

ELSWORD SERVER MERGE – GLOBAL FAQ

1. General information

When will the server merge happen?

We will announce the exact schedule on our website soon.

Which servers will be merged and what will the new server setup look like?

All European servers will be merged into one international one.

2. What should I do in order to prepare for this server merge?

We recommend that you check the following points in order to ensure a smooth transfer:

- **Prepare for possible character or guild name changes:** As we are merging several servers, you might need to rename your character – see [4. Characters](#).
- **Items in the auction house:** As the economy of this new server might be different from the one you have just come from, it might be a good idea to remove your items and put them back up for auction once the server merge is complete – see [6. Items & Misc.](#)
- **Items from the mail box:** We recommend you claim your items from the mail box before the merge – see [6. Items & Misc.](#)

3. My account / my client

Do I need to redownload the client?

No, you still can use the current client.

Will the game only be available in English?

No. The game will still be available in your own language if you use your usual client. Reminder: Elsword is available in German, English, Spanish, French, Italian and Polish.

Can I log into my regular account using a client with a different language?

No. If you have created an account in FR, for example, and you want to play with the EN client, your usual credentials will not work. Your account is still bound to the FR client. You will need to create an account for the other languages (clients).

Can I still access my account on the website?

Yes, all websites will stay the same.

Can I still contact the support team in my own language?

Support will stay exactly the same. You can contact our customer support team here:

EN: <http://support.en.elsword.gameforge.com/>

DE: <http://support.de.elsword.gameforge.com/>

ES: <http://support.es.elsword.gameforge.com/>

FR: <http://support.fr.elsword.gameforge.com/>

IT: <http://support.it.elsword.gameforge.com/>

PL: <http://support.pl.elsword.gameforge.com/>

4. Characters

Do I have to delete characters for the merge?

No, you don't need to delete your characters.

My account is currently inactive. Will I lose my characters?

No, there is no need to worry. All characters will be transferred, even if your account is currently inactive.

What about my character name? What if there is another character with the same name after the merge?

There is a possibility that you'll need to change your character name after the merge, should there be other characters with the same name from other communities. All characters with the same nickname will automatically be renamed and receive a nickname change ticket. The rule is simple: first come, first served.

What about the friends list? Will I lose all my friends or will they still be able to see me if I have a new name?

Everything will stay the same. Should it be necessary for you to change your character name, the new name will automatically replace your old one on other players' friends lists.

5. Guilds

What happens to guilds during the merge?

Guild members, banks and everything else will be transferred during the merge, so there is nothing to worry about here.

What about guild names?

If there are other guilds with the same name from other communities, guilds will automatically be renamed and the guild leaders will receive an item to rename the guild. The same rule applies here: first come, first served.

6. Items & Misc.

Will the items in the inventory be moved to the new server?

Yes, all items and ED will be moved along with your character.

Will I lose the items in my bank?

All bank items will be merged onto the new server. The account bank expansions will be preserved correctly.

And items in the auction house?

All your items in the auction house will be moved over to the new server, but as the economy of this new server might be different from the one you have just come from, it might be a good idea to remove your items and put them back up for auction once the server merge is complete.

What about special items and personal configuration customisations, wardrobe, pets, mounts, skill tree pages...? Will I lose anything?

Customisations, pets, mounts, skill trees, achievements, titles, Elios Studio map... all your items and everything you have unlocked will be moved along with your character to the new server.

Do I need to remove my post or other items from the mail box?

All parcels (post and items) will be transferred as well. We therefore recommend you to claim your items from the mail box before the merge.