

Ecoflow Delta 3 FAQ					
Question Categories	Product Type	Question	Answer	Applicable Areas	Level of Disclosure
	Delta 3	How loud is the noise during normal operation, and what is the decibel level?	Within half a meter of the device, the noise is less than 30dB at 600W power consumption and less than 40dB at 1200W power consumption.	Common	Refer to the Official Website FAQ
	Delta 3	How to determine if there is an abnormal noise from the device?	Typically, the device will produce some background noise during normal operation. However, if the noise becomes significantly louder or abnormal sounds occur, you can assess the situation based on a video provided by the user. If there are sharp whistling, banging, or grinding sounds without any improper use, this may indicate an issue with the device, and you can guide the user to send it in for repair. If the issue is unclear, it's recommended to escalate to technical support for further assistance.	Common	Refer to the Official Website FAQ
	Delta 3	Why do the instruments show that the L and N of the power station are reversed?	Our power station uses a floating ground system, and these types of detection devices are likely ineffective. These devices are typically designed for systems with a solid ground reference, like mains electricity. In mains electricity, the difference between neutral and ground is very small, so there can be a distinction between them. However, in a power station, which relies purely on inversion and lacks a reference ground, it may show a reversed connection. Additionally, both L and N lines in the power station are live. When operating in isolation, these lines can be considered the same, and there is no concept of a reverse connection. To explain further: AC voltage follows a sinusoidal waveform, so the potential of L and N changes relative to each other. On a very short timescale, current flows from higher to lower potential. But because the AC frequency is 50Hz, the direction changes 50 times per second, which is too fast to perceive. Thus, macroscopically, during inversion, both lines appear identical, and many instruments will show the same peak voltage for both lines. Therefore, they can be considered the same without distinction. (Note: $L-N = 120 \cdot \sin(\omega t)$ V)	Common	Refer to the Official Website FAQ
Pre-sales Inquiry	Delta 3	Which EcoFlow products are compatible, and which are not?	Delta 3 and Delta 3 Plus are compatible with the following Extra Batteries, which can be selected based on the required capacity: Delta 2 EB, Delta 2 Max EB, Delta Pro 3 EB, Delta 3 EB. Delta 3 and Delta 3 Plus are also compatible with the following EcoFlow ecosystem products: Smart Generator 3000 (Dual Fuel), Wave 1, Wave 2, Glacier fridge, PowerStream, Alternator Charger, and solar panels.	Common	Refer to the Official Website FAQ
Pre-sales Inquiry	Delta 3	Which Extra Batteries are compatible with the Delta 3 or Delta 3 Plus, and what is the maximum capacity?	You can choose based on the required capacity. Use the XT150 connection cable to connect to the XT150 port on the back of the device. The system can be expanded up to 5024Wh (the device itself has 1024Wh and only one Extra Battery port. By connecting the maximum capacity Extra Battery, Delta Pro 3 (4000Wh), the total can be expanded to 5024Wh).	Common	Refer to the Official Website FAQ
Pre-sales Inquiry	Delta 3	How many solar panels can be used with the Delta 3 or Delta 3 Plus, and what is the solar charging power?	You need to check the parameters and combination method of the solar panels to ensure that the maximum power of the solar panels is within the specifications of the power station. Exceeding these specifications may damage the power station and should be avoided. First, refer to the user manual to find the solar input specifications of the power station, including: Voltage range Maximum current Maximum power The solar panel combination must meet the following conditions: Voltage: The open-circuit voltage of the solar panels must be within the voltage range specified for the power station. Current: The maximum current of the solar panels must be \leq the maximum current specified for the power station. Power: The maximum power of the solar panels must be \leq the maximum power specified for the power station. All three conditions must be met simultaneously; exceeding any one of them will result in incompatibility. Combination Methods: There are two ways: series connection and parallel connection. Series Connection: Voltage adds up, and current is limited by the panel with the smallest current rating. Parallel Connection: Current adds up, and voltage is limited by the panel with the smallest voltage rating. (If the power station has overcurrent protection, it will limit the current to the maximum allowable current of the power station.) Example: Can the Delta 3 be connected to two 400W EcoFlow solar panels? Refer to the user manuals of the Delta 3 and the solar panels: Delta 3 solar input specifications: Voltage range 11-60V, Maximum current 15A, Maximum power 500W. Solar panel open-circuit voltage: 37.1V, Maximum operating current: 12.9A. Series Connection: Open-circuit voltage: $37.1V \times 2 = 74.2V$ Current: 12.9A Power: $74.2V \times 12.9A = 957.18W$, which exceeds the power station's maximum input power of 500W. Therefore, series connection is not usable. Parallel Connection: Open-circuit voltage: 37.1V Current: $12.9A \times 2 = 25.8A$, which exceeds the power station's maximum current of 15A. Therefore, parallel connection is not usable	Common	Refer to the Official Website FAQ
Functionality	Delta 3	Can the Delta 3 or Delta 3 Plus support charging while powered off?	Charging will automatically power on the unit; it does not support charging while powered off.	Common	Refer to the Official Website FAQ

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Functionality	Delta 3	When the Delta 3 or Delta 3 Plus is powered off, will it automatically power on when connected to AC or solar charging input?	Yes, it will automatically power on when there is input.	Common	Refer to the Official Website FAQ
Functionality	Delta 3	How to calibrate the battery level on the Delta 3 or Delta 3 Plus?	Fully charge and fully discharge the device once to complete the SOC calibration.	Common	Refer to the Official Website FAQ
Functionality	Delta 3	Does the Delta 3 or Delta 3 Plus support switching the AC output frequency? How to do it?	Press and hold the AC button for 10 seconds to change the AC output frequency for actual use.	Common	Refer to the Official Website FAQ
Functionality	Delta 3	After connecting the Extra Battery, which one charges first and which one discharges first?	The charging logic between the main unit and the Extra Battery is to first charge the one with the lower voltage. Once their voltages are equal, they will charge simultaneously. For discharging, the unit with the higher voltage discharges first, and when their voltages are equal, both the main unit and the Extra Battery will discharge simultaneously.	Common	Refer to the Official Website FAQ
Functionality	Delta 3	Can the device's AC output be directly connected to its AC input, and will this cause any issues?	This is not recommended, as it may cause irreversible problems with the device's internal circuitry.	Common	Refer to the Official Website FAQ
Functionality	Delta 3	After connecting the Extra Battery, does the device support firmware upgrades for other models of Extra Batteries?	Yes, it does.	Common	Refer to the Official Website FAQ
Functionality	Delta 3	How is the remaining battery percentage calculated on the App's main page when the device is connected to an Extra Battery?	The remaining battery percentage is calculated as follows: $(\text{Device total capacity} \times \text{Remaining SOC percentage} + \text{Extra Battery capacity} \times \text{Remaining SOC percentage}) / (\text{Device total capacity} + \text{Extra Battery capacity})$ For example, if a Delta 3 1500 (1500 Wh) with 40% charge is connected to a Delta 2 Max Extra Battery (2048 Wh) with 50% charge, the displayed percentage will be: $(1500 \times 40\% + 2048 \times 50\%) / (1500 + 2048) = 45.77\% \approx 46\%$	Common	Refer to the Official Website FAQ
Functionality	Delta 3	Does the device support simultaneous charging from multiple inputs (solar, AC, generator, etc)? When AC, solar, and generator inputs are connected simultaneously and the total input power exceeds the maximum input power, which charging source takes priority?	Delta 3 and Delta 3 Plus can be charged via the AC input port, XT60 input port, and XT150 port. They support simultaneous connection of multiple input sources with the following charging priority: 1. EcoFlow Powerstream (via XT150 port) 2. Solar (via XT60 port) 3. AC power (AC input port, including grid power and generator such as Smart Generator 3000 (Dual Fuel)) 4. EcoFlow Smart Generator (via XT150 port input, such as DG200, Smart Generator 4000 (Dual Fuel)) 5. EcoFlow Alternator Charger (via XT150 port)	Common	Refer to the Official Website FAQ
Pre-sales Inquiry	Delta 3	Can Delta 3 or Delta 3 Plus be stacked, and what is the maximum number of the same model device or Extra Battery that can be stacked?	Yes, they can be stacked, but it is only recommended to stack one Extra Battery. Since the device has only one XT150 port, it is advisable to place only one Extra Battery.	Common	Refer to the Official Website FAQ
Product Information	Delta 3	What is the conversion efficiency of each input and output port for Delta 3 or Delta 3 Plus?	AC-AC:100% AC-DC:90% DC-AC:92% DC-DC:94%	Common	Refer to the Official Website FAQ
Functionality	Delta 3	Does Delta 3 or Delta 3 Plus support X-Stream and X-Boost?	Delta 3 or Delta 3 Plus does support X-Stream and X-Boost: X-Stream: Fully charges in 56 minutes. X-Boost: Supported but with varying power levels depending on the region. The X-Boost power levels by region are as follows: Japan: Voltage: 100V; X-Boost Power: 2000W Europe/UK/South Africa: Voltage: 230V; X-Boost Power: 2400W China: Voltage: 220V; X-Boost Power: 2200W Taiwan: Voltage: 110V; X-Boost Power: 2500W South Korea: Voltage: 220V; X-Boost Power: 2200W Switzerland/Australia: Voltage: 230V; X-Boost Power: 2400W USA: Voltage: 120V; X-Boost Power: 2600W Note: X-Boost is not available when the device is connected to AC input (e.g., when the power station is charging or in bypass mode). Bypass Mode: When the device is simultaneously charging and discharging (through AC input and output ports), it automatically activates bypass mode.	Common	Refer to the Official Website FAQ
Product Information	Delta 3	What fast-charging protocols are supported by the USB-A and USB-C ports of Delta 3 or Delta 3 Plus?	USB-C Port: PD2.0, PD3.0, QC2.0, QC3.0 USB-A Port: BC1.2 USB-A Fast-Charging Port: BC1.2, QC3.0, QC2.0 It is recommended to use compatible USB charging cables to charge your electronic devices. If the cable or device does not support the corresponding protocol, it may not be possible to achieve maximum output power.	Common	Refer to the Official Website FAQ
Product Information	Delta 3	What is the battery material of Delta 3 or Delta 3 Plus?	The battery cells of Delta 3 or Delta 3 Plus are LFP (Lithium Iron Phosphate), with more than 80% capacity remaining after 4000 cycles.	Common	Refer to the Official Website FAQ
Product Information	Delta 3	What is the lifespan of the device's USB ports and buttons?	Laboratory tests show 5000 plug-in/out cycles for the USB ports and 10,000 presses for the buttons.	Common	Refer to the Official Website FAQ
Product Information	Delta 3	What is the material of the Delta series casing? Does it contain Teflon (PTFE)?	We use plastic, specifically PC+ABS, and no Teflon is used.	Common	Refer to the Official Website FAQ
Product Information	Delta 3	What is the electric shock safety rating of the device?	Class I (not mentioned proactively).	Common	Refer to the Official Website FAQ
Product Information	Delta 3	Supported Wi-Fi and Bluetooth protocols of the device?	Supports Wi-Fi 6 and Bluetooth 5.3.	Common	Refer to the Official Website FAQ
Functionality	Delta 3	Can the Delta 3 or Delta 3 Plus be powered through the Type-C port?	No, it cannot.	Common	Refer to the Official Website FAQ
Product Information	Delta 3	What is the series and parallel arrangement of the battery cells?	16S1P	Common	Refer to the Official Website FAQ

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Pre-sales Inquiry	Delta 3	Does the device have grounding?	The AC output port and the internal components of the device are grounded. If the device's AC input is connected to mains power, it will be grounded through the mains power.	Common	Refer to the Official Website FAQ
Pre-sales Inquiry	Delta 3	Can the device be carried on high-speed trains, airplanes, or ships?	It cannot be taken on airplanes. For high-speed trains and cruise ships, please consult the relevant department or the customer service of the specific service provider for details.	Common	Refer to the Official Website FAQ
Functionality	Delta 3	Can the device charge a car battery? How is it done?	In case the car battery is dead, you can use a dedicated jump-start cable to charge the car battery, with an approximate charging time of 15-20 minutes. The product does not include a jump-start cable, so it needs to be purchased separately by the customer (this function is not officially recommended). (Note: During charging, the car should not be started, as it may cause damage to the battery.)	Common	Refer to the Official Website FAQ
Product Information	Delta 3	What are the differences and upgrades between Delta 3 or Delta 3 Plus and the previous generation products?	Compared to Delta 2: 1. PV input increased from 1 input to 2 inputs (Delta 3 Plus has 2 inputs, while Delta 3 has 1 input). 2. Charging speed improved from 80 minutes to 56 minutes for a full charge. 3. Waterproof rating improved from IP20 for the entire unit to IP20 for the unit and IP65 for the battery cells. 4. EPS response time improved from 30ms to 10ms for UPS. 5. Noise level improved from 600W <35db and 1200W <45db to 600W <30db and 1200W <40db. 6. Enhanced wireless hybrid operation with a 1.8KW generator (GE307), including automatic start-stop functionality through AC line. 7. Added low-light detection circuitry to improve charging stability during early morning and dusk, compared to Delta 2. 8. Extra battery port moved from the side to the back, supporting stacking and wall placement, and is compatible with D2, D2M, DP3, and D3 extra batteries.	Common	Refer to the Official Website FAQ
Product Information	Delta 3	What is the waterproof rating?	The entire unit has an IP20 rating, while the battery pack has an IP65 rating.	Common	Refer to the Official Website FAQ
Product Information	Delta 3	Why does only the battery pack have an IP65 dust and water resistance rating, while the entire unit only has an IP20 rating?	From a cost and safety perspective, achieving full waterproofing for the entire unit would require higher costs and compromise the lightweight design. For most scenarios, the Delta 3/Delta 3 Plus provides sufficient protection. In extreme or accidental situations, the battery pack is the most critical component to protect against dust and water. Therefore, the battery pack is rated IP65, which is primarily based on safety considerations for operation in extreme environments. The high waterproof rating of the battery pack effectively prevents the intrusion of dust and moisture in high temperature, high humidity, and high salt environments, thus avoiding safety risks associated with dust and moisture, and ensuring safety.	Common	Refer to the Official Website FAQ
Product Information	Delta 3	What are the advantages of the battery pack's waterproofing?	The IP65 waterproof rating of the battery pack ensures that it will not experience thermal failure in accidental water exposure scenarios, enhancing the device's reliability and safety. Additionally, the battery pack's sealing performance effectively resists adverse effects from external environmental conditions, thereby extending the battery's lifespan.	Common	Refer to the Official Website FAQ
Product Information	Delta 3	What is the TOU mode for?	After setting the regional electricity rates on the EcoFlow app, enabling TOU mode allows the system to consider factors such as electricity rate differences, optimal charging times, and solar charging, to fully charge the device.	Common	Refer to the Official Website FAQ
Product Information	Delta 3	Are the Delta 3 or Delta 3 Plus UPS (Uninterruptible Power Supply) devices? What is the switching time?	The Delta 3 or Delta 3 Plus has a switching time of <10ms for UPS.	Common	Refer to the Official Website FAQ
Pre-sales Inquiry	Delta 3	Is it recommended to use this with medical equipment?	For stability reasons, it is not recommended to use it as a power source for critical medical devices (such as ventilators).	Common	Refer to the Official Website FAQ
Basic Troubleshooting	Delta 3	What should I do if the device cannot charge?	1. Check Temperature: If high-power appliances have been used for a long time, stop using the power source and wait until the temperature returns to normal before resuming use. If the ambient temperature is too low, place the device in a warmer location, let it sit for a while, and then try charging again. 2. Check Specifications: Ensure that the input meets the product specifications. The AC input should be a maximum of 1500W, and the PV input should be 11V-60V, with a maximum of 500W. Charging will not occur if the input exceeds these specifications. 3. Check Settings: Connect the device to the app and review the settings in the upper right corner of the device details page: (1)"Discharge/charge Level": Check if a charging limit has been set. (2)"Lab Feature - Custom Policies": Verify if a charging restriction policy has been set. 4. Check Charging Cable or Input Source: If there is a fault with the charging cable or input source, it may prevent charging. Try using a different input source to determine if the issue is with the device. If the problem persists, record a video showing the charging issue and connection method for further investigation or contact the support team for assistance.	Common	Refer to the Official Website FAQ
Basic Troubleshooting	Delta 3	What should I do if the device does not power on?	1. Press and Hold the Power Button: Press and hold the power button for more than 3 seconds to see if the screen displays any information. 2. Connect Power and Check Input: Connect the device to a power source and check if there is any input power. If there is no response after charging for 10 minutes, please contact the support team for assistance.	Common	Refer to the Official Website FAQ
Product Information	Delta 3	What class of hazardous material does the device belong to?	Class 9 hazardous material.	Common	Refer to the Official Website FAQ
Product Information	Delta 3	How many extra batteries can be connected to the Delta 3 or Delta 3 Plus?	You can only connect one extra battery.	Common	Refer to the Official Website FAQ
Pre-sales Inquiry	Delta 3	How to connect Delta 3 Plus to a NAS and enable the NAS's UPS function?	1. Connect the USB-C output port of the Power Station to the USB port of the device (supports USB 2.0 protocol) using a data cable. 2. Once connected successfully, configure the relevant settings on the NAS device's settings page.	Common	Refer to the Official Website FAQ
Product Information	Delta 3	How long does it take to fully charge the Delta 3 or Delta 3 Plus via AC?	Fully charged in as little as 56 minutes.	Common	Refer to the Official Website FAQ
Product Information	Delta 3	What is the weight of Delta 3 or Delta 3 Plus?	The weight of the Delta 3 or Delta 3 Plus main unit is 12.6 kg.	Common	Refer to the Official Website FAQ

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Product Information	Delta 3	How to enable the Xboost function on Delta 3 or Delta 3 Plus?	The Xboost function is disabled by default. It can be enabled or disabled in the EcoFlow app.	Common	Refer to the Official Website FAQ
Product Information	Delta 3	Do Delta 3 or Delta 3 Plus support bypass mode output?	Yes, they support bypass mode output and it is enabled by default. You can also disable the bypass mode in the app. For appliances that require high-quality power output and are sensitive to unstable grid power, such as speakers, you can activate this setting in the EcoFlow app to use only the AC output power from the Power Station.	Common	Refer to the Official Website FAQ
Product Information	Delta 3	What is the maximum operating altitude for Delta 3 or Delta 3 Plus?	It is recommended to use it at altitudes below 2000 meters.	Common	Refer to the Official Website FAQ
Product Information	Delta 3	What is the total voltage of the battery cells, and what is the series and parallel arrangement?	Delta 3 uses high-quality lithium iron phosphate batteries with a 1P16S configuration, totaling 16 cells and a total voltage of 51.2V.	Common	Refer to the Official Website FAQ
Functionality	Delta 3	How long does it take to fully charge with solar panels?	For DELTA 3 (1024Wh) with solar panels operating at 11-60V, 15A, and a maximum of 500W, the estimated charging times in ideal weather conditions are as follows (for reference only): One 160W panel: Approximately 8 hours (Direct connection, Rating: ☆☆☆) Two 160W panels: Approximately 4 hours (Series connection, Rating: ☆☆☆☆) One 220W panel: Approximately 6 hours (Series connection, Rating: ☆☆☆☆) Two 220W panels: Approximately 3 hours (Series connection, Rating: ☆☆☆☆) One 400W panel: Approximately 3.3 hours (Direct connection) The charging speed of the solar panels depends on weather conditions, so actual times may vary.	Common	Refer to the Official Website FAQ
Product Information	Delta 3	Is the battery pack portion of the Delta 3 Extra Battery also IP65-rated for protection?	Yes, it is.	Common	Refer to the Official Website FAQ
Hardware Structure	Delta 3	Why is there a long, stripe-like weld line (similar in appearance to a scratch) at the handle area on the top cover of the Delta 3 Plus?	To enhance the product's appearance, a special coating process was used to give the product a metallic finish. The fine lines on the outer shell are irregular patterns caused by this process and are not manufacturing defects. These lines do not affect the product's lifespan, functionality, or performance, and will not impact the warranty. Please feel confident in using the product!	Common	Can Be Used to Respond to Customers
Basic Troubleshooting	Delta 3	Delta 3 & Delta 3 Plus discharge quickly when powered on with the AC output enabled but no output device connected, with around 50% discharge overnight.	We have identified this issue and are currently working on a solution. In the meantime, you can turn off the AC output button when not using any AC-powered devices. We expect to release new firmware soon to fix this issue, so please keep an eye on the app for upgrade notifications. If the issue persists after the update, escalate it to technical support for further assistance.	Common	For Internal Reference Only
Basic Troubleshooting	Delta 3	When the Delta 3 & Delta 3 Plus are connected to the grid and bypass mode is disabled via the app, the AC output shuts off when the device reaches the set discharge limit, causing connected appliances to stop working.	We have identified this issue and are working on a solution. In the meantime, you can remove the device's input and output, then restart it to restore AC output. We expect to release new firmware on September 4th to fix this issue, so please watch for upgrade notifications in the app. If the issue persists after the update, escalate it to technical support for further assistance.	Common	For Internal Reference Only
Error Messages	Delta 3	When the SOC of Delta 3 & Delta 3 Plus is at 0% and the device is powered off, connecting PV does not charge the device (error 303).	We have identified this issue and are currently working on a solution. In the meantime, you can use AC to charge the device to 20%, then try using PV to charge again. We expect to release new firmware by the end of September 4th to fix this issue, so please keep an eye on the app for upgrade notifications. If the issue persists after the update, escalate it to technical support for further assistance.	Common	For Internal Reference Only
Functionality	Delta 3	When the AC switch on Delta 3 & Delta 3 Plus is turned on without any appliances connected, you can hear a clicking sound from inside the device when standing 10-15 cm away.	We have identified this issue and are working on a solution. We recommend turning off the AC output switch when it's not needed to avoid this sound. We expect to release new firmware by the end of September to fix this issue, so please keep an eye on the app for upgrade notifications. If the issue persists after the update, escalate it to technical support for further assistance.	Common	For Internal Reference Only
Functionality	Delta 3	When Delta 3 & Delta 3 Plus activate storm alert and the charge/discharge limits are set, will it charge to 100% or to the set limit when the alert is triggered?	When red alert weather is detected within the next 12 hours, the user will be notified via the app to activate storm mode, temporarily lifting the charge/discharge limits and charging to 100%. After the storm ends, the system will revert to the previous state before storm mode was activated.	Common	Can Be Used to Respond to Customers