

Fault phenomenon			Troubleshooting			Solutions		
The product cannot be charged	1. The charger and product are not in good contact with the mains power supply (the charging indicator is not on at this time)		Check whether the charger and product are in good contact with the mains power					
	2. The contact is good, but the charging indicator is not on		If the charger is broken, please contact after-sales service					
	3. If the charging indicator light is on, it still can't be charged		If the product is broken, please contact after-sales service					
The product has no output	1. The connection line between the equipment and the product is not plugged in properly		Make the equipment well connected with the product					
	2. The output port switch is not turned on		Turn on the port output switch, and the indicator light will be on					
	3. Low power consumption		Charging the product					
	4. There is no output after eliminating according to 1.2.3 above		If the product is broken, contact the after-sales department for handling					
With device output interrupt	1. The nominal power or instantaneous starting power of the equipment used is greater than the power of the product		Select higher power energy storage products					
	2. If the equipment used is short circuited, an alarm prompt will appear on the display screen, and the power of the product will automatically turn off the output within 15 seconds		It is not a product problem. It is recommended to replace the equipment.					
	3. The output will still be turned off after removing according to the above 1.2 point		If the product is broken, contact the after-sales department for handling					

Warnings and precautions		FAQ		Warranty and contact information	
When using this product, you should always follow the basic precautions, including: a. Please read all instructions before using this product. b. In order to reduce the risk, close supervision is required when using this product near children. c. The use of accessories recommended or sold by non professional product manufacturers may lead to the risk of electric shock. d. When the product is not in use, please pull the power plug out of the product socket. e. It is forbidden to dismantle the product, which may lead to unpredictable risks such as fire, explosion or electric shock. f. Do not use damaged wires or plugs or damaged output cables to use the product, which may cause electric shock. g. Please charge the product in a well ventilated place. Do not restrict the ventilation of the product in any way. h. Please put the product in a well ventilated and dry place to avoid the risk of electric shock due to water intrusion. i. It is forbidden to expose the product to fire or temperature higher than 130° C, which may lead to fire, explosion and other safety accidents. j. It is forbidden to use or place the product under high temperature (direct hot sunshine or hot car interior), otherwise the internal battery may overheat, catch fire or function failure, shorten the service life and other risks. k. Please charge the product every three months to prevent the battery from running out.		1. Can the product be brought on the plane? No, because this product is a lithium battery product. According to the international air transport standard regulations, carrying lithium battery products can not exceed 100wh. 2. If the power of the equipment is within the rated output power range of the product, it cannot be used? a. The power consumption of the product is less than 20%; it needs to be supplemented. b. When some equipments start, the products which are larger than the peak value of rated power cannot be used; 3. Why is there sound when using it? The product adopts air cooling system, and the built-in fan is better to help product heat dissipation. It is normal to have slight noise when using. 4. Is the charger heating normal when charging? Charging charger heating is a normal phenomenon, standard charger in line with national safety standards, you can rest assured to use!		Guarantee to the user that under the normal use of the product, there will be no defects affecting the use of the product due to the process and materials; This warranty statement sets forth the full and exclusive warranty obligations of the products, and we will not assign or authorize anyone to assume any other responsibilities for us in connection with the products we sell. Defects liability period The warranty period is one year. In all cases, the warranty period starts from the date of purchase by the consumer. In order to determine the starting date of the warranty period, it is necessary to provide the consumer's purchase certificate or other reasonable documentary evidence. The following conditions are not covered by the warranty 1. The appearance of the product is damaged after use; 2. Disassembly and repair by non staff members without permission; 3. Product performance failure caused by human factors. 4. Damage caused by irresistible factors such as natural disasters, lightning and accidents. How to get warranty service Contact your local dealer or brand	

Outdoor energy storage power supply

Certificate

Inspector: QC pass

Inspection date:

Warnings and precautions

When using this product, you should always follow the basic precautions, including:

- a. Please read all instructions before using this product.
- b. In order to reduce the risk of electric shock, cable supervision is required when using this product near children.
- c. The use of accessories recommended or sold by non professional product manufacturers may lead to the risk of electric shock.
- d. When the product is not in use, please pull the power plug out of the product socket.
- e. It is forbidden to dismantle the product, which may lead to unpredictable risks such as fire, explosion or electric shock.
- f. Do not use damaged wires or plugs or damaged output cables to use the product, which may cause electric shock.
- g. Please charge the product in a well ventilated place. Do not restrict the ventilation of the product in any way.
- h. Please put the product in a well ventilated and dry place to avoid the risk of electric shock due to water intrusion.
- i. It is forbidden to expose the product to fire or temperature higher than 130 °C, which can lead to fire, explosion and other safety accidents.
- j. It is forbidden to use or place the product under high temperature (direct hot sunshine or hot car interior), otherwise the internal battery may overheat, catch fire or function failure, shorten the service life and other risks.
- k. Please charge the product every three months to prevent the battery from running out.

Warranty and contact information

Guarantee to the user that under the normal use of the product, there will be no defects affecting the use of the product due to the process and materials; This warranty statement sets forth the full and exclusive warranty obligations of the products, and we will not assign or authorize anyone to assume any other responsibilities for us in connection with the products we sell.

Defects liability period

The warranty period is one year. In all cases, the warranty period starts from the date of purchase by the consumer. In order to determine the starting date of the warranty period, it is necessary to provide the consumer's purchase certificate or other reasonable documentary evidence.

The following conditions are not covered by the warranty

1. The appearance of the product is damaged after use;
2. Disassembly and repair by non staff members without permission;
3. Product performance failure caused by human factors.
4. Damage caused by irresistible factors such as natural disasters, lightning and accidents.

How to get warranty service

Contact your local dealer or brand

Certificate

Inspector: QC pass

Inspection date:

FCC Statement

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.

Caution: 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 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

Radiation Exposure Statement

The equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. During the operation of device a distance of 15 cm surrounding the device and 20 cm above the top surface of the device must be respected.