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FAQ



EcoFlow App

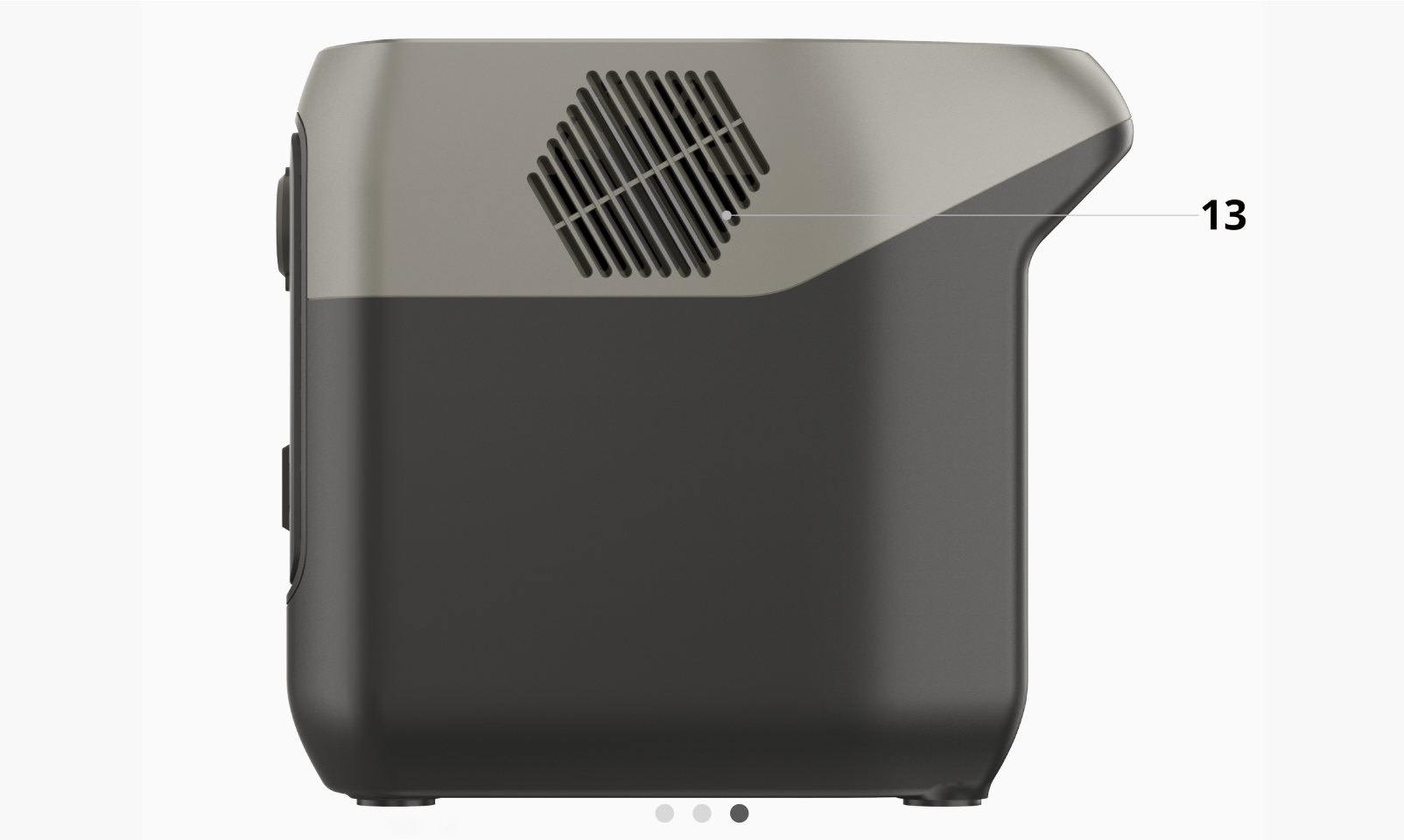


Community



After-sales Policy

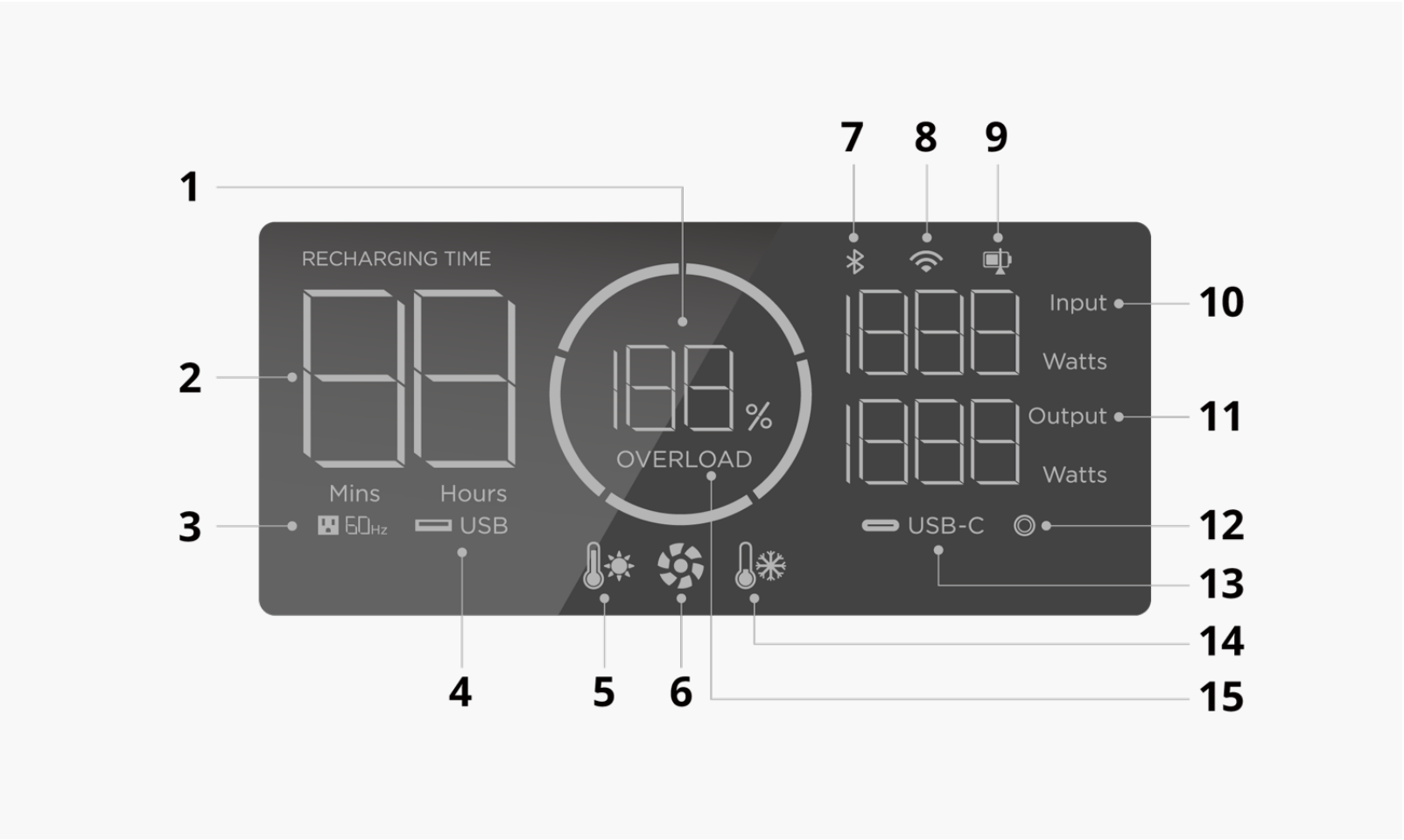
Overview



1	USB-C port	Powers up devices or charges the product with a maximum input/output power of 100W
2	USB-A port	Powers up devices with a rated power < 12W
3	Power indicator	Shows the working state of the product. Pulsing in power-on or standby mode;
4	Main power switch	Short press to turn on the product, long press for 3 seconds to turn off the product
5	AC output switch	Short press once to turn on/off the AC output socket
6	AC output socket	Supports X-Boost feature and powers up devices with a rated power < 800W
7	DC output switch	Short press once to turn on/off the DC output socket
8	DC5521 output port	Powers up devices with a rated power < 37W

9	DC output port (cigarette lighter)	Powers up on-board appliances with a rated power < 126W
10	LCD	Displays the real-time battery, input power, output power and other status of the product
11	X-Stream AC charging input port	Use the original AC charging cable for AC input (wall outlet supported)
12	DC input port	Support car/solar charging input
13	Fan	Do not block the vent to avoid poor heat dissipation

LCD Icons



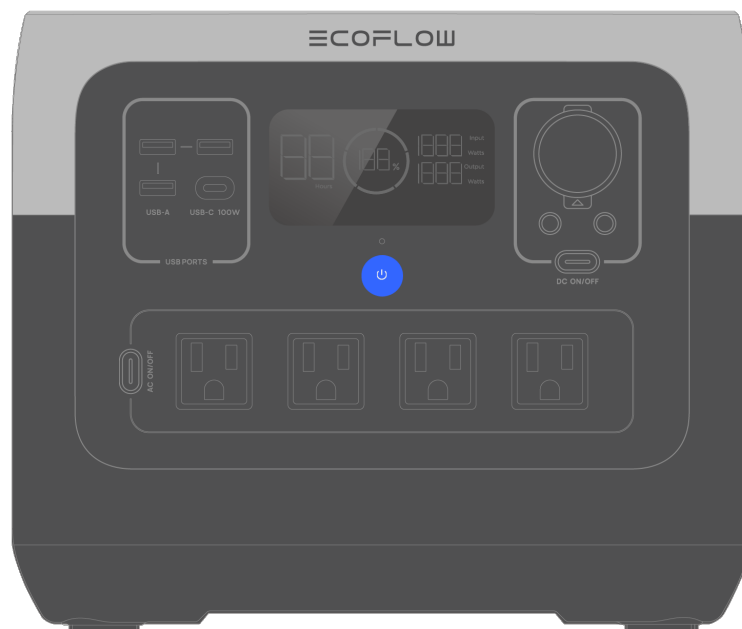
1	Remaining battery	9	Discharge/Recharge level limitation
2	Remaining charge/discharge time	10	Input power
3	AC output	11	Output power
4	USB-A output	12	Car output
5	High temperature warning	13	USB-C output
6	Fan indicator	14	Low Temperature warning
7	Bluetooth connection status	15	Overload Warning
8	Wi-Fi status		

- Refer to "[Troubleshooting](#)" for details.

Power On/Off

Short press for power-on

- Press the main power button again to turn off the LCD screen. If the product is not used for 5 minutes, it will enter hibernation and the LCD screen will turn off.



Long press for power-off

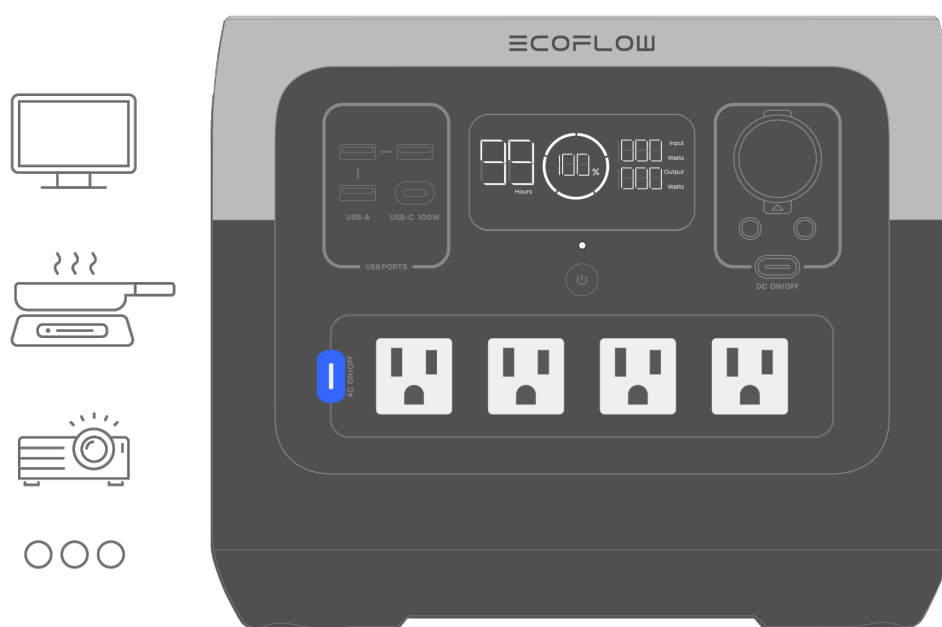
- When the product is charging, it can't be turned off by long pressing the main power button unless the charging cable is unplugged first.



Charge Your Devices

AC Output Socket

- Maximum output power 800W
- Press the AC output switch once to turn on AC output socket; press again to turn it off.

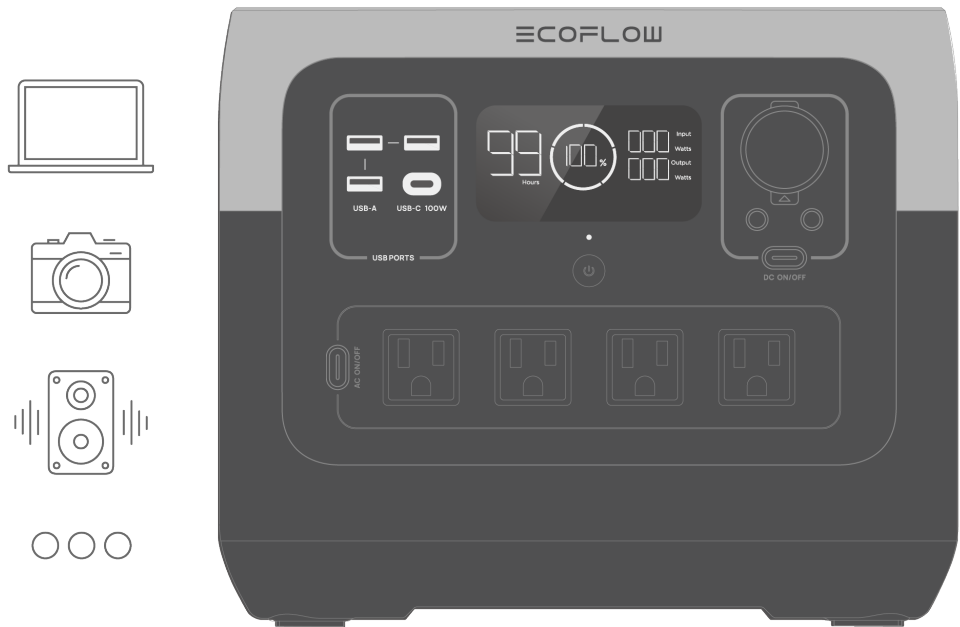


USB-A Output Port

- Maximum output power 12W
- The USB-A output ports are available once the product is turned on.

USB-C Input/Output Port

- Maximum input/output power 100W
- The USB-C output port is available once the product is turned on.



DC Output Socket

- Maximum output power 126W
- Press the DC output switch once to turn on DC output socket (cigarette lighter); press again to turn it off.

DC5521 Output Port

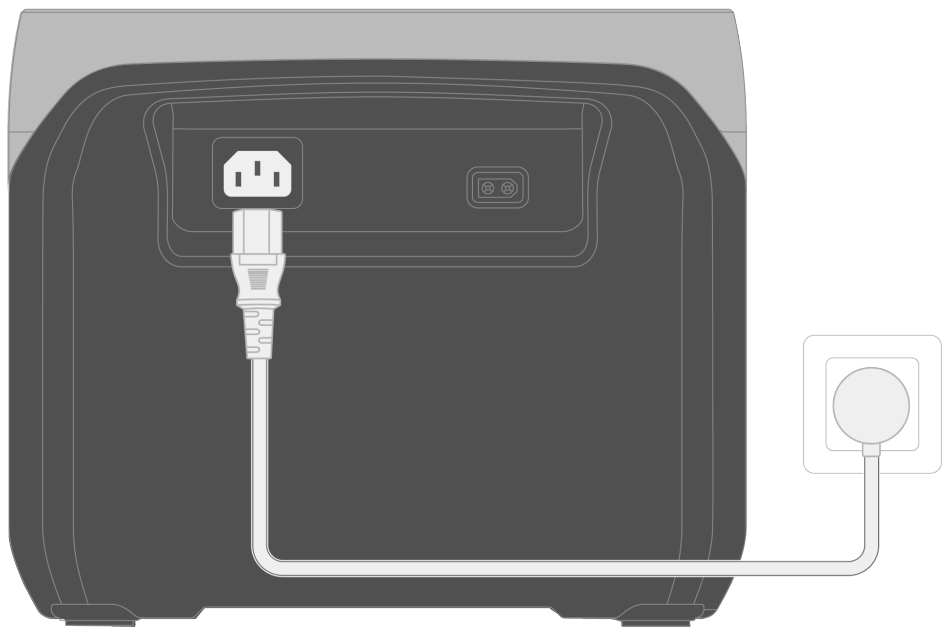
- Maximum output power 37W



Charge RIVER 2 Pro

AC Charging

- Fully charged in 1.17 hours
- 940W max (low-voltage areas, 100V-120V) / 870W max (high-voltage areas, 220V-240V)

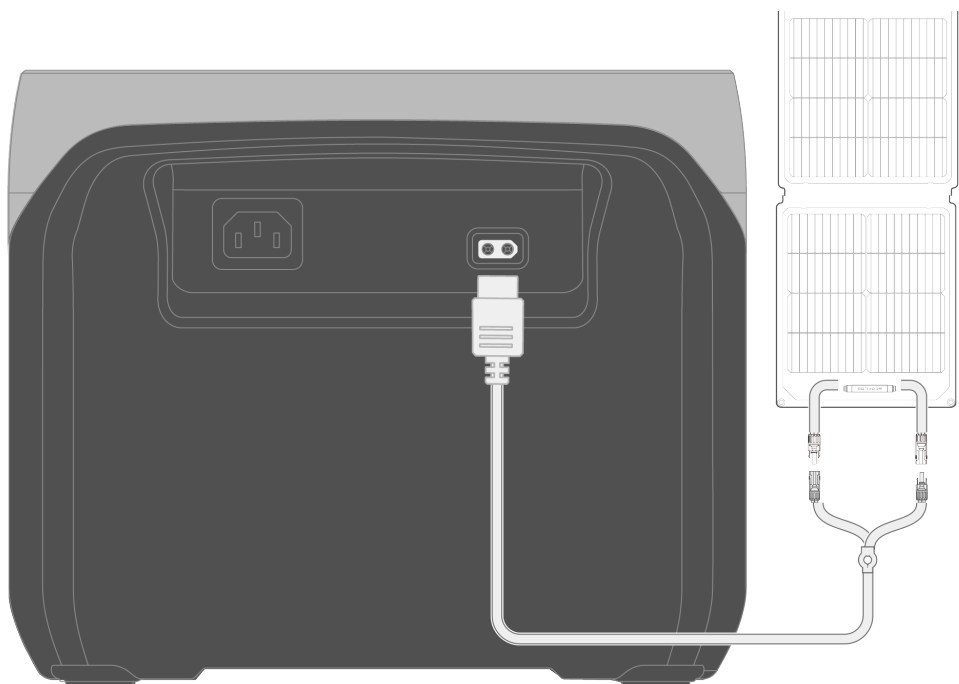


Please use the AC charging cable included in the package and plug the cable directly into a wall outlet instead of an extension socket.

It's recommended that you use a power socket with a capacity of more than 10A and ensure that the working current of the socket is constantly greater than 10A.

Solar Charging

- **220W max**
- **Fully charged in 4.5 - 9 hours**

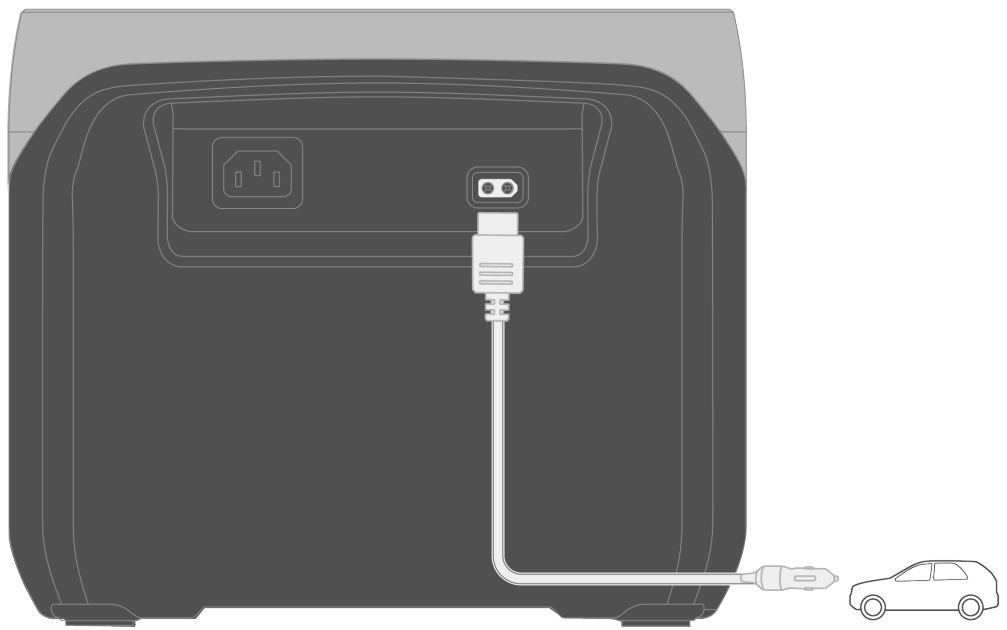


When using an EcoFlow solar panel to charge the product, connect them according to the instructions in the user manual.

Before connecting the solar panel, ensure that the output voltage of the solar panel is less than 50V to avoid product damage.

Car Charging

- **100W max**
- **Fully charged in approximately 9 hours**



You can recharge the product through the car power outlet. The product supports 12V/24V car chargers and a maximum charging current of 8A. EcoFlow takes no responsibility for any loss or damage caused by failure to follow instructions.

To avoid failure to start due to insufficient car battery, use the car charger after the vehicle is started. In addition, please make sure that the car charger cable is securely connected to the cigarette lighter.

USB-C Charging

- 100W max
- Fully charged in approximately 9 hours



©The USB-C charging cable (Type-C plug) and adapter are not included.

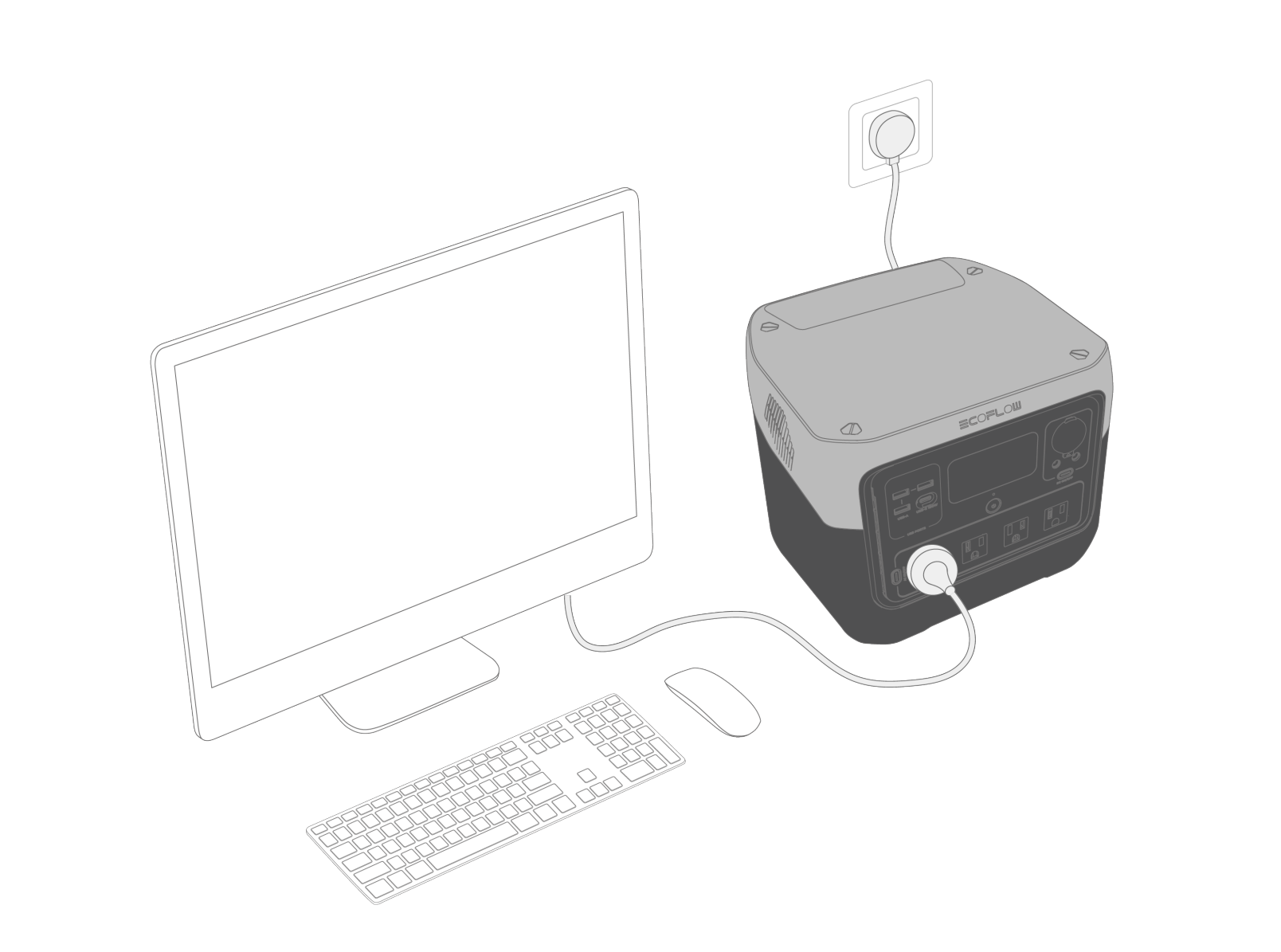
X-Boost

The product supports X-Boost. It can power devices rated at up to 1600W without incurring operation failure due to overload protection. Observe the following tips when using the X-Boost feature:

1. The X-Boost feature is not suitable for appliances with voltage protection (such as precise instruments).
2. It is suitable for heating and motor-driven devices. Please conduct your own tests to check whether your devices support X-Boost.

EPS

The product supports emergency power supply (EPS). Please connect the grid power to the AC input port of the product through an AC cable, then power your device through the AC output port of the product (as figure below).



AC power will come from the grid instead of the power station in this situation (bypass mode). In case of a sudden blackout, the product can automatically switch to battery-powered supply mode within 30ms.

1. As a basic UPS feature, it does not support 0ms switching. Please do not connect the product to any device that requires 0ms UPS (such as data servers and workstations). Please test and confirm the compatibility before using the product.
2. It's recommended that you power only one device (with maximum power < 1600W for high voltage areas and 1000W for low voltage areas) at a time and avoid using multiple appliances at the same time to avoid triggering overload protection. EcoFlow takes no responsibility for any device failure or data loss caused by failure to follow instructions.

Care and Maintenance

1. For safety, please do not store the product in temperature higher than 45°C (113°F) or lower than -10°C (14°F) for a long time.
2. For long-term storage, please recharge the product every three months (firstly discharge it to 0%, then recharge it to 60%). The product will not be covered by the warranty if it is not charged or discharged for more than 6 months.
3. If the product has been idle for too long and the battery is severely low, it will enter a deep sleep protection mode. In such case, please charge the product before using it again.

Specifications

GENERAL	
Model	EFR620

Weight	Approximately 7.8kg(17.2lbs)
Dimensions	270 x 260 x 226mm (10.6 x 10.2 x 8.9inches)
Capacity	768Wh (40Ah≈19.2V)
Wi-Fi (2.4G)	Frequency range: 20M: 2412-2462MHz/40M: 2422-2452MHz (US) 20M: 2412-2472MHz/40M: 2422-2462MHz (EU/AU/ZA) Maximum output power: 0.071W (US) 16.54dBm (EU/AU/ZA)
Bluetooth	Frequency range: 2402-2480MHz (US) 2402-2480MHz (EU/AU/ZA) Maximum output power: 0.005W (US) / 4.71dBm (EU/AU/ZA)
INPUT	
AC Input	100V-120V~50Hz/60Hz, 10A Max (US) 220V-240V~50Hz/60Hz, 10A Max (EU/AU/ZA)
Car Charging Input	12V/24V≈8A, 100W Max
Solar Charging Input	11-50V≈13A, 220W Max
USB-C Input	5/9/12/15/20V≈5A, 100W Max
OUTPUT	
AC Output	Pure sine wave, 800W total (1600W Peak) 120V~50Hz/60Hz (US) 230V~50Hz/60Hz (EU/ZA) 240V~50Hz/60Hz (AU)
DC Output	12.6V≈8A, 126W Max
USB-C Output	5/9/12/15/20V≈5A, 100W Max
USB-A Output	5V≈2.4A 12W Max per port
BATTERY	
Cell Material	LFP battery
Cycle Life	80%+ capacity after 3000 cycles
OPERATING TEMPERATURE	
Ambient Temperature for Discharging	-10°C~45°C(14°F to 113°F)
Ambient Temperature for Charging	0°C~45°C(32°F to 113°F)
Ambient Temperature for Storage	-10°C~45°C (optimal: 20°C~30°C) 14°F to 113°F (optimal: 68°F to 86°F)

EcoFlow App

Control, monitor and customize your EcoFlow product from afar with the EcoFlow App.

See how to connect >

What’s in the Box



1. RIVER 2 Pro portable power station
2. Car charging cable
3. AC charging cable
4. DC5521 connection cable
5. Manuals & Warranty card

- The types of AC sockets and AC charging cables vary in different countries or regions. Please refer to the actual product.

Accessories

[Find more information on EcoFlow Store >](#)

FAQ

1. What devices can the product's AC output socket power?

The rated power of the product is 500W and the peak power is 1000W. With the X-Boost feature, the product's AC output sockets can power devices rated at 1000W or below.

It's recommended that you confirm the power of devices before use, and ensure that the sum power of all loaded devices is less than the rated power.

2. How do I know how long the product can charge my devices?

The charging time is shown on the product's LCD screen, which can be used to estimate the charging time of most appliances with stable power usage.

3. Can I take the product on a plane?

No.

4. Can I switch the frequency of the product?

We recommend that you do not switch the frequency in most cases. If you need to switch the AC frequency due to special circumstances, please turn on the AC power, and then press and hold the AC output switch for 10 seconds or use the app to switch frequency.

Still not solve your problem? Please [click here](#) for more information.

Safety Instructions

WARNING

When using this product, the following precautions should be adhered to:

Usage >

1. Do not use the product near a heat source, such as a fire source or a heating furnace.
2. When using the product, please strictly follow the operating environment temperature specified in this user manual. If the temperature is too high, it may result in a fire or explosion; if the temperature is too low, the product performance may be severely reduced, or the product may cease to work.
3. If this product accidentally catches fire, we recommend that you use the fire extinguishers in the following order: water or water mist, sand, fire blanket, dry powder, and carbon dioxide fire extinguishers.
4. Do not allow this product to come into contact with any liquid. Do not use this product in the rain or high humidity.
5. It is recommended that you use moisture barrier bags in humid environments (for example, places by the sea or waterways) to prevent the product from getting wet.
6. If water is found inside the product, or the product is accidentally dropped into water, it must not be used or turned on again. Please place it in a safe open area, and stay away from it until it is completely dry. Please do not approach the product before it is dry. Please take anti-electric shock measures before touching the product. The dried product should not be used or discarded at will. Please properly dispose of it after contacting Customer Service.
7. Use a dry cloth to clean dirt from the product ports.
8. Do not use this product in an environment with strong static electricity or strong magnetic fields.
9. Do not stack any heavy objects on the product.
10. Store the product in a dry and ventilated place.
11. Keep this product out of reach of children and pets.
12. Do not place the battery in a low air pressure environment, as this may cause flammable liquids to leak or even an explosion.
13. Do not disassemble or puncture this product in any way with sharp objects.
14. Do not forcibly block the fan during use.
15. Do not touch the product port with wires or other metal objects to avoid short circuits or other risks.
16. When using or transporting this product, please avoid impact, falls and violent vibrations. In case of a severe impact, stop using this product immediately and turn off the power.
17. Do not use unofficial components or accessories as this will void the warranty. Consult official EcoFlow channels if you need to replace any component or accessory.
18. This product is not recommended for powering medical emergency equipment related to personal safety, including but not limited to medical grade ventilators (hospital CPAP: Continuous Positive Airway Pressure) or artificial lungs (ECMO: Extracorporeal Membrane Oxygenation). The product can be used to power a home ventilator (home CPAP) that does not have to be continuously monitored by professionals. Please follow your doctor's instructions and consult with the manufacturer for restrictions on the use of the equipment. If it is used for general medical equipment, please be sure to monitor the power status to ensure that the power does not run out.
19. When in use, power supply products will inevitably generate electromagnetic fields, which are likely to affect the normal operation of medical implants or personal medical equipment such as pacemakers, cochlear implants, hearing aids, defibrillators etc. If these types of medical equipment are being used, please contact the manufacturer to inquire about any restrictions on the use of such equipment. These measures are fundamental to ensure a safe distance between medical implants (for example, pacemakers, cochlear implants, hearing aids, defibrillators, etc.) and this product while in use.
20. When the power supply is connected in the normal mode to a refrigerator, the power supply may be automatically shut down due to the power fluctuation property of the refrigerator. If the refrigerator stores medicines, vaccines or other high-value items, it is highly recommended that you set the AC output to "Never Turn Off" through the EcoFlow app when connecting the power supply product to ensure a continuous power supply. Users should pay attention to the power consumption of the power supply.
21. Do not put fingers or hands into the product.
22. To reduce risk of damage to the electric plug and cord, pull the plug rather than the cord when disconnecting the power pack.
23. Do not operate the power pack with a damaged cord, plug or output cable.
24. To reduce the risk of electric shock, unplug the power pack from the outlet before attempting any instructed service.
25. Have servicing performed by a qualified repair person using only identical replacement parts. This will ensure that the safety of the product is maintained.
26. Do not use a battery pack or appliance that is damaged or modified. Damaged or modified batteries may exhibit unpredictable behavior resulting in fire, explosion or risk of injury.

- 27. Users should not place the product on the floor, or at a height less than 457 mm (18 inches) above the floor, when in a repair facility.
- 28. For long-term storage, please discharge the product every three months (firstly discharge it to 0%, then recharge it to 60%); the product will not be covered by the warranty if it is not charged or discharged for more than 6 months.

Disposal >

- 1. Whenever possible, please completely discharge the battery of this product before placing the product in the designated battery recycling bin. This product contains batteries. Batteries are hazardous chemicals and should not be disposed of in ordinary trash cans. For details, please follow local laws and regulations on battery recycling and disposal.
- 2. If the battery cannot be completely discharged due to the failure of the product itself, please do not dispose of the battery directly in the battery recycling bin, and contact a professional battery recycling company for further processing.
- 3. The battery will not start after over-discharge. Please dispose of it.

Contact Us



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