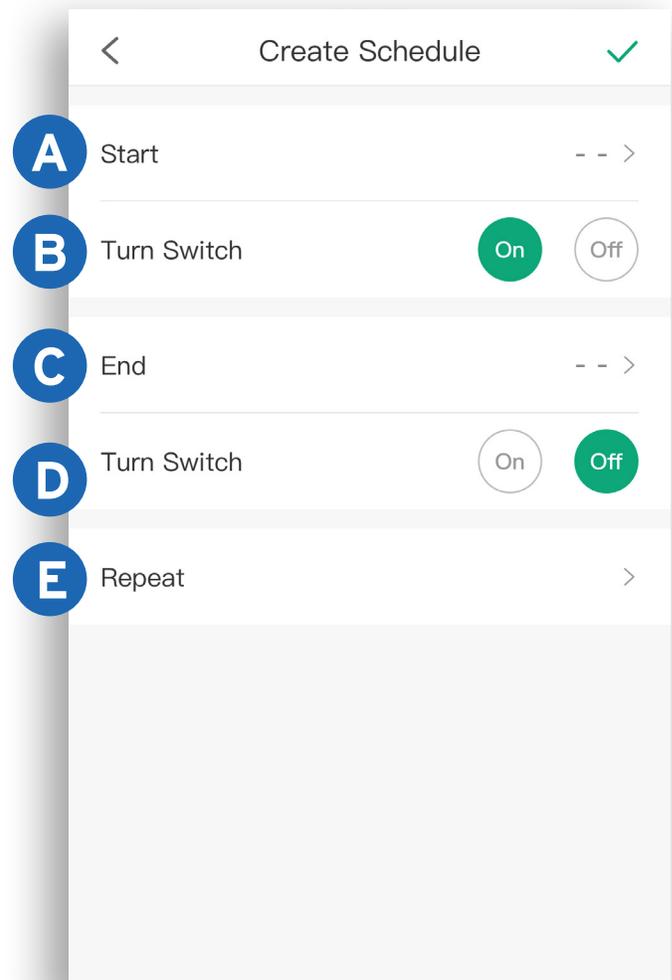
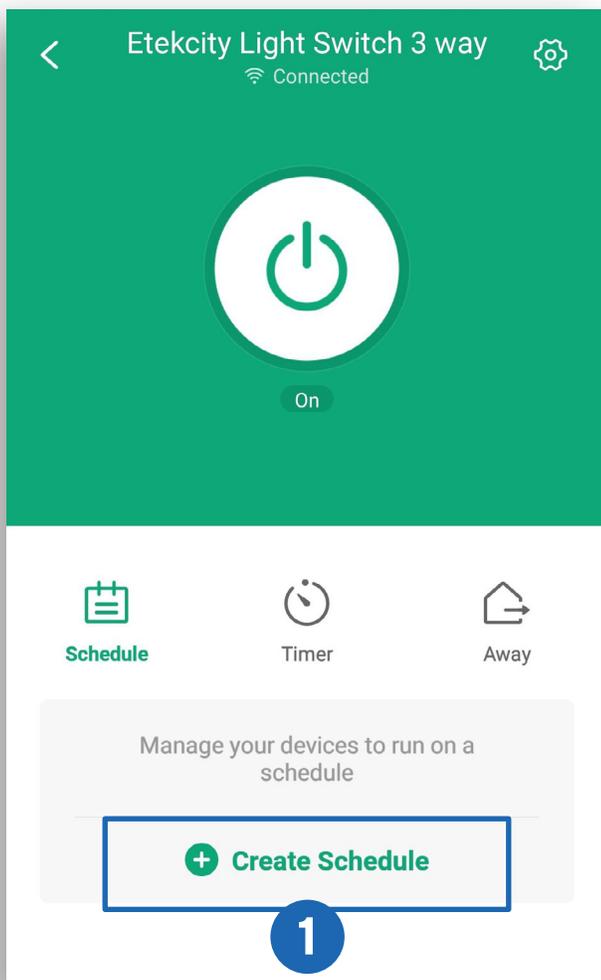
Device is **on**



Schedules

You can use a schedule to turn your smart light switch on and off.

1. Tap **Create Schedule**.

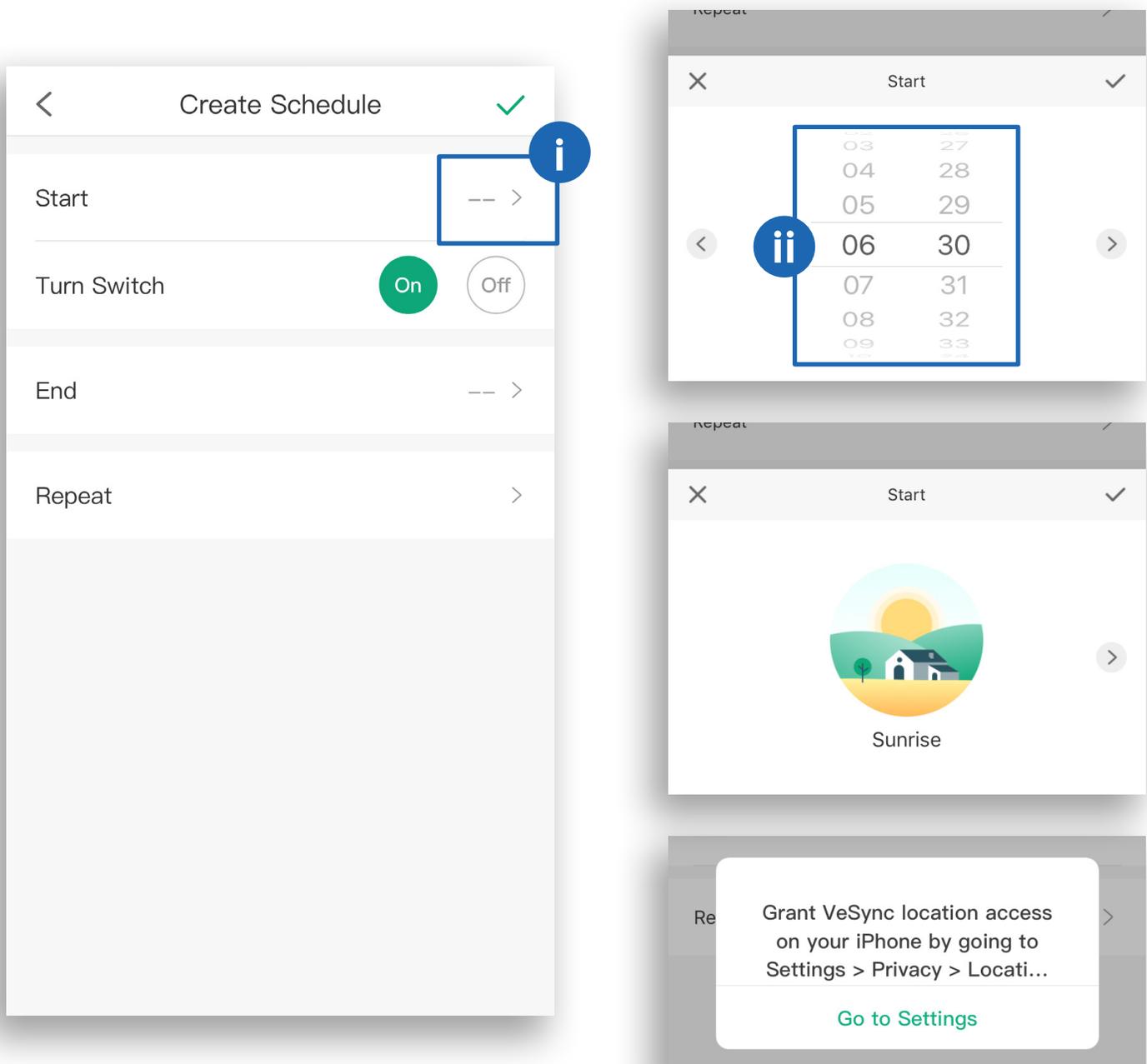


2. Set a start and end time.

A. To set a start time:

- i. Tap > next to "Start".
- ii. Scroll up and down to select time. Alternatively, tap < for "Sunrise" and > for "Sunset" and tap ✓ to confirm.

Note: You must allow the VeSync app to access your location to determine when sunrise and sunset are for your area.



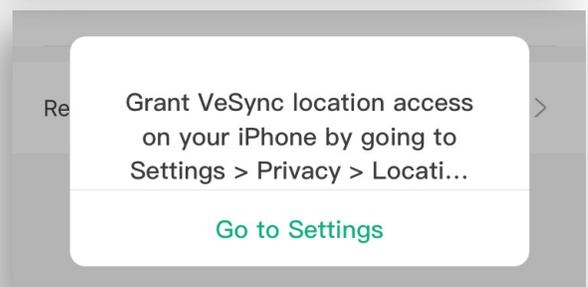
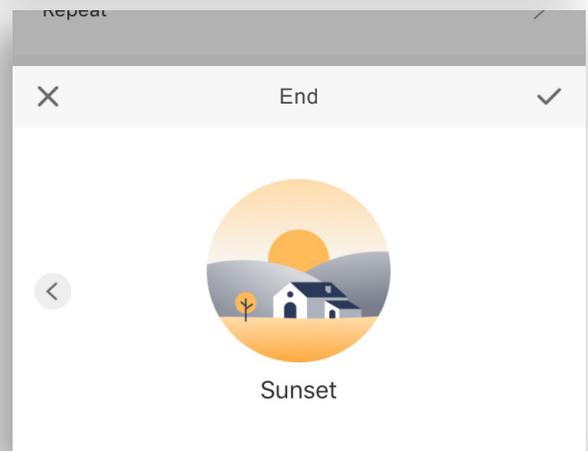
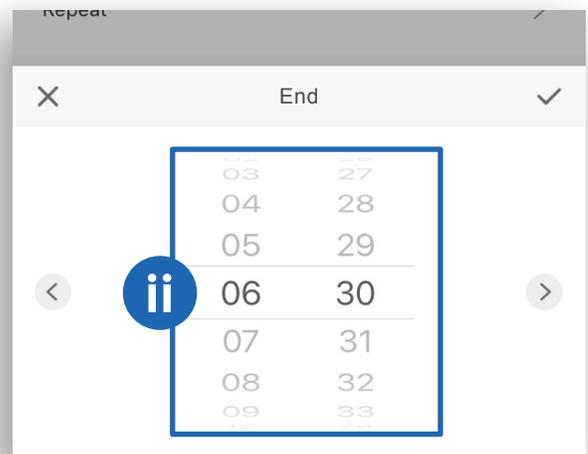
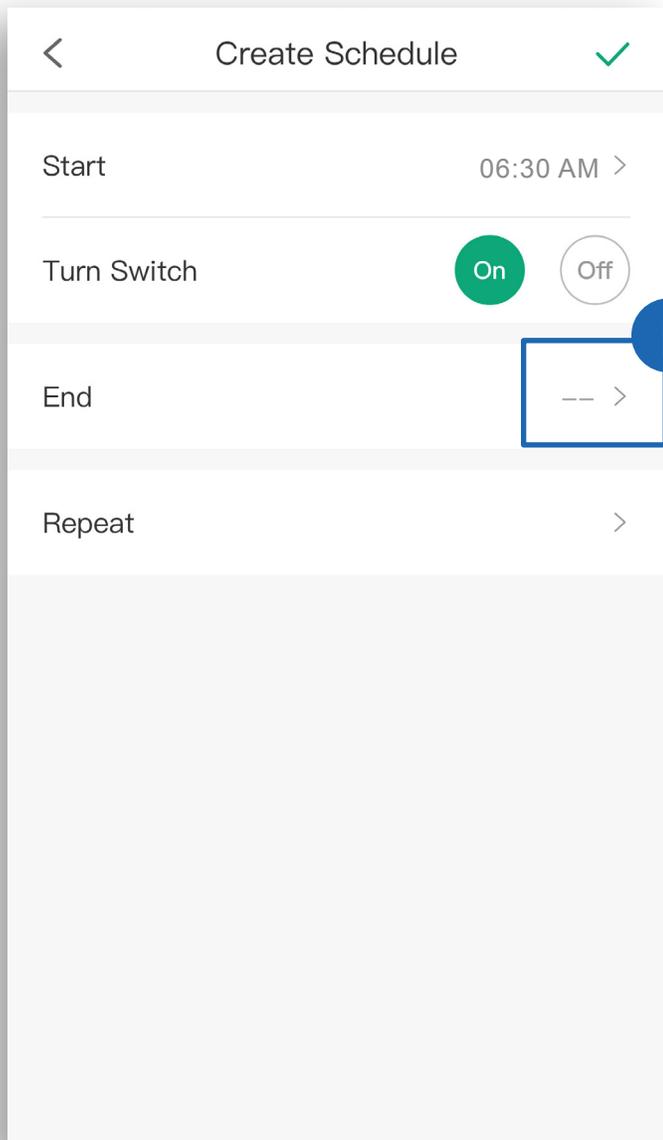
B. Choose **On** or **Off** under the start time.

The screenshot shows a mobile application interface for creating a schedule. At the top, there is a navigation bar with a back arrow on the left, the title "Create Schedule" in the center, and a green checkmark on the right. Below the navigation bar, there are several sections separated by horizontal lines. The first section is labeled "Start" on the left and "06:30 AM >" on the right. The second section is labeled "Turn Switch" on the left and has two circular buttons on the right: a green button with the text "On" and a white button with a grey border and the text "Off". This section is highlighted with a blue rectangular box. The third section is labeled "End" on the left and "-- >" on the right. The fourth section is labeled "Repeat" on the left and ">" on the right. The bottom half of the screen is a light grey area.

C. To set an end time (*optional*):

- i.** Tap **>** next to “End”.
- ii.** Scroll up and down to select time. Alternatively, tap **<** for “Sunrise” and **>** for “Sunset” and tap **✓** to confirm.

Note: You must allow the VeSync app to access your location to determine when sunrise and sunset are for your area.

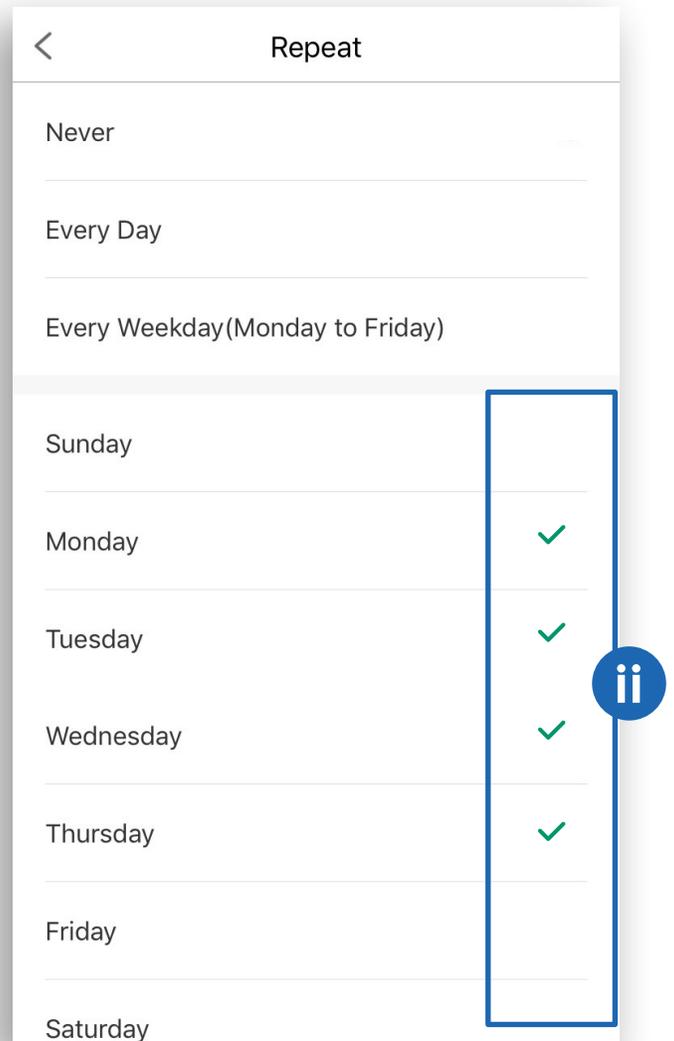
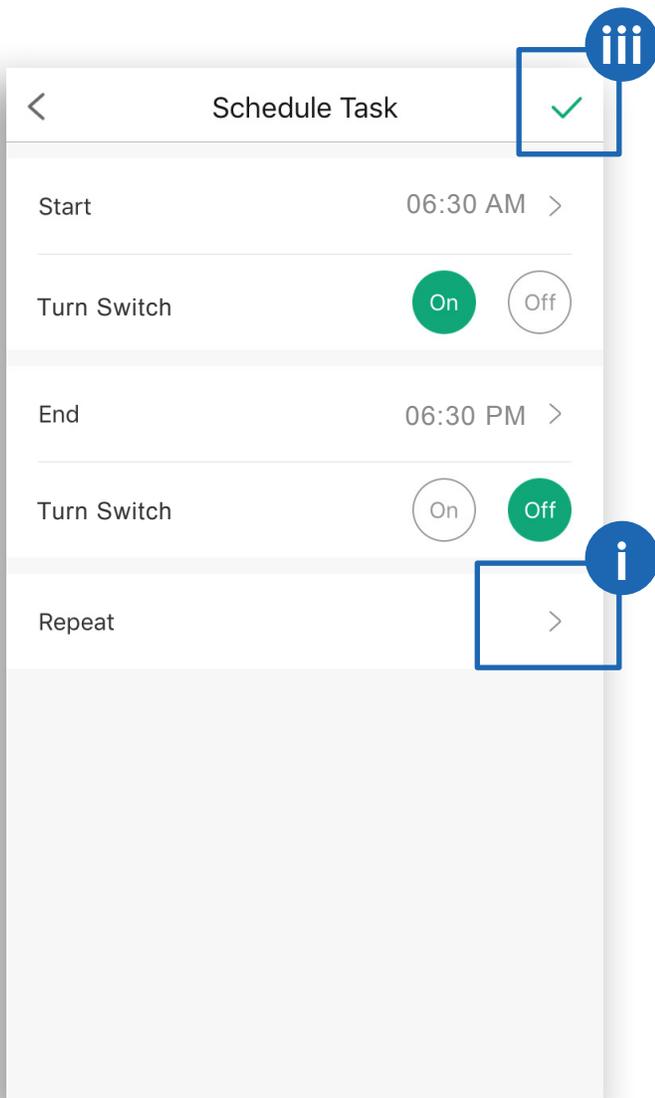


D. Choose **On** or **Off** under the end time.

The screenshot shows a mobile application interface for scheduling a task. The title is "Schedule Task" with a back arrow on the left and a checkmark on the right. The interface is divided into sections by horizontal lines. The first section is labeled "Start" with a time of "06:30 AM" and a right-pointing chevron. The second section is labeled "Turn Switch" and contains two circular buttons: "On" (filled green) and "Off" (white with a grey border). The third section is labeled "End" with a time of "06:30 PM" and a right-pointing chevron. The fourth section is labeled "Turn Switch" and contains two circular buttons: "On" (white with a grey border) and "Off" (filled green). This section is highlighted with a blue rectangular border. The fifth section is labeled "Repeat" with a right-pointing chevron. Below the "Repeat" section is a large, empty grey rectangular area.

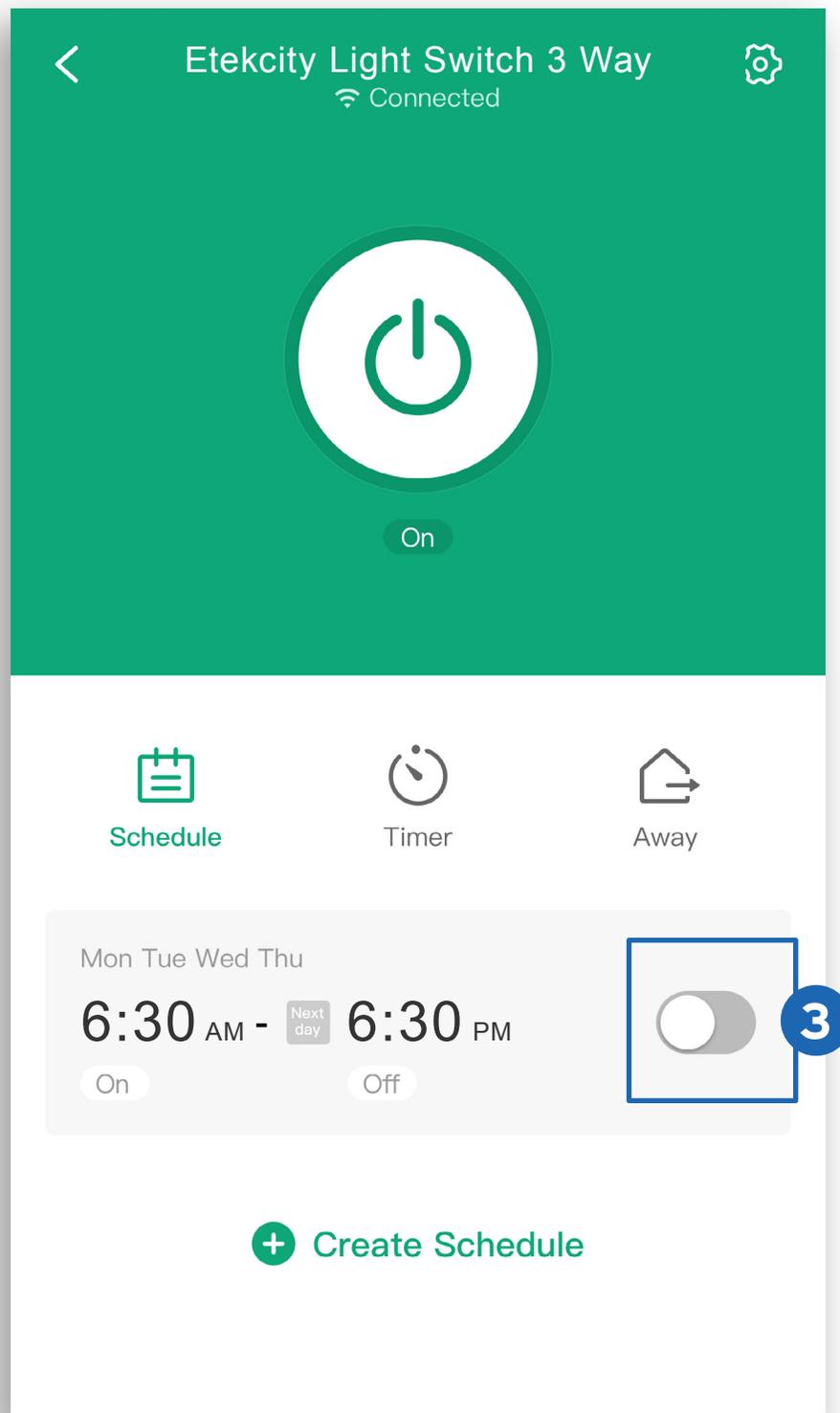
E. Repeat (Optional) - Select days you want this schedule to repeat.

- i. Tap > next to "Repeat".
- ii. Select days you want Away Mode to repeat.
- iii. Tap ✓ to confirm.



3. Turn the schedule on or off on the smart light switch display page by tapping the toggle next to the scheduled time.

Note: To delete the schedule, tap on the schedule entry, then tap **Delete**.



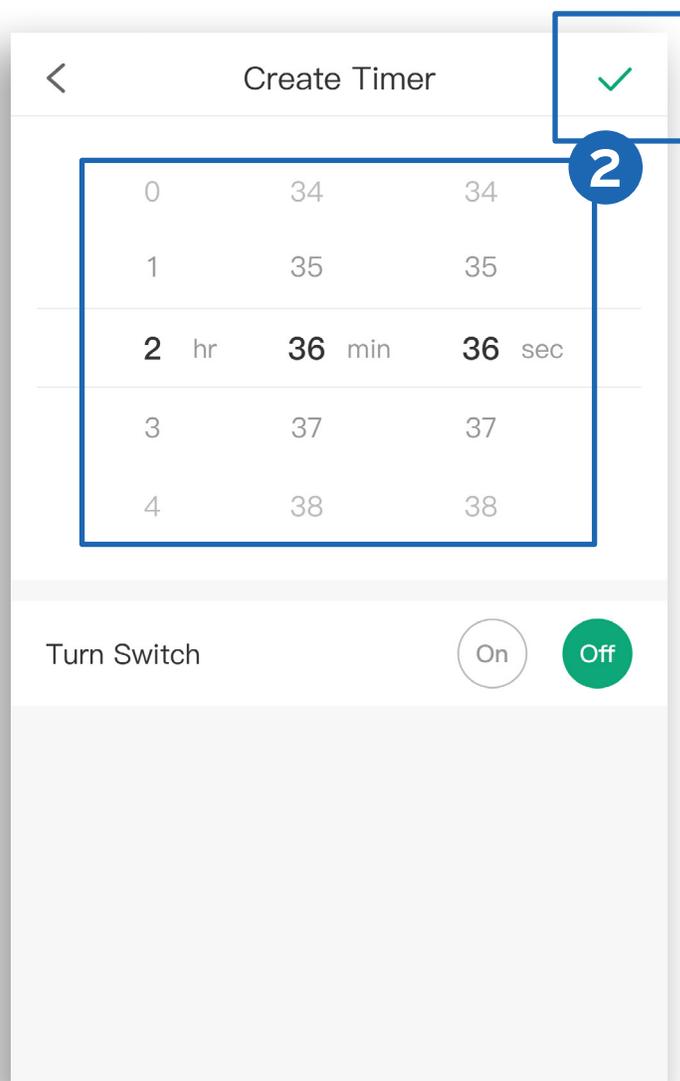
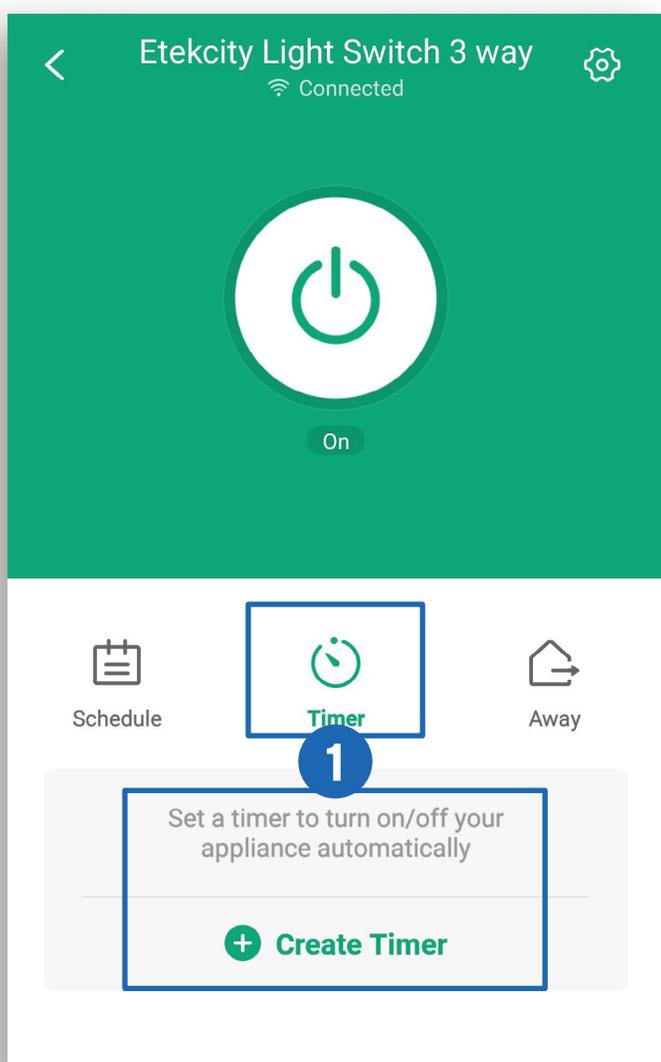
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Set Timer

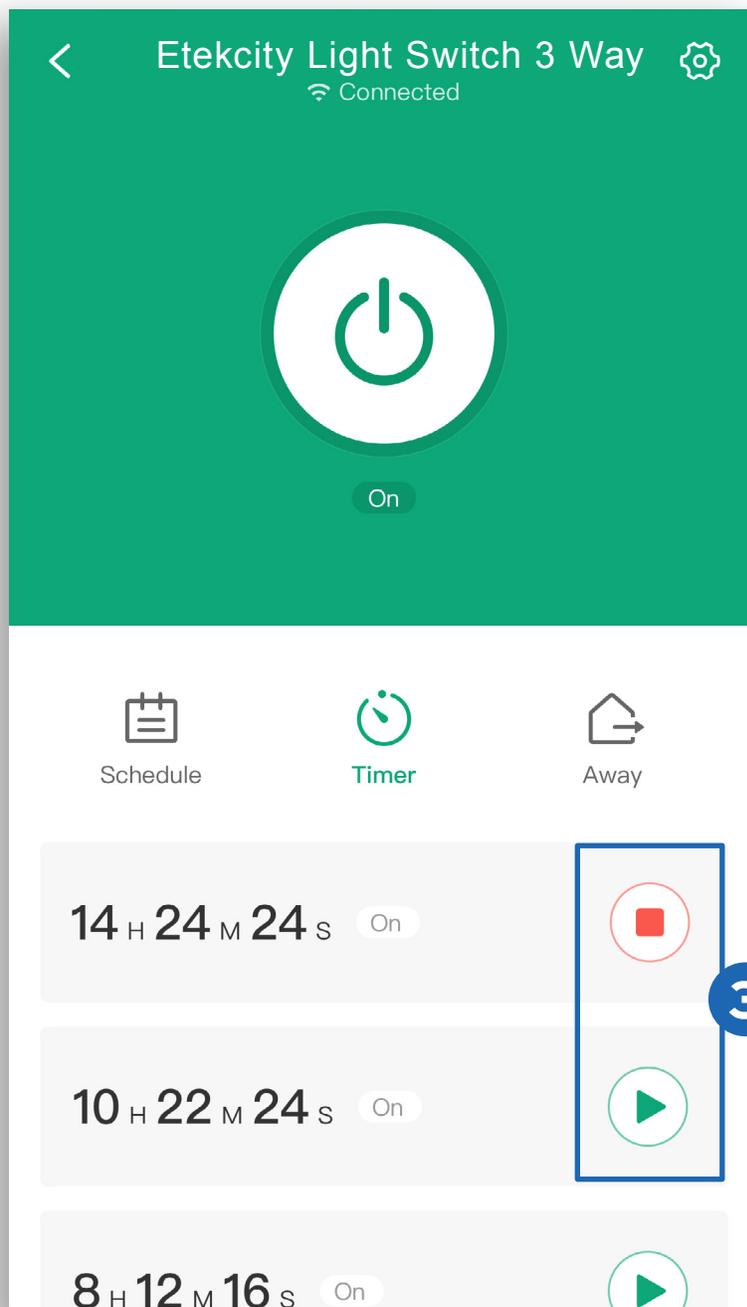
You can set a timer to turn your smart light switch on and off.

1. Tap **Timer**. Then, **Create Timer**.
2. Scroll up and down to set time and select **On** or **Off**. Tap **✓** to confirm and start timer.



3. Tap  to stop the timer. Tap  to restart the timer.

Note: To remove the timer entry, tap on the timer entry, then tap **Delete**.



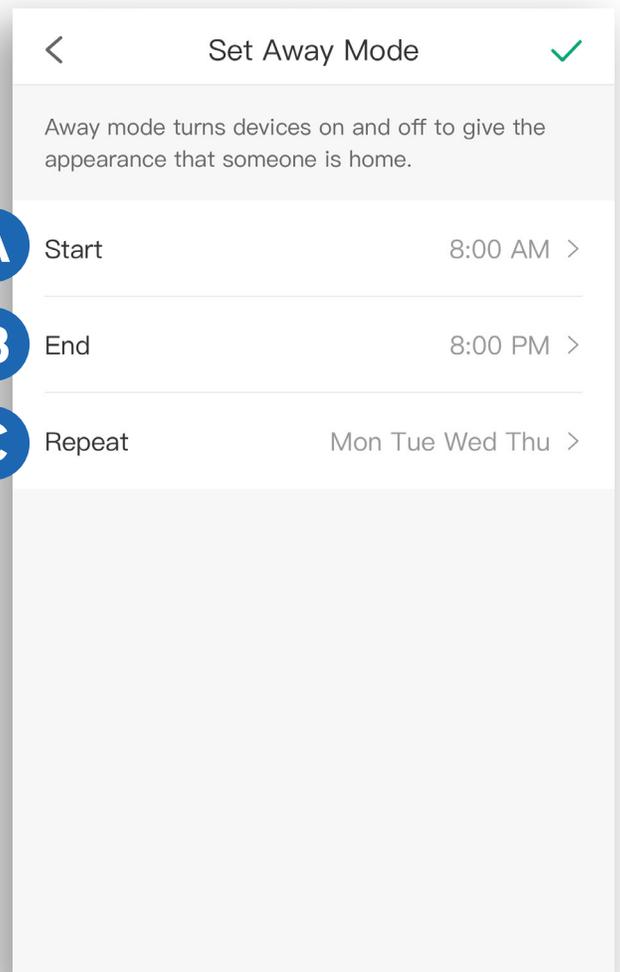
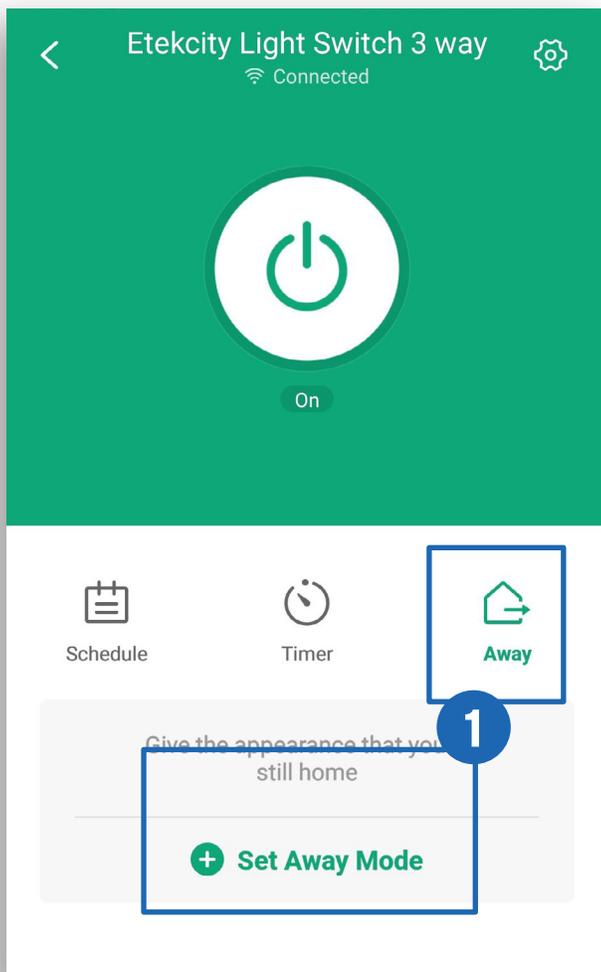
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Away Mode

Turn your lights on and off periodically to give the appearance that someone is home while you're away.

1. Tap **Away**, then **Set Away Mode**.

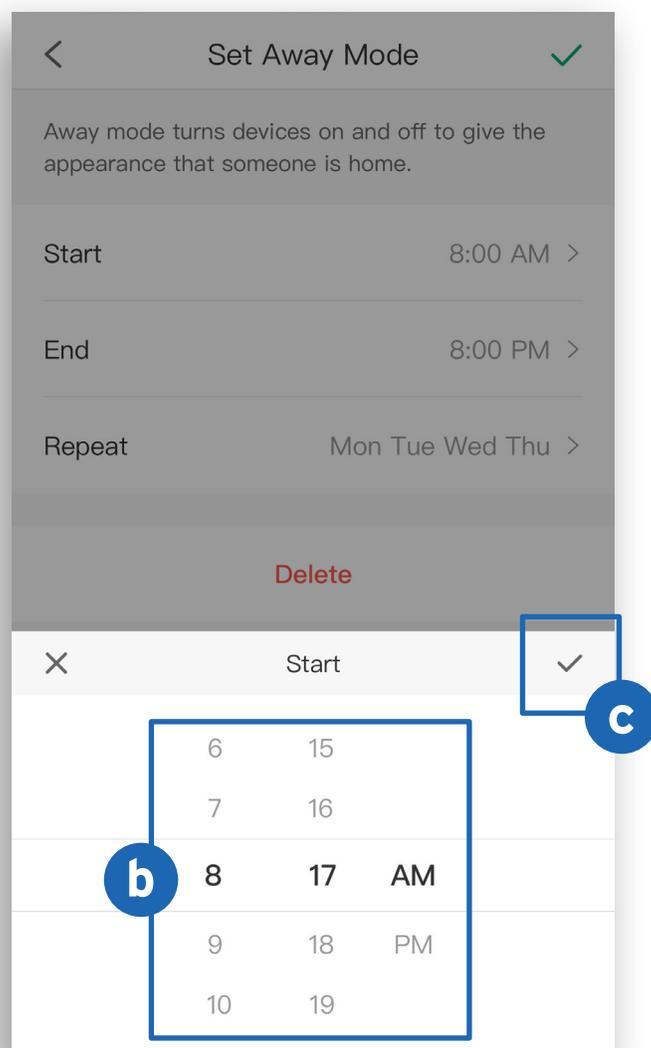
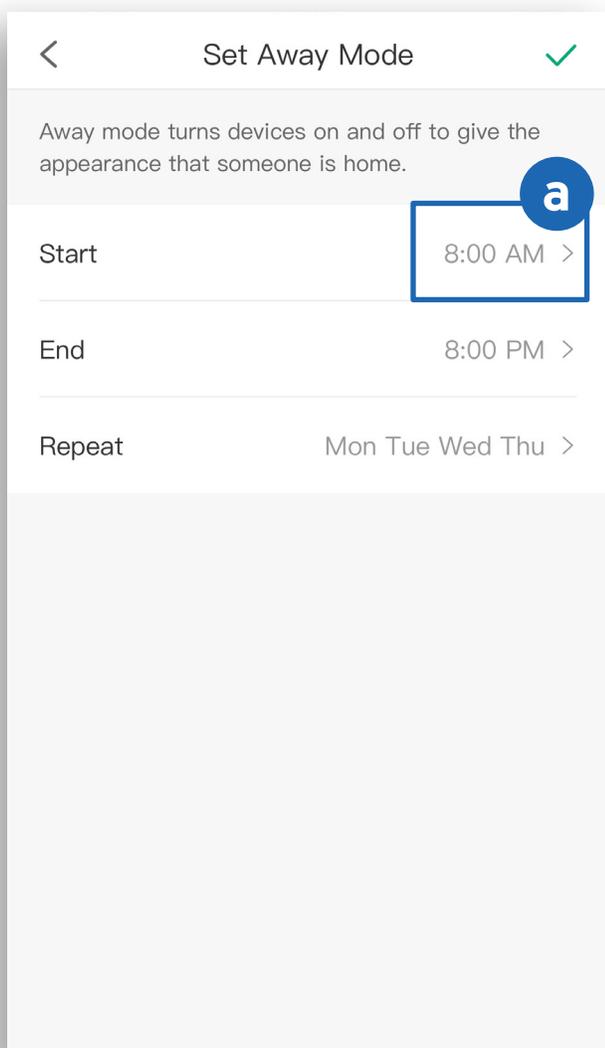


2. Select a start and end time.

A. Start

Set time to start Away Mode.

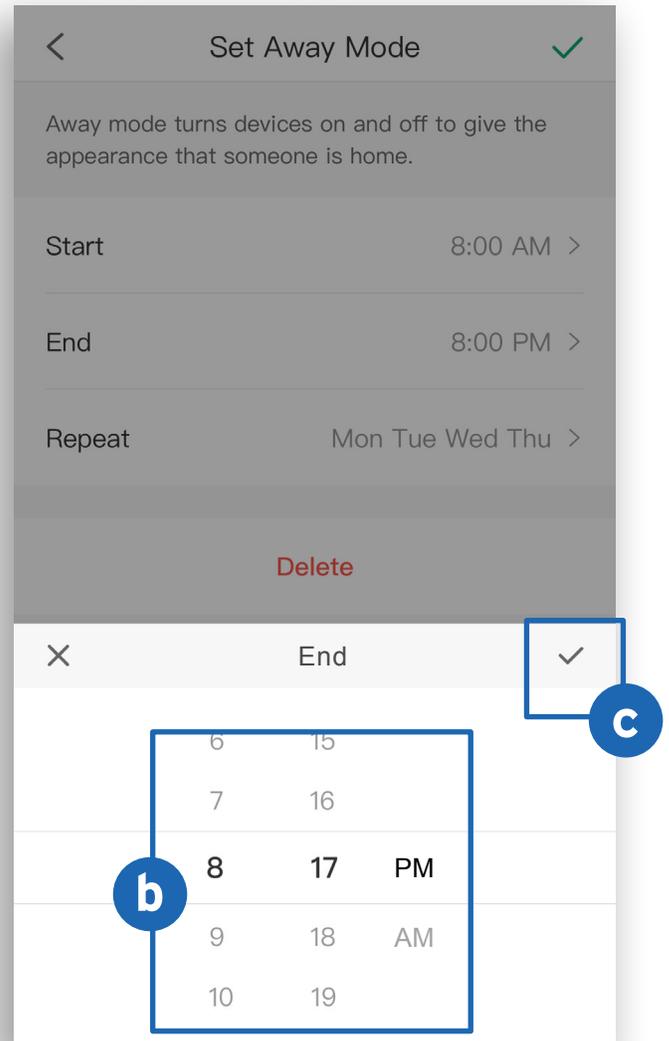
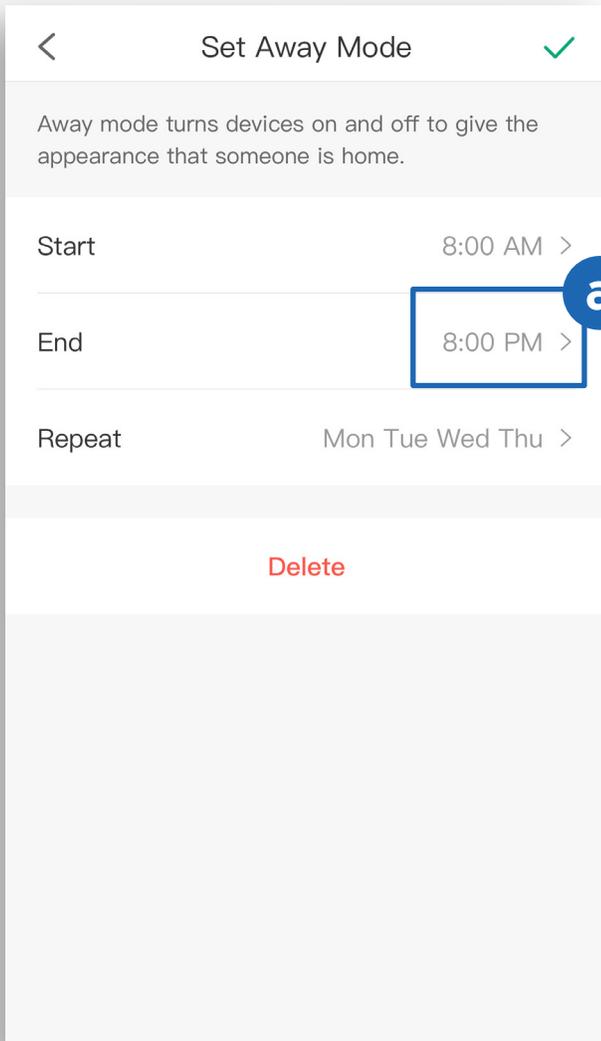
- a. Tap > next to "Start".
- b. Scroll up and down to select time.
- c. Tap ✓ to confirm.



B. End

Set time to end Away Mode.

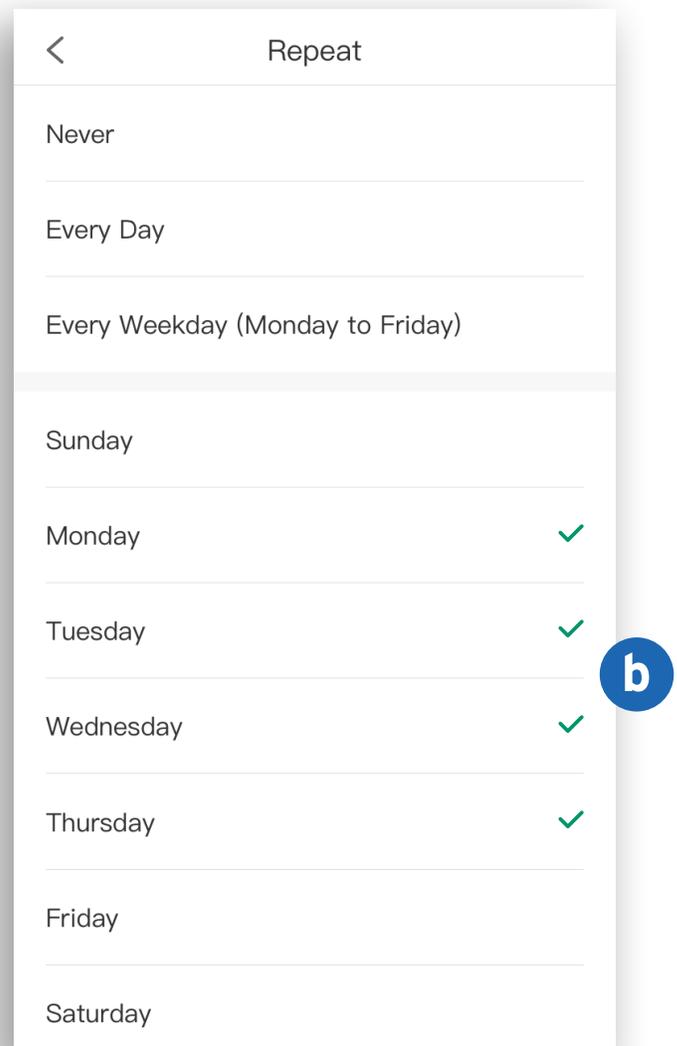
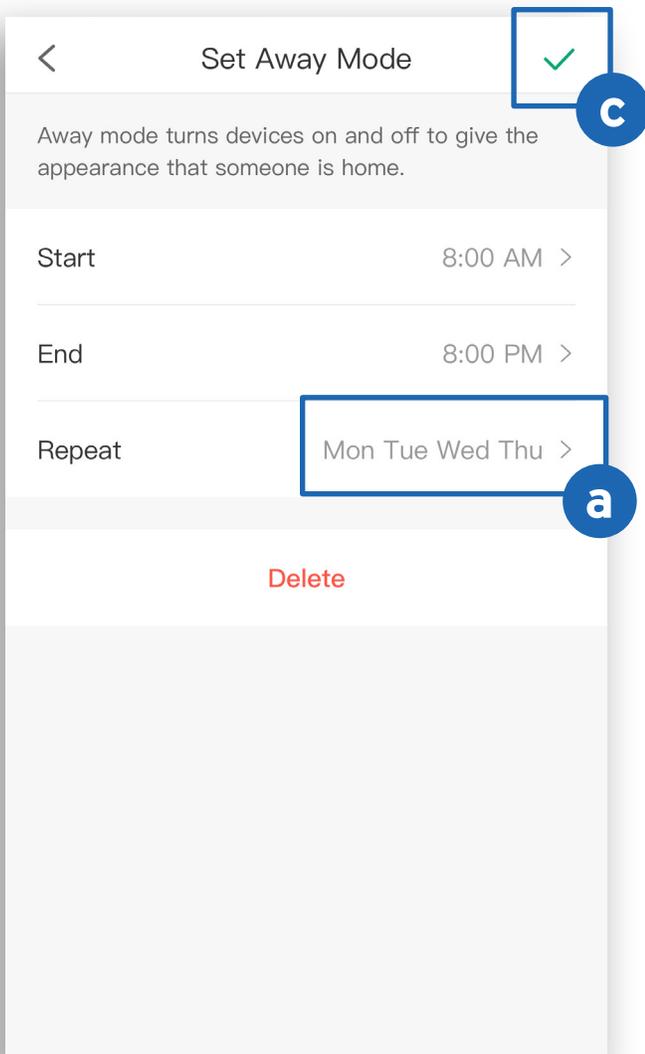
- a. Tap > next to "End".
- b. Scroll up and down to select time.
- c. Tap ✓ to confirm.



C. Repeat

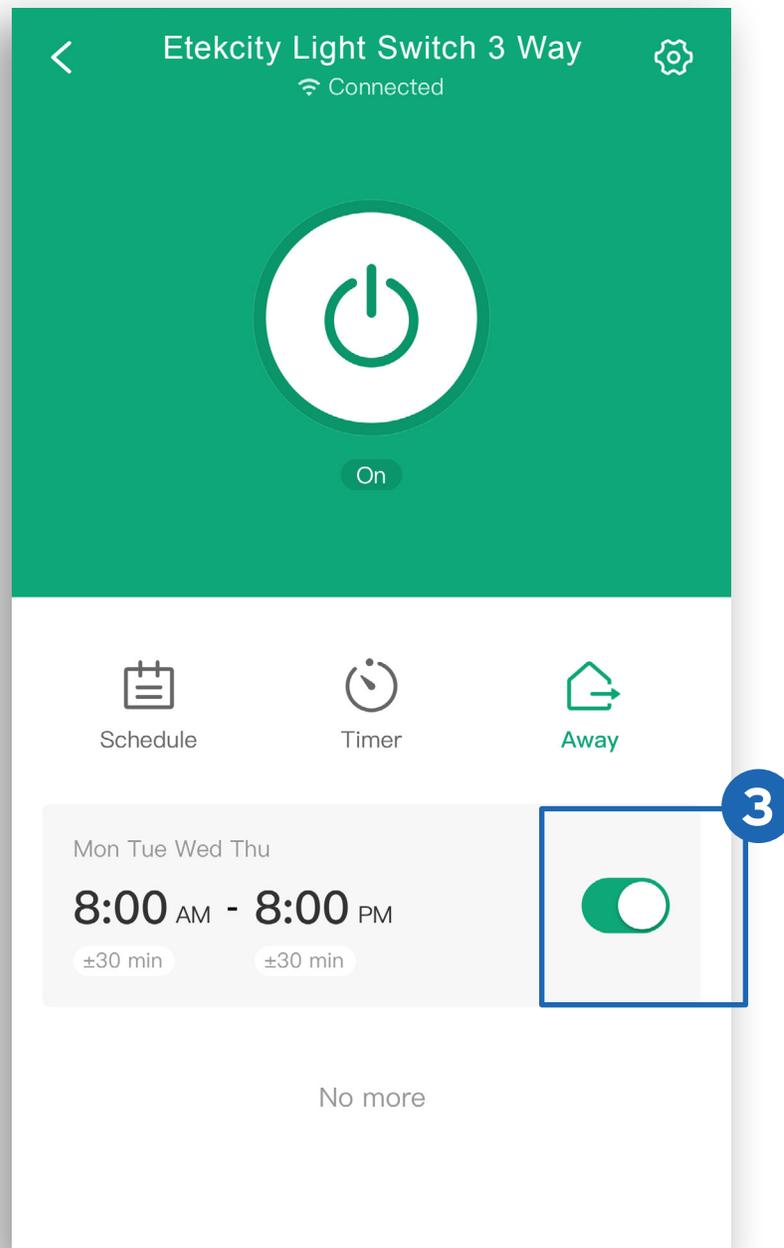
Select days you want to repeat Away Mode.

- a. Tap > next to "Repeat".
- b. Select days you want Away Mode to repeat.
- c. Tap ✓ to confirm.



3. You can turn Away Mode on/off at any time by tapping the toggle to the right of the timer.

Note: To delete Away Mode, tap on the Away Mode entry, then tap **Delete**.

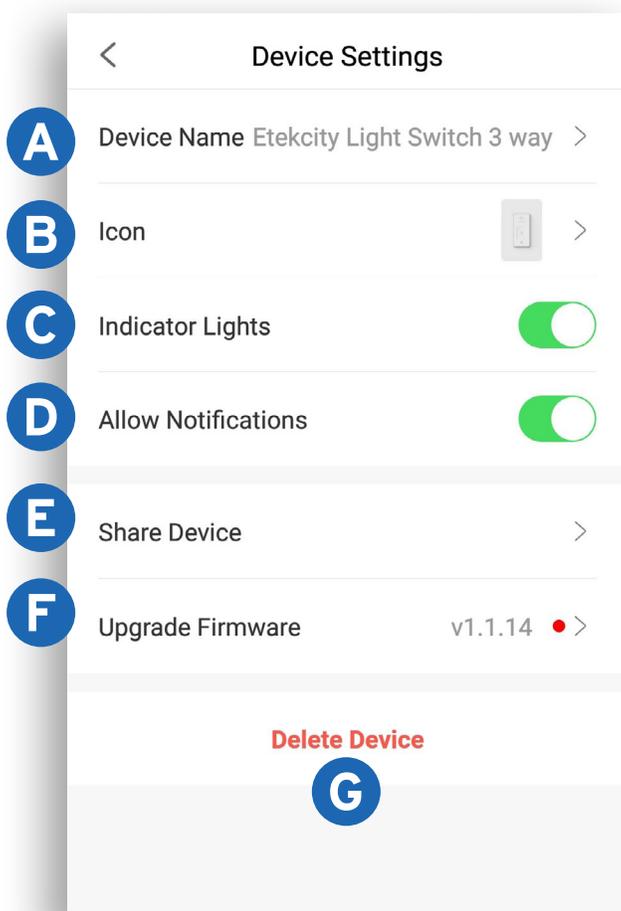


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Smart Light Switch Settings

Tap  to see Device Settings. The Device Settings menu allows you to:



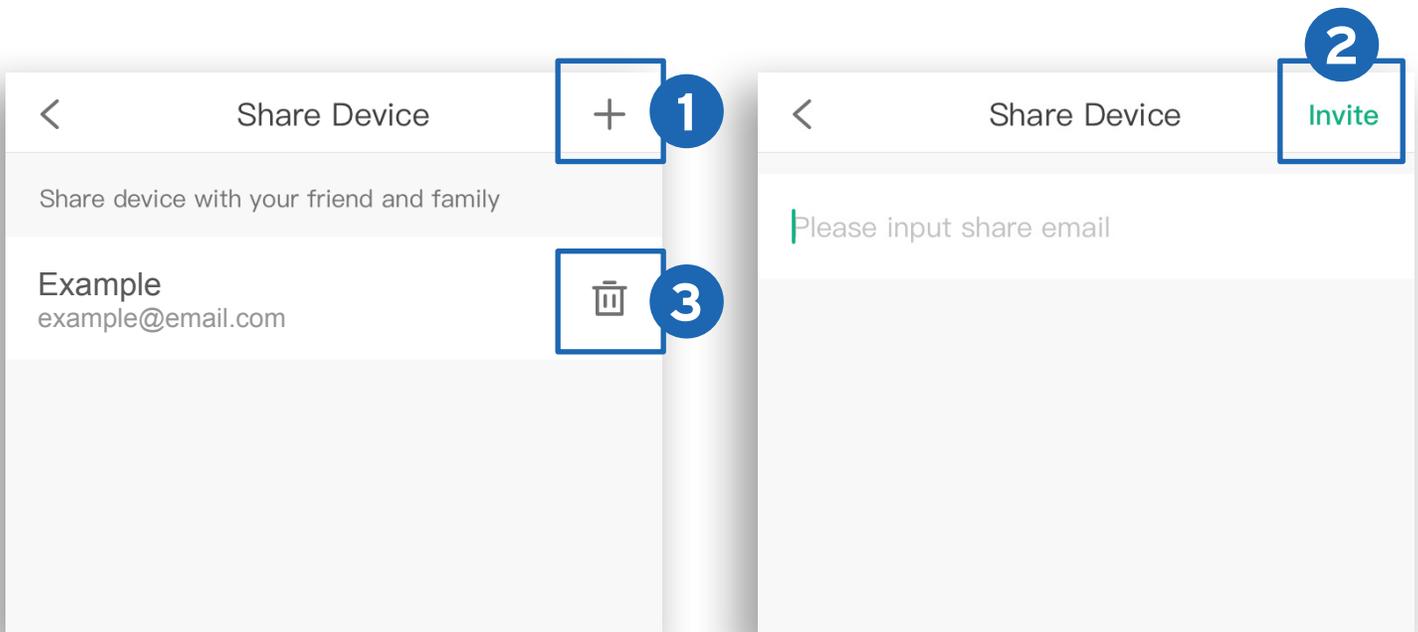
- A.** Edit your smart light switch name by tapping on the current name next to “Device Name”.
- B.** Edit your smart light switch picture by tapping on the current image next to “Icon”.
- C.** Turn indicator lights on/off by tapping the toggle next to “Indicator Lights”.
- D.** Turn smart light switch notifications on/off by tapping the toggle next to “Allow Notifications”.
- E.** Share your smart light switch (see page 42).
- F.** Tap to update firmware.
- G.** Delete your smart light switch (see page 43).

Share Your Smart Light Switch

Use Share Device to allow someone else to control your smart light switch (such as family, friends, roommates, or anyone you choose).

Note: *People who you share your smart light switch with cannot edit or delete any of your settings.*

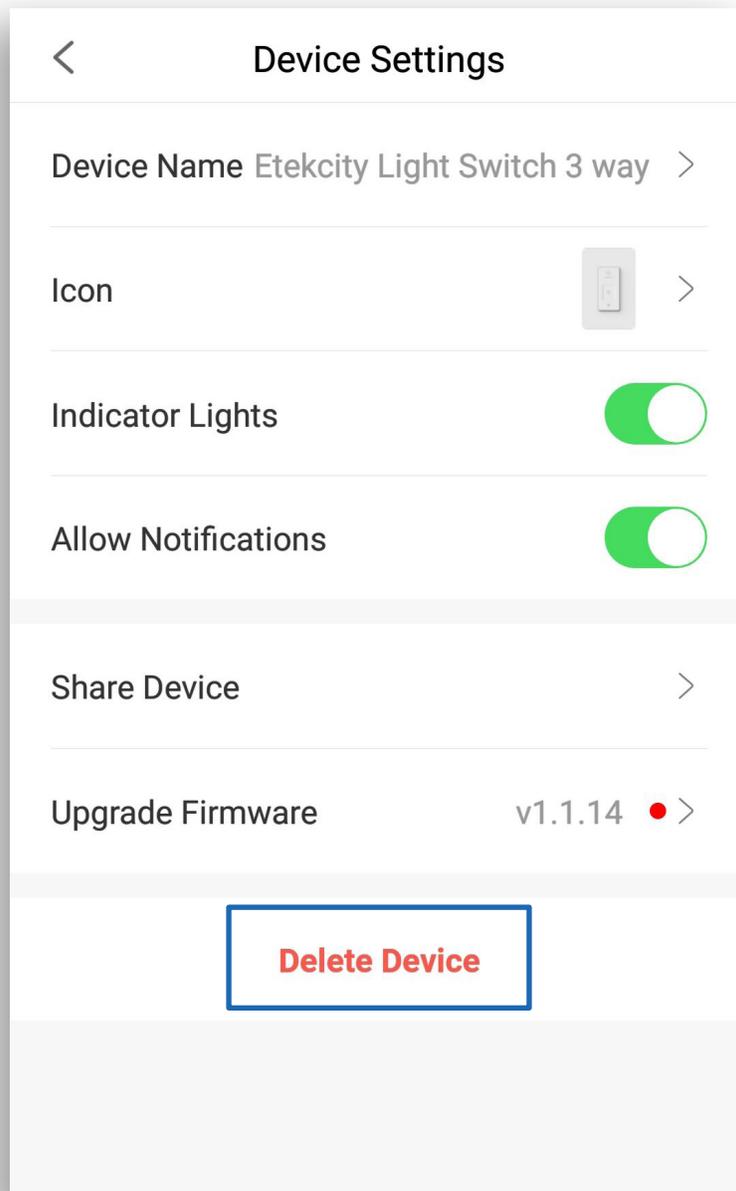
1. Tap **+** on the Share Device screen.
2. Type in the email of the person you want to share your light switch with. Tap **Invite**.
3. Tap  to remove people you have shared your light switch with. They will no longer be able to control your smart light switch.



Delete a Smart Light Switch

You can delete your smart light switch from the VeSync app in Device Settings.

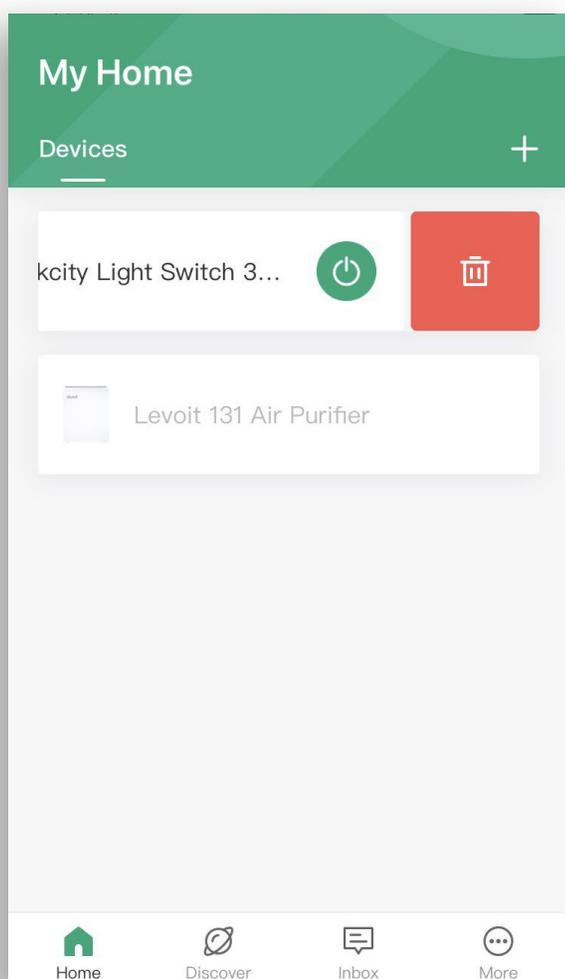
To delete your light switch, tap **Delete Device**.



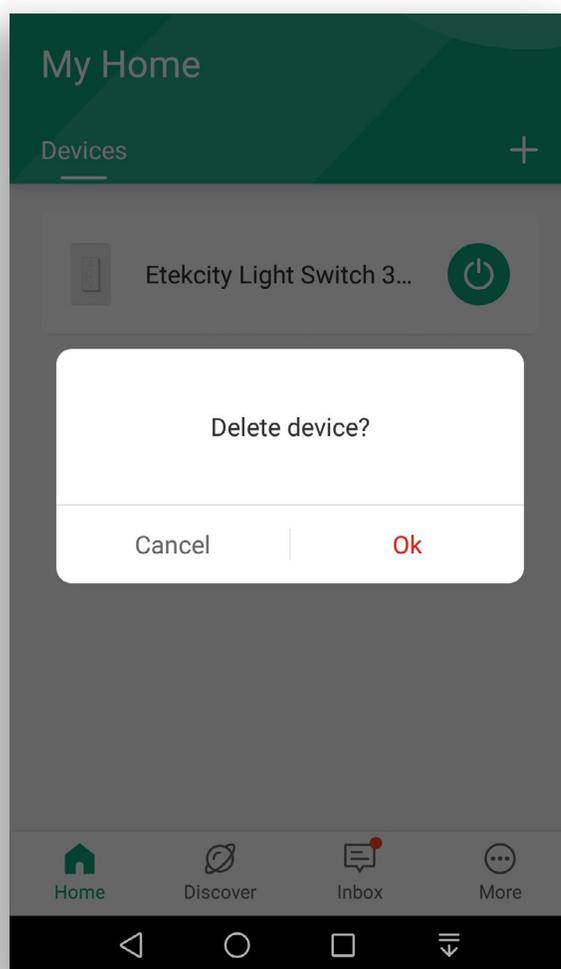
You can also delete your smart light switch from the My Home screen in the VeSync app.

- A. iOS™:** Swipe left on the smart light switch's name to delete.
- B. Android™:** Press and hold for 2 seconds on the smart light switch's name to delete.

A



B



More Features

Connecting with Amazon® Alexa™

To view instructions in the VeSync app, tap **More**, then tap **Link to Alexa**.

Note: *You must create your own VeSync account to connect with Alexa.*

Connecting with Google Assistant™

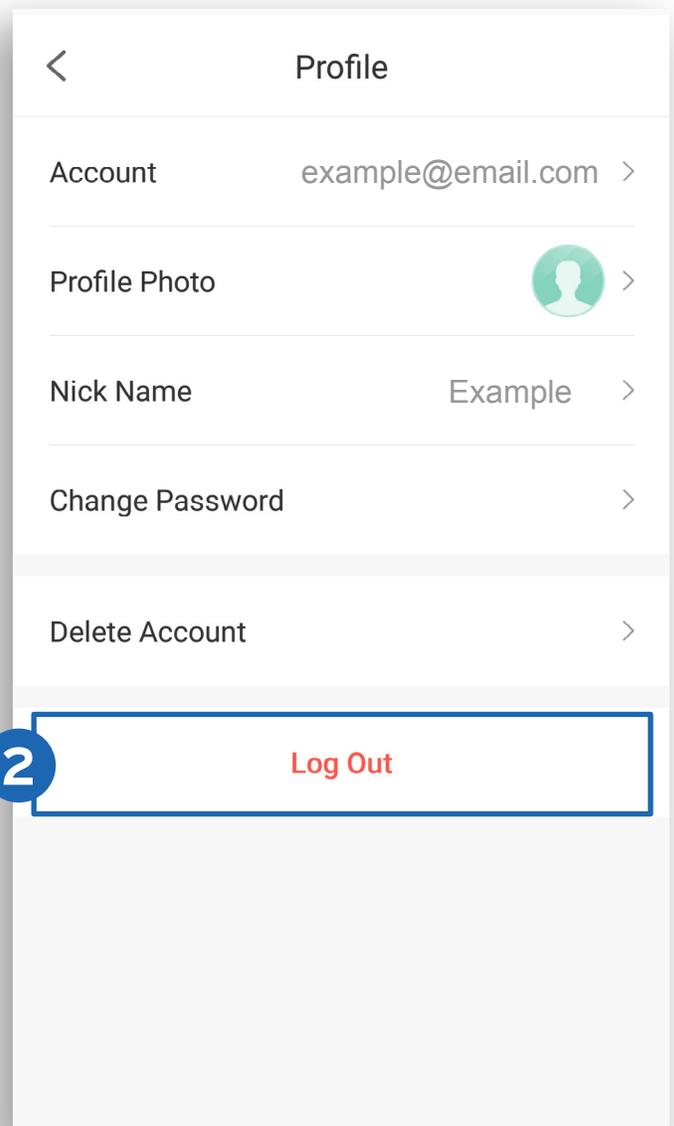
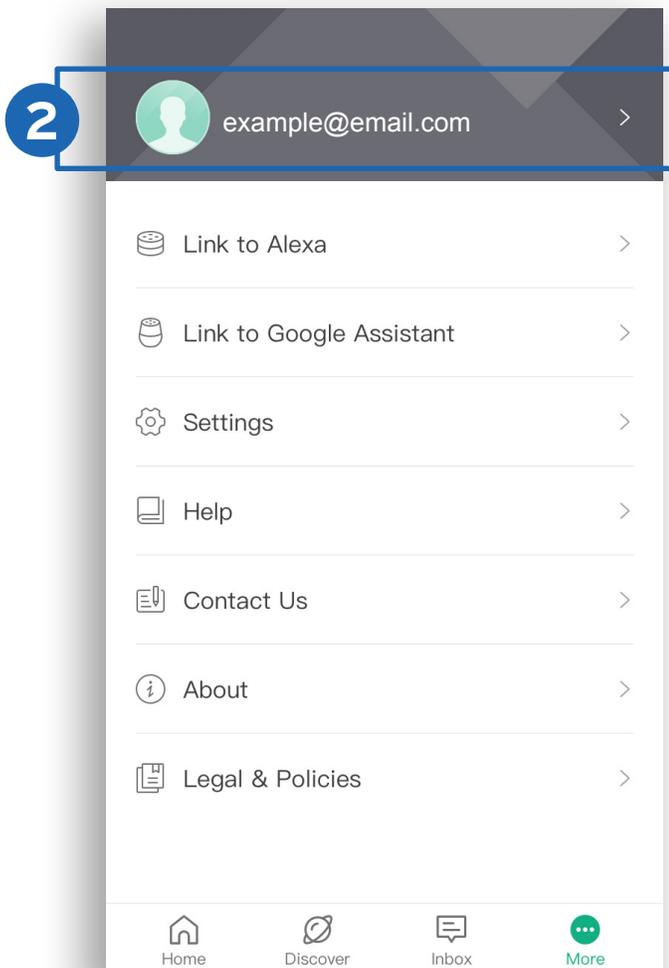
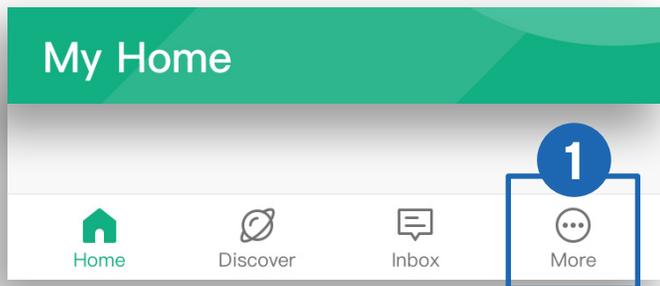
To view instructions in the VeSync app, tap **More**, then tap **Link to Google Assistant**.

Note: *You must create your own VeSync account to connect with Google Assistant.*

Log Out

1. Tap **More** at the bottom of the screen.
2. Tap your profile, then tap **Log Out**.

Note: You do not need to log out if you are not using a VeSync account.



Contact Customer Support

You can contact our friendly Customer Support Team through the VeSync app, in addition to the help line.

- To chat directly with our US office Customer Support Team, tap **Inbox** at the bottom of the screen. Then, tap **Online support** to send a chat message.

Note: *Chat hours are Mon-Fri, 9:00 am-5:00 pm PST/PDT.*

Messages sent outside chat hours will receive an email response.

- To send feedback directly to our VeSync app team, tap **More** at the bottom of the screen, then tap **Contact Us**. Please note that our VeSync app team may have a longer response time.
- You can also contact **Customer Support** by email or phone (see page 56).

Maintaining Your Smart Light Switch

Firmware Updates

To keep the smart light switch up to date with the latest improvements and fixes, you should always update the firmware when available.

On the Device Settings screen, tap **Upgrade Firmware**.

Resetting

Resetting the smart light switch can help you troubleshoot many issues you may have. Please keep in mind that resetting a device will erase all of your custom settings and restore the default settings.

Press and hold the power button for more than 15 seconds, or until the WiFi Indicator blinks white rapidly then turns solid white.



Troubleshooting

Why aren't my light switches connecting to the VeSync app?

- During the setup process, you must be on a secure 2.4GHz WiFi network.
- Make sure the WiFi password you entered is correct.
- Try moving your router closer to your light switch (164 ft / 50 m visible range is best).
- Make sure you don't have too many devices connected to your router (10 or fewer is best).
- Close and reopen the VeSync app.
- Clear your VeSync app cache.
- Reset your smart light switch (see **Resetting**, page 48).

How do I change my WiFi network to a 2.4GHz WiFi network?

- Most dual-band routers support both 2.4G and 5G networks. Select the WiFi name that **does not** end in “_5G”.
- If your phone is attempting to connect to the 5G network, try “forgetting” or temporarily disabling the 5G network.
- If you are unsure, or if the 2.4G and 5G networks do not have separate names, please contact your internet service provider.

I can't find the “Etekcity” access point during configuration.

- Press and hold the power button on the light switch for 5 seconds to trigger Configuration Mode. The “Etekcity” access point will appear in your list of available WiFi connections.
- During Configuration Mode, the WiFi Indicator will slowly blink white (1 blink per second). You will have 10 minutes to pair the light switch with your phone.

My light switch is offline.

1. Make sure your router is connected to the internet, and your phone's network connection is working properly.
2. Delete the offline light switch from the VeSync app. Swipe left (iOS) or tap and hold (Android), and tap **Delete**.
3. Reset the light switch by pressing and holding the power button for more than 15 seconds. The WiFi Indicator will blink rapidly then turn a solid white.
4. Once the light switch has been deleted and reset, reconfigure your light switch with the VeSync app (see page 19).
5. When the light switch is online again, go to Device Settings, and tap **Upgrade Firmware**.

Note: *Power outages, internet outages, or changing WiFi routers may cause your light switches to go offline.*

After adding my smart light switch to the VeSync app, why won't the smart light switch icon appear on the My Home screen?

- Refresh the VeSync menu by swiping down on the screen.
- Close and reopen the VeSync app.

Amazon Alexa or Google Assistant can't find my app or can't discover my smart light switch.

- Make sure your wireless network router is close enough to your smart light switch. The smart light switch must be within a 164 ft / 50 m visible range from the router.
- Check that your Amazon Alexa or Google Assistant is working properly.

Why isn't my smart light switch turning on/off as scheduled?

- Make sure that the schedule is still turned on. The toggle switch should look like  , not  .
- Make sure that your phone's Location Services are turned on.
- Make sure the smart light switch is connected to a working network and is not offline.

If your problem is not listed, please contact **Customer Support** (see page 56).



FCC Notice

This device complies with part 15 of the FCC Rules. Operation is subject to the following 2 conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Note: *This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:*

- *Reorient or relocate the receiving antenna.*
- *Increase the separation between the equipment and receiver.*
- *Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.*
- *Consult the dealer or an experienced radio/TV technician for help.*

FCC Radiation Exposure Notice

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. End users must follow the specific operating instructions for satisfying RF exposure compliance. To maintain compliance with FCC RF exposure compliance requirements, please follow operation instructions as documented in this manual. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter. This equipment should be installed and operated with a minimum distance of 20 cm between the radiator and your body. The availability of some specific channels and/or operational frequency bands are country dependent and are firmware programmed at the factory to match the intended destination. The firmware setting is not accessible by the end user.

Warranty Information

Terms & Policy

Etekcitec warrants all products to be of the highest quality in material, craftsmanship, and service, effective from the date of purchase to the end of the warranty period.

Etekcitec will replace any product found to be defective due to manufacturer flaws based on eligibility. Refunds are available within the first 30 days of purchase. Refunds are only available to the original purchaser of the product. This warranty extends only to personal use and does not extend to any product that has been used for commercial, rental, or any other use in which the product is not intended for. There are no warranties other than the warranties expressly set forth with each product.

This warranty is non-transferrable. Etekcitec is not responsible in any way for any damages, losses, or inconveniences caused by equipment failure by user negligence, abuse, or use noncompliant with the user manual or any additional safety, use, or warnings included in the product packaging and manual.

This warranty does not apply to the following:

- Damage due to abuse, accident, alteration, misuse, tampering, or vandalism.
- Improper or inadequate maintenance.
- Damage in return transit.
- Unsupervised use by children under 18 years of age.

Etekcitec and its subsidiaries assume no liability for damage caused by the use of the product other than for its intended use or as instructed in the user manual. Some states do not allow this exclusion or limitation of incidental or consequential losses so the foregoing disclaimer may not apply to you. This warranty gives you specific legal rights and you may also have other rights which may vary from state to state.

ALL EXPRESSED AND IMPLIED WARRANTIES, INCLUDING THE WARRANTY OF MERCHANTABILITY, ARE LIMITED TO THE PERIOD OF THE LIMITED WARRANTY.

Additional 1-Year Warranty

You can extend your 1-year warranty by an additional year. Log onto **www.etekcity.com/warranty** and enter your order number (for example, from Amazon or Houzz) to register your new product for the extended warranty.

If you are unable to provide the order number for your product, please type a short note in the order number field along with the date you received your product.

Defective Products & Returns

If your product proves defective within the specified warranty period, please contact Customer Support via **support@etekcity.com** with your order number. **DO NOT** dispose of your product before contacting us. Once Customer Support has approved your request, please return the unit with a copy of the invoice or your order number.



Customer Support

If you encounter any issues or have any questions regarding your new product, please contact our helpful Customer Support Team. Your satisfaction is our goal!

Etekcity Corporation

1202 N. Miller St., Suite A
Anaheim, CA 92806

Email: support@etekcity.com

Toll-Free: (855) 686-3835

Support Hours

Monday-Friday

9:00 am-5:00 pm PST/PDT

**Please have your order confirmation number ready before contacting Customer Support.*

