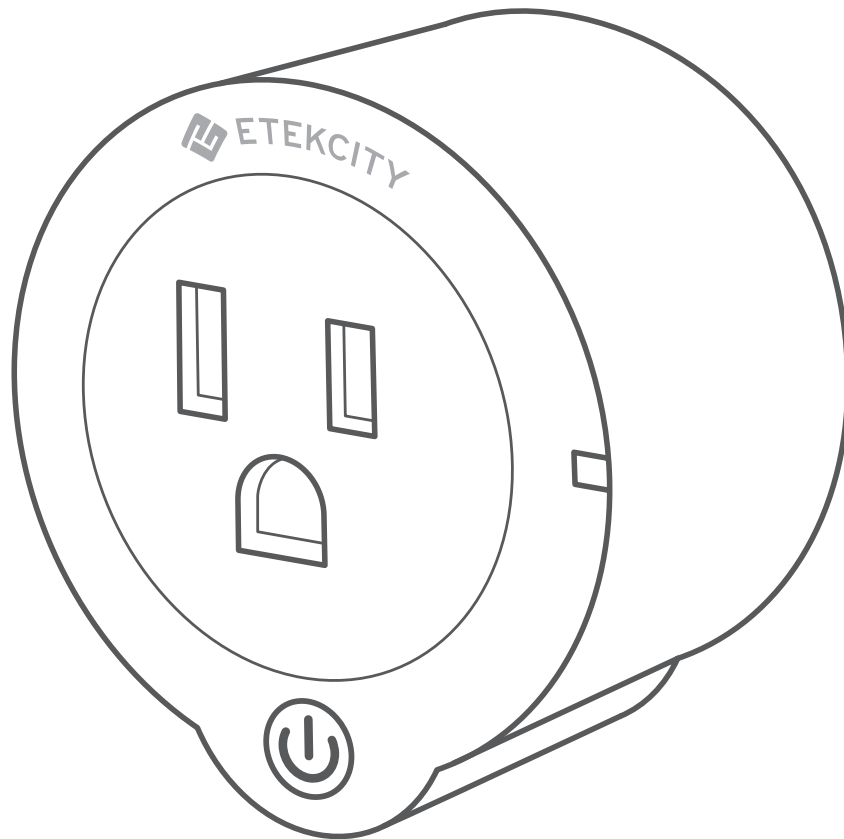




## Voltson Smart WiFi Outlet

**Model No.: ESW01-USA**



### **Questions or Concerns?**

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

# Thank you for purchasing the Voltson Smart WiFi Outlet by Etekcity.

Your smart outlet allows you to control electrical appliances, such as lights, fans, and kitchen appliances with your Android™ or iOS™ devices. Pair your smart outlet with the VeSync app and use your phone to control your connected electrical appliances anywhere, any time. Set up your smart outlet with the IFTTT™ (if this then that) app to program your smart home.

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 outlet!

## Become an Etekcitizen

Exclusive deals, giveaways, and product registration.

Better products for better living.

Find us at **etekcity.com**

# Table of Contents

Specifications	<b>4</b>	More Features	<b>35</b>
Safety Information	<b>5</b>	• Connecting with Amazon Alexa	<b>35</b>
Product Diagram	<b>7</b>	• Connecting with Google Assistant	<b>35</b>
Light Chart	<b>8</b>	• Log Out	<b>36</b>
VeSync App Setup	<b>9</b>	• Contact Customer Support	<b>37</b>
Configuration	<b>10</b>	IFTTT	<b>38</b>
Functions	<b>15</b>	• Pairing Your Smart Outlet with IFTTT	<b>38</b>
• Turning Devices On/Off	<b>15</b>	• Create an Applet Using Existing VeSync Templates	<b>41</b>
• Create Schedule	<b>16</b>	• Create a Custom Applet	<b>44</b>
• Create Timer	<b>23</b>	Maintaining Your Smart Outlet	<b>49</b>
• Away Mode	<b>25</b>	• Firmware Updates	<b>49</b>
Smart Outlet Settings	<b>30</b>	• Resetting	<b>49</b>
• Energy Saving Mode	<b>31</b>	Troubleshooting	<b>50</b>
• Abnormal Power Protection	<b>32</b>	Warranty Information	<b>53</b>
• Share Your Smart Outlet	<b>33</b>	Customer Support	<b>55</b>
• Delete a Smart Outlet	<b>34</b>		

# Specifications

<b>Communication Mode</b>	IEEE802.11b/g/n (WiFi)
<b>Communication Frequency</b>	2400-2483.5MHz
<b>Wireless Distance (Outlet to Router)</b>	98-164 ft / 30-50 m (max visible range)
<b>Maximum Switch Current</b>	10A
<b>AC Power Supply Range &amp; Supply Frequency</b>	AC 120V, 60Hz
<b>Power Consumption</b>	0.7-1.2W
<b>Operating Environment</b>	14°F-104°F / -10°C-40°C
<b>Storage &amp; Transportation Environment</b>	-4°F-104°F / -20°C-60°C
<b>Size</b>	4 x 2.5 x 1.2 in / 102 x 62 x 30 mm
<b>Compatible Systems</b>	Android™ 4.3 or higher / iOS™ 8.0 or higher

**Note:** *The outlet's WiFi signal range can be weakened or disrupted if:*

- *Your WiFi bandwidth is not 2.4GHz.*
- *Your WiFi network and/or your smart outlet is blocked by objects that are too thick, such as walls, floors, and furniture.*
- *Your WiFi signal interferes with other electrical appliances (e.g. microwave ovens, wireless speakers, and LCD displays).*

## Safety Information

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

- **Do not** exceed the maximum load current of 10A (approximately 1200W) by plugging in appliances that require a higher load current. **Always** check the electrical power rating before use to avoid potential damage to the device.
- Keep out of reach of children.
- **Only** use indoors, in a dry location.
- **Always** keep away from water or other liquids.
- Household use **only**.



## 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.

**SAVE THESE INSTRUCTIONS**

[Back to Table of Contents](#)

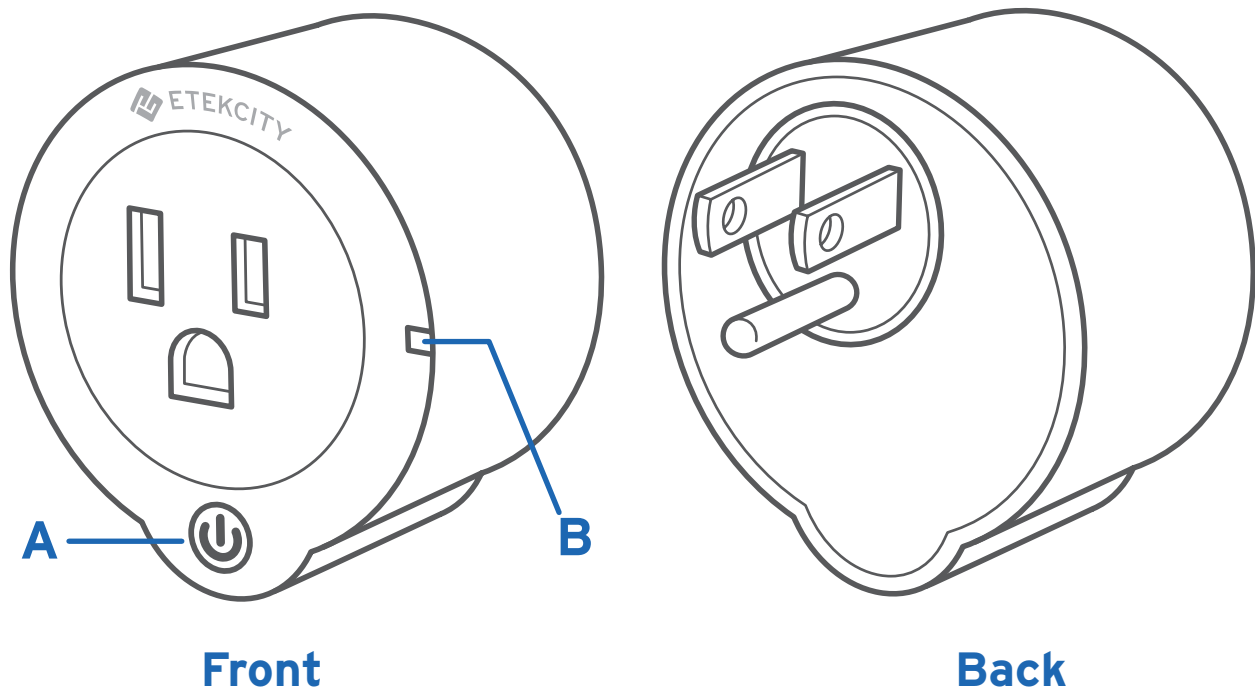


## Product Requirements

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

The smart outlet is compatible with electrical appliances that use 10A current. Connecting an appliance that uses more than 10A current may cause the outlet fuse to blow.

## Product Diagram



- A.** Power Button
- B.** LED Indicator

# Light Chart

Light Color	Status	Description
Yellow	Solid	Outlet is on
Blue / Purple	Blinks twice every 5 seconds	Outlet is trying to connect to WiFi
	Blinks once every 5 seconds	Outlet is connected to WiFi, but is trying to connect to server
	2 blinks per second	Outlet is in Configuration Mode
	4 blinks per second	Outlet was reset
None	No light	Outlet is off



# VeSync App Setup

**Note:** Due to continuing updates and improvements, the VeSync app and IFTTT app user interfaces 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. Tap **Sign Up** to create a new account.



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

# Configuration

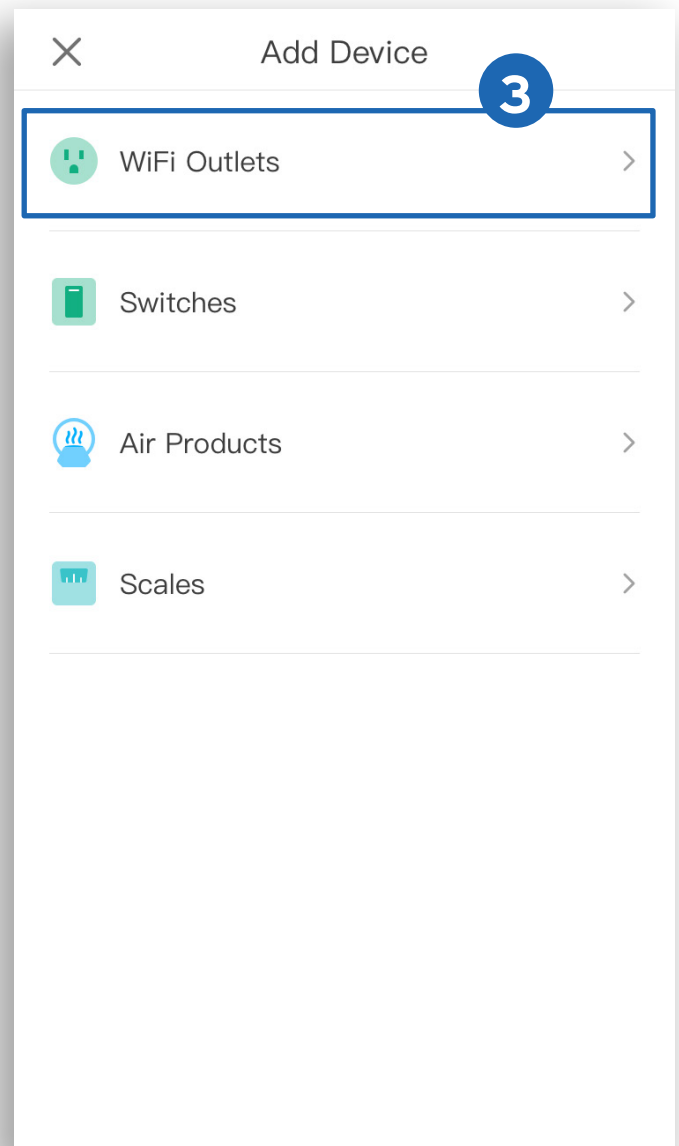
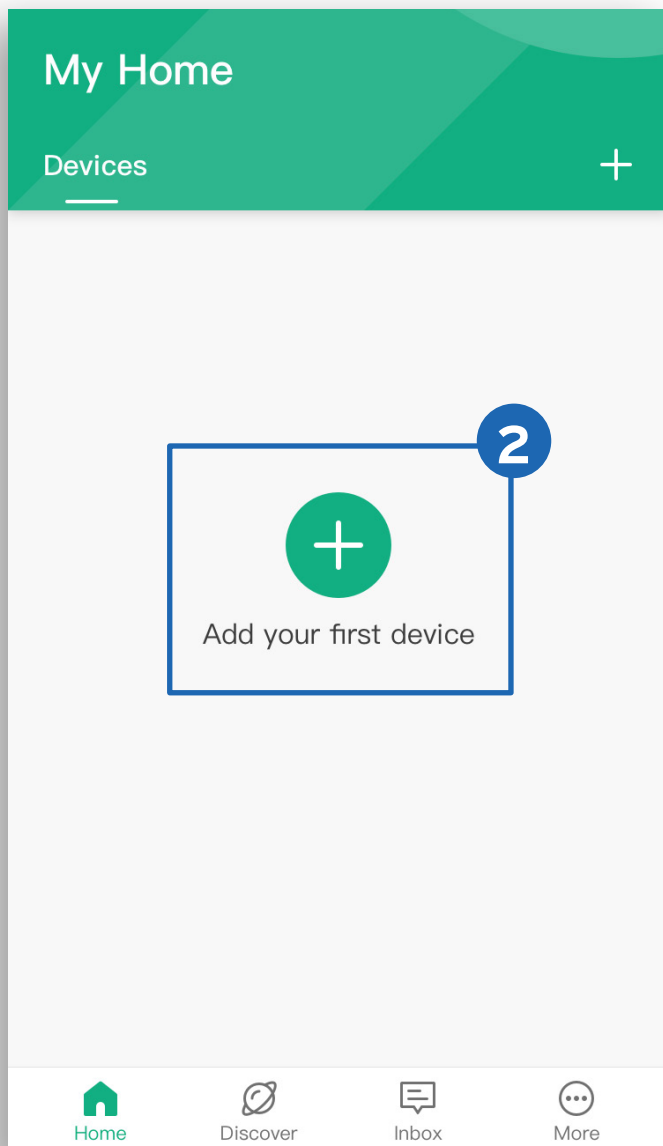
Set up your outlet with the VeSync app.

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

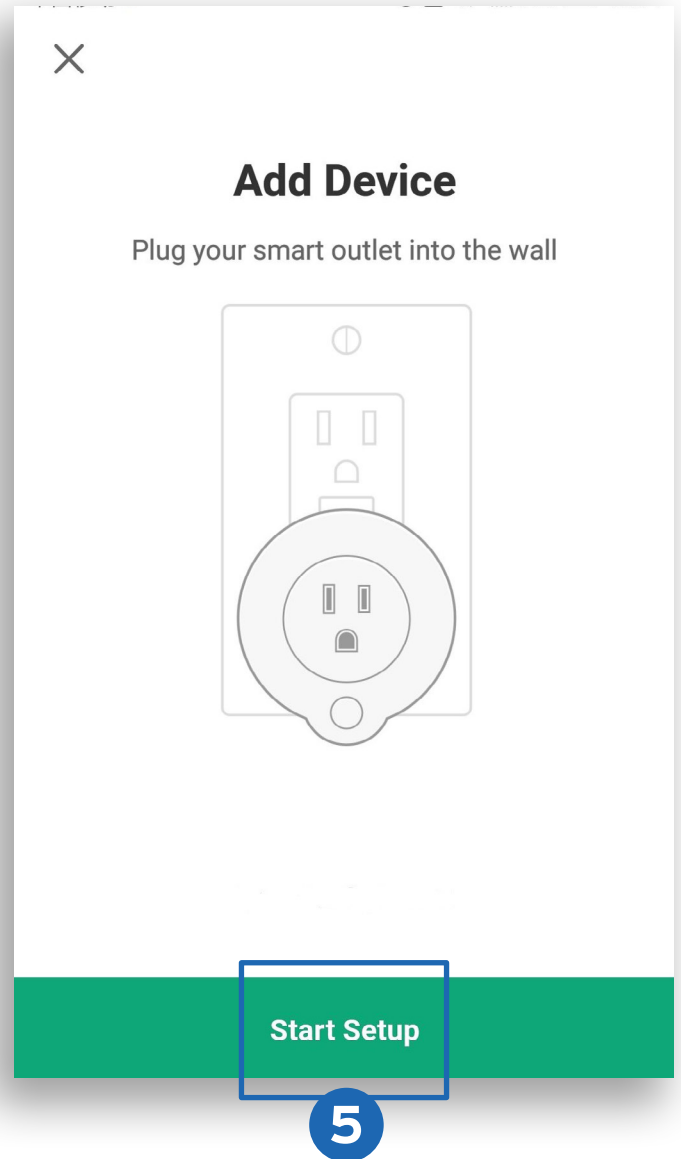
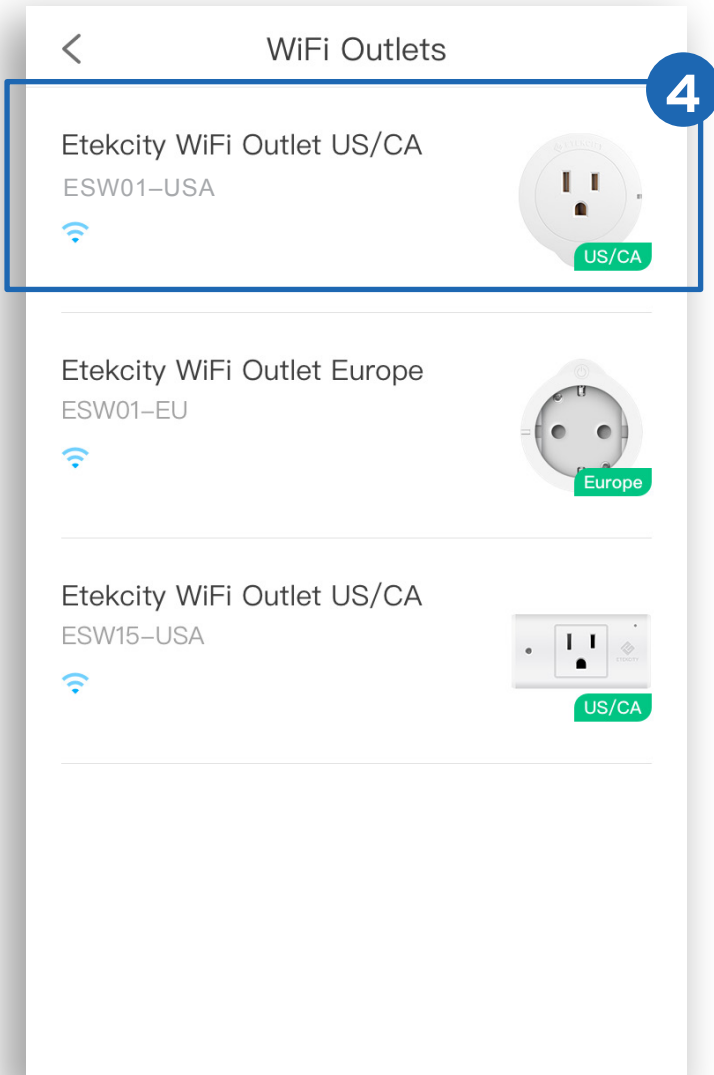
**Note:** *The smart outlet can only be set up on a secure 2.4GHz network.*



2. Tap **+** to add your smart outlet.
3. Tap **WiFi Outlets**.



4. Tap **Etekciti WiFi Outlet US/CA**.
5. Tap **Start Setup**.

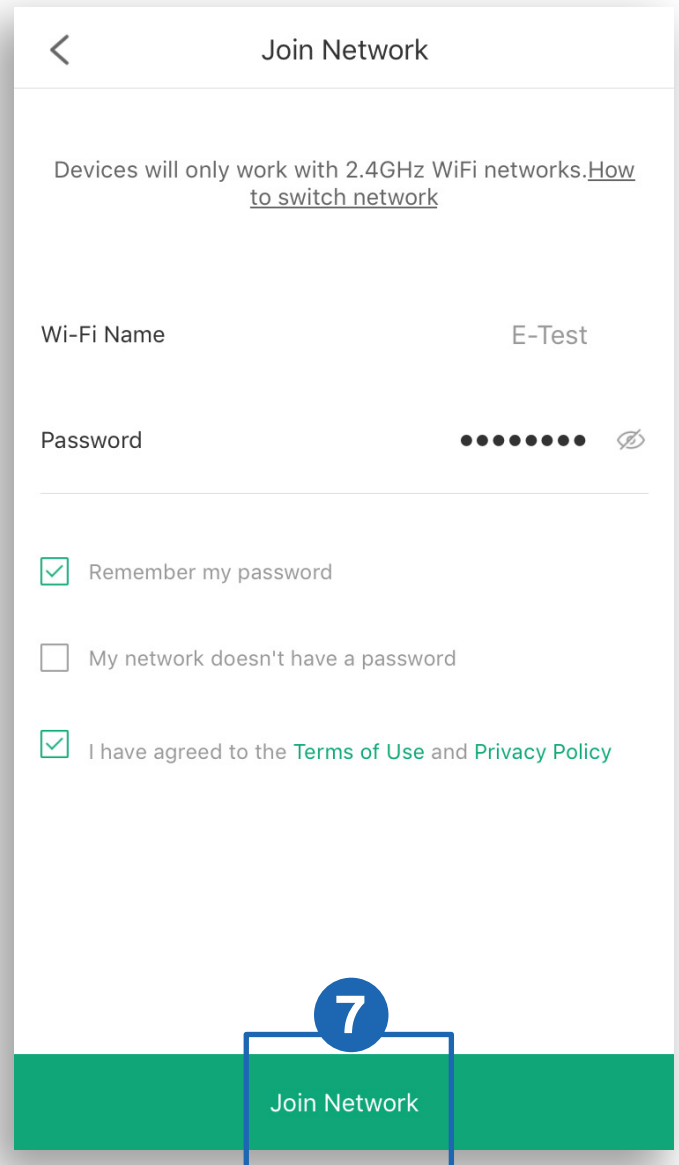
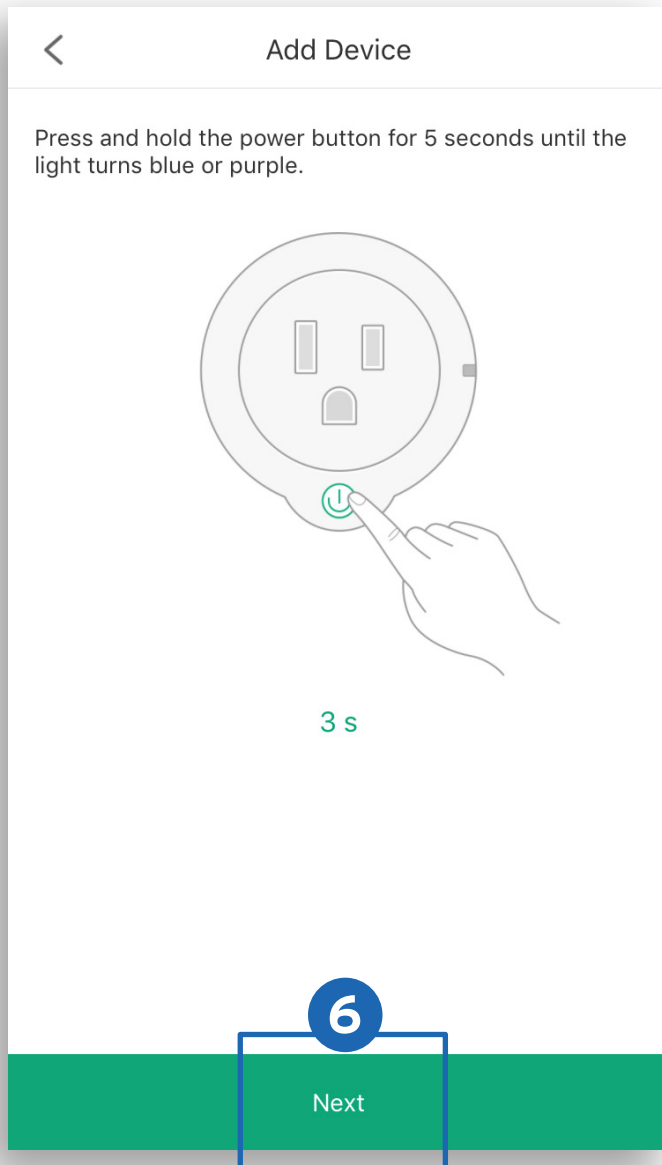


6. Plug in your smart outlet. The LED indicator light should be blue. Press and hold the power button for 5 seconds, or until the LED indicator light blinks blue (2 blinks per second). Then tap **Next**.

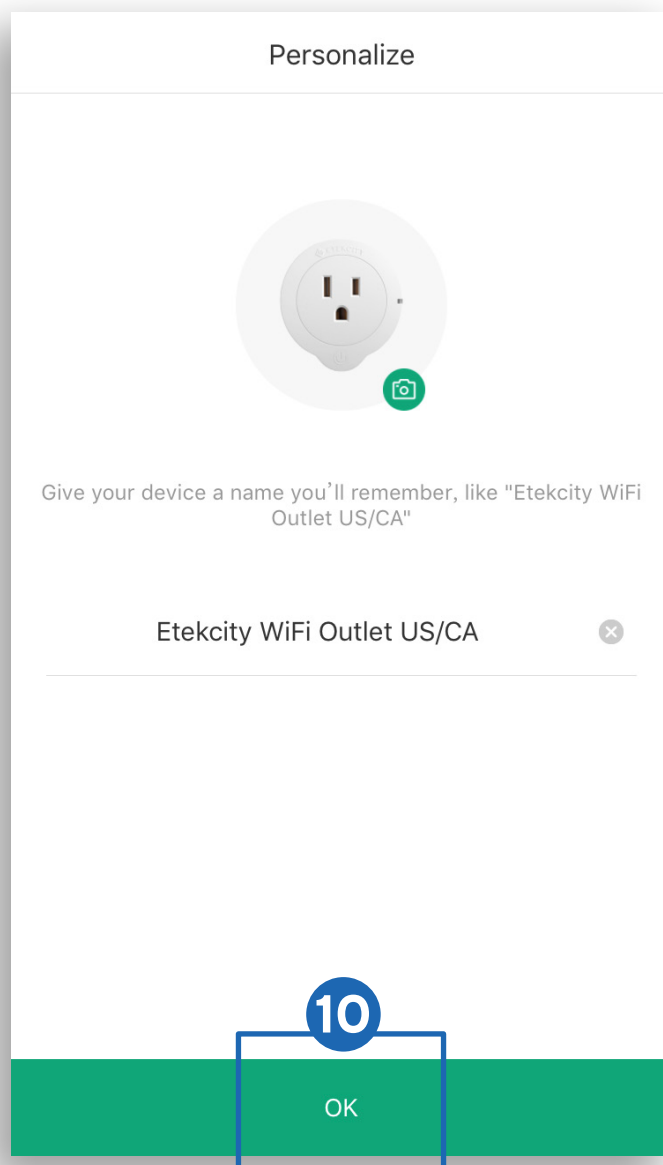
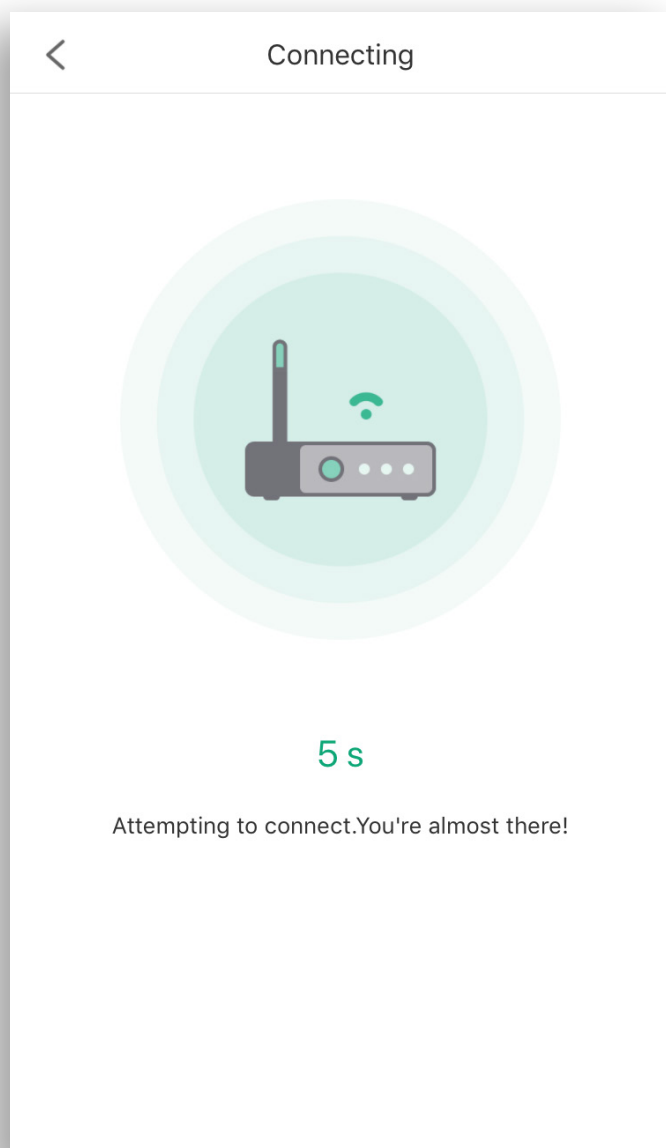
**Note:** Configuration Mode will turn off after 5 minutes.

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

**Note:** Configuration requires a secure 2.4GHz WiFi network.



8. Tap **Connect** and select the access point that starts with "ESP".
9. Wait for the app to connect.
10. Give your outlet a unique name, or use the default name, and tap **OK**.



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


[Back to Table of Contents](#)



# Functions

## Turning Devices On/Off

To turn the outlet on/off:

- A.** Press the outlet's power button.
- B.** Tap  on the My Home screen or the smart outlet screen in the VeSync app.

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



Device is **off**



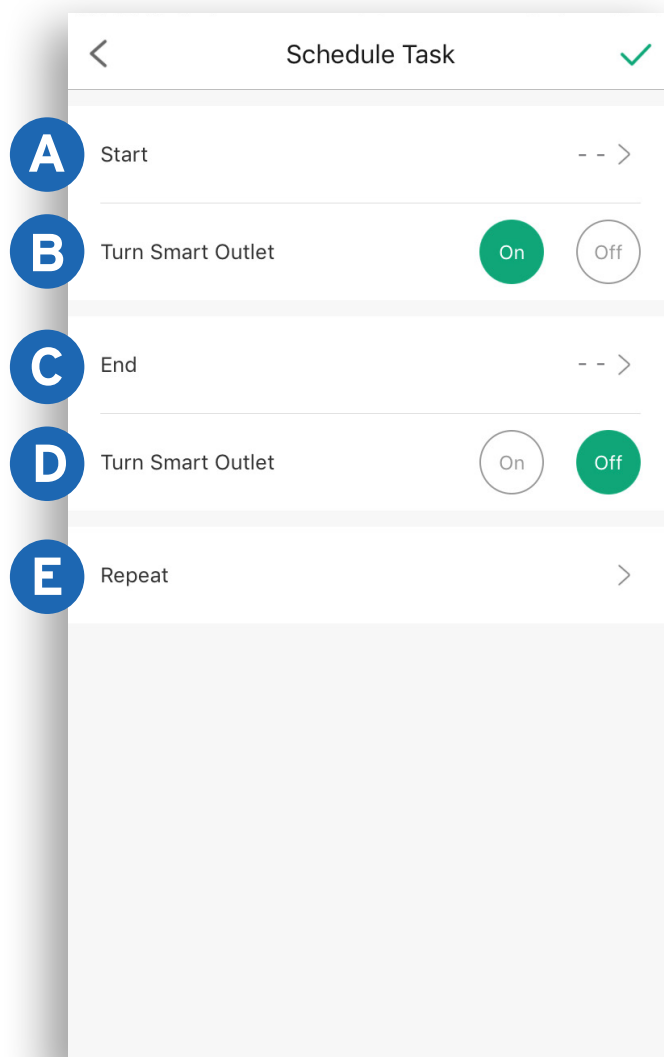
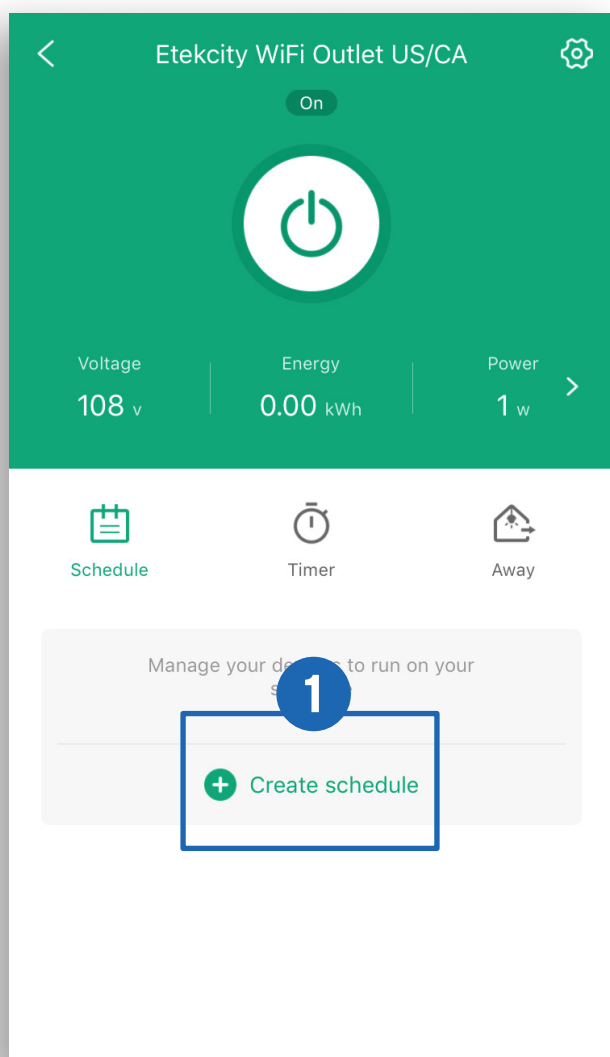
Device is **on**



# Create Schedule

Create a schedule to set a scheduled time for the smart outlet to turn on/off.

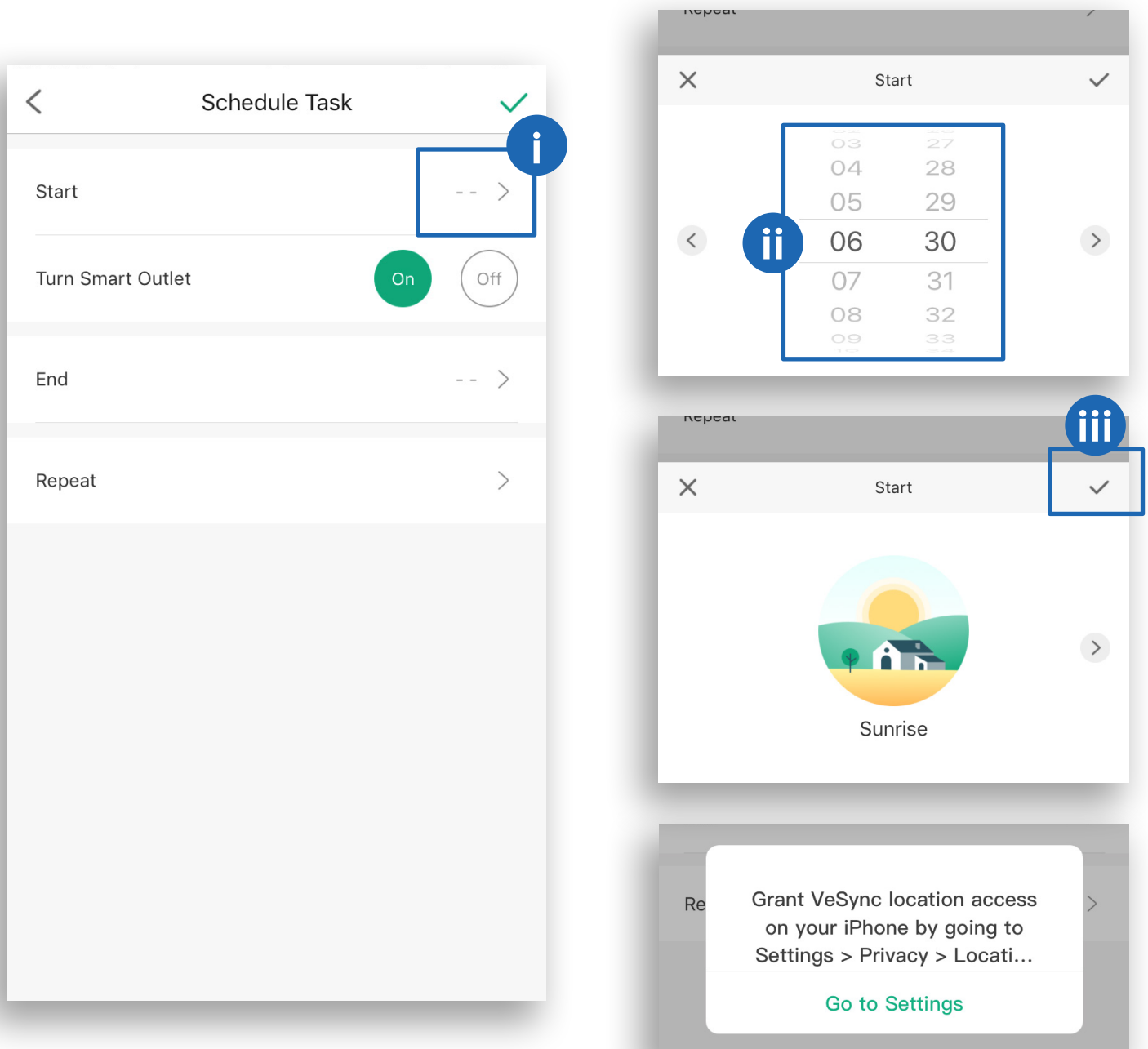
1. Tap **+ Create schedule**.
2. Set a start and end time.



**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**.
- iii.** Tap **✓** to confirm.

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

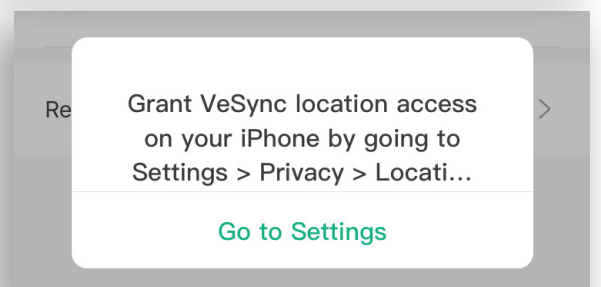
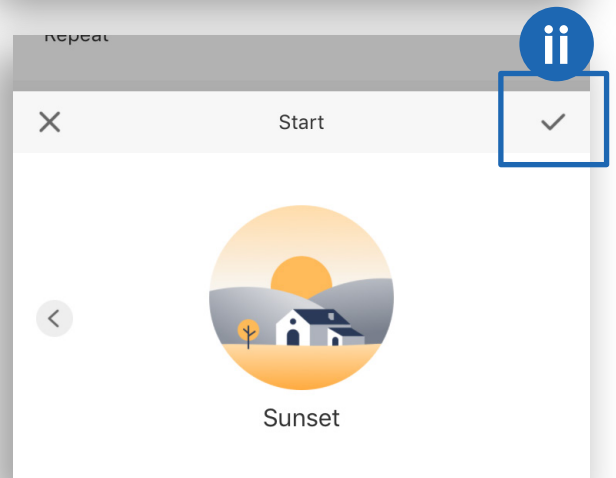
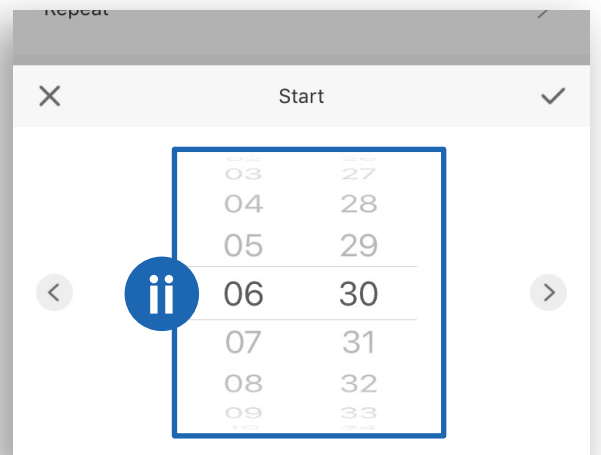
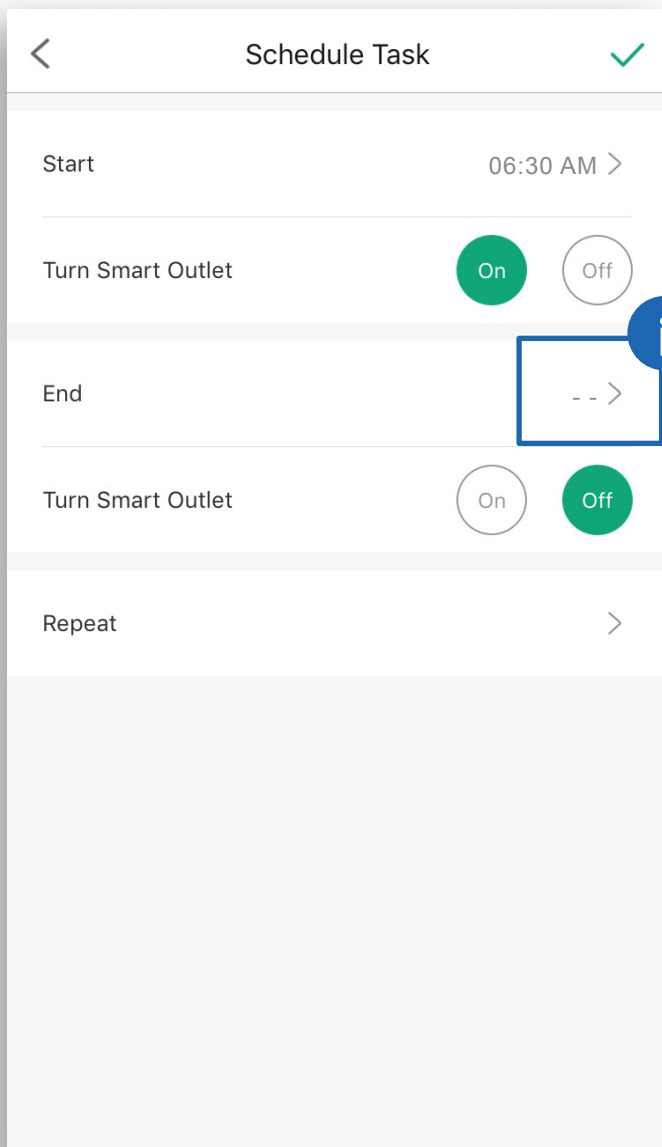


B. Choose **On** or **Off** under the start time.

The screenshot shows a mobile application interface for scheduling a task. At the top, there is a title bar with a back arrow on the left, the text "Schedule Task" in the center, and a green checkmark on the right. Below the title bar, there are several sections. The first section is labeled "Start" on the left and "06:30 AM >" on the right. Below this, there is a row for the task "Turn Smart Outlet". To the right of the task name are two circular radio buttons: "On" (which is filled with green) and "Off" (which is empty). A blue rectangular box highlights this "On" and "Off" section. Below this row, there is another section labeled "End" on the left and "10:00 >" on the right. Below the "End" section, there is another row for the task "Turn Smart Outlet". To the right of the task name are two circular radio buttons: "On" (which is empty) and "Off" (which is filled with green). At the bottom of the visible interface, there is a section labeled "Repeat" on the left and ">" on the right. The bottom portion of the screen is a light gray area, likely a placeholder for more content or a confirmation screen.

- 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**. 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 titled "Schedule Task". At the top, there is a back arrow on the left and a green checkmark on the right. Below the title, there are several sections separated by horizontal lines:

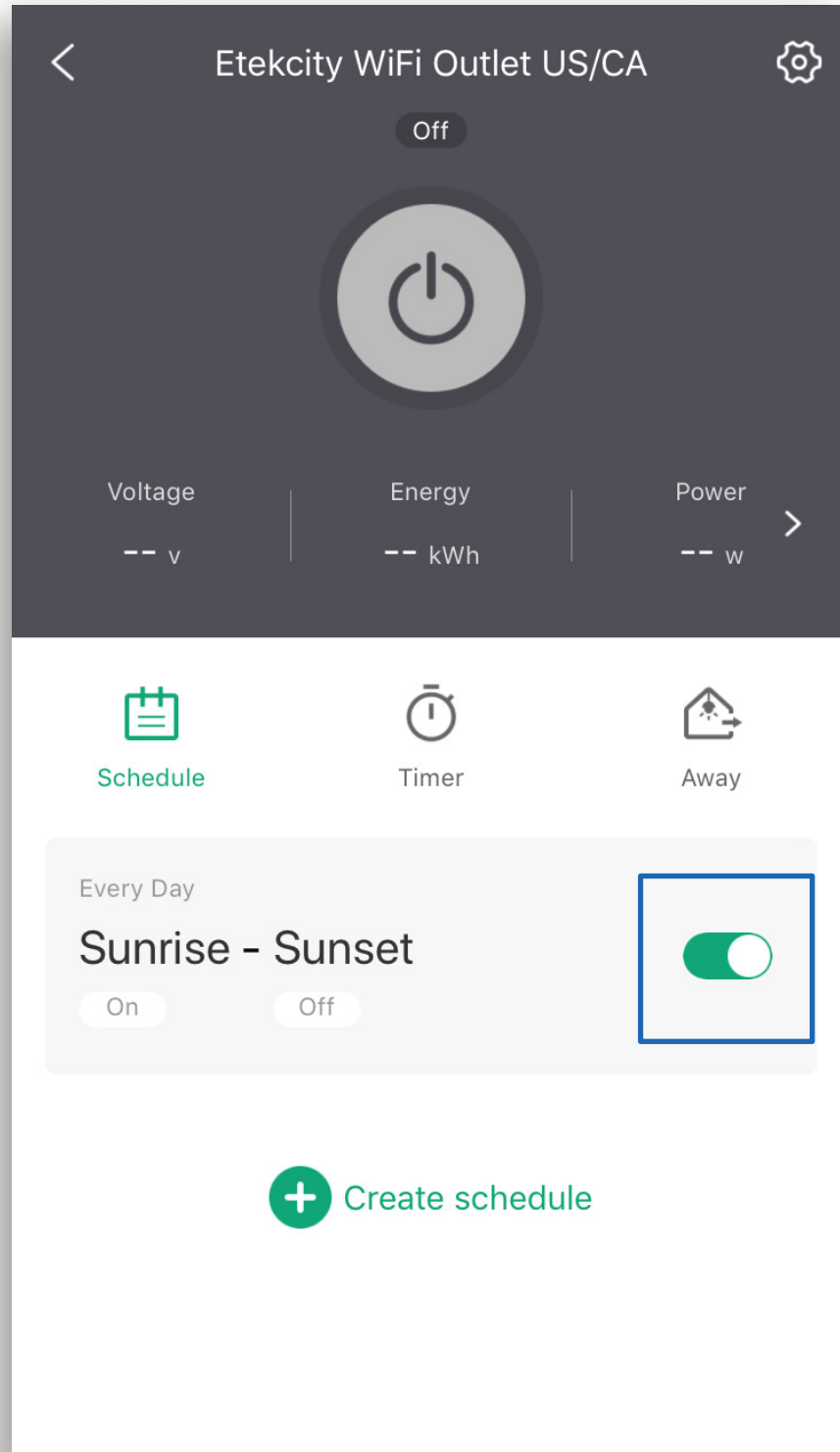
- Start:** 06:30 AM >
- Turn Smart Outlet:** Two radio buttons are present. The "On" button is a solid green circle, and the "Off" button is a white circle with a grey border.
- End:** 06:30 PM >
- Turn Smart Outlet:** This section is highlighted with a blue rectangular box. It contains two radio buttons. The "On" button is a white circle with a grey border, and the "Off" button is a solid green circle.
- Repeat:** >

The bottom half of the screen is a light grey area, likely a placeholder for a calendar or a list of tasks.

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

The screenshot shows a mobile application interface for setting a repeat schedule. At the top, there is a back arrow on the left and the title "Repeat" in the center. Below the title, there is a list of repeat options, each with a horizontal line underneath it. The options are: "Never", "Every Day", and "Every Weekday (Monday to Friday)". The "Every Weekday (Monday to Friday)" option is selected, indicated by a green checkmark to its right. Below these options is a light gray horizontal separator. Underneath the separator, there is a list of days of the week, each with a horizontal line underneath it: "Sunday", "Monday", "Tuesday", "Wednesday", "Thursday", "Friday", and "Saturday".

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



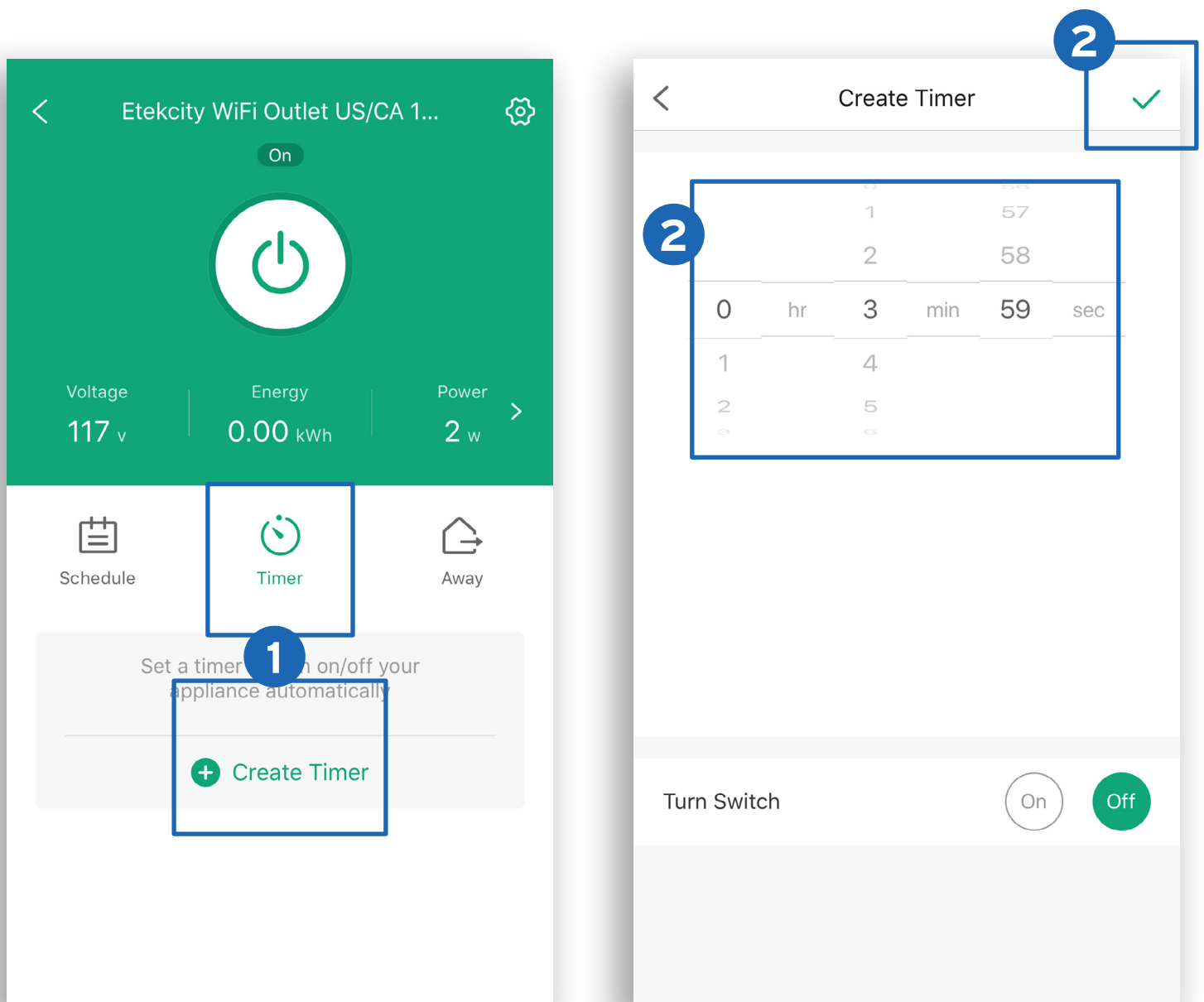
[Back to Table of Contents](#)





# Create Timer

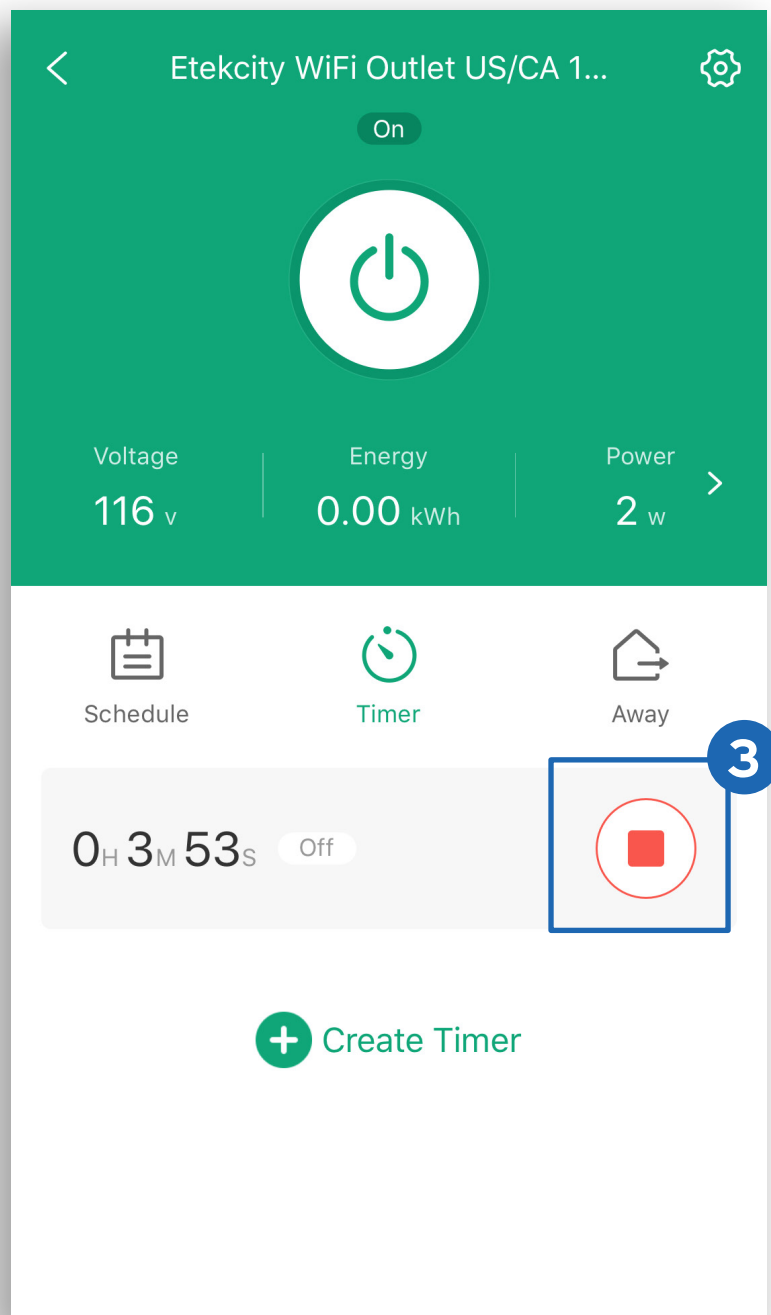
You can set a timer to turn your smart outlet on and off.

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**.



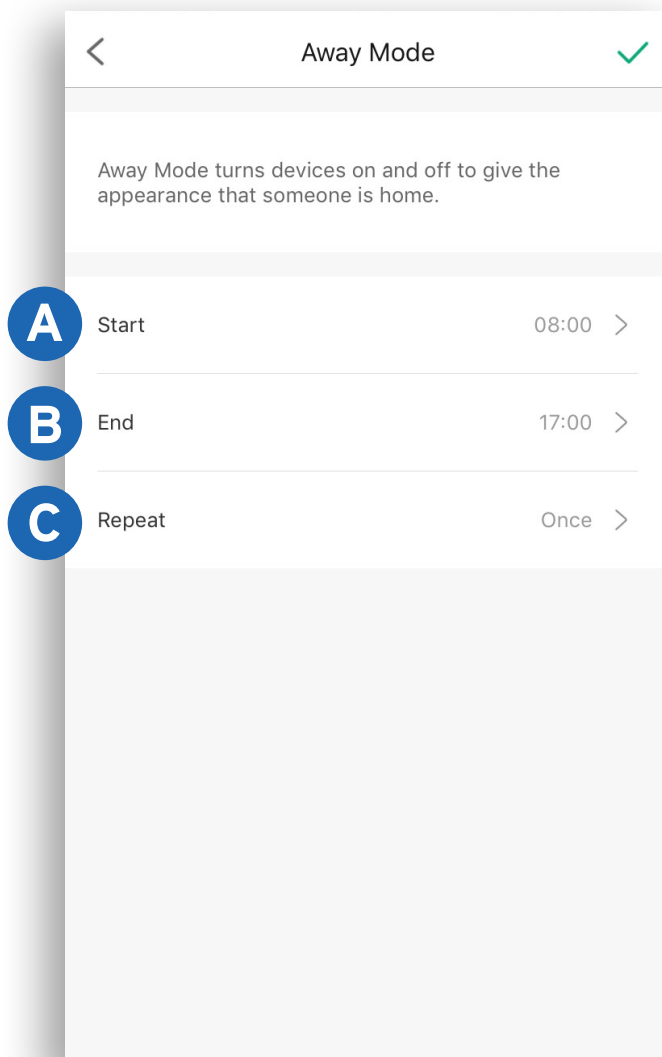
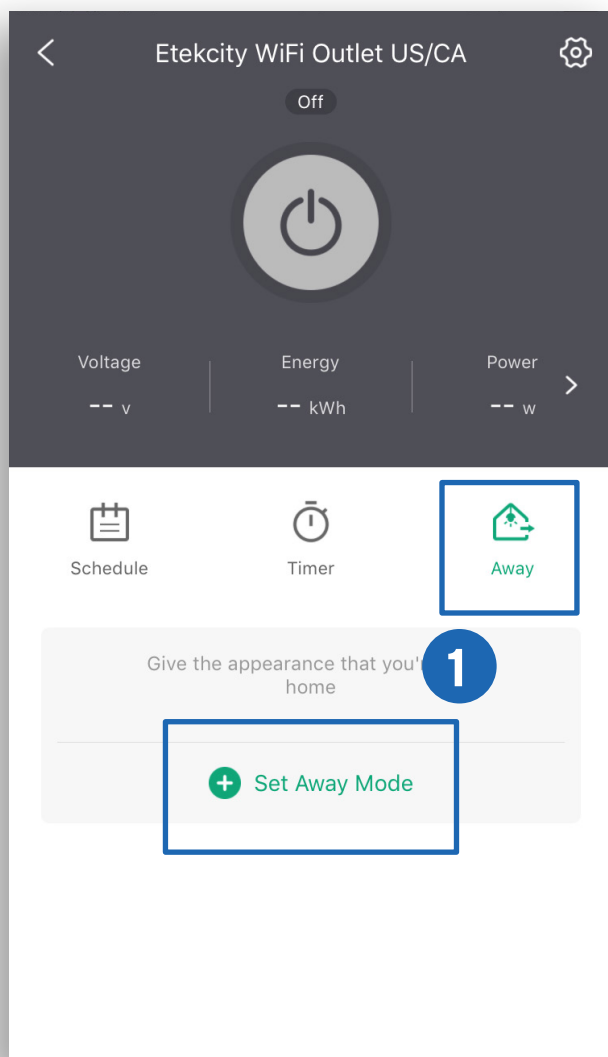
[Back to Table of Contents](#)



# Away Mode

Plug in your appliances (such as lights) and have them turn on and off periodically to give the appearance that someone is home while you're away.

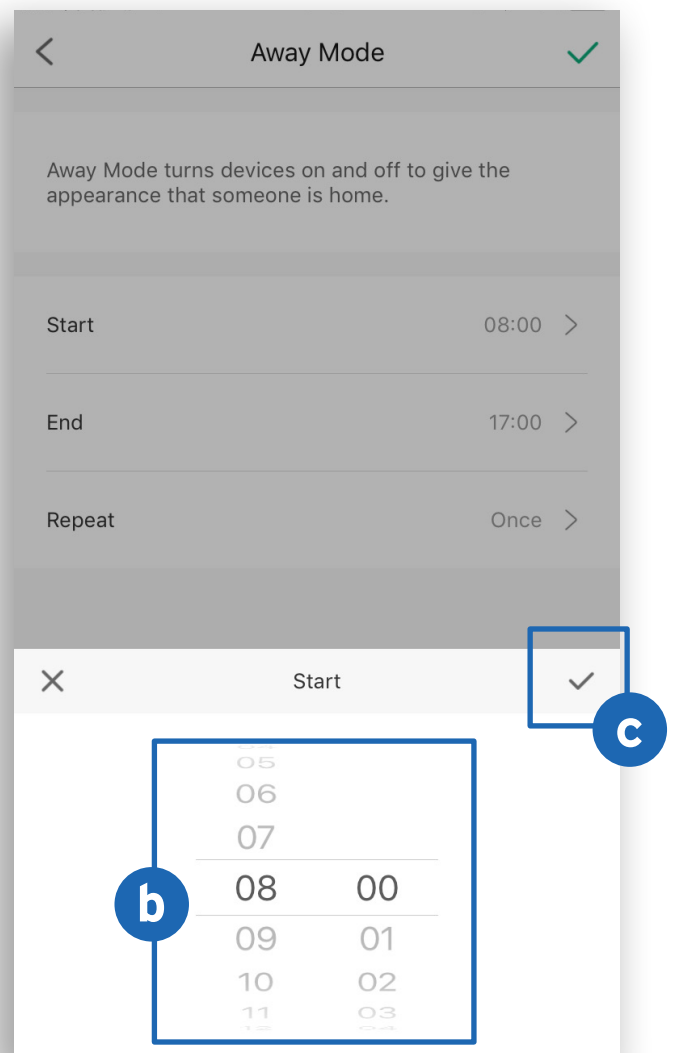
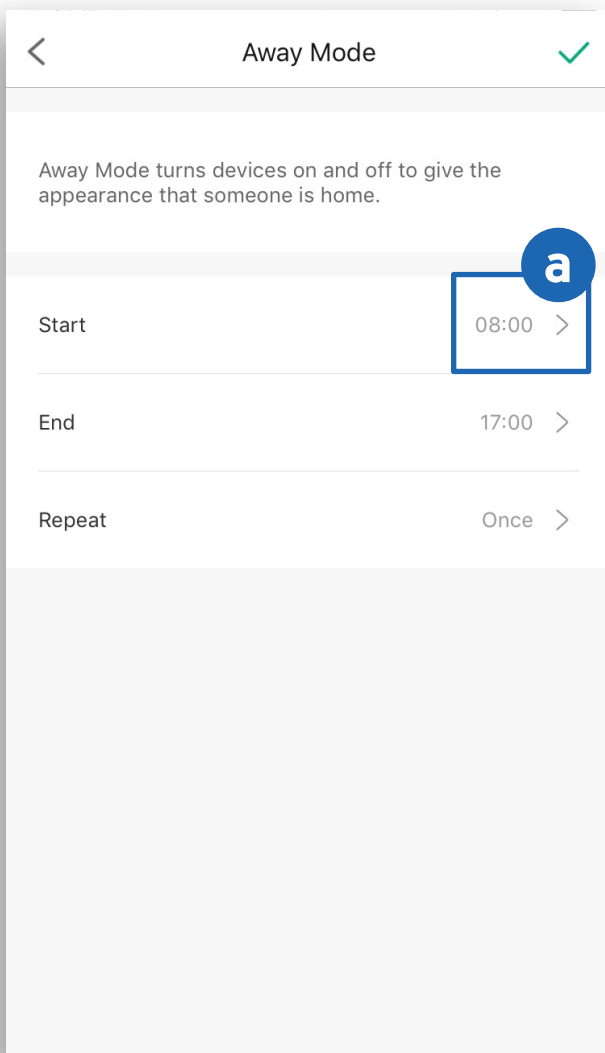
1. Tap **Away**, then **+ Set Away Mode**.
2. Select an option from the Away Mode screen.



## A. Start

Set time to start Away Mode.

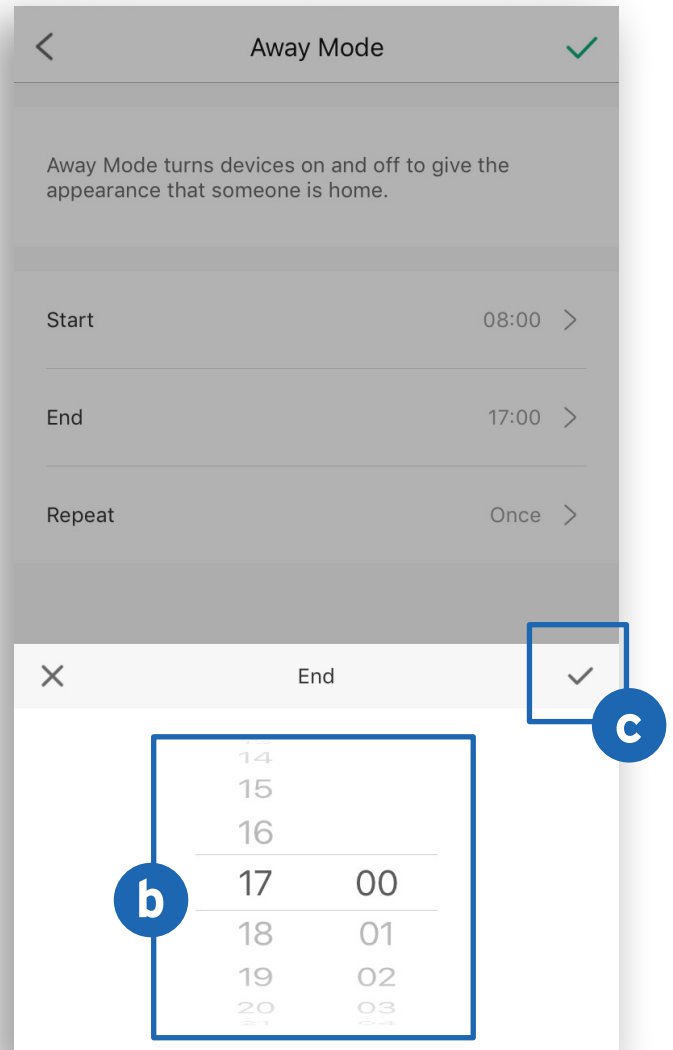
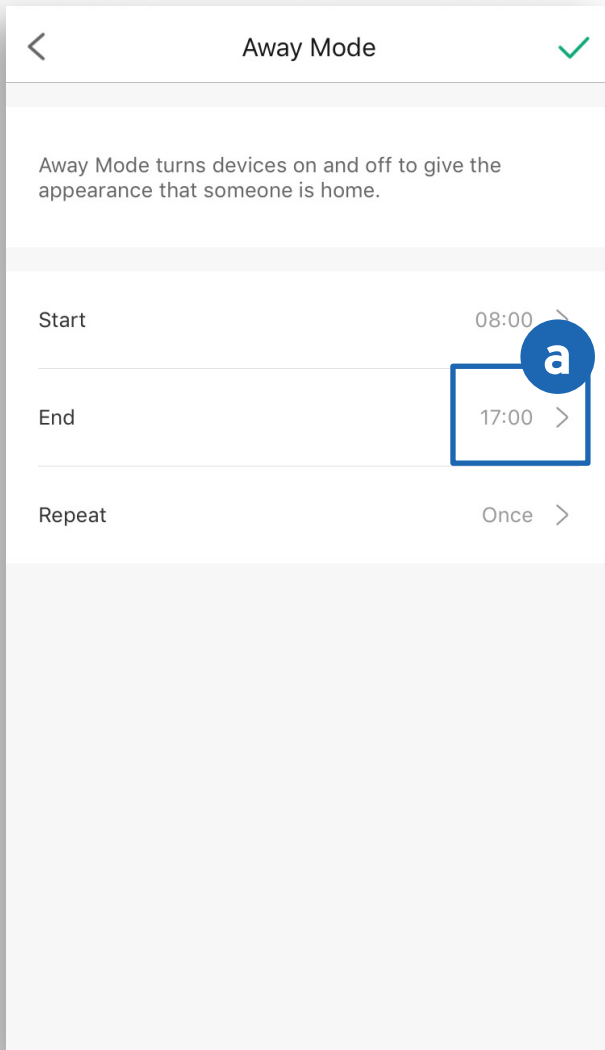
- a. Tap > next to **Start**.
- b. Scroll up and down to select time.
- c. Tap ✓ to confirm.



## B. End

Set time to end Away Mode.

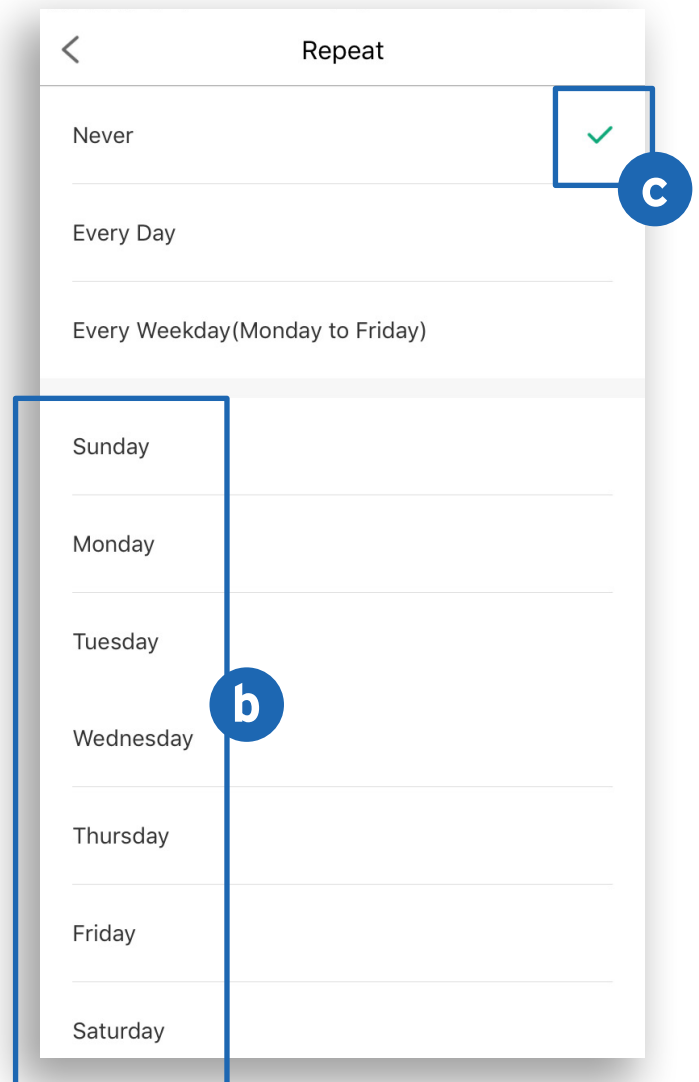
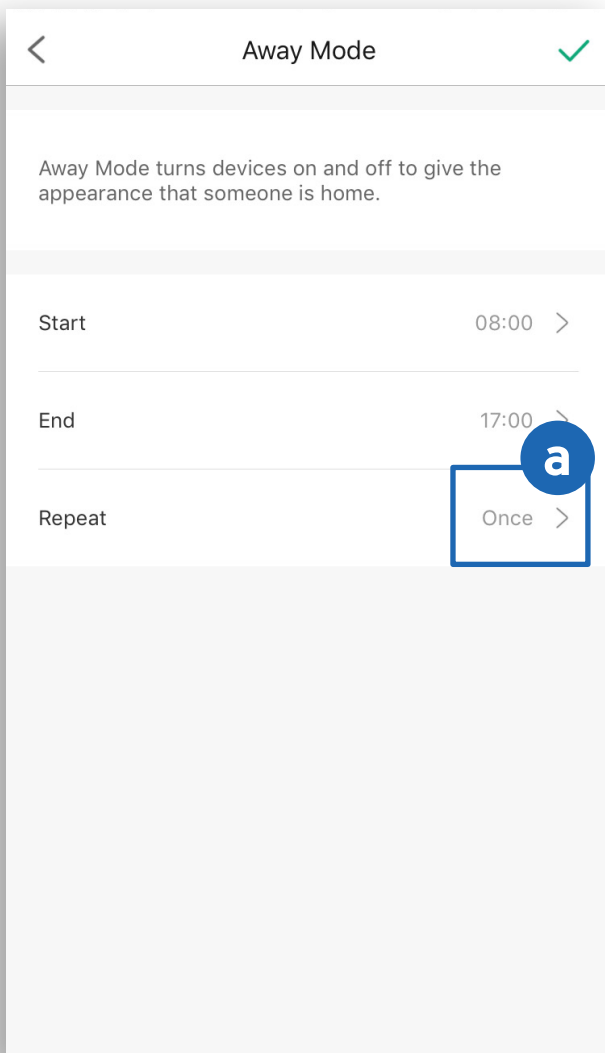
- a. Tap > next to **End**.
- b. Scroll up and down to select time.
- c. Tap ✓ to confirm.



## C. Repeat

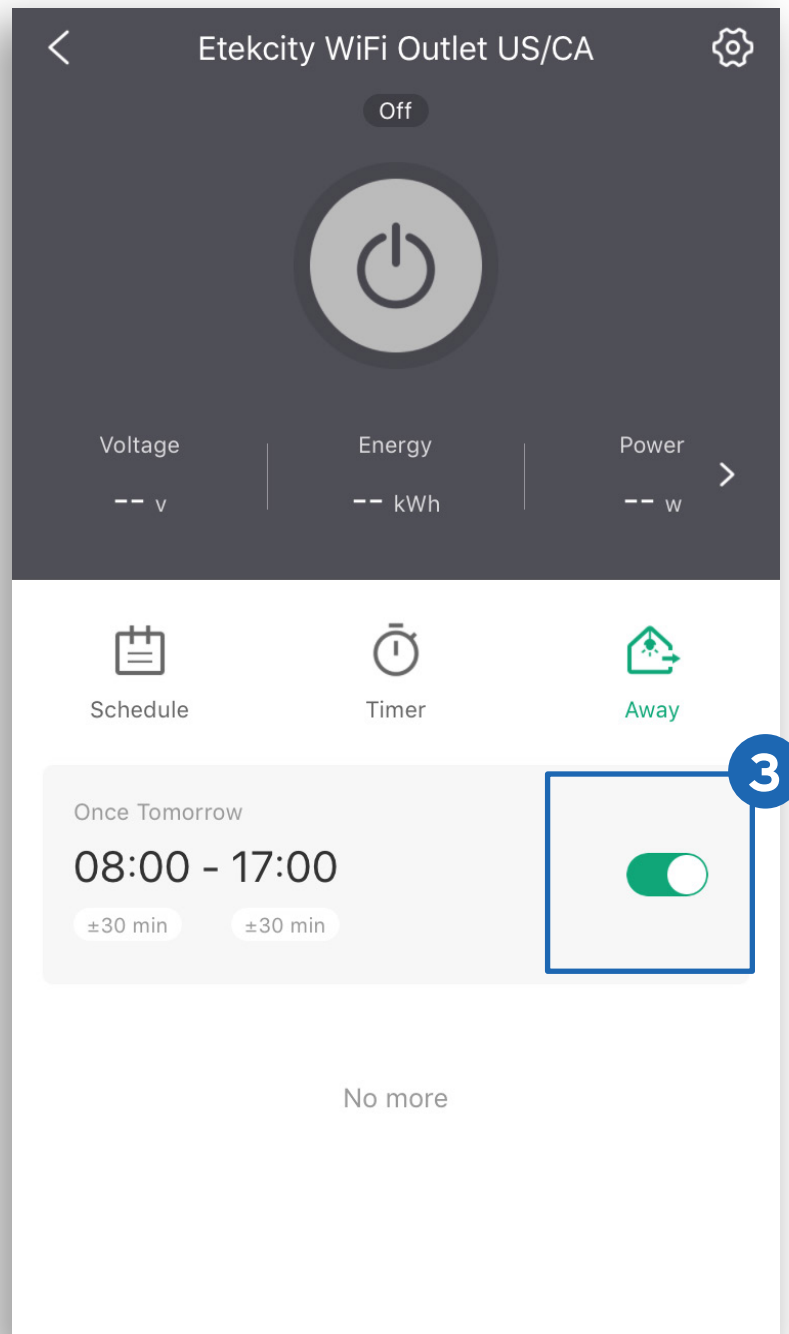
Select days you want to repeat Away Mode.

- 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**.

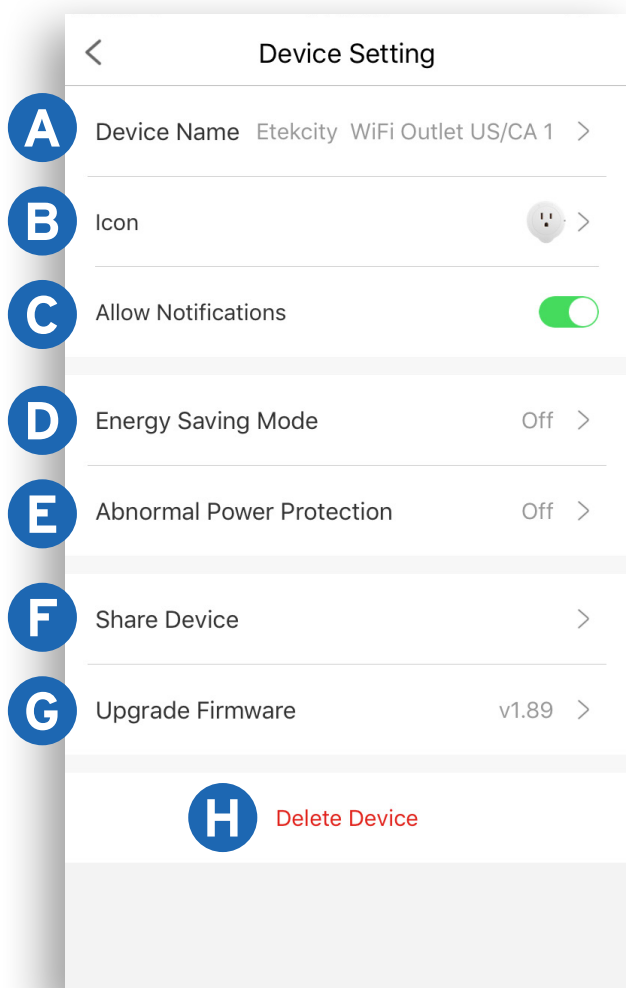


[Back to Table of Contents](#)



# Smart Outlet Settings



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

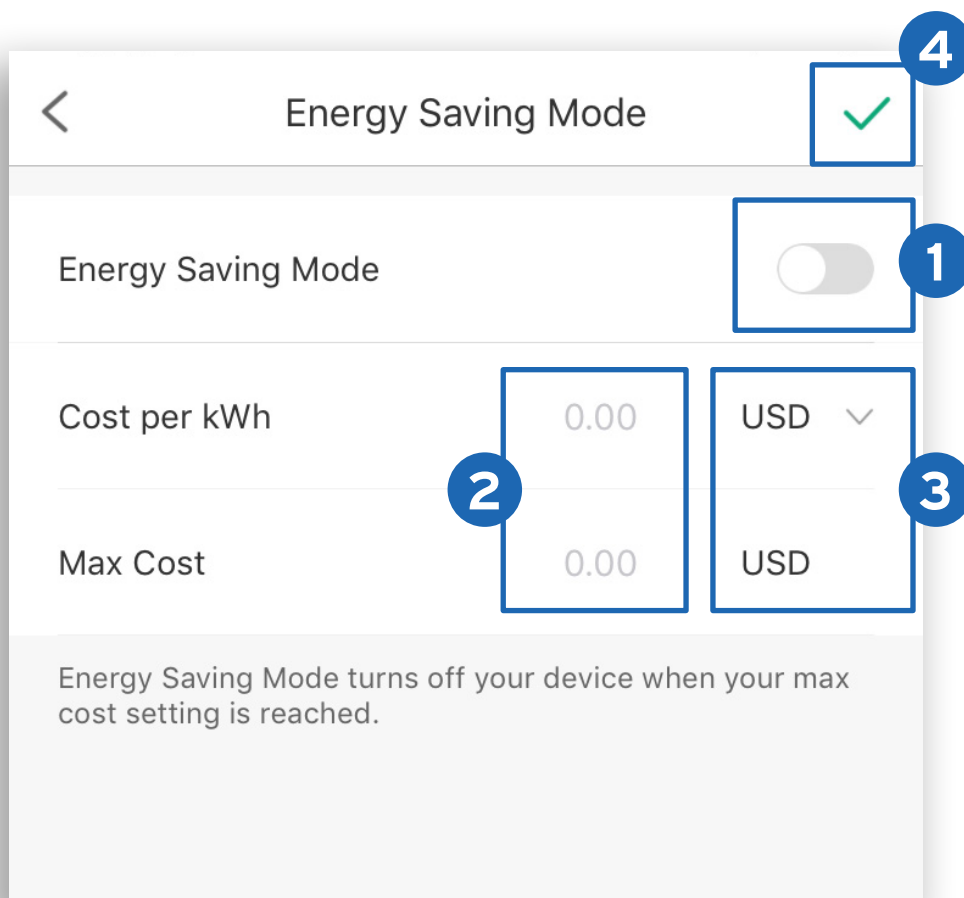


- A.** Edit your smart outlet name by tapping on the current name next to “Device Name”.
- B.** Edit your smart outlet picture by tapping on the current image next to “Icon”.
- C.** Turn smart outlet notifications on/off by tapping the toggle button next to “Allow Notifications”.
- D.** Turn on/off Energy Saving Mode (see page 31).
- E.** Turn on/off Abnormal Power Protection (see page 32).
- F.** Share your smart outlet (see page 33).
- G.** Tap to update firmware.
- H.** Delete your smart outlet (see page 34).

## Energy Saving Mode


The VeSync app allows you to program your smart outlet to save on energy costs by turning off your appliance when the maximum cost setting is reached.

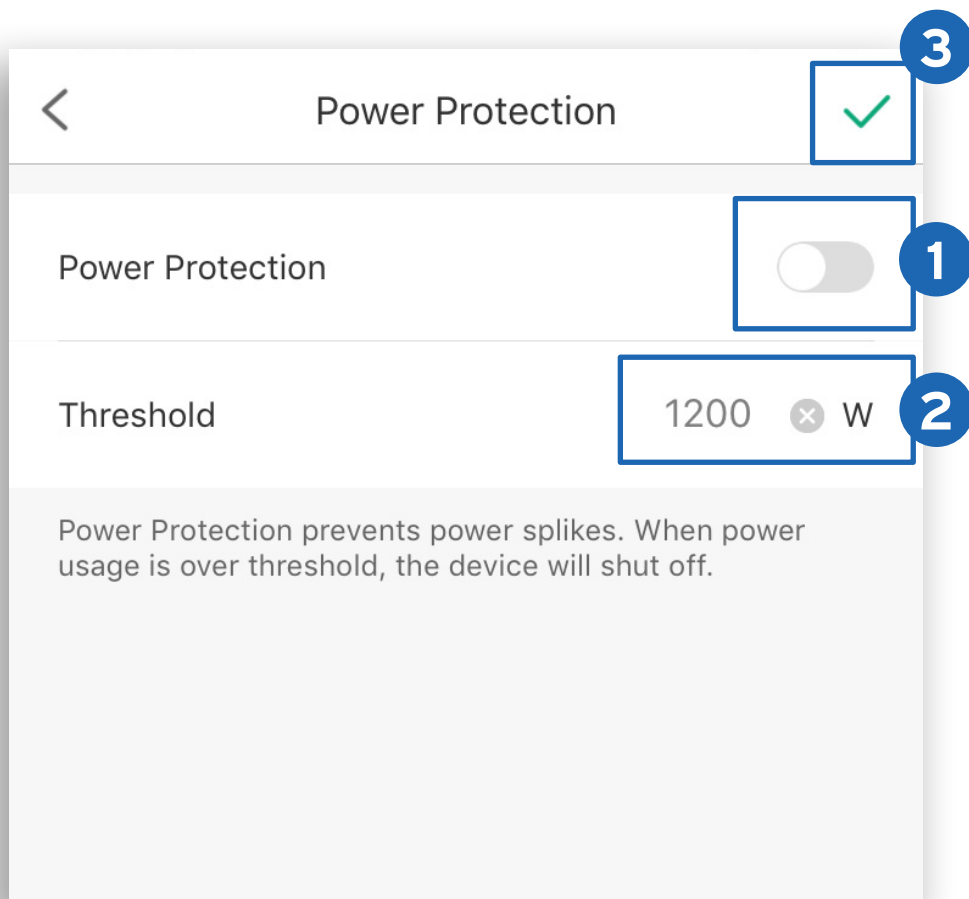
1. Tap the toggle to turn Energy Saving Mode on or off.
2. Enter the "Cost per kWh" and "Max Cost".
3. Tap  to switch between the monetary units, **EUR** or **USD**.
4. Tap  to confirm.



# Abnormal Power Protection

Turn on Power Protection to protect your connected appliances from power spike damage.


1. Tap the toggle to turn Power Protection on or off.
2. Enter power usage threshold.
3. Tap  to confirm.

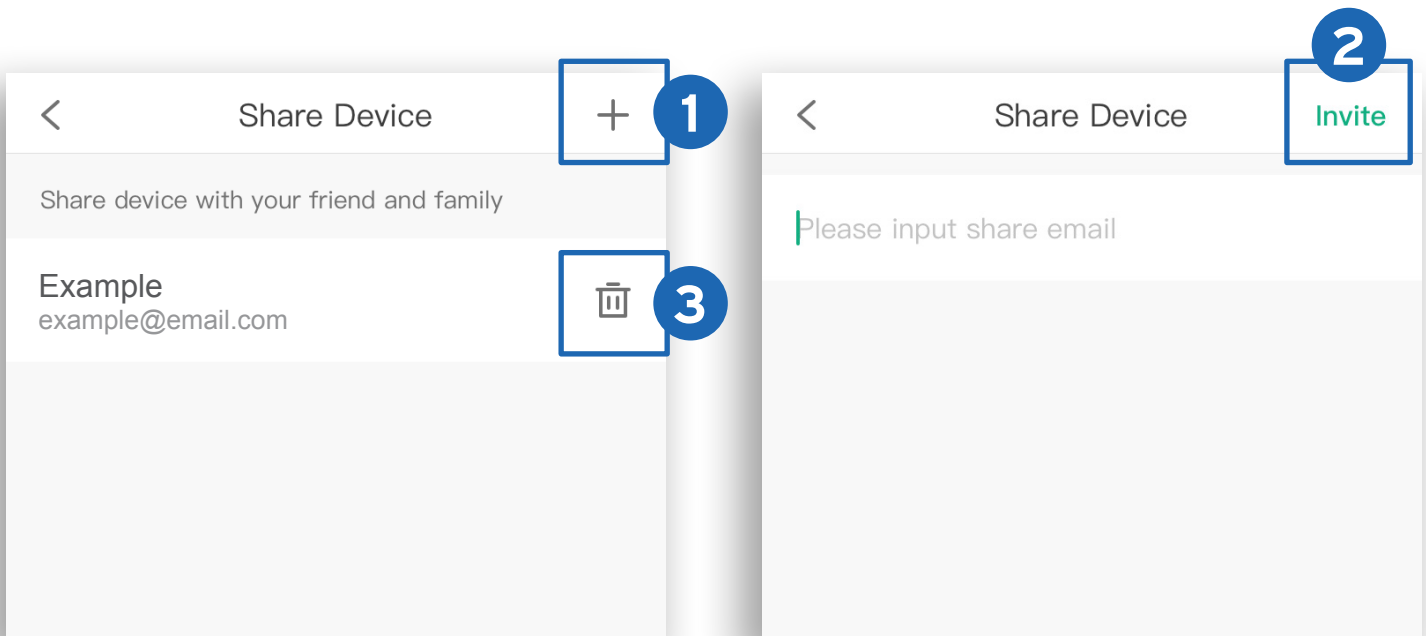


## Share Your Smart Outlet

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

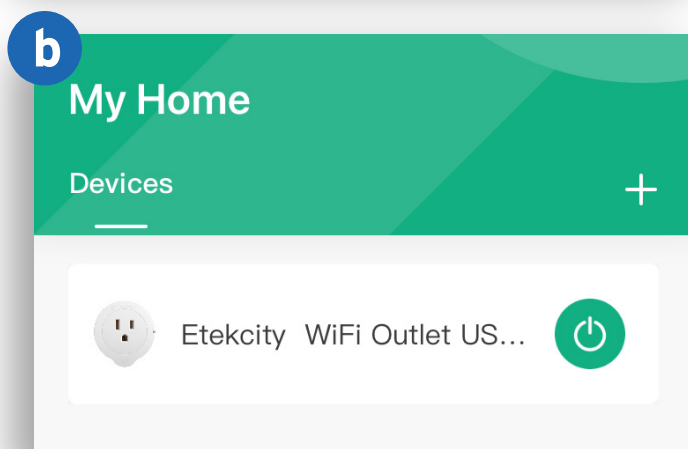
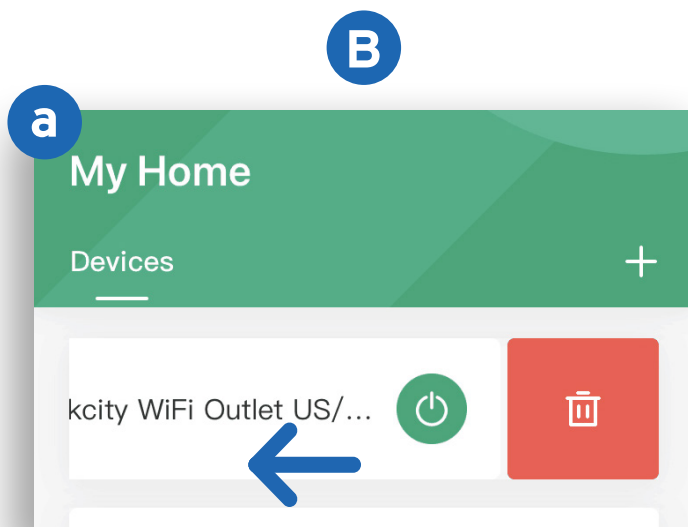
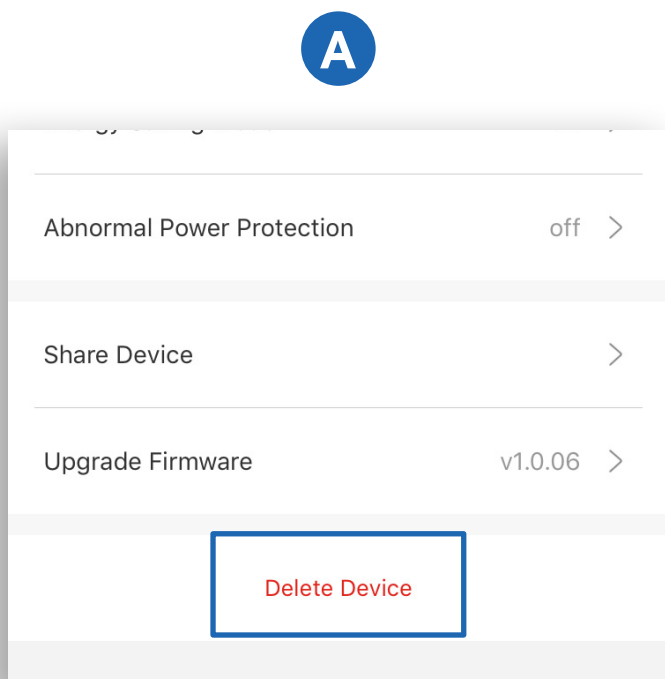
**Note:** People who you share your smart outlet with cannot edit or delete any of your device settings.

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



## Delete a Smart Outlet

- A.** You can delete your smart outlet from the VeSync app from the Device Settings screen. To delete your device, tap **Delete Device**.
- B.** You can also delete your smart outlet from the My Home screen in the VeSync app.
  - a. iOS™:** Swipe left on the smart outlet's name to delete.
  - b. Android™:** Press and hold for 2 seconds on the smart outlet's name to delete.



## More Features

### Connecting with Amazon<sup>®</sup> Alexa<sup>™</sup>

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<sup>™</sup>

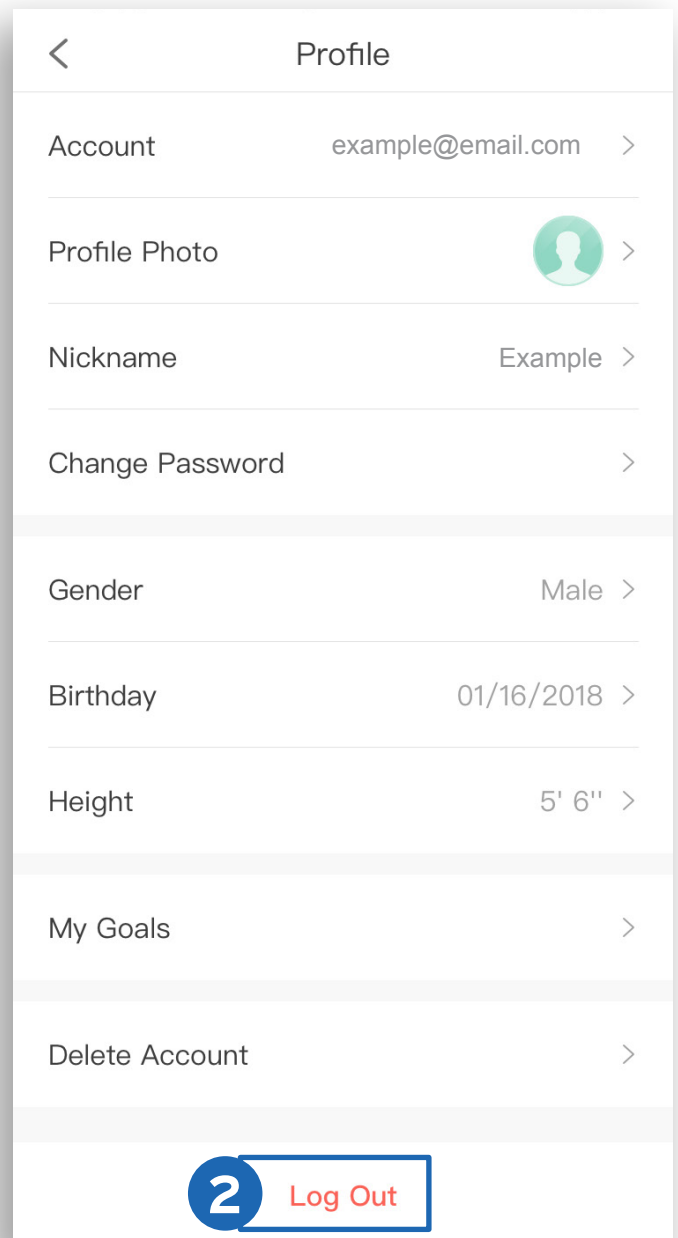
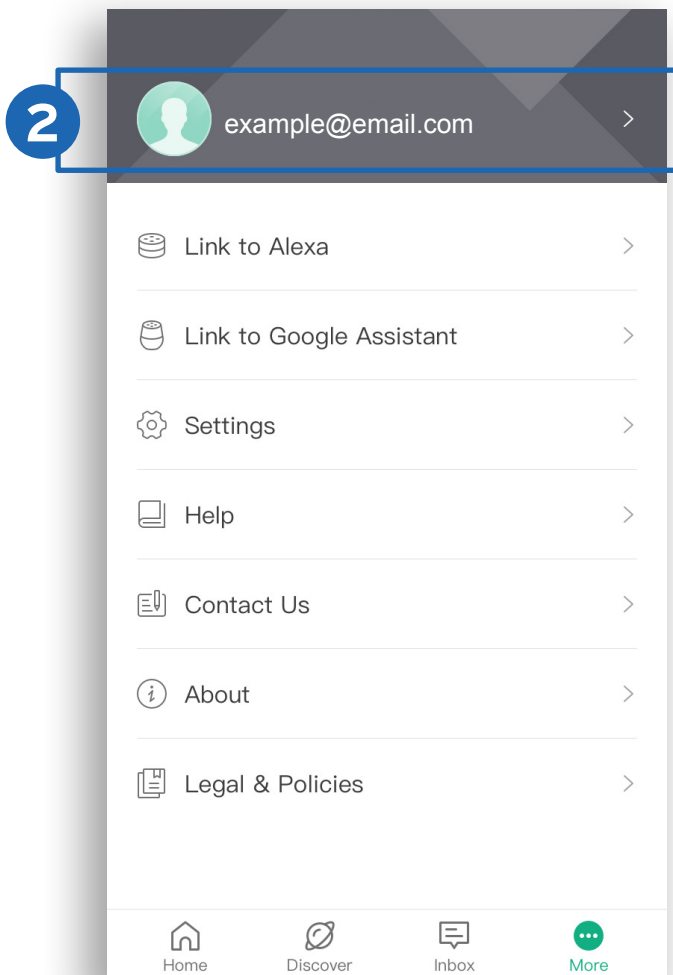
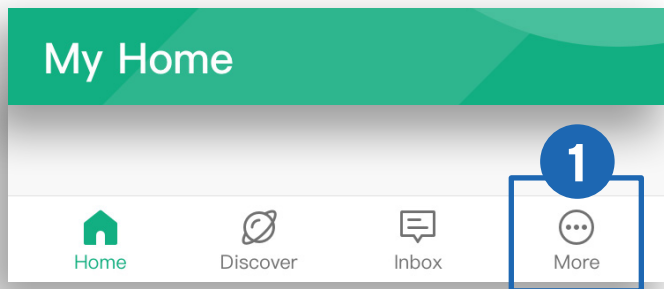
To view instructions in the VeSync app, tap **More**, then tap **Link to Google Assistant**.

**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.*

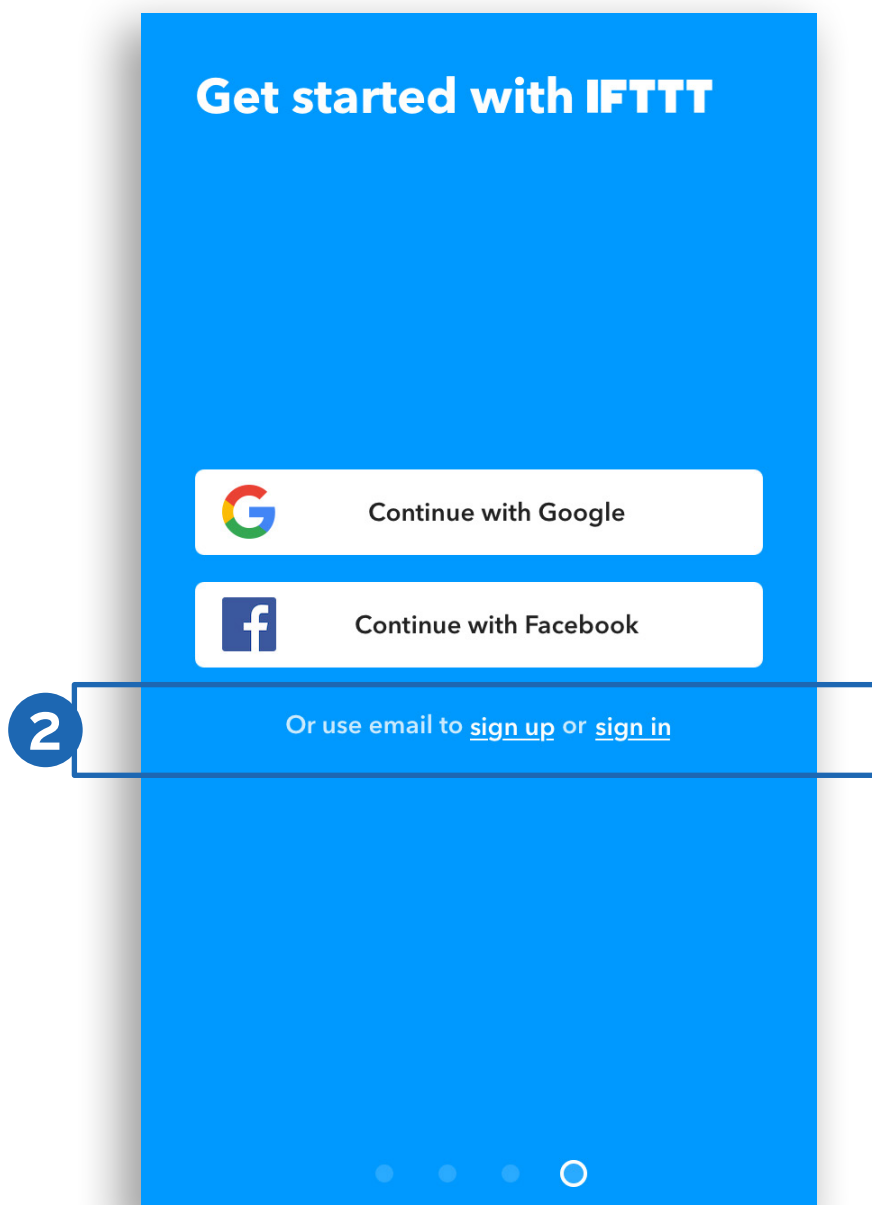
*Messages sent outside chat hours will receive an email response.*


- 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 55).

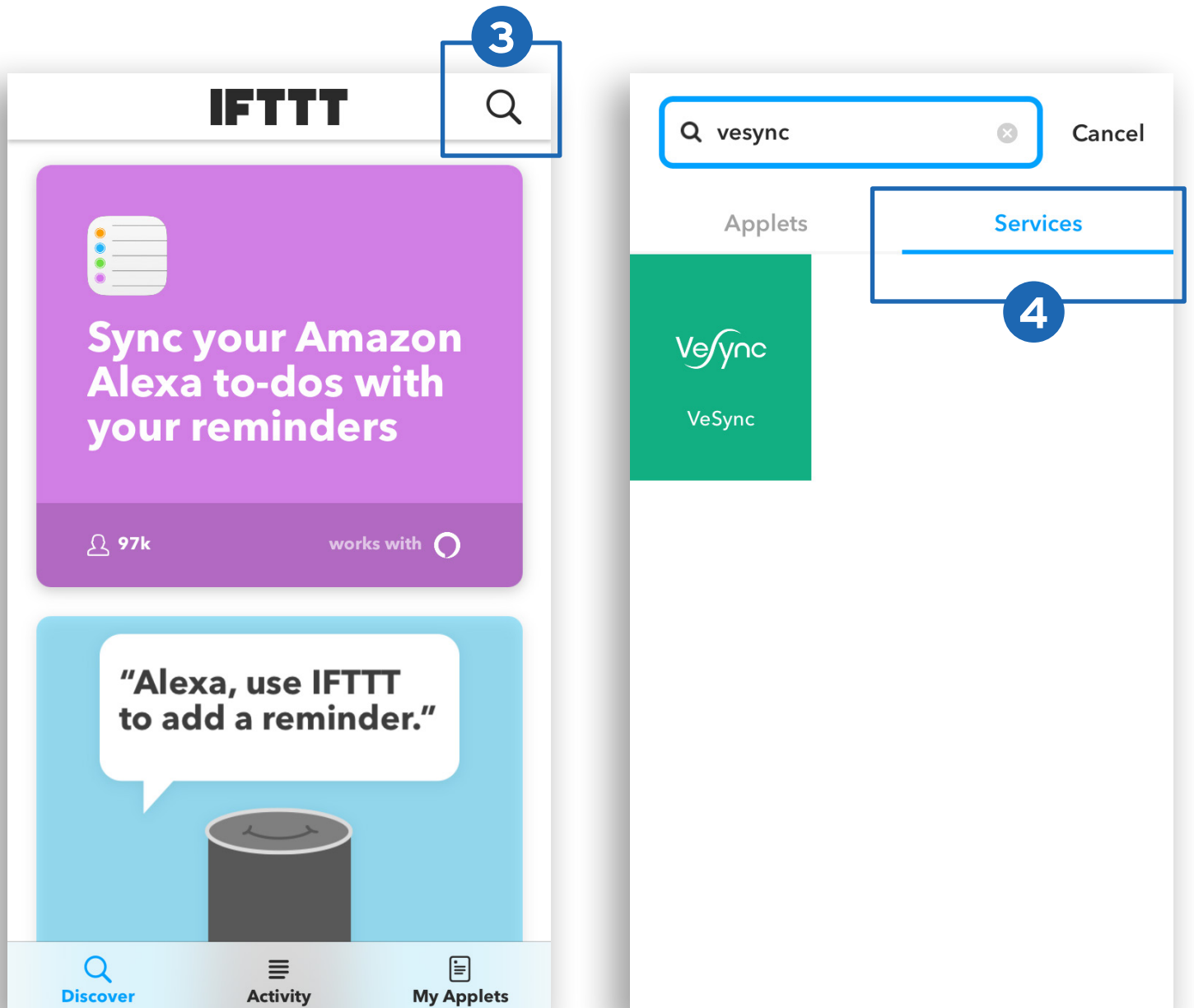
# IFTTT

## Pairing Your Smart Outlet with IFTTT

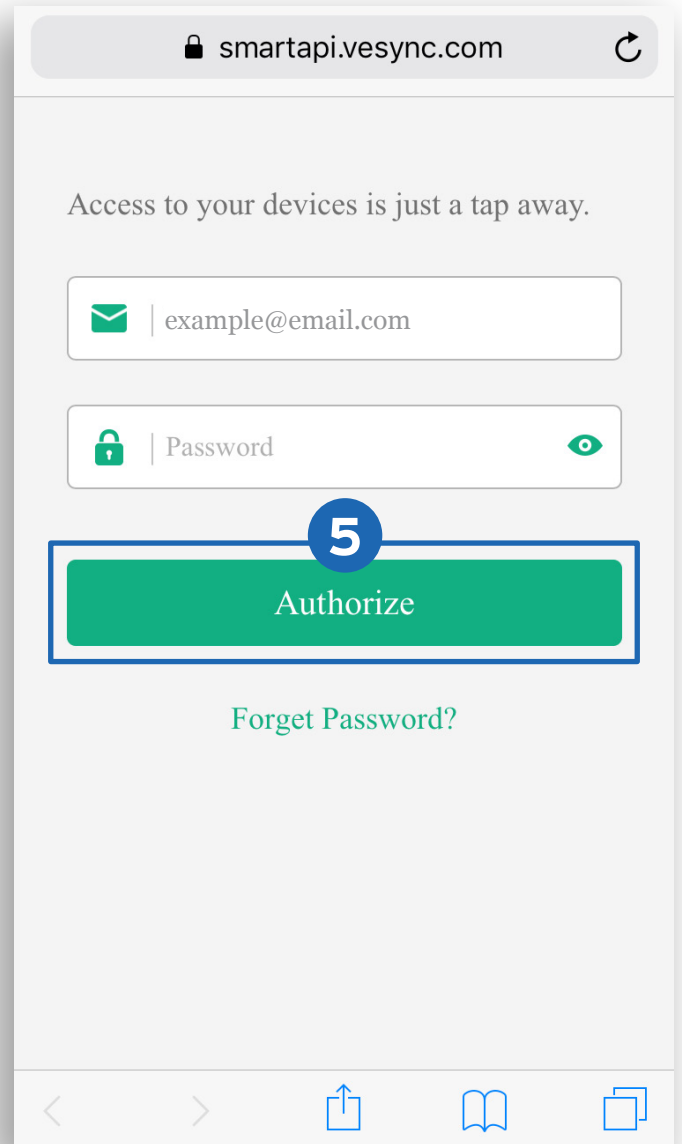
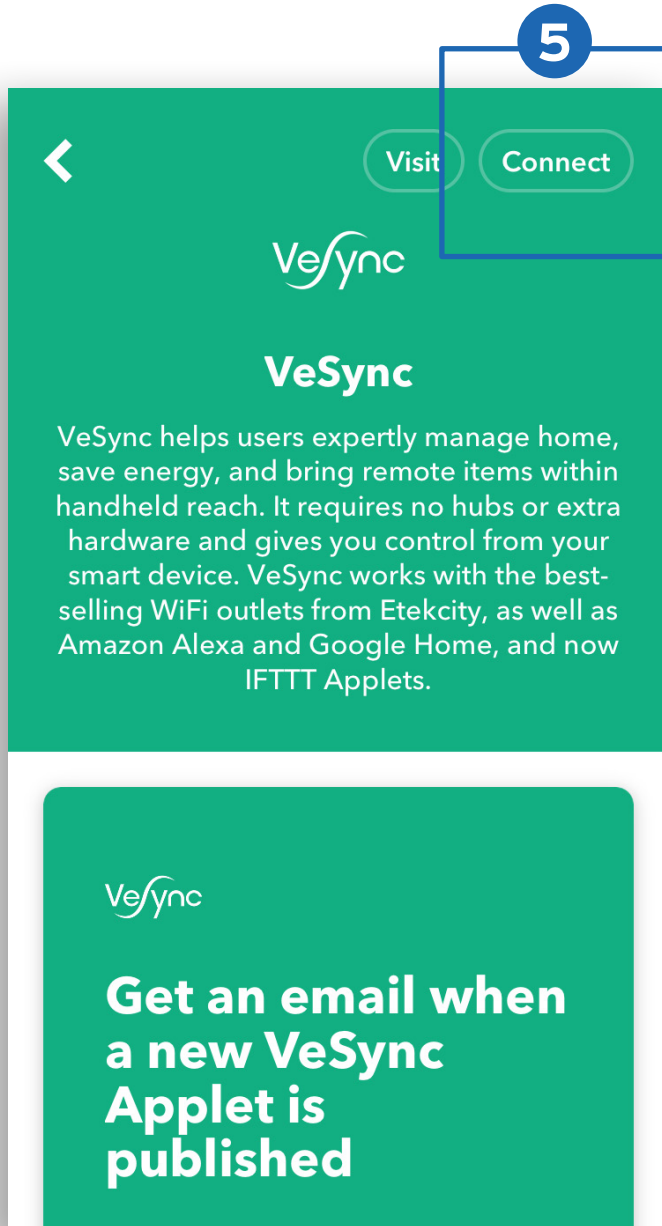
1. Download the IFTTT app from the Apple App Store or Google Play Store.
2. Open the app and tap **sign up** or **sign in**.



3. Tap  .
4. Enter "VeSync" and tap **Services**.



5. Tap **Connect**.
6. Enter your VeSync account details and tap **Authorize**.

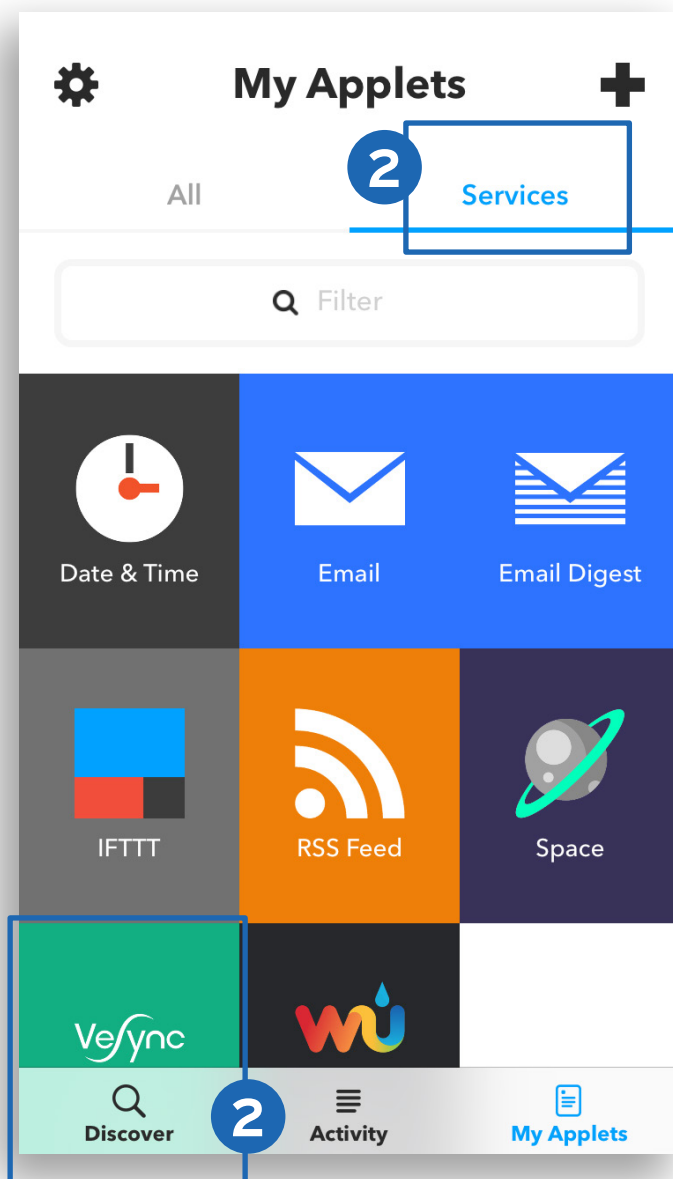
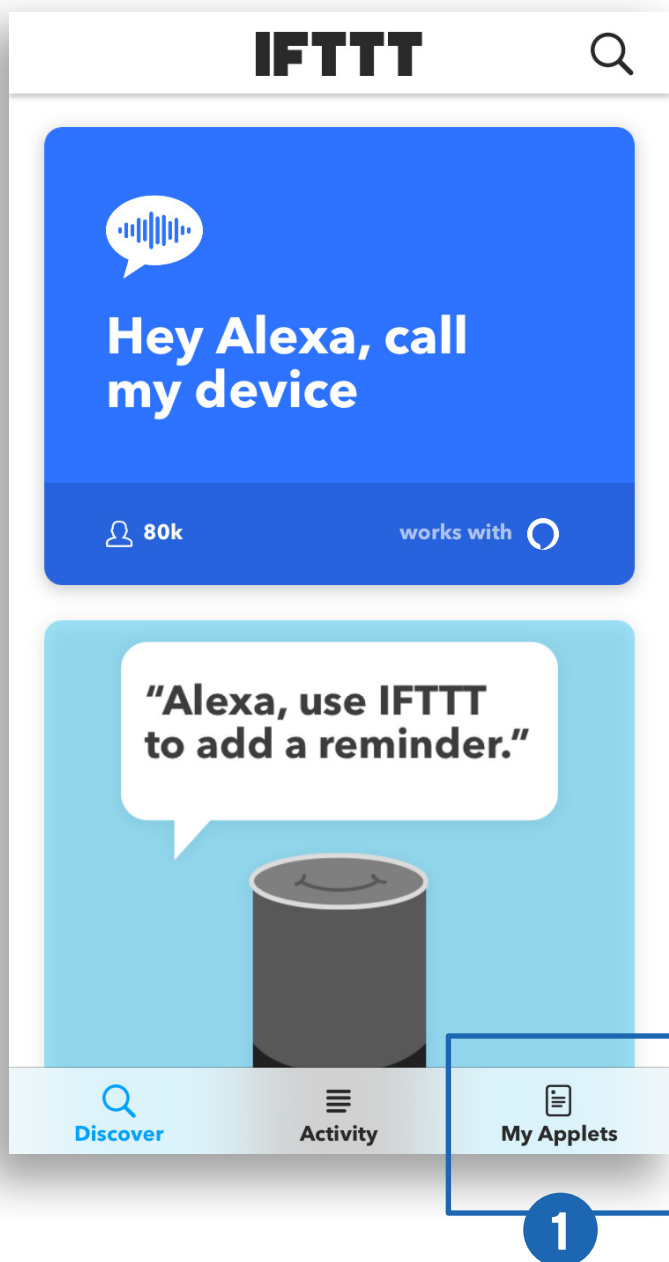


[Back to Table of Contents](#)

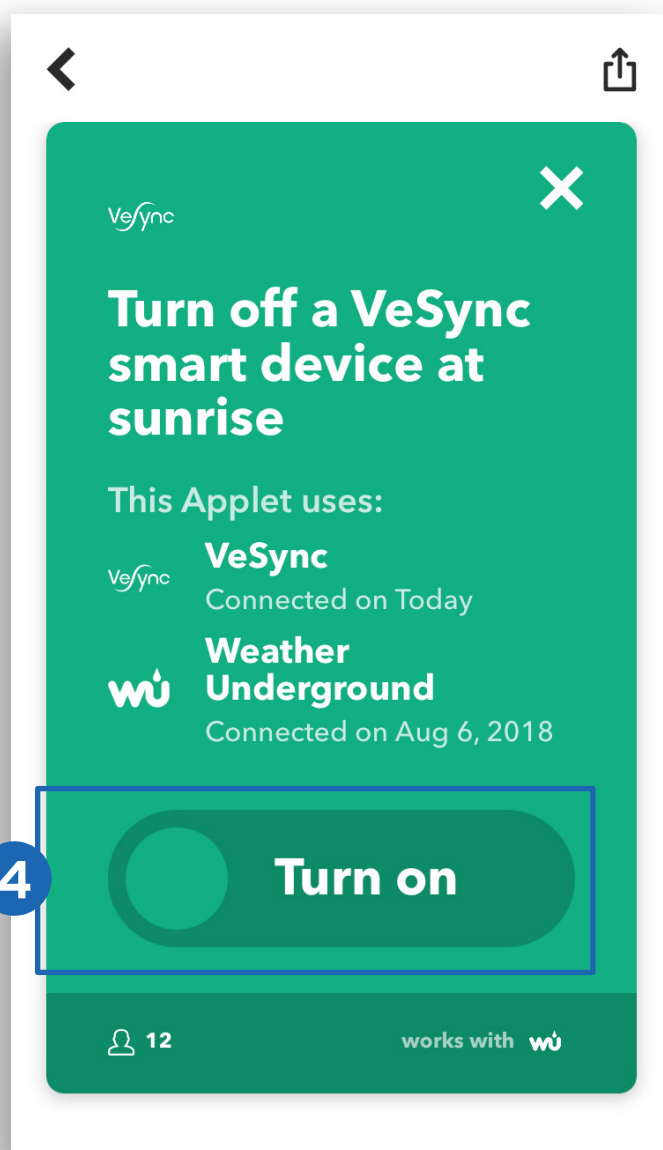
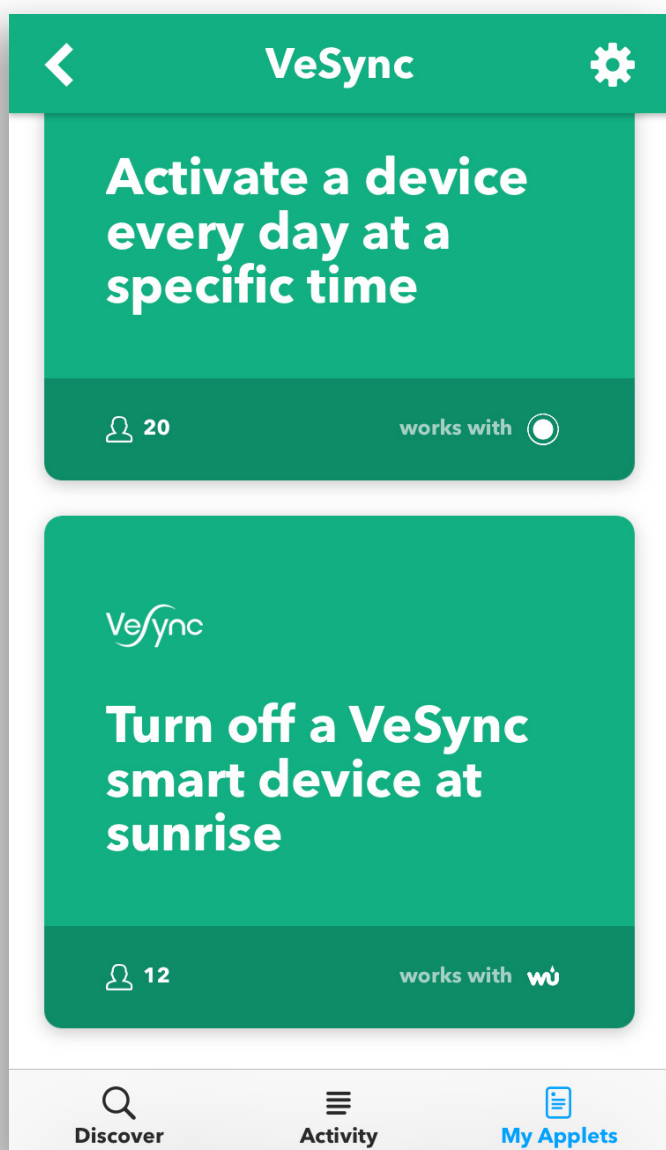


# Create an Applet Using Existing VeSync Templates

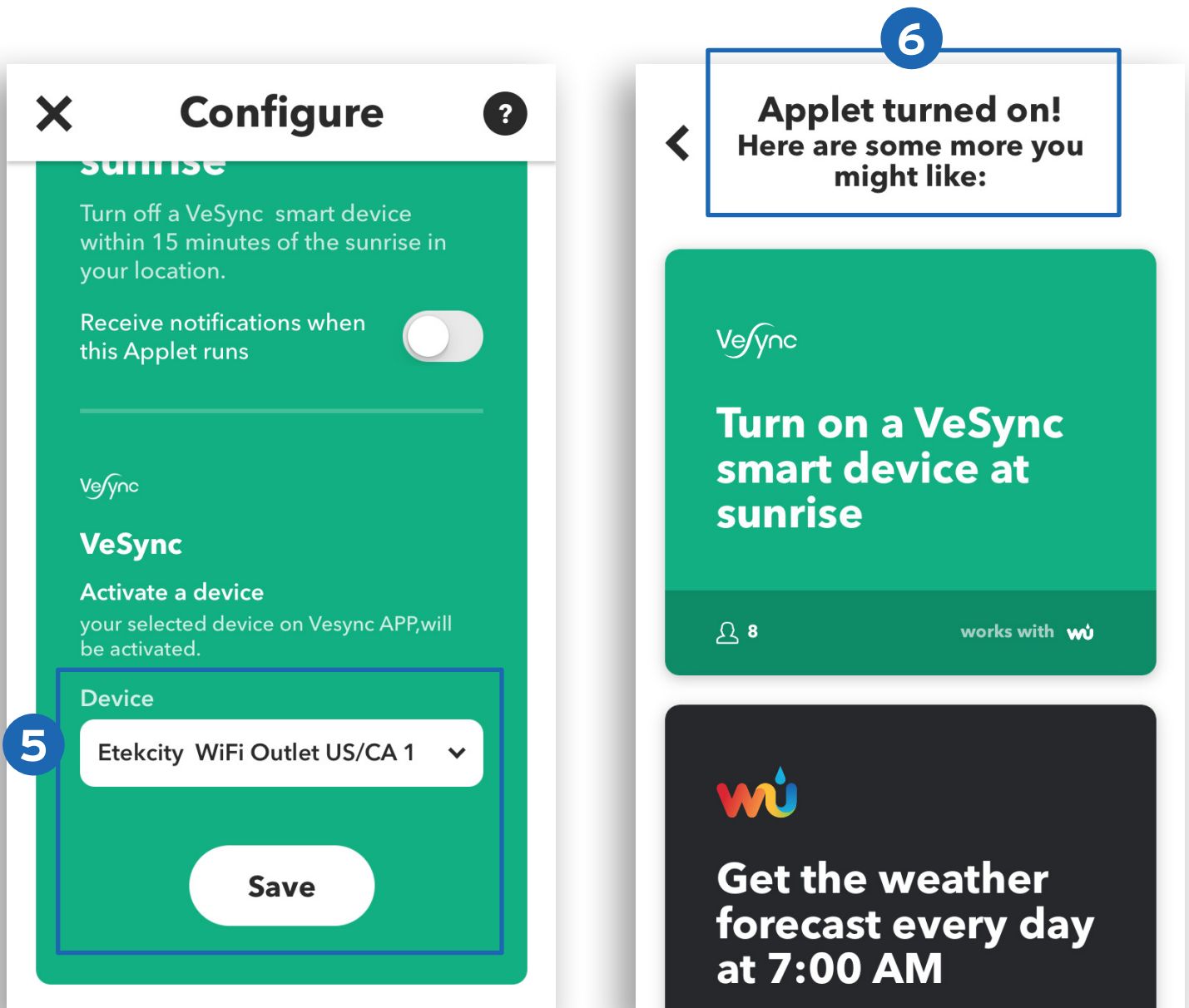
1. Open the IFTTT app and tap **My Applets**.
2. Tap **Services** and tap **VeSync**.



3. Scroll to search for an applet you want to use, such as **Turn on a VeSync smart device at sunrise** or **Activate a device every day at a specific time**.
4. Slide the toggle switch to turn on the applet.



5. Under Device, select the smart outlet that you want the applet to apply to and tap **Save**.
6. The applet has been created successfully!

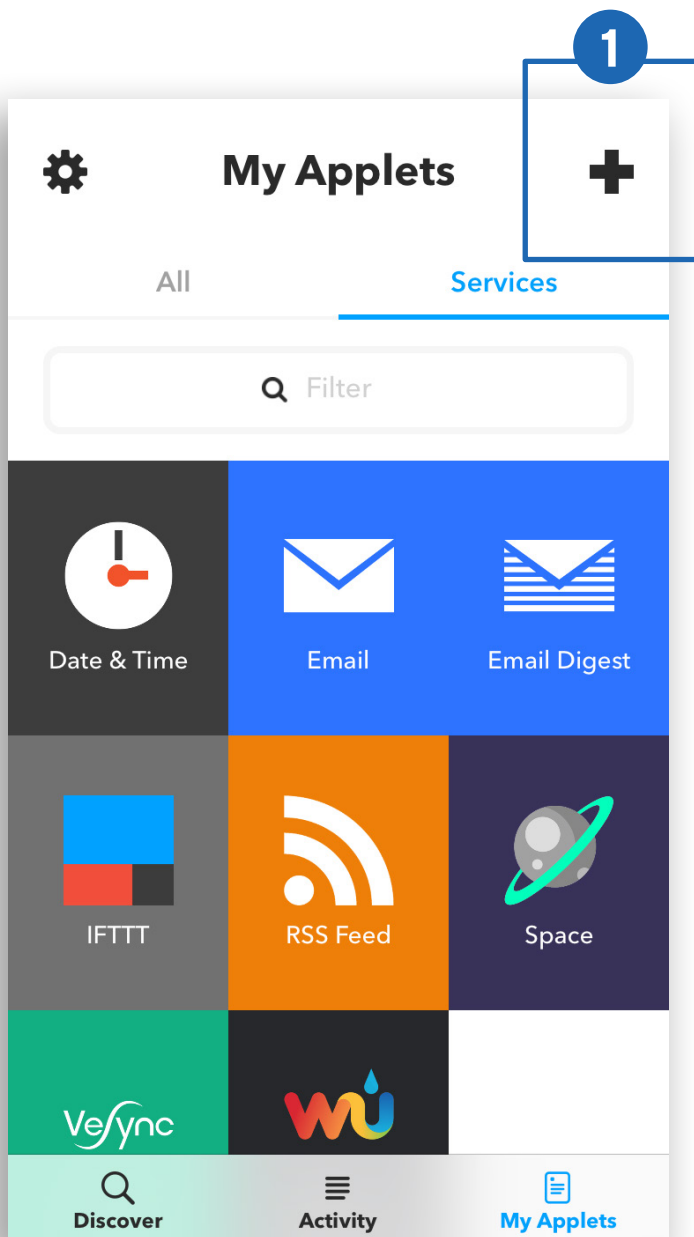


[Back to Table of Contents](#)



# Create a Custom Applet

1. On the My Applets screen, tap **+**.
2. Tap **+this** to add a Trigger Service.

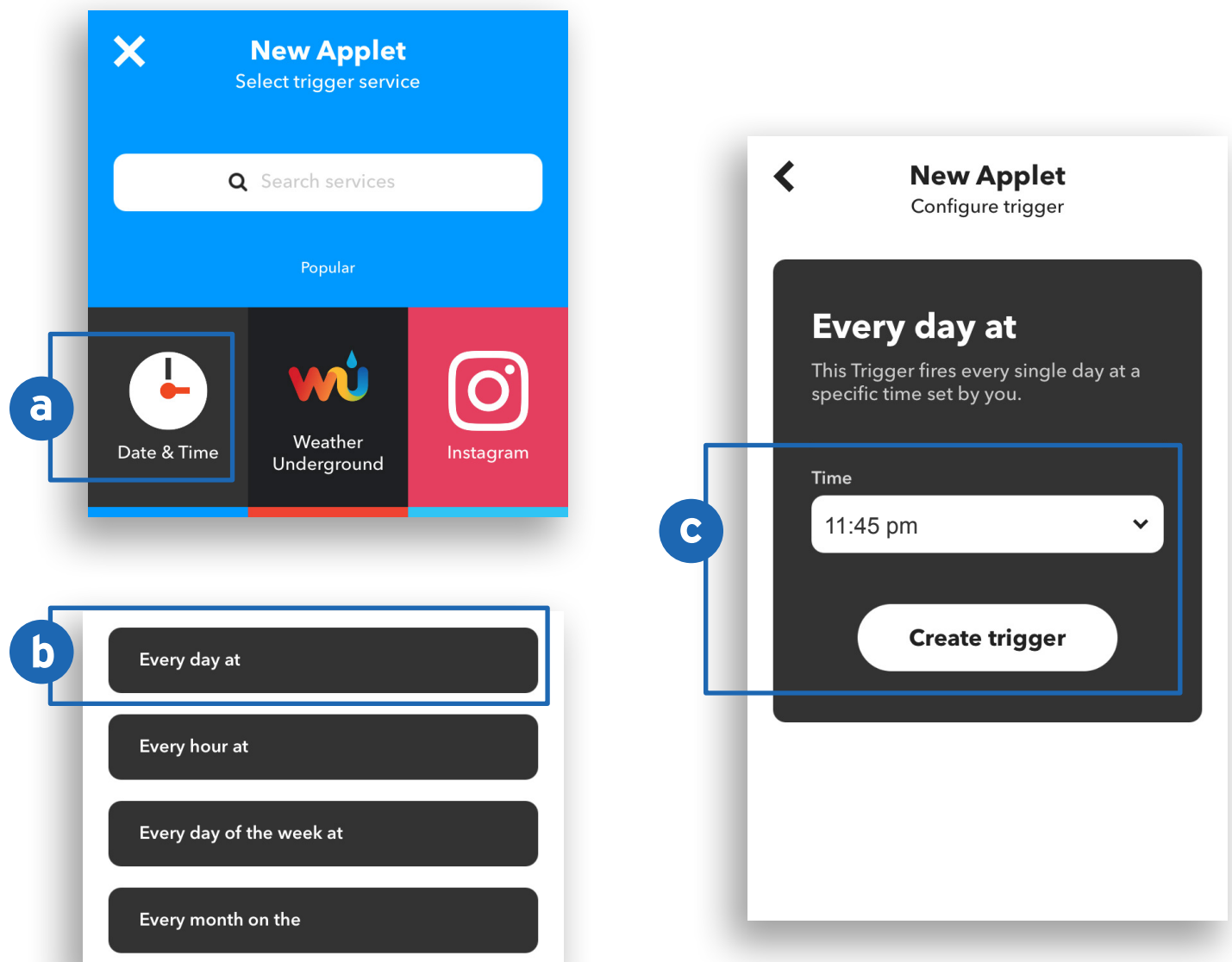


## Example:

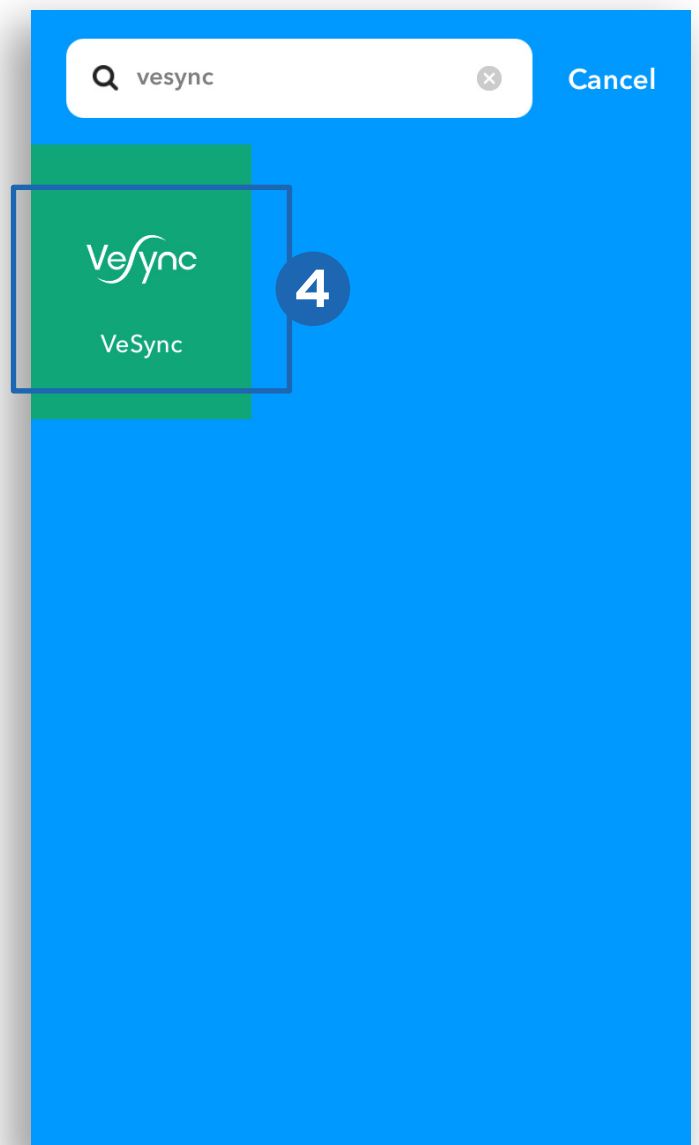
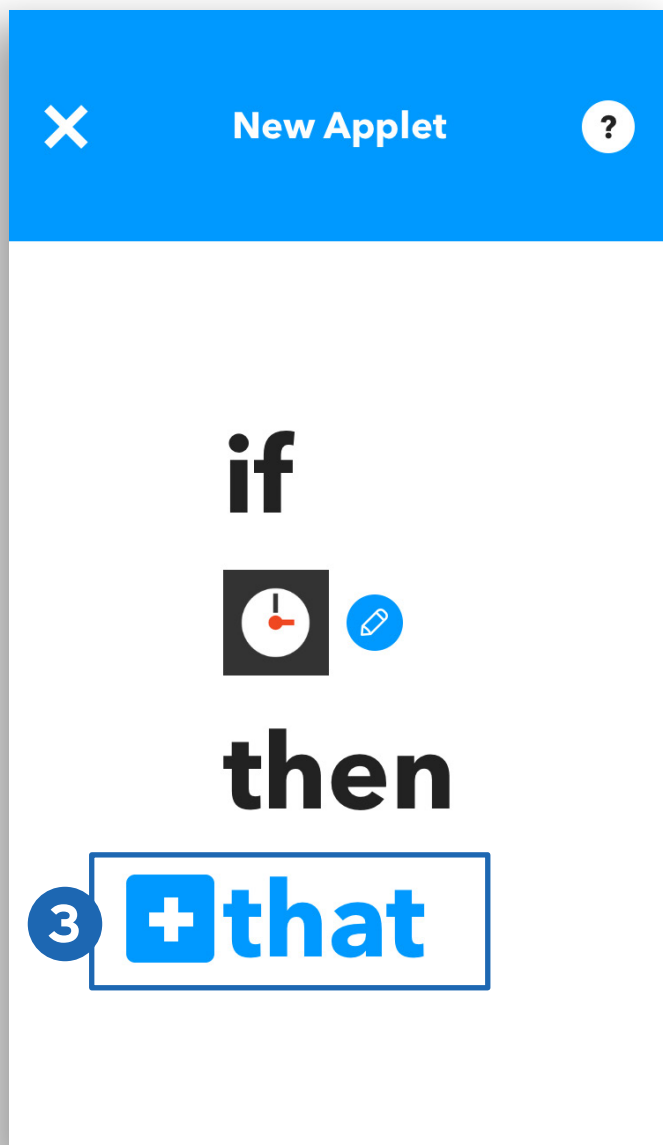
To trigger a service everyday at 11:45 pm:

- a. Tap the **Date & Time** icon.
- b. Tap **Every day at**.
- c. Under "Time", select 11:45 pm.

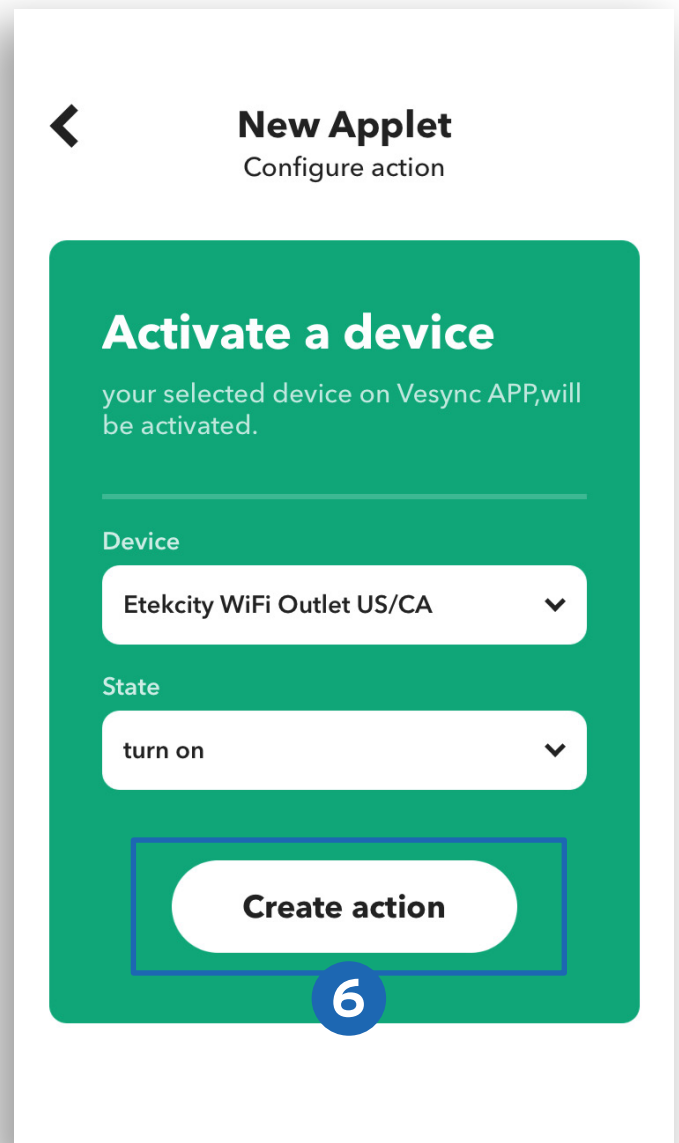
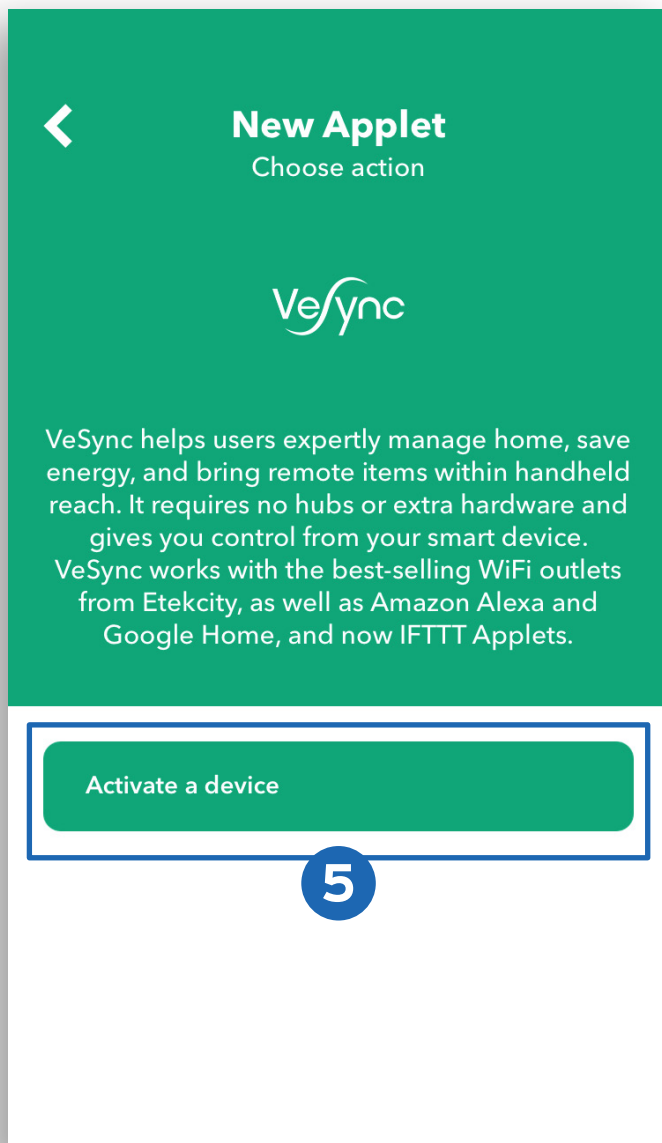
**Note:** Popular Trigger Services include Date & Time, Location, and an Amazon Alexa or Google Home Command. Different Trigger Services have different user interfaces.



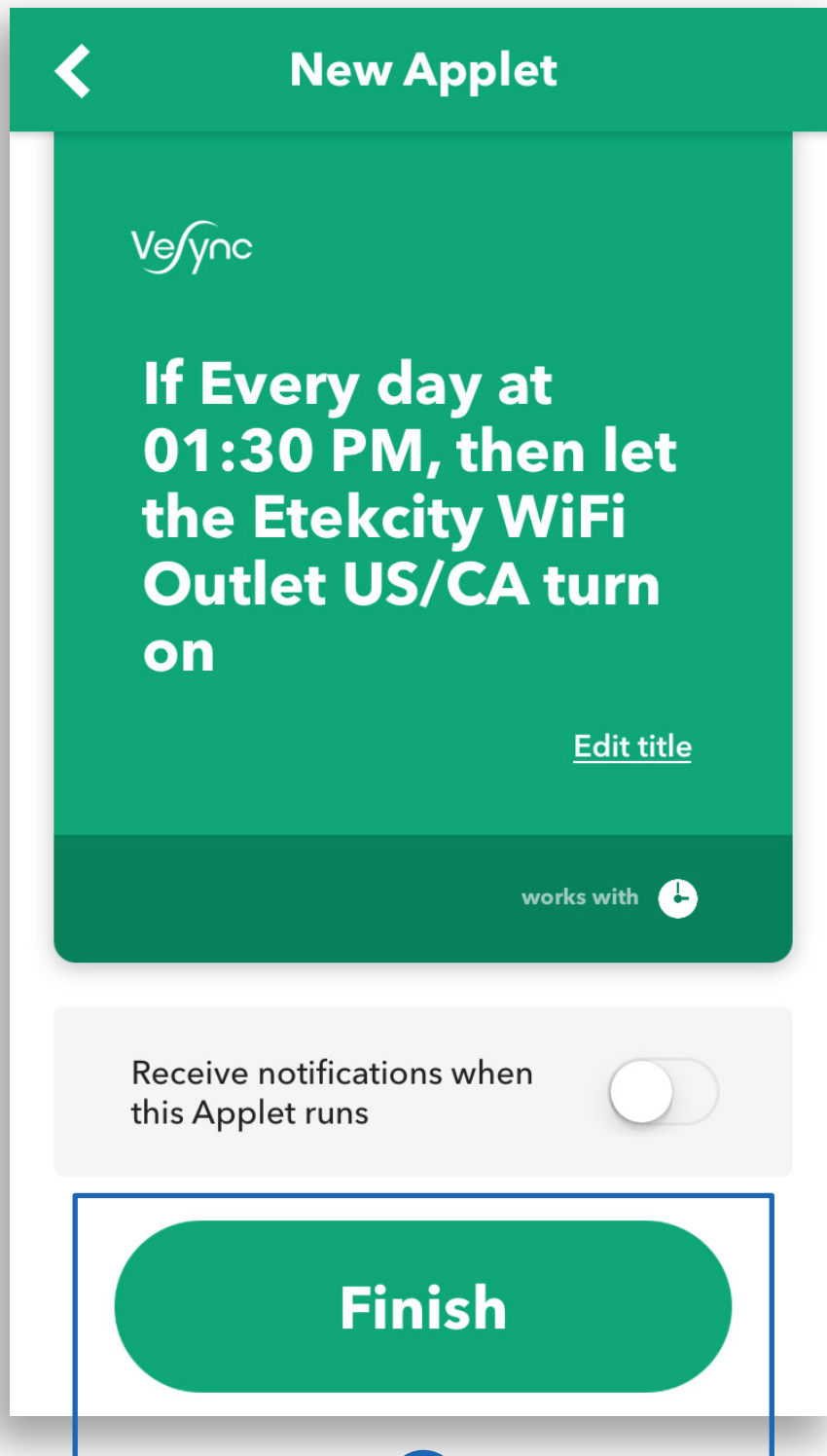
3. After selecting the Trigger Service, tap **+that** to enter an Action Service.
4. Tap the **VeSync** icon.



5. Tap **Activate a device**.
6. Select the smart outlet and status you would like to activate (turn on or turn off). Tap **Create action**.



7. Tap **Finish**. You've created your own custom applet!



7

[Back to Table of Contents](#)



# Maintaining Your Smart Outlet

## Firmware Updates

To keep the smart outlet 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 outlet can help you troubleshoot many issues you may have. Please keep in mind that factory 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 light indicator blinks blue rapidly (4 times per second). The light indicator will blink rapidly for 10 seconds, and the smart outlet will turn off.



# Troubleshooting

## Why aren't my outlets connecting to the VeSync app?

- During the setup process, you must be connected to a secure 2.4GHz WiFi network.
- Make sure the WiFi password you entered is correct.
- Try moving your router closer to your outlet (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 outlet (see **Resetting**, page 49).

## 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 "ESP" access point during configuration.**

- Press and hold the power button on the outlet for 5 seconds , or until the LED light starts blinking, to trigger Configuration Mode. The "ESP" access point will appear in your list of available WiFi connections.
- During Configuration Mode, the LED light on the outlet will slowly blink blue. You will have 5 minutes to pair the outlet with your phone.

## **My outlet 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 outlet from the VeSync app. Swipe left (iOS) or tap and hold (Android), and tap **Delete**.
3. Reset the outlet by pressing and holding the power button for more than 15 seconds, or until the LED light starts blinking. The light will blink for 10 seconds and turn off.
4. Once the outlet has been deleted and reset, reconfigure your outlet with the VeSync app.
5. When the outlet is online again, go to Device Settings, and tap **Upgrade Firmware**.

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



## **After adding my smart outlet to VeSync, why won't the smart outlet icon appear on the My Home screen of the VeSync app?**

- After adding your smart outlet to the VeSync app (see **VeSync App Setup**, page 9), refresh the main menu screen by closing and reopening the app.

## **Amazon Alexa or Google Assistant can't find my app or can't discover my smart outlet.**

- Make sure your wireless network router is close enough to your smart outlet. The smart outlet 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 outlet 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 outlet is connected to a working network and is not offline.

If your problem is not listed, please contact **Customer Support** (see page 55).



# 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](http://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](mailto: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!

### **Etekcitey 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.*

