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What are the terms and conditions of the ecobee Pro thermostat warranty?

To go the extra mile for your professionally installed ecobee, we offer a 5-year Pro warranty—that's an extra 2 years in addition to the 3-year standard retail warranty.

During the warranty period, we will repair or replace any defective ecobee thermostats free of charge. However, replacements do not include installation. Replacements or repaired devices will be protected by the remainder of the warranty period or 90 days (whichever is longer). All you need is your proof of purchase or a work order from the Pro who installed your ecobee thermostat.

Please note that this warranty only applies to Pro SKUs purchased through and installed by an ecobee-affiliated professional and in the country of purchase.

These are the SKUs/model numbers eligible for the Pro warranty:

- ecobee Smart Thermostat Lite (EB-STATE7P-01, EB-STATE7PB-01)
- ecobee Smart Thermostat Premium Pro (EB-STATE6P-01, EB-STATE6PC-01, EB-STATE6PB-01)
- ecobee Smart Thermostat Enhanced Pro (EB-STATE6LP-01, EB-STATE6LPC-01, EB-STATE6LPB-01)
- ecobee Smart Thermostat Pro with voice control (EB-STATE5P-01, EB-STATE5PC-01)
- ecobee4 Pro (EB-STATE4P-01, EB-STATE4PC-01)
- ecobee3 lite Pro (EB-STATE3LTP-02, EB-STATE3LTPC-02)