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Andes 1500

User Manual

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Disclaimer

Prior to utilizing this Ampace product, it is crucial to thoroughly read and comprehend this documentation. Once you have acquainted yourself with its contents, securely store it for future reference. Neglecting to operate this product correctly may lead to potential harm to individuals or damage to the product itself. Follow the guidelines outlined in this documentation during product usage. Please be aware that Ampace is not liable for all losses incurred due to the user's failure to adhere to the provided disclaimer and safety instructions.

Ampace retains the ultimate authority for the final interpretation of this documentation and all associated product-related materials, as permitted by applicable laws and regulations. These documents may be subject to periodic updates, revisions or termination, and such changes may occur without prior notice.

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1 Specification

Product information	
Model	Andes 1500
Net weight	16.7kg (36.8lbs)
Dimensions (W*D*H)	436x195x335mm (17.2x7.7x13.2in)
Capacity	1462Wh 44.8V
APP control	Supported
Certification	UL, FCC
Light	LED light + ambient light
Charging temperature	-20°C~45°C (-4°F~113°F)
Discharging temperature	-20°C~45°C (-4°F~113°F) ❶

Output	
AC (*4)	Pure sine wave, total 2400W, 120V, 60Hz, surge 3600W
AC (*4) (bypass mode)	120V, 60Hz, 1800W max
Max device(s) power supported by A-turbo ❷	3600W for resistive loads
USB-C (*2)	5V/3A, 9V/3A, 12V/3A, 15V/3A, 20V/5A, 100W max
USB-A (*4)	5V/3A, 9V/2A, 12V/1.5A, 18W max, per port
Car socket (*1)	12.6V/9.5A, 120W max
DC 5521 output (*2) ❸	12.6V/9.5A, 120W max

Input	
AC charging input	120V, 60Hz (A-Boost fast charge: 1800W)
Solar panel charging input	DC 11~60V, 12A (600W max)
Car charging input	DC 12V/24V, 8A (96W max)

Battery information	
Cell chemistry system	LiFePO ₄ system
Cycle life	6000 cycles
Protection	Low temperature protection; over temperature protection; overcurrent protection; overload protection; overvoltage protection; undervoltage protection; short circuit protection; disconnection protection; leakage protection; float charging protection; battery lifespan protection; startup protection.

- ❶ This product supports a max output power of 1000W in temperatures from -20°C to -10°C and 1800W in temperatures from -10°C to 0°C.
- ❷ Not all electrical appliances with a resistive load under 3600W are compatible. It is unsuitable for appliances that require precise voltage regulation, such as precision instruments. It is better suited for heating devices. This functionality will sustain the device's operation, albeit at a reduced power level compared to the device's rated capacity.
- ❸ The car socket and DC 5521 output ports combined deliver a maximum total output of 120W.

2 IMPORTANT SAFETY INSTRUCTIONS

2.1 Usage instructions

WARNING

When using this product, basic precautions should always be followed, including the following:

1. Read all the instructions before using the product.
2. To reduce the risk of injury, close supervision is necessary when the product is used near children.
3. Do not put fingers or hands into the product.
4. To reduce risk of damage to the electric plug and cord, pull the plug rather than the cord when disconnecting the product.
5. Do not use a product that is damaged or modified. Damaged or modified product may exhibit unpredictable behavior resulting in fire, explosion or risk of injury.
6. Under abusive conditions, liquid may be ejected from the battery; avoid contact. If contact accidentally occurs, flush with water. If liquid contacts eyes, additionally seek medical help. Liquid ejected from the battery may cause irritation or burns.
7. Do not conduct repairs yourself. In case of product malfunction, kindly contact Ampace for service.
8. Use of an attachment not recommended or sold by Ampace may result in a risk of fire, electric shock, or injury to persons.
9. Do not expose the product to fire or excessive temperature. Exposure to fire or temperature above 130°C may cause explosion.
10. Avoid contact with any liquid. Do not immerse the product in water or get it wet. Do not use the product in rainy or humid environment.
11. Do not use the product in a strong static/magnetic environment. This equipment may cause radio interference when used in a residential environment.
12. Do not disassemble the product in any way or pierce with sharp objects.
13. Avoid using wires or other metal objects that may cause short circuit.
14. Do not use any non-Ampace accessories. To replace any accessories, contact Ampace for help.
15. Always follow the operating temperature specified in this document when using the product. If the temperature is too high, serious hazardous situations such as fire or explosion may occur. If the temperature is too low, the product performance may be severely reduced, or the product may cease to work.
16. Do not stack any heavy objects on the product.
17. Do not obstruct the fans with any objects and refrain from positioning the product in dusty or poorly ventilated surroundings.
18. Avoid collision, dropping or severe vibration when using the product. In case of a severe external collision, turn off the power supply immediately and stop using the product. Ensure that the product is well fastened during transportation to avoid vibration and collision.
19. If the product accidentally falls into water, put it in a safe open area until it is completely dry. The dried product is forbidden to be used again, and should be properly recycled or disposed of according to Section 2.2 below. If the product catches fire, it is recommended to use fire extinguishers in the following order: water or water mist, sand, fire blanket, dry powder, and carbon dioxide fire extinguisher.

19. Put the product on a flat surface to prevent it from falling over. If the product is overturned or incurs significant damage, turn it off immediately, relocate it in an open area away from people or flammable materials, and dispose of it in compliance with local laws and regulations.
20. It is recommended to charge the product within 72 hours after full discharge, to avoid being unable to power on due to a long time without charging.
21. Do not charge this product through the AC/DC output ports to avoid damage to the product.
22. Do not connect the AC Output port of the product to the grid power.
23. When using the Car Socket port, ensure that the cigarette lighter plug is securely connected. Additionally, be mindful of the cigarette lighter plug's operating temperature to avoid any potential burns.
24. It is not recommended to use this product for medical emergency equipment like Continuous Positive Airway Pressure (CPAP), Extracorporeal Membrane Oxygenation (ECMO), etc. If considering its use with general medical equipment that doesn't require constant monitoring like home version CPAP, please consult with your physician, review the equipment manufacturer's usage guidelines, and ensure that the product maintains sufficient charge to power the equipment.
25. While in operation, this product generates a magnetic field that may affect the functioning of certain medical implants and personal medical devices, including pacemakers, cochlear implants, hearing aids, defibrillators. In such instances, we strongly advise consulting your medical device manufacturer for any usage restrictions and maintaining a safe distance from this product.
26. When this product is connected to a refrigerator, power supply may automatically shut down due to the refrigerator's power fluctuation characteristics. If the refrigerator houses medicines, vaccines, or other high-value items, ensure continuous power supply to the product and monitor for any power loss.

2.2 GROUNDING INSTRUCTIONS

This product requires grounding. During charging, should it malfunction or fail, grounding ensures a low-resistance path for electricity, minimizing shock risk. Ensure that you use a wall charging cable featuring an grounding plug. The plug must fit into a correctly installed, grounded outlet, adhering to all local codes and ordinances.

WARNING

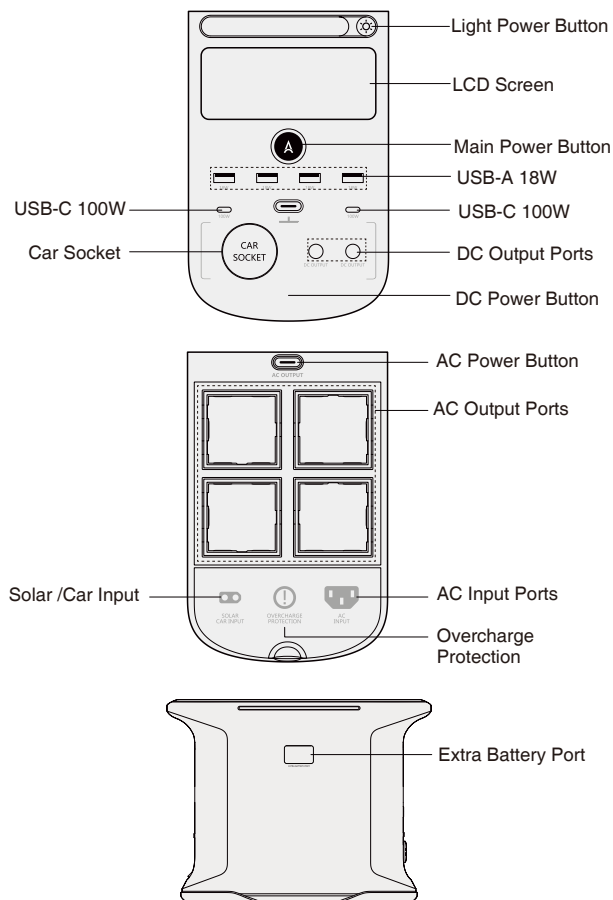
Incorrect connection of the grounding conductor may cause a risk of electric shock. Check with a qualified electrician if unsure about proper grounding. Do not modify the plug provided with the product – if it will not fit the outlet, have a proper outlet installed by a qualified electrician.



SAVE THESE INSTRUCTIONS

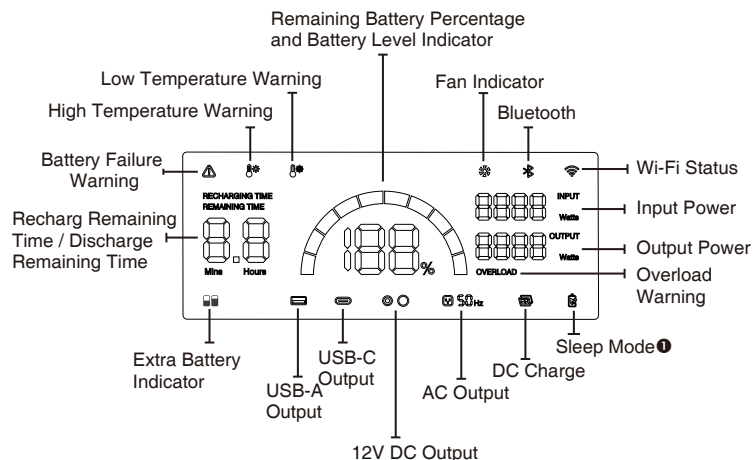
3 Getting started

3.1 Product details



LCD screen

When you press any power button, the LCD screen will light up displaying pertinent information such as charging or discharging status, battery power level, estimated recharging time, remaining charging duration (in minutes or hours), power consumption in watts, and more. It is important to note that if the connected AC device's power requirement is below 6W in US, this product will not display the output power on the LCD screen.



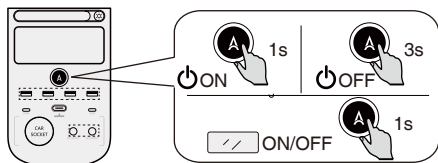
- ❶ Activate sleep mode using the Ampace app. In sleep mode, the ambient light is turned off, the LCD screen automatically switches off after 10 seconds, the charge power is limited to 800W, the discharge power is limited to 1500W, and the A-Boost and A-turbo feature is temporarily disabled.

3.2 General product usage

Power on/off

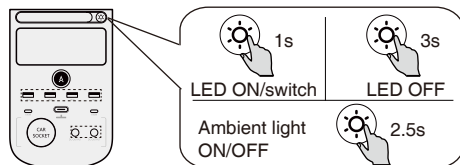
It is recommended to fully charge the product before using for the first time.

1. Power on/off: press the main power button for 1 second to turn on, and press for 3 seconds to turn off, prompt with the LCD screen blinking "OFF".
2. LCD screen on/off: press the main power button to turn on or off the screen.
3. Auto shutdown: automatically power down if there is no load access in 4 hours by default. The standby time can be set via Ampace app.



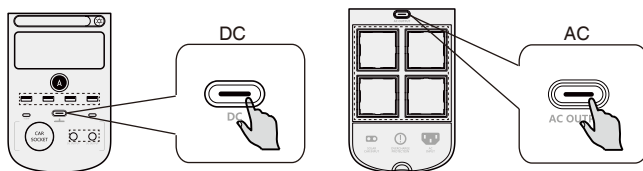
LED light and ambient light

Press the light power button for 1 second to turn on the LED light, press again to switch between four modes, and press for 3 seconds to turn it off. When the LED light is off, press the light power button for 2.5 seconds to turn on or off the ambient light.



DC/AC output

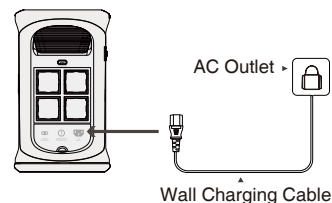
1. When this product is powered on, press the DC power button to activate or deactivate the DC output ports.
2. When this product is powered on, press the AC power button to activate or deactivate the AC output ports.



3.3 Charging Andes 1500

AC charging: A-Boost fast charge: US: 1800W max (about 55 minutes).

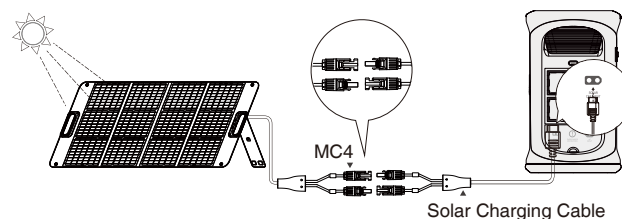
To enable the A-Boost function, simultaneously press both the main power button and DC power button for 4 seconds. Or, enable the A-Boost function from Ampace app.



Note: The wall charging cable must be purchased separately, ensuring it meets UL standards. It is not provided with the product.

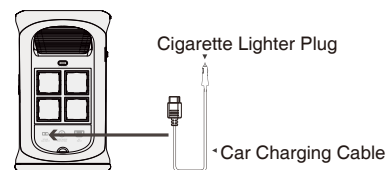
Solar charging: about 3~5 hours, 600W max

Solar charging cable, MC4 adapter cable and the solar panel are sold separately.



Car charging: about 16 hours

To prevent any potential issues caused by a depleted car battery, it is advisable to use the car charger after the car has been started and always keep the car engine running normally. Furthermore, please verify that both the cigarette lighter in the car outlet and the car charging cable are in proper working condition. Ampace takes no responsibilities for any losses or damages caused by failures to follow the instructions.



3.4 Ampace app

You can control and monitor the product remotely with Ampace app.
Go to <https://ampacepower.com/> or scan the QR code to download the Ampace app.



Note

By using Ampace products, applications and services, you consent to Ampace Term of Use and Privacy Policy.

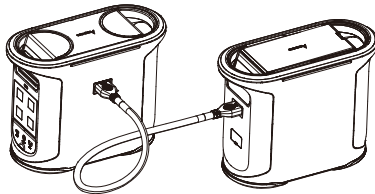
For guidance on connecting the product to the app, refer to the instruction manual of the app.

3.5 Using extra battery

This product can be connected with up to seven extra batteries at the same time, to meet higher capacity needs.

When using extra batteries, follow the instructions below:

1. Before connecting, make sure that both the product and the extra battery are turned off.
2. After connecting, make sure that the extra battery indicator on the LCD screen is on.
3. Do not directly connect or remove the extra battery during charging and discharging. To remove the connected extra battery, turn off both the product and the extra battery first.
4. Do not touch the metal terminals of the extra battery connector with your hands or other objects. If foreign objects adhere to the metal terminals, gently wipe them with a dry cloth.



Main Battery

Extra Battery

1. Q: What type of battery does the product use?

A: This product uses a high-quality lithium-ion battery. The cell chemistry system is LiFePO_4 system.

2. Q: What device does the AC output port of the product support?

A: The rated power of the AC output port of this product is 2400W, and the peak power is 3600W in US, which can supply power to most household appliances, but it is recommended to confirm the power of the appliance before use, and ensure that the sum of the power of all loads is less than the rated power.

3. Q: How to determine the product's power duration?

A: The LCD screen of this product will show the remaining usage time, serving as an estimation of how long the product can power devices when power consumption remains consistent.

4. Q: How to determine whether the product is charging?

A: While charging, the LCD screen will showcase the estimated remaining time until full charge, the charging icon will be illuminated, and the input power will be displayed.

5. Q: How to clean this product?

A: Wipe this product with a dry, soft, clean cloth or tissue.

6. Q: How to store the product?

A: When storing, please turn off this product first, and then store it in a dry, ventilated place at room temperature. Do not place this product near water sources. For long-term storage, it is recommended to charge the battery to 80% every three months to prolong the life of this product.

7. Q: Can I take this product on a plane?

A: No.

8. Q: Is the actual output capacity of the product consistent with the capacity stated in the user manual?

A: The capacity indicated in the user manual is the rated capacity of the battery pack of this product. Since this product has a certain efficiency loss during charging and discharging process, the actual output capacity of the product is lower than the capacity specified in the user manual.

9. Q: Why does the product make a "buzzing" sound when using?

A: This product uses an air cooling system. When the fan is working normally, it will make a slight sound, which is a normal phenomenon.

10. Q: Why is not possible to use the product within the rated output power range?

A: 1). Battery capacity is low and needs to be charged.
2). The device has a peak power demand that exceeds the highest peak power of this product; or its nominal power rating surpasses the actual power output of this product.

11. Q: Is it possible to charge and discharge at the same time?

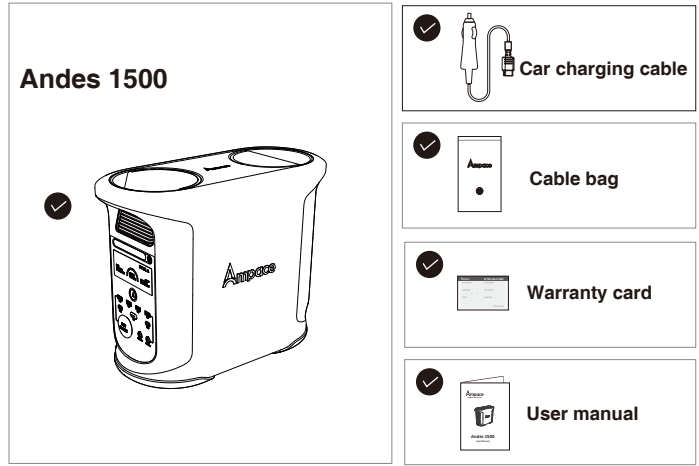
A: Yes.

5 Troubleshooting

Indicators	Status	Problem	Solution
 OVERLOAD	Flash together	USB-A overload protection	Remove the device connected to the USB-A port, the product will then resume the normal operation.
 OVERLOAD	Flash together	USB-C overload protection	Remove the device connected to the USB-C port, the product will then resume the normal operation.
 OVERLOAD	Flash together	USB-C high temperature protection	After the product cools down, it will resume normal operation automatically.
 OVERLOAD	Flash together	Car charger overload protection	Remove the device connected to the car charger, the product will then resume the normal operation.
 OVERLOAD	Flash together	Car charger high temperature protection	After the product cools down, it will resume normal operation automatically.
 OVERLOAD	Flash together	AC output overload protection	Remove the device causing the overload and restart the product, the product will resume the normal operation. Electrical appliances should be used within rated power. (Refer to A-turbo instructions to get more details about power limitations).
 OVERLOAD	Flash together	AC high temperature protection	Check if the fan is blocked. If not, after the product cools down, it will resume normal operation automatically.
 OVERLOAD	Flash together	AC low temperature protection	After the product is used in the normal environmental temperature, it will resume normal operation automatically.

Indicators	Status	Problem	Solution
 RECHARGING TIME	Flash together	High temperature charge protection	Charging can be resumed automatically after the battery cools down.
 RECHARGING TIME	Flash together	Low temperature charge protection	Charging can be resumed automatically after the battery rises above 5°C.
 RECHARGING TIME	Flash together	High temperature discharge protection	Discharging can be resumed automatically after the battery cools down.
 RECHARGING TIME	Flash together	Low temperature discharge protection	Discharging can be resumed automatically after the battery rises above -10°C.
	Stays on	Battery failure	Contact the Ampace Service.
 50Hz	Flash	PCS failure	1. Remove the connected load. 2. Short press the AC power button to restore the power. 3. Unplug and replug the charging cable. 4. Power off the product and restart it. 5. If none of the above solution works, contact the Ampace Service.
	Flash	DC charging failure	Unplug the charging cable.

6 What's in the box



Item	Quantity
Andes 1500	1
Car charging cable	1
Cable bag	1
Warranty card	1
User manual	1

7 Storage and disposal

- Use or store the product in an environment temperature between 15°C and 35°C.
- For long-term storage, recharge the product every three months (discharge to 0% first, then recharge to 80%).
- Do not store the product in an environment temperature above 45°C or below -20°C for a long time.
- If the product has been not used for too long and the battery is severely low, the battery cannot be charged. Ampace takes no responsibilities for any losses caused by this.
- If possible, ensure that the battery is fully discharged before disposing of it into a designated battery recycling bin. The product contains batteries with potentially hazardous chemicals, it is forbidden to dispose of it into ordinary waste. For details, follow the local laws and regulations regarding battery recycling and disposal.
- If the battery cannot be fully discharged due to product failures, do not dispose of the battery directly into the battery recycling bin. Contact Ampace or other professional battery recycling authority for further processing.
- Dispose of the over-discharged batteries that cannot be recharged.

8 Warranty

If purchased through official channels such as Amazon or the Ampace Official Website, the product is eligible for a 5-year warranty. Ensure that you have a proof of purchase or warranty card when seeking warranty service.

Warranty period

Within 5 years from the date of purchase, if the product is found to have any inherent quality issues or manufacturing defects, you qualify for a free-of-charge repair.

Replacement

If the power station cannot be repaired due to its own defects during the warranty period, we will furnish you with a replacement product that matches the original product's performance. The warranty duration of the replacement product will be the remaining time of the original product's warranty.

The following conditions are not covered by the warranty:

1. Products purchased through unauthorized channels, and not authentic Ampace products;
2. Giveaway and optional accessories;
3. Regular wear and tear to the product's appearance during everyday usage;
4. Misuse, abuse, accidental damage, intentional damage;
5. Unauthorized disassembly and repair by unauthorized maintenance personnel;
6. Issues arising from improper usage and storage, not following the guidelines outlined in Chapter 2 and Chapter 3 of this document;
7. Damage caused by natural disasters such as lightning, earthquakes, tsunamis and other uncontrollable forces;
8. For long-term storage, recharge the product every three months (discharge to 0% first, then recharge to 80%). The product will not be covered by the warranty if it is not charged for more than three months.

9 Statement

FCC WARNING

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.

IMPORTANT: 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 A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

IC WARNING

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

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

Maximum Permissive Exposure Statement

This products comply with FCC and ISED radiation exposure limits set forth for an uncontrolled environment. It is recommended that equipment should be installed and operated with minimum distance of 20cm between the radiator and your body.