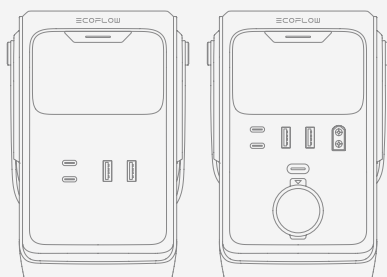


USER MANUAL

V1.0



EcoFlow TRAIL 200 DC Portable
Power Station (192Wh)

EcoFlow TRAIL 300 DC Portable
Power Station (288Wh)

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About This Manual

- This user manual is applicable to the following products: EcoFlow TRAIL 200 DC Portable Power Station (192Wh), EcoFlow TRAIL 300 DC Portable Power Station (288Wh).
- The terms "TRAIL 200 DC" and "TRAIL 300 DC" in this manual shall refer to EcoFlow TRAIL series products.
- Please note that this manual may be updated without prior notice. The latest version is available online at EcoFlow Support (<https://www.ecoflow.com/support/download>).
- The availability of certain accessories and features described in this manual may vary depending on your country or region.

What's in the Box

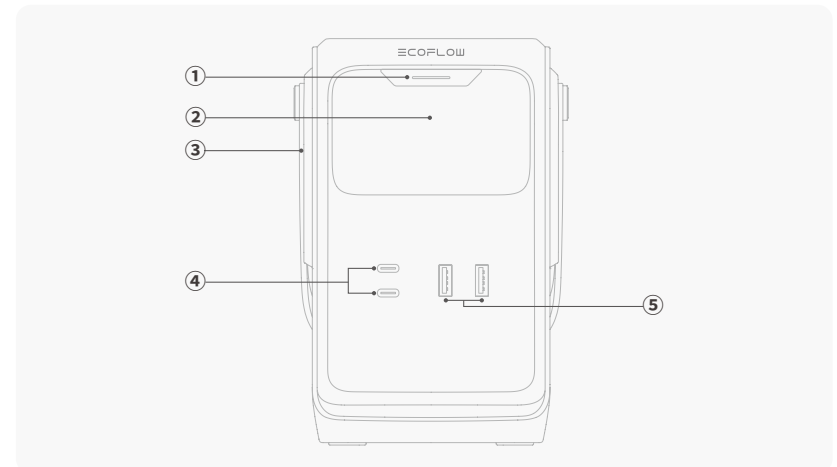


Overview

EcoFlow TRAIL 200 DC Portable Power Station (192Wh) (hereinafter referred to as "TRAIL 200 DC" or "the power station") and EcoFlow TRAIL 300 DC Portable Power Station (288Wh) (hereinafter referred to as "TRAIL 300 DC" or "the power station") are power stations with LiFePO₄ battery. They support DC inputs and outputs to meet your actual needs.

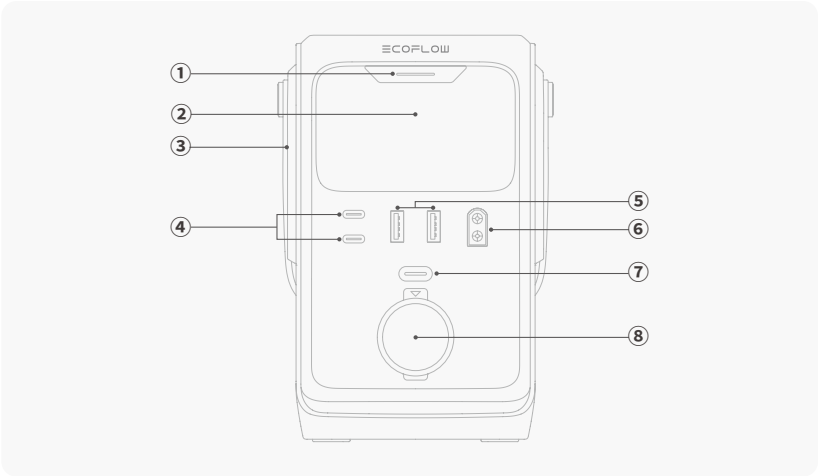
Appearance

I TRAIL 200 DC



①	Multifunction Button	Press Once: Wakes or turns off the display.
		Double Press: Enables or disables low current mode. When enabled, the USB-A output ports provide continuous power output.
		Indicator: Stays on when there is input or output via any port. Flashes when a fault occurs.
②	Display	Displays the real-time battery level, input power, output power and other operating statuses.
③	Handle	Used to lift or carry the power station.
④	USB-C Input/Output Port	Supports both charging the power station and powering external devices via USB-C.
⑤	USB-A Output Port	Supplies power to USB devices.

I TRAIL 300 DC

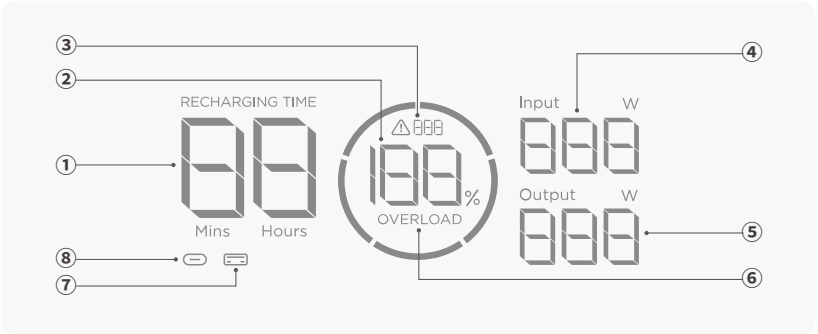


①	Multifunction Button	Press Once: Wakes or turns off the display.
		Double Press: Enables or disables low current mode. When enabled, the USB-A output ports provide continuous power output.
		Indicator: Stays on when there is input or output via any port. Flashes when a fault occurs.
②	Display	Displays the real-time battery level, input power, output power and other operating statuses.
③	Handle	Used to lift or carry the power station.
④	USB-C Input/Output Port	Supports both charging the power station and powering external devices via USB-C.

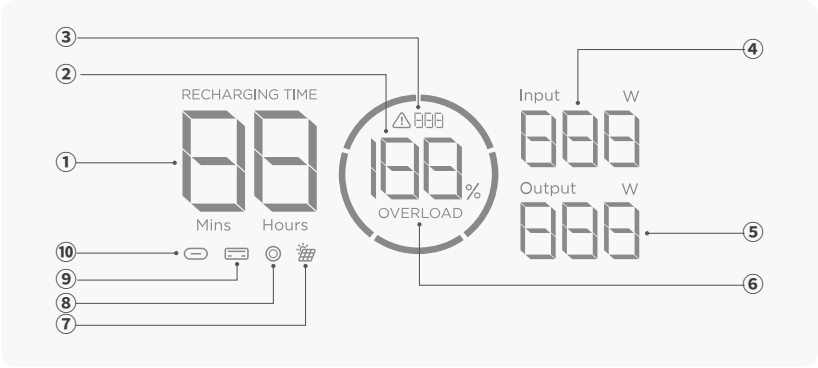
⑤	USB-A Output Port	Supplies power to USB devices.
⑥	Solar/Car Input Port (XT60)	Connects the power station to solar panels or a 12V car outlet for charging.
⑦	12V Car Outlet Button	Short press to enable or disable the 12V car outlet.
⑧	12V Car Outlet	Powers up on-board appliances.

Display

I TRAIL 200 DC



①	Remaining Charging / Discharging Time	On: Displays the remaining charging or discharging time.
②	Battery Level	On: Displays the current battery level.
③	Error Code	Flashing: An error has occurred.
④	Total Input Power	On: Displays the total input power.
⑤	Total Output Power	On: Displays the total output power.
⑥	Overload Warning	Flashing: Overload protection has been triggered. Disconnect devices or power sources to reduce the input or output. Once power returns to a normal level, the error will clear automatically.
⑦	USB-A Output Port	On: The port is active with output.
		Flashing: Low current mode is enabled. The USB-A output ports provide continuous power output.
⑧	USB-C Input/Output Port	On: The port is active with input or output.



①	Remaining Charging / Discharging Time	On: Displays the remaining charging or discharging time.
②	Battery Level	On: Displays the current battery level.
③	Error Code	Flashing: An error has occurred.
④	Total Input Power	On: Displays the total input power.
⑤	Total Output Power	On: Displays the total output power.
⑥	Overload Warning	Flashing: Overload protection has been triggered. Disconnect devices or power sources to reduce the input or output. Once power returns to a normal level, the error will clear automatically.
⑦	Solar/Car Input Port (XT60)	On: The port is connected to a DC power source.
⑧	12V Car Outlet	On: The 12V car outlet is enabled.
⑨	USB-A Output Port	On: The port is physically connected and supplying power.
		Flashing: Low current mode is enabled. The USB-A output ports provide continuous power output.
⑩	USB-C Input/Output Port	On: The port is active with input or output.

Get Started



- In this chapter, instructions that apply to both TRAIL 200 DC and TRAIL 300 DC are illustrated using the TRAIL 300 DC as an example.

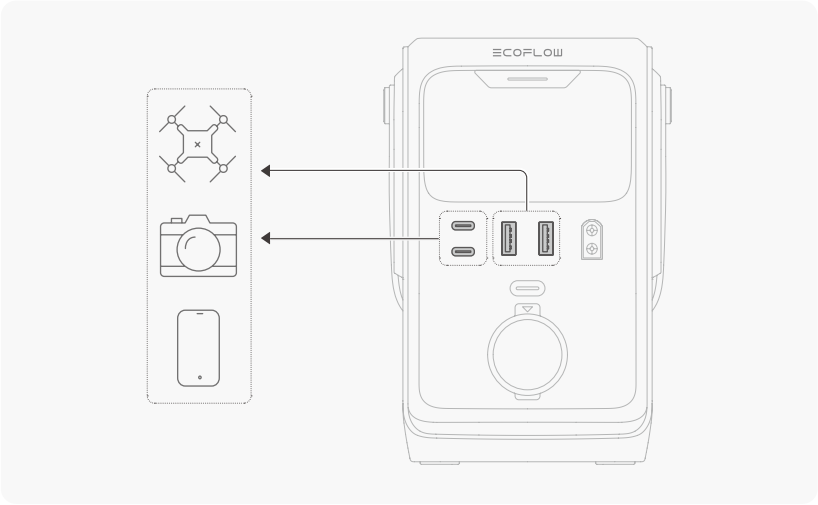
Power On/Off

The product does not require manual power-on; buttons and ports can be used immediately. After long periods of inactivity, the product will enter standby mode without requiring manual shutdown.

Power Your Appliances

I Via USB Output Port

- Standard Mode**
Connect your devices directly to the USB ports on the power station.



- Low Current Mode**
The USB-A output ports on this power station support low current mode. It is recommended to enable this mode when charging low-power devices such as Bluetooth earphones, fitness bands, or smartwatches via the USB-A output ports.

How to Use This Mode

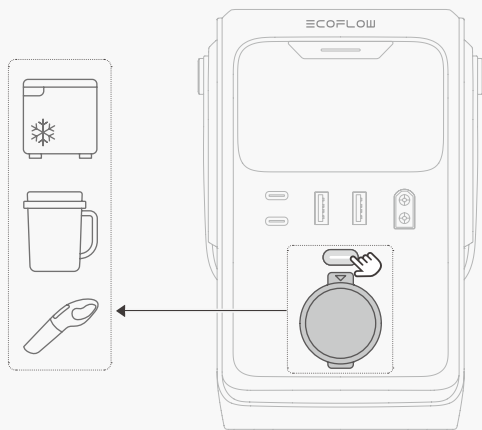
- Connect a low-power device to the USB-A output ports.
- Double press the multifunction button. The USB-A icon on the display will flash, indicating that low current mode is enabled.
- Low current mode remains active for approximately 3 hours. You can manually exit the mode by double pressing the button again, or it will turn off automatically after about 3 hours.
- If the device is not fully charged after the mode exits, you can double press the multifunction button again to re-enable low current mode and continue charging.



- After entering low current mode, the USB-A output ports can still charge higher-power devices such as smartphones and drones normally.
- The USB-C input/output ports can provide stable power to low-power devices without the need to enable low current mode.

I Via 12V Car Outlet (TRAIL 300 DC Only)

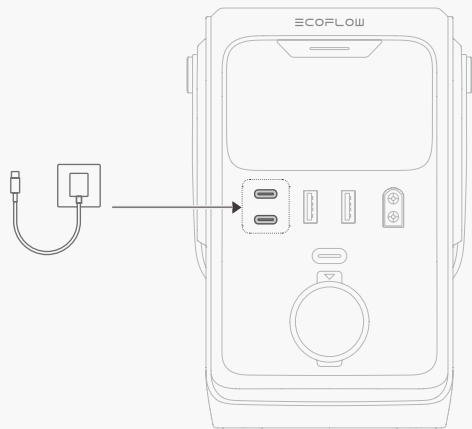
1. Short press the 12V car outlet button to turn on the outlet.
2. Connect vehicle appliances to the outlet.



Charge Your Power Station

I Via USB-C Input/Output Port

Connect the USB-C Input/Output Port to a power source.

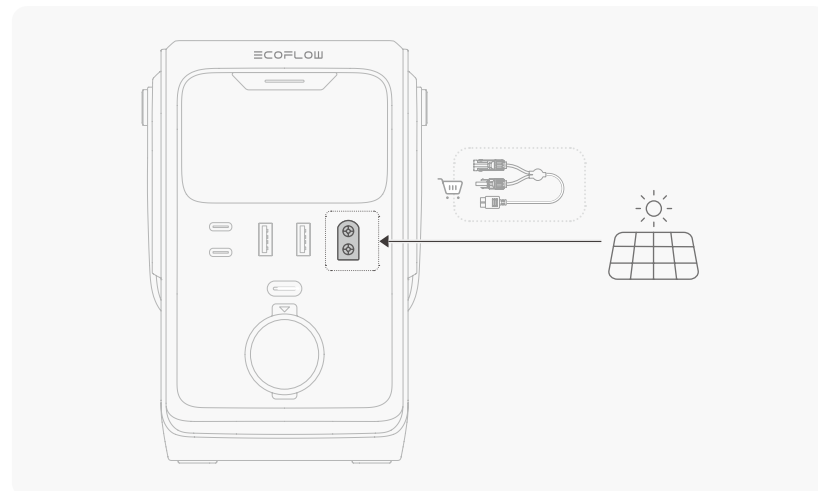


I Via Solar/Car Input Port (TRAIL 300 DC Only)

The Solar/Car Input Port on the TRAIL 300 DC supports both solar charging and 12V car outlet input.

- **Solar Input**

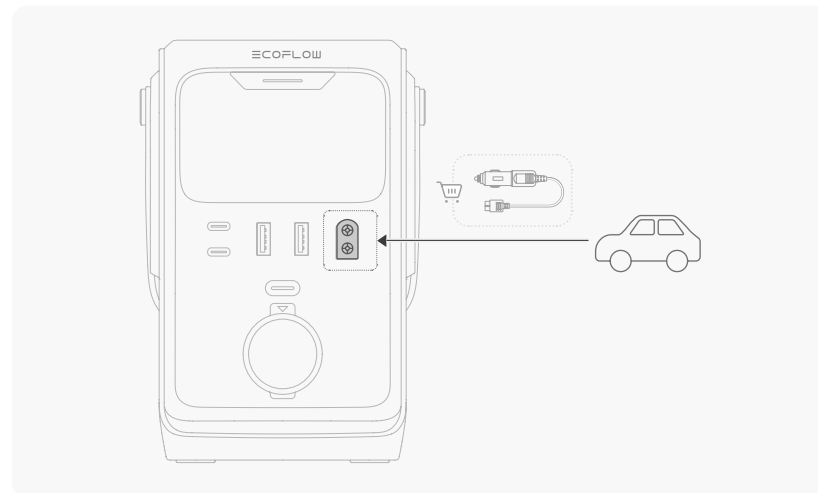
Connect the power station's Solar/Car Input Port to solar panels using a solar charging cable (solar to XT60 charging cable).



- Before connecting the solar panel, ensure that the output voltage of the panel is less than 30V to avoid product damage.

- **Car Outlet Input**

Connect the Solar/Car Input Port to your vehicle's 12V car outlet using a car charging cable.



Troubleshooting

Error Code	Problem	Solution
109/111/ 317/341	High Temperature	Stop using the product. Move it to a well-ventilated place and keep it away from heat source. The error message will clear when the product's temperature falls to normal levels.
110/112	Low Temperature	Move the product to a warmer place. The error message will clear when the product's temperature rises to normal levels.
322	USB-C1 Output Overload	Remove the devices connected to the USB-C1 output ports. After the error message clears automatically, try to use the product again.
328	USB-C2 Output Overload	Remove the devices connected to the USB-C2 output ports. After the error message clears automatically, try to use the product again.
308	USB-A Output Overload	Remove the devices connected to the USB-A output ports. After the error message clears automatically, try to use the product again.
319	12V Car Outlet Overload	Remove the devices connected to the 12V car outlet. After the error message clears automatically, try to use the product again.
629	Solar Input Undervoltage	Move the solar panel to a location with ample sunlight. After the error message clears automatically, try to use the product again.

 If the problem persists, stop using the product immediately and consult EcoFlow customer service.

Storage and Cleaning

Storage

- Store the device in an environment between -10°C and 45°C, with a recommended range of approximately 0°C to 30°C to maintain battery health.
- Keep the product in a dry, cool, well-ventilated area that is secure and reduces the risk of falling.
- Ensure the device is kept away from water sources, heat sources, strong magnetic fields, environments with corrosive gases, and any flammable or explosive substances.
- For long-term storage, charge and discharge the product once every 3 months (fully charge it, then discharge to 60% for storage) to maintain battery health.
- Do not leave the device uncharged or unused for more than 6 months; otherwise, the warranty will be void.

Cleaning

- Use a soft, dry cloth to wipe and clean the product.

Safety Instructions and Compliances

Disclaimer

Please read the product documentation thoroughly and ensure you understand it before using the product. Improper use may cause serious injury, product damage, or property loss. Always refer to the most up-to-date documentation available at <https://www.ecoflow.com/support/download/>. This documentation takes precedence over all other versions.

By using this product, you acknowledge and agree to all terms and conditions stated in the documentation. EcoFlow is not liable for losses caused by improper use or failure to adhere to the provided instructions. Subject to applicable laws and regulations, EcoFlow reserves the right to the final interpretation of this document and all documents related to the product.

Safety Guidelines

1. Use the product according to the operating instructions in this documentation. Improper use can cause damage to the product or may endanger personal safety and property.
2. Check and make sure the charging voltage of your digital device is consistent with the voltage output of the product.
3. Use the original charging cable that came with your device to charge it.
4. Please recharge the product regularly in order to prolong its service life.
5. CAUTION: Risk of Fire and Burns. Do Not Open, Crush, Heat Above 45 °C or Incinerate.
6. Do not use the product if it has been soaked in water. Contact a battery recycling company for disposal.
7. Keep the product away from water, fire and heat sources.
8. To reduce the risk of injury, close supervision is necessary when the product is used near children.
9. If this product has obvious deformation, leakage or damage, stop using it immediately, and contact a recycling company for disposal.
10. This product does not contain any user-serviceable parts and the battery is not replaceable.
11. Placing the battery in a fire or heating oven, or treating the battery by mechanical squeezing or cutting may cause an explosion.
12. Placing the battery in an environment with extremely high temperatures or low air pressure may result in an explosion or leakage of flammable liquids or gases.
13. The product will automatically enter standby mode when not in use.
14. Do not expose the product to fire or excessive temperature. Exposure to fire or temperature above 100°C may cause explosion.
15. Do not expose the product to rain or snow.
16. Do not disassemble, repair, or modify this product by yourself. For any repair service, please contact EcoFlow Customer Service.
17. Please note that the nameplate is on the bottom of the product.
18. CAUTION: This device is not intended for use in a commercial repair facility.

Compliance Information

FCC COMPLIANCE STATEMENT

Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two 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.

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 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.

IC COMPLIANCE STATEMENT

This device complies with Industry Canada licence-exempt RSS standard(s)

Operation is subject to the following two conditions:

- (1) this device may not cause interference, and
- (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

- (1) l'appareil ne doit pas produire de brouillage, et
- (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

CAN ICES(B) / NMB(B)



English: This marking indicates that this product should not be disposed of with other household waste within the EU. Recycle this product properly to prevent possible damage to the environment or a risk to human health via uncontrolled waste disposal and in order to promote the sustainable reuse of material resources. Please return your used product to an appropriate collection point or contact the retailer where you purchased this product. Your retailer will accept used products and return them to an environmentally-sound recycling facility.

Deutsch: Diese Kennzeichnung zeigt an, dass dieses Produkt innerhalb der EU nicht mit anderem Hausabfall entsorgt werden sollte. Recyceln Sie dieses Produkt ordnungsgemäß, um mögliche Umweltschäden oder Gesundheitsrisiken durch unkontrollierte Abfallentsorgung zu verhindern und gleichzeitig die umweltverträgliche Wiederverwendung von Materialressourcen zu fördern. Bitte geben Sie Ihr gebrauchtes Produkt an eine geeignete Sammelstelle oder kontaktieren Sie den Händler, wo Sie das Produkt erworben haben. Ihr Händler wird das gebrauchte Produkt annehmen und an eine umweltgerechte Recycling-Einrichtung weiterleiten.

Français: Ce marquage indique que ce produit ne doit pas être jeté avec les ordures ménagères au sein de l'UE. Recyclez ce produit de façon correcte pour éviter toute atteinte à l'environnement ou à la santé humaine en l'apportant à un centre de recyclage afin de revaloriser ses matières premières. Veuillez rapporter votre produit usagé à un centre de collecte approprié ou contactez le distributeur qui vous a vendu ce produit. Votre revendeur reprendra vos produits hors d'usage et les retournera à un centre de recyclage écologique.

Italiano: Questo simbolo indica che il presente prodotto non deve essere smaltito tra i rifiuti domestici nelle nazioni dell'Unione Europea. Per prevenire possibili danni all'ambiente o alla salute da apparecchi e dispositivi smaltiti in modo non corretto, riciclare il dispositivo in modo responsabile per promuovere il riutilizzo sostenibile delle risorse materiali. Per smaltire il dispositivo, utilizzare i sistemi di raccolta e smaltimento o contattare il rivenditore autorizzato presso il quale il prodotto è stato acquistato. Il rivenditore autorizzato accetterà i prodotti usati e provvederà al loro riciclaggio adeguato in maniera ecocompatibile.

Español: Esta marca indica que este producto no debe ser eliminado en la basura del hogar en la Unión Europea. Debe reciclar este producto adecuadamente para evitar posibles daños al medio ambiente o riesgos para la salud humana a través de la eliminación no controlada y para promover la reutilización de recursos materiales. Debe devolver su producto usado en un punto adecuado de recogida o contactar al vendedor donde compró este producto. El vendedor

debe aceptar productos usados y devolverlos en una planta de reciclaje adecuada al medio ambiente.

Nederlands: Deze aanduiding geeft aan dat dit product in de EU niet met ander huishoudelijk afval mag worden weggegooid. Recycle dit product op een correcte manier om mogelijke schade aan het milieu of gezondheid risico's door middel van ongecontroleerd storten te voorkomen en om het duurzaam hergebruik van grondstoffen te promoten. Breng uw gebruikt product naar een verzamelpunt of neem contact op met de handelaar waar u dit product hebt gekocht. Uw handelaar aanvaardt gebruikte producten en brengt deze terug naar een milieuvriendelijke recyclefaciliteit.

Русский: Эта маркировка указывает на то, что данный продукт нельзя утилизировать вместе с другими бытовыми отходами в пределах ЕС. Утилизируйте этот продукт должным образом, чтобы предотвратить возможный ущерб окружающей среде или риск для здоровья человека из-за неконтролируемой утилизации отходов, а также для обеспечения устойчивого повторного использования материальных ресурсов. Пожалуйста, верните использованный продукт в соответствующий пункт сбора или свяжитесь с продавцом, у которого вы приобрели этот продукт. Ваш продавец примет использованные продукты и вернет их на экологически безопасное предприятие по переработке. Русский - (RU) Использованные батарейки нельзя выбрасывать вместе с бытовым мусором, так как они могут содержать токсичные элементы и тяжелые металлы, которые могут нанести вред окружающей среде и здоровью человека. Верните разряженные батареи в соответствующий центр по переработке.

Polski: To oznaczenie wskazuje, że tego produktu nie należy wyrzucać razem z innymi odpadami domowymi na terenie UE. Aby zapobiec możliwemu szkodliwemu oddziaływaniu na środowisko lub zagrożeniu dla zdrowia ludzkiego poprzez niekontrolowane usuwanie odpadów oraz w celu promowania zrównoważonego ponownego wykorzystania zasobów, produkt ten należy poddać odpowiedniemu recyklingowi. Zużyty produkt należy zwrócić do odpowiedniego punktu zbiórki lub skontaktować się ze sprzedawcą, u którego produkt został zakupiony. Sprzedawca jest zobowiązany do odbioru zużytych produktów i ich zwrotu do zakładu ekologicznego recyklingu.

Čeština: Toto označení udává, že produkt nesmí být v rámci EU likvidován společně s ostatním domácím odpadem. Produkt je nutné řádně recyklovat, aby nedošlo k poškození životního prostředí a ohrožení lidského zdraví nekontrolovanou likvidací odpadu a aby se umožnilo udržitelné opětovné využívání materiálových zdrojů. Použitý produkt vraťte na příslušné sběrné místo nebo se obraťte na prodejce, u kterého jste produkt zakoupili. Prodejci použité produkty přijímají a vrací je do recyklačních zařízení šetrných k životnímu prostředí.

Български: Тази маркировка указва, че този продукт не трябва да се изхвърля с други битови отпадъци в рамките на ЕС. Рециклирайте този продукт правилно, за да предотвратите възможни повреди на оборудването или риск за здравето на човека при неконтролирано изхвърляне на отпадъци и за да насърчите устойчиво повторно използване на материални ресурси. Моля, предайте Вашия използван продукт на подходящ събирателен пункт или се свържете с търговеца на дребно, откъдето сте закупили този продукт. Вашият търговец на дребно ще приеме използваните продукти и ще ги върне на екологосъобразно съоръжение за рециклиране.

Svenska: Märkningen indikerar att produkten inte får kasseras med hushållsavfall inom EU. Återvinna produkten på rätt sätt för att förhindra skada på miljön eller människor på grund av okontrollerad avfallskassering, och för att främja hållbar återanvändning av material. Lämna in den använda produkten på lämpligt hämtningsställe eller kontakta återförsäljaren som du köpte produkten av. Återförsäljaren kan ta hand om den förbrukade produkten och överlämna den till en återvinningsanläggning för miljöriktig hantering.



English: Hereby, EcoFlow Inc. declares that the equipment type battery is in compliance with Directive 2014/35/EU, 2014/30/EU, 2011/65/EU+(EU)2015/863. The full text of the EU declaration of conformity is available at the following Internet address:

Deutsch: Hiermit erklart EcoFlow Inc., dass der typ des Akku der Richtlinie 2014/35/EU, 2014/30/EU, 2011/65/EU+(EU)2015/863 entspricht. Der vollständige Text der EUKonformitätserklärung ist unter der folgenden Internetadresse verfügbar:

Français: Par la présente, EcoFlow Inc. déclare que l'équipement de type Batterie est conforme à la Directive 2014/35/EU, 2014/30/EU, 2011/65/EU+(EU)2015/863. Le texte complet de la

部件名称	有害物质									
	铅(Pb)	汞(Hg)	镉(Cd)	六价铬 (Cr(VI))	多溴联苯 (PBB)	多溴二苯醚 (PBDE)	邻苯二甲酸二 (2-乙基)己酯 (DEHP)	邻苯二甲酸丁 基酯 (BBP)	邻苯二甲酸 二正丁酯 (DBP)	邻苯二甲酸 二异丁酯 (DIBP)
塑料结构件	○	○	○	○	○	○	○	○	○	○
金属结构件	○	○	○	○	○	○	○	○	○	○
电池	○	○	○	○	○	○	○	○	○	○
电路板组件	×	○	○	○	○	○	○	○	○	○

本表格依据 SJ/T11364 的规定编制。

○：表示该有害物质在该部件所有均质材料中的含量均在 GB/T26572 规定的限量要求以下。

×：表示该有害物质至少在该部件的某一均质材料中的含量超出 GB/T26572 规定的限量要求。

备注：以上标注“×”的部件根据中国电子电器产品达标管理目录限用物质应用例外清单要求属于豁免。

在中华人民共和国境内销售的电子电气产品必须标识此标志，标志内的数字代表在正常的使用状态下的产品的环保使用期限。



declaration UE de conformité est disponible a l'adresse internet suivante:

Italiano: Con la presente, EcoFlow Inc. dichiara che il tipo di apparecchiatura Batteria e conforme alla direttiva 2014/35/EU, 2014/30/EU, 2011/65/EU+(EU)2015/863. Il testo completo della dichiarazione di conformità UE e disponibile al seguente indirizzo:

Español: Mediante la presente, EcoFlow Inc. declara que el equipo de tipo Batería cumple con la Directiva 2014/35/EU, 2014/30/EU, 2011/65/EU+(EU)2015/863. El texto completo de la declaración de conformidad de la UE esta disponible en la siguiente direccion de Internet:

Nederlands: Hierbij verklaart EcoFlow Inc. dat de apparatuur van het type Accu in overeenstemming is met de Richtlijnen 2014/35/EU, 2014/30/EU, 2011/65/EU+(EU)2015/863. De volledige tekst van de EU-conformiteitsverklaring is beschikbaar op het volgende internetadres:

Русский: Настоящим EcoFlow Inc. заявляет, что тип Оборудование для аккумулятором соответствует Директиве 2014/35/EU, 2014/30/EU, 2011/65/EU+(EU)2015/863. Полный текст ЕС декларация о соответствии доступна последующему интернет адресу:

Polski: Niniejszym EcoFlow Inc. oświadcza, że ten produkt jest zgodny z dyrektywami 2014/35/EU, 2014/30/EU, 2011/65/EU+(EU)2015/863. Pełny tekst deklaracji zgodności UE jest dostępny pod następującym adresem internetowym:

Čeština: Společnost EcoFlow Inc. tímto prohlašuje, že tento produkt je v souladu se směrnicemi 2014/35/EU, 2014/30/EU, 2011/65/EU+(EU)2015/863. Plné znění prohlášení EU o shodě je k dispozici na následující adrese:

Български: С настоящото EcoFlow Inc. декларира, че този продукт е в съответствие с Директиви 2014/35/EU, 2014/30/EU, 2011/65/EU+(EU)2015/863. Пълният текст на декларацията за съответствие за ЕС е наличен на следния интернет адрес:

Svenska: EcoFlow Inc. förklarar härmed att den här produkten uppfyller kraven i direktiven 2014/35/EU, 2014/30/EU, 2011/65/EU+(EU)2015/863. Den fullständiga texten för EU-försäkran om överensstämmelse finns på följande internetadress:

EU: <http://www.ecoflow.com/eu/eu-compliance>

UK: <http://www.ecoflow.com/uk/eu-compliance>

DE: <http://www.ecoflow.com/de/eu-compliance>

FR: <http://www.ecoflow.com/fr/eu-compliance>

Appendix

Specifications

EcoFlow TRAIL 200 DC		EcoFlow TRAIL 300 DC
General		
Model	EF-TX-192	EF-TX-288
Net Weight	Approx. 1.8 kg (4.0 lb)	Approx. 2.6 kg (5.7 lb)
Dimensions	Approx. 143 x 115 x 167 mm (5.6 × 4.5 × 6.5 in.)	Approx. 166 x 115 x 167 mm (6.5 × 4.5 × 6.5 in.)
Output		
USB-A1/A2	5V=2.4A, 12W Max per port, 24W total	
USB-C1	5/9/12/15V=3A, 20/28V=5A, 140W Max	
USB-C2	5/9/12/15V=3A, 20V=5A, 100W Max	5/9/12/15V=3A, 20/28V=5A, 140W Max
Car Outlet	/	12V=10A
Input		
USB-C1	9/12/15V=3A, 20/28V=5A, 140W Max	
USB-C2	9/12/15V=3A, 20V=5A, 100W Max	9/12/15V=3A, 20/28V=5A, 140W Max
Solar/Car Input Port	/	Solar Input: 10-30V=10A Max, 110W Max
		Car Input: 12/24V=8A, 100W Max
Battery Info		
Rated Voltage	12.8V=	19.2V=
Rated Capacity	192Wh 15Ah	288Wh 15Ah
Cell Chemistry	LFP (LiFePO4)	
Protection Type	Over Voltage Protection, Overload Protection, Over Temperature Protection, Short Circuit Protection, Low Temperature Protection, Low Voltage Protection, Overcurrent Protection	
Environment Temperature		
Charge Temperature	0°C-45°C (32°F-113°F)	
Discharge Temperature	-10°C to 45°C (14°F-113°F)	
Storage Temperature	-10°C to 45°C (14°F-113°F)	
Other		
Operating Altitude	≤3000 m	

FAQ

For detailed answers to common questions, visit our FAQ page (<https://www.ecoflow.com/support/faq>).

