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jackeryusa



Jackery Inc.



JACKERY INC.

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Jackery

USER MANUAL

Model: Explorer 2000



reddot award 2016
winner



YOU GET THE POWER STATION, WHAT YOU SHOULD DO

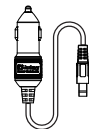
Package List

Please kindly check all accessories are complete (Car charger cable, AC charger cable, 2*Solar panel parallel adapter cable, Adapter and User manual).

If any charger cables missing, please feel free to contact us at: hello@jackery.com.



Jackery Explorer 2000



Car Charger Cable



AC charger Cable



2*Solar Panel Parallel
Adapter Cable



User Manual

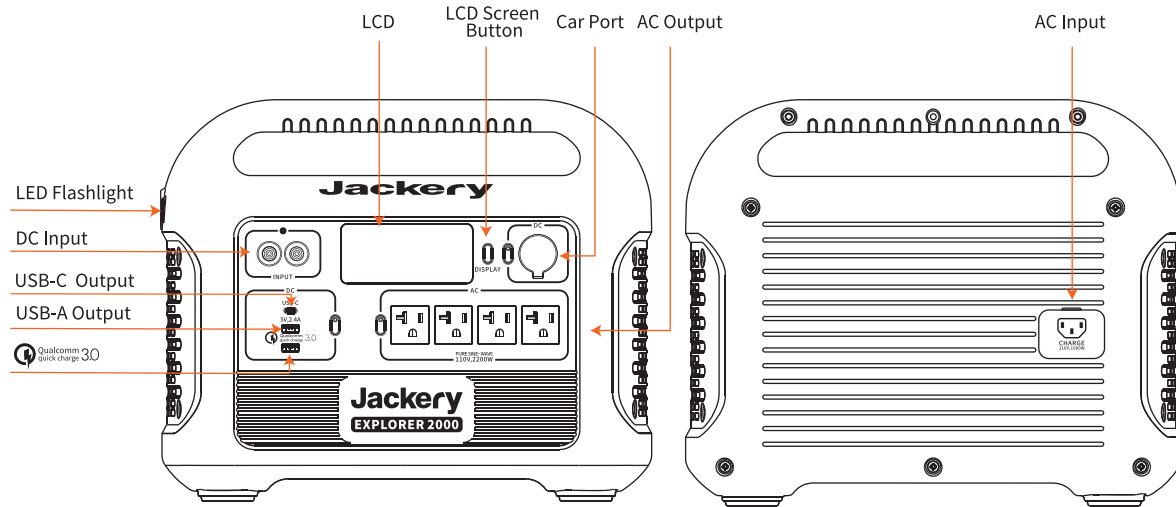
Product Inspection

- Please kindly check if the one you get is the same as one you ordered.
- Please kindly check the appearance of the product first to see if there is damage or cracks.
- Please kindly test the power station to see if it can input or output well.

***Note: Charge first- before using your new Jackery Explorer 2000, plug it into a suitable power outlet until it is fully charged.**
















PRODUCT INFO

Pic of Input & Output Ports



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Specifications

 <p>Capacity</p>	<p>2060.64Wh (57.24Ah/36V)</p>	 <p>Weight</p>	<p>19.6kg / 43.2lbs</p>	 <p>Dimensions</p>	<p>39.4 x 31 x 32.3cm 15.5 x 12.2 x 12.7in</p>
 <p>Input</p>	<p>2x SolarSaga Input: Support 12.5-54V double to 800W max AC Input: 110V~ 60Hz, 10.58A 1164W max</p>	 <p>AC Output</p>	<p>4 x 110V~ 60Hz, 20A 2200W max continuous, 4400W surge peak</p>	 <p>Car Port</p>	<p>12V==10A</p>
 <p>USB Output</p>	<p>USB-A Output: 5V==2.4A USB-C PD Output : 5V==3A, 9V==3A, 12V==3A, 15V==3A, 20V==3A Qualcomm® Quick Charge™ 3.0 Output: 5-6.5V==3A, 6.5-9V==2A, 9-12V==1.5A</p>	 <p>Battery</p>	<p>Lithium-ion</p>	 <p>Lifecycles</p>	<p>≥ 500</p>
 <p>Management System</p>	<p>Under voltage Protection Over voltage Protection Over current in Charge /Discharge Protection Short Circuit in Charge/ Discharge Protection Over temperature in Charge/Discharge Protection Overcharging Voltage Protection</p>	 <p>MPPT</p>	<p>Support Solar Panel MPPT Charging</p>	 <p>LED Flashlight</p>	<p>SOS LED</p>
 <p>Certifications</p>	<p>FC RoHS UN38.3 ⚠️ WARNING 🔋 Quick Charge 3.0</p>	 <p>Operating Temperature</p>	<p>-10~40°C</p>	 <p>Recharging Temperature</p>	<p>0~40°C</p>





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HOW TO RECHARGE THE POWER STATION & RECHARGE TIMES

Before use or storage, plug your Explorer 2000 into the wall until it is fully charged.

If the LCD screen shows less than 20% capacity, plug it into a power source, like an AC outlet or a solar panel, as soon as possible.

Recharge Time

 Wall Charger	 Car Charger	 200W Solar Panels (Optional)	 Electric Generator
Around 2.6 Hours	Around 18 Hours	Around 13 Hours (Depending on Weather)	Around 2.6 Hours

How to Use the Saga 200W to Charge the E2000

Jackery recommends Best Match:

Use two Jackery SolarSaga 200W solar panels to charge the E2000.

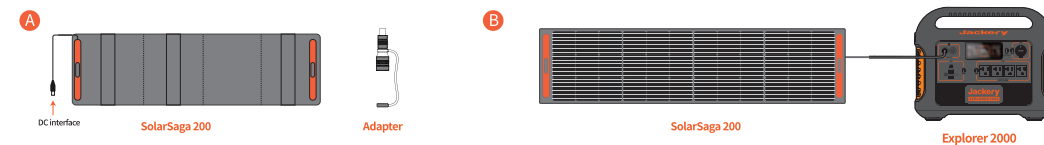
Single SolarSaga 200W for the Explorer 2000

SolarSaga 200W solar panel (not included) can quickly charge the Explorer 2000 within 13 hours.

Solar recharging steps:

A. Find the DC interface on the back of SolarSaga 200W;

B. Connect the DC interface with the adapter (included), and then plug the DC input of Explorer 2000.



Two SolarSaga 200W for the Explorer 2000

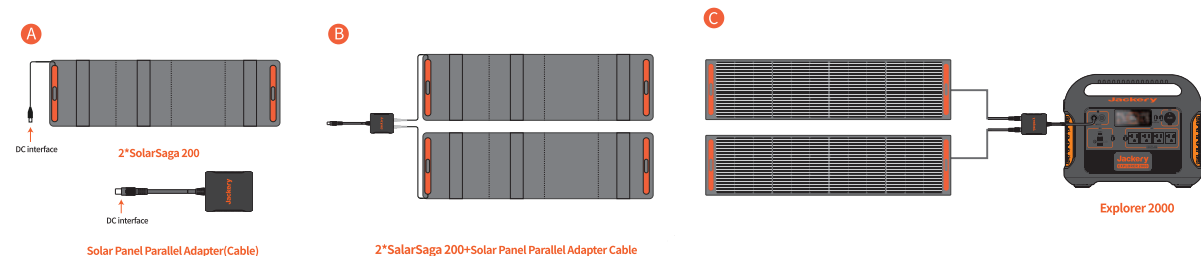
Two SolarSaga 200W solar panels (not included) can quickly charge the Explorer 2000 within 7 hours.

Solar recharging steps:

A. Find the DC interface on the back of SolarSaga 200W;

B. Connect the DC interfaces of 2* SolarSaga 200W with the Solar panel parallel adapter cable;

C. Connect the Solar panel parallel adapter cable with the DC input of Explorer 2000.

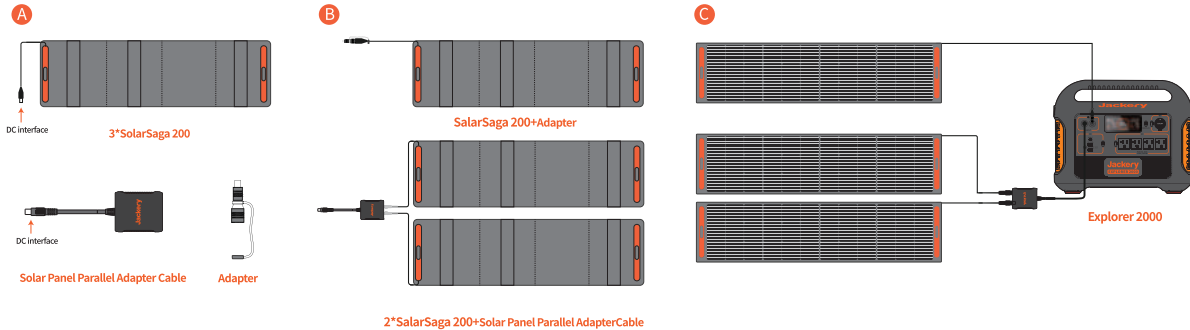


Three SolarSaga 200W for the Explorer 2000

Three SolarSaga 200W solar panels (not included) can quickly charge the Explorer 2000 within 5 hours.

Solar recharging steps:

- Find the DC interface on the back of SolarSaga 200W;
- Connect the DC interface with the adapter(included), and then plug the DC input of Explorer 2000; Connect the DC interfaces of 2*SolarSaga 200W with the Solar panel parallel adapter cable.
- Connect the DC interface with the adapter(included), and then plug the DC input of Explorer 2000; Connect the Solar panel parallel adapter cable with the DC input of Explorer 2000.

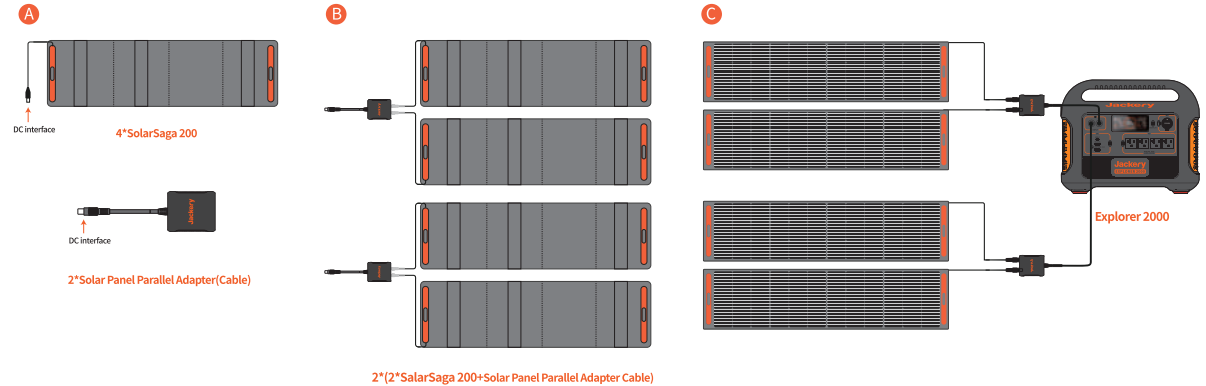


Four SolarSaga 200W for the Explorer 2000

Four SolarSaga 200W solar panels (not included) can quickly charge the Explorer 2000 within 3.9 hours.

Solar recharging steps:

- Find the DC interface on the back of SolarSaga 200W;
- Connect the DC interfaces of 4*SolarSaga 200W with the Solar panel parallel adapter cable;
- Connect the 2*Solar panel parallel adapter cable with the DC input of Explorer 2000;



How to check the E2000 is full charged?

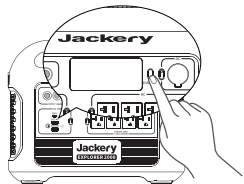
The display screen shows 100% when fully recharged.

HOW TO USE THE POWER STATION?

Start use the Explorer 2000

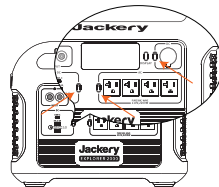
◎ Power

LCD Screen Button



Press the power button to check the remaining battery.

AC/ DC /USB Button



Turn on each output by pressing its power button, also turn off as it will not turn off automatically or it will drain the battery out.

Note: For power saving, Explorer 2000 portable power station will be turned off automatically in 12 hours when being drawn under 25W power.

◎ LCD Screen

Power Level Percentage

Check the battery level by pressing the display button before use. If battery is at a low level, charge first.
LCD screen flickers around 10 times when the battery capacity drains to 20% or 10%.

Power of Input Output (W)

Please ensure that power consumption is less than 2200W, then press the power button.
If the Jackery Explorer total output exceeds 2200W, it will shut off.

Low & High Temperature Alarm

The E2000 can power your devices at temperatures ranging from -10 ~ 40 °C. If your working temperature is outside this range, the unit may stop working. Also please kindly recharge your Explorer 2000 within 0 ~ 40 °C.

◎ Other

Fan Operating Principle

E2000 uses intelligent temperature control. When the AC is turned on, the fan does not turn on. Only when the temperature rises to a certain degree then the fan starts to turn on.

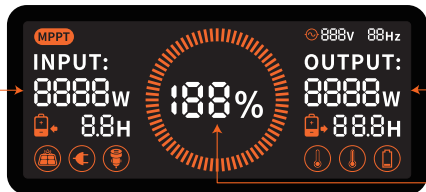
How to reset the Explorer 2000

Please hold the display power button and USB button simultaneously for 13s above to reset the battery.

When should we need to reset the power station?






When the power station can't work properly, you can choose to reset the battery to trouble shoot.






Input Power



Output Power

Power Display







	It shows that Explorer 2000 is recharging from solar panel.
	It shows that Explorer 2000 is recharging from wall outlets.
	It shows that Explorer 2000 is recharging from the car.
 	It shows that the Explorer 2000 is used in a high or low temperature. Please use E2000 within a ambient temperature-10°C-40°C.

	It shows that the Explorer 2000 has been drain out. Please kindly charge it to 100% and then use it.
	It shows that Explorer 2000 is being recharged.
	It shows that Explorer 2000 is charging other devices.
	It shows that Explorer 2000 is charging other devices through AC port outlets.
	When the Explorer 2000 is recharged, the small squares in the orange circle will light up clockwise.

GIVE YOUR APPLIANCES MORE RUN TIME

Note:The running time of the E2000 for the following equipment are tested in the laboratory, which has strict controls on temperature, the working hours can also be affected by many other factors.The actual working time = 2060Wh* 0.85 / operating power of your device.

Charging

						
	Coffee maker (1120W)	Hair Dryer (2000W)	Toaster (650W)	Car Fridge (60W)	Drone (90W max)	Motion Camera (5W max)
RUN TIME	About 90 Minutes	About 67 Minutes	About 173 Minutes	About 120 Hours	About 35 Recharges	About 345 Recharges

For inductive load devices:

• **What is the inductive load device?**

Inductive Loads, also called Lagging Loads or Inductive Load Banks or Inductive Reactive Loads or Power Factor Loads, are AC loads that are predominantly inductive in nature so that the alternating current lags behind the alternating voltage when the current flows into the load.

• **The inductive load device has an instant start power when the it runs. Typically starting power is 3 times the amount of power to run the application.**

• **When you check if the E2000 can run the device, please kindly check if there is an instant start power.**

Troubleshooting

Problem With Input (AC/DC)

When the power station has something wrong with input by using AC charger cable :

- Check if the charger cable and the power station are reliably connected; whether the charger indicator light is on.
- Check if the original charger is used.
- Whether the charging indicator of the power station power supply is on and whether the screen displays the charging power.
- Please try to use the provided car charging cable to charge to see.

This troubleshooting is also fit for DC input failure.

Problem With Solar Charging

Using Jackery solar panel to charge the E2000:

- Please kindly check if all connections are ok.
- Please use the provided AC charger to charge to see.
- Please use a soft cloth to remove the dust and dirt on the surface.
- Please test under midday strong sunlight. Connect the solar panel, make sure there is no shadow cast on the panel. You can unplug and plug for several times to see.

Using other brand solar panel to charge the E2000:

- Please kindly check if all connections are ok.
- Please use the provided AC charger to charge to see.
- Please use a soft cloth to remove the dust and dirt on the surface.

- Please test under midday strong sunlight. Connect the solar panel, make sure there is no shadow cast on the panel. You can unplug and plug for several times to see.

If E2000 can be recharged by AC charger well , it shows that there is nothing wrong with the E2000 and please check if there is a problem with the solar panel.

Problem with Output (AC/DC/USB)

When the power station has something wrong with AC/DC/USB Output, please hold the display power button and USB button simultaneously for 13S above to reset the battery.

Problem With LCD Screen

Please hold the display power button and USB button simultaneously for 13S above to reset the battery.

Customer Support:

If there are some problems with the power station, please feel free to contact us at hello@jackery.com. Please send the messages according to the template to move forward your issue more faster.

[Amazon order number/ Web order number + issue + S/N code + Pictures / video if needed](#)

FAQ

Q1: What devices can Explorer 2000 power?

A: Please note that the AC output port can only charge/power devices that operate at less than total 2200Watt.

Q2: Can the battery inside be replaceable?

A: No, the batteries inside of Jackery power station can't be replaceable.

Q3: Can the E2000 be used as UPS?

A: No, the E2000 can't be used as UPS, need to press the power button to turn on the AC/USB /DC output ,so it can't turn on and off automatically.

Q4: How to know the working times for my device?

A: Working time = 2060Wh* 0.85 / operating power of your device.

Q5: Does Explorer 2000 include a built-in MPPT controller?

A: All Jackery power stations have a built-in MPPT controller.

Q6: How do I know the Explorer 2000 is charged?

A: To check the charge level of the Explorer 2000, refer to the LCD Battery Display.

Q7: Can I keep this charged up by keeping it plugged in all the time in case of power outage?

A: Yes, you can keep the battery plugged in to charge. Keeping it plugged in won't cause damage to the battery.

Q8: Can I use it indoors?

A: Yes, the Explorer 2000 is safe to use indoors.

Q9: Why it takes so long to charge the power station from 99%to 100%?

A: When the power station is charged at a low power (constant current stage), the charging power is the largest. With the increase of the power, the internal battery pack voltage of the energy storage gradually increases to the charging limit voltage and then enters the constant current stage (the charging power gradually decreases to full).
In the later stage of charging, the charging power gradually decreases. Please kindly take a long time to charge to 100%.

Q10: Can I find any video about recharging the Explorer 2000?

A:Please kindly check the video in the following instructions:

- Go to jackery.com
- Click the "Support", and then choose "FAQ"
- Check "Product Video"

Q11:Are the output ports regulated, and if so, which ones are regulated?

A: All output ports of Jackery power stations are regulated. The voltage won't change when the battery power decreases.

More questions, please kindly find the answer in the following way:

- Go to jackery.com
- Click the "Support ", and then choose "FAQ"

PRODUCT GUIDELINES

- Please recharge it every 3-month to keep the battery power above 50% if you don't use it.
- It's suggested to recharge the battery before the power drops below 15%
- Only charge the E2000 within a ambient temperature 0-40°C (32-104°F), discharge temperature is -10-40°C and Storage temperature is 1 year: -20~25°C, 3 months: -20~45°C, 1 month: -20~60°C.
- Please keep the battery laid flat during use, charging, and storing.

WARRANTY

Note: We only provide the warranty for the buyer who purchased on Amazon (Jackery Inc) or Jackery website.

Limited Warranty

Jackery Inc. warrants to the original consumer purchaser that the Jackery product will be free from defects in workmanship and material under normal consumer use during the applicable warranty period identified in the 'Warranty Period' section below, subject to the exclusions set forth below.

This warranty statement sets forth Jackery's total and exclusive warranty obligation. We will not assume, nor authorize any person to assume for us, any other liability in connection with the sale of our products.

Warranty Period

The warranty period for Jackery power products is 24 months. In each case, the warranty period is measured starting on the date of purchase by the original consumer purchaser. The sales receipt from the first consumer purchase, or other reasonable documentary proof, is required in order to establish the start date of the warranty period.

Exchange

Jackery will replace (at Jackery's expense) any Jackery product that fails to operate during the applicable warranty period due to defect in workmanship or material. A replacement product assumes the remaining warranty of the original product.

Limited to Original Consumer Buyer

The warranty on Jackery's product is limited to the original consumer purchaser and is not transferable to any subsequent owner.

Exclusions

Jackery's warranty does not apply to:

- Misused, abused, modified, damaged by accident, or used for anything other than normal consumer use as authorized in Jackery's current product literature.
- Attempted repair by anyone other than an authorized facility
- Any product purchased through an online auction house.
- Jackery's warranty does not apply to the battery cell unless the battery cell is fully charged by you within seven days after you purchase the product and at least once every 3 months thereafter.

Customer Support : hello@jackery.com

To obtain warranty service, contact our customer service team at hello@jackery.com.

How to Register the Item and Get the Warranty?

- Go to jackery.com
- Click the "Support", and then choose "Register Product"
- Fill in the information form, and then submit
- You will get a 36 month warranty in total when you finished

CUSTOMER SUPPORT: hello@jackery.com



www.jackery.com



hello@jackery.com



1-888-502-2236
Mon-Fri 9:00AM - 6:00PM (PST)



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Please kindly contact us at hello@jackery.com in the follow way:

- Go to jackery.com
- Click the "Contact", and then choose Support Email: hello@jackery.com
- Please send the messages according to the template to move forward your issue faster.

WARRANTY

Contact Info	
Email address	Buyer Name
Order Details	
Order ID	
Serial Number	
Issue Details	
Upload proof of purchase & photos of the device itself with Jackery logo showing	

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