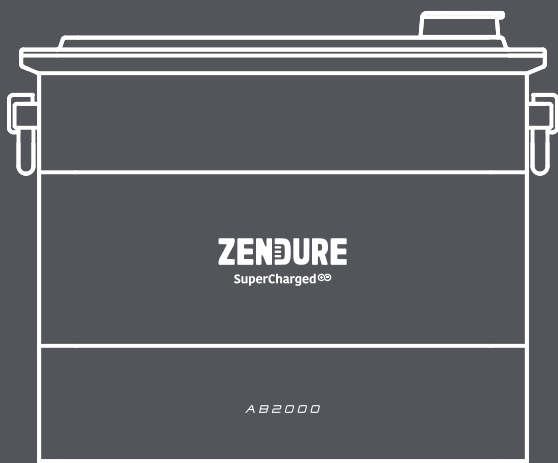


ZENDURE

SuperCharged[®]



Add-on Battery AB2000 User Manual

✉ support-eu@zendure.com

DISCLAIMER

Read all safety guidelines, warnings and other product information in this manual carefully, and read any labels or stickers attached to the product before using. Users take full responsibility for the safe usage and operation of this product. Familiarize yourself with relevant regulations in your area. You are solely responsible for being aware of all relevant regulations and using Zendure products in a way that is compliant.

Keep this manual for future reference.

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1. Before You Begin

The information contained herein is subject to change without notice. For the latest version, please visit <https://zendure.com/pages/download-center>

2. Specifications

Model	ZDAB2000
Weight	≈ 21.6kg
Dimensions	350×200×298mm
Capacity	1920Wh/48V
Battery Type	LiFePO4
Output Power	1200W Max
Input Power	1200W Max
Max Units per System	4
Max Total Capacity	7680Wh
IP Level	IP65
Color	Gray
Charging Temperature	0 ~ 55°C
Discharging Temperature	-20 ~ 60°C
Automatically Self-heating function	Temperature -20 ~ 0°C
Warranty	10 Years

3. Safety Guidelines

3.1 Usage

1. Store product in a cool and dry place.
2. Do not dispose of the product in heat or fire.
3. During the operation of the solar energy system, avoid exposing the SolarFlow system to direct sunlight to prevent the SolarFlow system from overheating. Do not place the SolarFlow near any heat source.
4. AB2000 has a protection level of IP65, so the product cannot be immersed in liquids. If the product accidentally falls into water during use, please place it in a safe and open area and keep it from people and combustibles until it is completely dry. The dried product should not be used again and should be properly disposed of according to the disposal guidelines in this manual.
5. Do not use around strong static electricity or magnetic fields.
6. Do not disassemble the product. Consult official Zendure channels when service or repair is required. Incorrect disassembly or reassembly may result in a risk of fire or injury to persons.
7. When using the product, please strictly follow the operating environment temperature range specified in the user manual. If the temperature is too high, it may result in a fire or explosion; if the temperature is too low, the product performance may be severely reduced, or the product may cease to work.
8. Ensure the product is not hit, dropped, or heavily vibrated. Securely fasten the product when transporting to avoid damage. If severely damaged, turn off the power source immediately and discontinue using the product.
9. Only clean the ports with a dry cloth.
10. Place on a flat and level surface to keep the product from falling over. If the product is overturned and severely damaged, turn it off immediately, place the battery in an open area, keep it away from people and combustibles, and dispose of it in accordance with local laws and regulations.
11. Keep out of reach of children and pets.
12. For safety purposes, please use only the original charger and cables designed for the equipment. We are not liable for damage caused by third-party equipment and may render your warranty invalid.

3.2 Disposal Guide

1. When possible, fully discharge the battery before disposing of it. Consult your local laws on battery recycling and disposal.
2. If the battery cannot be fully discharged due to product failure, contact a professional battery recycling company for further processing.
3. When disposing of secondary cells or batteries, keep cells or batteries of different electrochemical systems separate from each other.

3.3 FCC Caution

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.

3.4 EC Declaration of Conformity

ZENDURE TECHNOLOGY CO., LIMITED declares that the Add-on Battery AB2000 complies with directive 2014/30/EU(EMC), 2011/65/EU(RoHS), 2015/863/EU(RoHS).

The full text of the Declaration of Conformity is available at the following web address: <https://zendure.de/pages/download-center>



Declaration of conformity

The EU Declaration of Conformity can be requested at the address: <https://zendure.de/pages/download-center>



Disposal

Dispose of the packaging by separating the materials by type and putting them in the appropriate receptacles.



Dispose of old equipment (applies in the European Union and other European countries with separate collection [waste collection]).

Old equipment must not be disposed of in household waste. Every consumer is legally obligated to dispose of old equipment that can no longer be used separately from household waste, for example at a collection point for recyclables.

To ensure proper recycling and reduce negative impact on the environment, electronic devices must be taken to a local collection point. For this reason, electronic devices are marked with the symbol shown below.



Batteries and accumulators must not be disposed of in household waste. As a consumer, you are legally obligated to dispose of all batteries and accumulators, regardless of whether they contain pollutants or not, at a designated collection point so they can be handled in a way that is responsible, safe, and better for the environment.

Marked with: Cd = Cadmium, Hg = Mercury, Pb = Lead. Discharge batteries before disposing of them at an appropriate collection point.

4. Maintenance and Important Information



It is recommended to use AB2000 in an environment at 15°C ~30°C , away from water, fire and other sharp objects.



When using for the first time, please remove the charge and discharge limit of the battery, and then perform the following cycle once: discharge the battery to 0%, then charge it to 100%.



For long-term storage, please charge and discharge AB2000 once every 3 months. That is, discharge AB2000 to 30% SOC first, and then recharge it to 60% SOC.



If the power of AB2000 is lower than 1% SOC after use, please charge it to 60% SOC before storing it. Leaving the battery discharged for a long time can cause irreversible damage to the battery and shorten the service life of AB2000.



Do not disassemble AB2000. When service or repair is required, please consult official Zendure channels. Improper disassembly or reassembly may result in a risk of fire or personal injury.



Do not place AB2000 in direct sunlight.



The AB2000 will forcibly implement a discharge lower limit of 5% in the following situations:

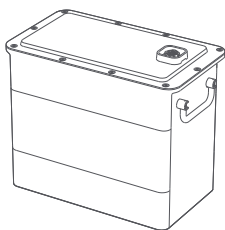
- Battery temperature < -5° C
- Battery temperature < 0° C for 30 mins

This can prevent over-discharging of the AB2000 and extend the battery life.

5. Parts and References

5.1 What's in The Box

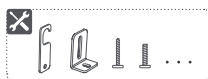
💡 Product and component images may differ from actual products. If any parts are missing or defective, please contact Zendure customer support.



Add-on Battery AB2000

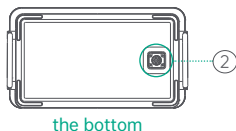
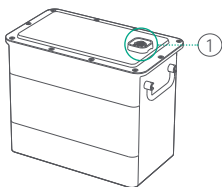


User Manual



Mounting kit

5.2 Product Overview



AB2000 Battery Port

① Connect with PVHub Hub or AB2000 Battery

② Connect with AB2000 Battery

5.3 LED Guide

LED Behavior	Indication	Status	What to Do
	Flashing green for 2s and then constant green	AB2000 connection	No action needed. Smart PVHub is powering up.
	Flashing green	AB2000 recharging	/
	Constant red	Low power reminding	Displayed on the Zendure App, download the Zendure App and connect Solar Flow.
	Flashing red	Low temperature warning/high temperature warning	Stabilize product temperature to resume using your device.
	Constant red	Overvoltage, overcurrent, short circuit or other error	Stop using immediately and check the Zendure App for more details. Contact Zendure customer service for assistance.

⚠ Tips:

The battery indicator does not lit up under the following situations, AB2000 may not be connected successfully. And you can take the following actions:

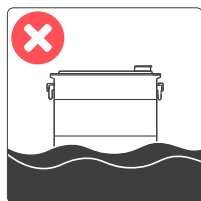
- If without solar connection or sunshine when installing, maybe the AB2000 is out of power. Please Do Not unplug the battery connection cable. Please wait for the solar input and observe the battery indicator again.
- AB2000 enters protection mode, press and hold the IoT button for 6s to turn off the system, then press and hold the IoT button for 2s to restart the system, and wait for about 5 minutes to observe the battery indicator again.

If the above does not work, Do Not unplug any cable connections. Please contact Zendure customer service for assistance.

6. Getting Started

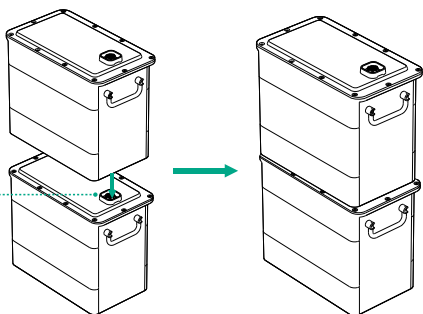
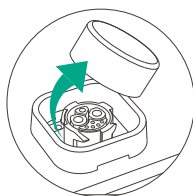
6.1 Choosing an Appropriate Location

- Keep the AB2000 on a level surface, flat against the wall.
- Choose a location without direct sunlight.
- To ensure a better user experience of the mobile app, place the Smart PVHub and AB2000 in an area with good WiFi coverage.



6.2 Connecting Your AB2000

- Remove the plastic protective covers on the connection port, then please align the left side first.
- Carefully align the AB2000 Battery Ports and slowly put it into place. Vertically stacked AB2000 Batteries do not need a Battery Cable to establish a connection.

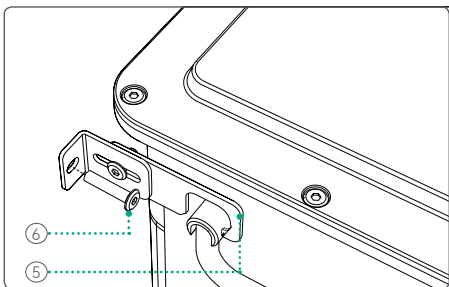
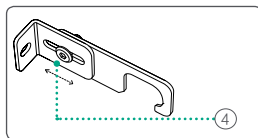
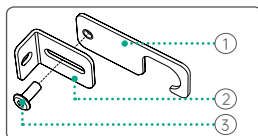


⚠ Tips:

- AB2000 should be turned off before connection.
- Do not connect the batteries while they are being charged or discharged.
- Do not touch the metal pins of the ports with your hands or other objects. Gently clean them with a dry cloth when necessary.
- The Battery Mounting Brackets can be used to secure the AB2000 units in place.

6.3 Mounting Your AB2000

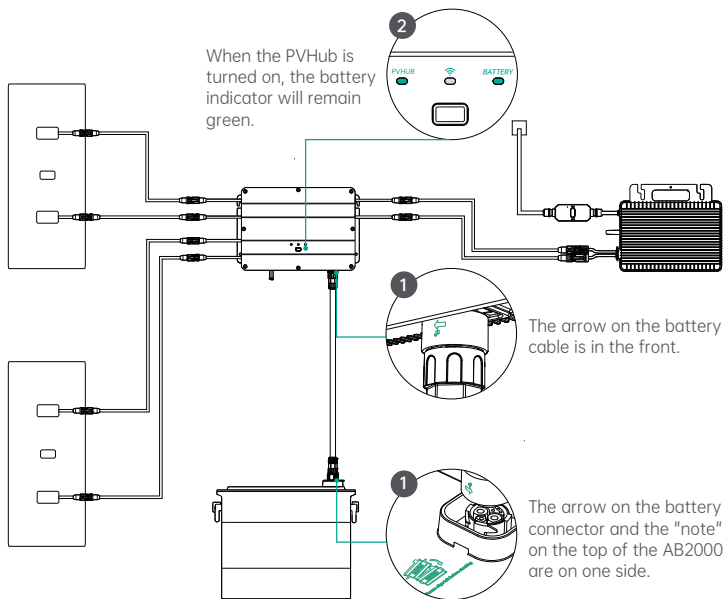
- 💡 If local regulations or your personal discretion call for securing AB2000 to a wall, the included mounting hardware can be used. It is recommended to secure your AB2000 in place with the included hardware, especially if you have multiple batteries stacked on top of each other.



- Screw bolt (3) into the hole on parts (1) & (2).
- After inserting, adjusting the distance from the wall between AB2000 via (4) as needed.
- Put the notch (5) on the handle of AB2000 to mount the AB2000 in place.

6.4 Connecting Your PVHub

- ⚠️ Ensure the SolarFlow System (PVHub, AB2000) is powered off before connecting or disconnecting any cables (including solar cable, battery cable, microinverter cable, AC cable to outlet).
 - To turn off your SolarFlow System, press and hold the IoT button 6 seconds.
 - To turn on your SolarFlow System, press and hold the IoT button 2 seconds.
- ⚠️ When using for the first time, please remove the charge and discharge limit of the battery, and then perform the following cycle once: discharge the battery to 0%, then charge it to 100%.
- 💡 Refer to the user manual of the PVHub for detailed instructions.
 - A. Disconnect the solar panel, Microinverter and the home grid
 - B. Install Smart PVHub
 - C. Install Smart Microinverter
 - D. Find a place to stack AB2000
 - E. Connect the top one AB2000 to the Smart PVHub
 - F. Connect the Microinverter to home grid
 - G. Connect the solar panels to the Smart PVHub
 - H. Scan the QR code and download the Zendure app



⚠️ Tips:

- Make sure to tighten the terminal after connecting the battery cable.
- When the PVHub is turned on, the battery indicator will remain green, indicating that the system is ready to charge and discharge.
- Do not touch the metal pins of the ports with your hands or other objects. Gently clean them with a dry cloth when necessary.
- Ensure all connections are properly tightened between the Battery Cable, PVHub, and AB2000. Loose connections can degrade performance and pose a fire hazard.

6.5 Firmware Update

- ① When using your AB2000 for the first time, please connect it to PVHub to check and update it to the latest firmware.
- ② Performing a Zendure App Over-the-air (OTA) Update:
Read the Zendure App user guide and access the download link here:
<https://zendure.com/pages/download-center>

⚠ Tips:

- Do Not turn off the device during the firmware update.
- Do Not unplug any connected cables (including solar cable, battery cable, microinverter cable, AC cable to outlet) during the firmware update.
- Please update the firmware when the charge level is more than 20% to ensure the product can operate long enough to complete the update.
- If the update fails, please retry the update in the app or contact customer service.



Privacy Policy

By using Zendure Products, Applications and Services, you consent to the Zendure Terms of Use and Privacy Policy, which you can access via the "About" section of the "User" page in the Zendure App.

7. FAQs

- 1. How many AB2000s can be connected to a single PVHub?**
 - For each PVHub, you can connect up to 4 AB2000 units.
- 2. Can it be charged and discharged at the same time?**
 - No, the AB2000's input/output connections use the same port.
- 3. Can an AB2000 be charged with solar panels from a different brand?**
 - Yes, AB2000 can be charged by third-party solar panels. Please connect the solar panels to the PVHub, and charge the AB2000 through the PVHub.
- 4. How do I store my AB2000?**
 - For long-term storage, please charge and discharge this product once every 3 months. That is, discharge the product to 20% first, and then recharge it to 80%.
- 5. If my AB2000s are unable to charge, what should I do?**
 - a. Confirm the solar panels are working normally and have sunlight exposure.
 - b. Check if the AB2000(s) is fully charged already.
 - c. Verify that no charge limit has been set.
- 6. If my AB2000 is not recognized by the system, what should I do?**
 - Please follow these troubleshooting steps:
 - a. Check the cable connection (ensure the SolarFlow system is powered off before connecting or disconnecting any cables, including solar cable, battery cable, microinverter cable, AC cable to outlet).
 - b. Check that your app and firmware are updated to the latest version.
 - c. Try rebooting your router and restarting the app.
 - d. If the battery is still not being recognized, press and hold the IoT button on the battery for 6 seconds to turn it off, then wait a moment, and hold the IoT button for 2 seconds to reboot the battery.

If the issue persists, contact the Zendure customer support team for further assistance. Please provide the product serial number, purchase details, and the status of the LED lights after rebooting.

ZENDURE

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Thank you for choosing Zendure to handle your charging needs. In order to serve you better, please fill out the information below and retain this card for your reference.

User's Information

User's Name: _____
Contact Telephone: _____
Postal Address: _____
E-mail: _____

Product Information Product Model:

Purchase Date: _____
Store Name and Order ID: _____
Product Serial Number: _____

Within the warranty period, you can enjoy return, exchange, and repair services in accordance with these policies.

Warranty Period

The warranty periods for our products are as follows:

Product	Base Warranty	Warranty Extension*	Total Warranty
SuperBaseV/Satellite Battery/Smart Home Panel	3 Years	2 Years	5 Years
400W Solar Panel/320W Solar Panel/Mobile EV Charger/All SuperBase V related accessories	3 Years	N/A	3 Years
SuperBase Pro/SuperBase M	2 Years	1 Year	3 Years
200W Solar Panel/ All SuperBase Pro and SuperBase M related accessories	2 Years	N/A	2 Years
Power banks	2 Years	N/A	2 Years
Smart PVHub and AB2000	10 Years	N/A	10 Years
PVHub accessories, solar cables, battery cables and microinverter cables	1 Year	N/A	1 Year

* A Warranty Extension is offered for some of our products. To receive a warranty extension, you'll need to register your product in the Zendure app, and there may be additional costs or other conditions involved.

The table above indicates the warranty periods for products purchased from Zendure or its retail partners. Warranty periods for products ordered through Zendure's crowdfunding campaigns (Kickstarter, Indiegogo, etc.) may differ. Please review your product's documentation for more information.

NOTE: THIS WARRANTY POLICY IS LIMITED TO ZENDURE PRODUCTS ONLY. IN THE CASE OF ANCILLARY PARTS OR ADD-ON DEVICES SUPPLIED BY ZENDURE, PLEASE REFER TO THE WARRANTY TERMS PROVIDED BY THE RELEVANT MANUFACTURER.

The effective warranty period starts from the date of the product's purchase, as indicated on the appropriate invoice, receipt, or billing statement.

To verify your purchase and to better serve you, we may require information about your order (the sales receipt including date of purchase, order ID/number, and the name of the retailer), your warranty card, and when applicable, your product's serial number.

Warranty Exclusions

In the event of damage related to the causes listed below, no warranty claims will be acknowledged or accepted. Claims that relate to defects that are caused by the following factors are not covered by Zendure's warranty obligations.

1. Can not provide proof of purchase.
2. Force majeure (storm damage, lightning strike, overvoltage, fire, thunderstorm, flooding; social causes such as war, turmoil, government intervention, strikes, embargoes, market conditions, etc.).
3. Accidental damage, misuse, abuse, non-compliant use, normal wear and tear, theft, loss, or confiscation.
4. Improper application of electrical supply voltage, current and/or frequency.
5. Improper installation, commissioning, start-up, configuration, or operation (contrary to the guidance detailed in the installation manual supplied with each product).
6. Inadequate ventilation and circulation resulting in insufficient cooling and natural airflow.
7. Modifications to any part of the product.
8. Unauthorized repair attempts.
9. Products whose serial number sticker or imprint has been removed, defaced or tampered with.
10. Products purchased from unauthorized dealers/resellers.
11. Free products/rewards/gifts.
12. Products used outside of the purchasing region, and products that are shipped to areas that are not easily accessible by courier or freight services, such as overseas or remote islands.
13. Cosmetic or superficial defects, dents, marks or scratches, which do not influence the proper functioning of the product.
14. This limited warranty does not cover any battery cell or product containing a battery cell unless you fully charge the battery cell within thirty (30) days of receiving the product and subsequently charge it at least once every 3 months. Failure to do so will void the warranty for the battery cell and coverage for any associated damage or malfunctions. It is preferable to fully charge it within seven (7) days of receiving the product.
15. Our warranties are non-transferable from end user to end user.

Furthermore, this limited warranty and related service will not exceed the original cost of the Zendure product.

Please note that these warranty terms and conditions are subject to change without prior notice. The Zendure Support Team reserves the right to make a final determination regarding warranty service eligibility, and to determine the appropriate solution, which may include replacement, repair, or refund, at its sole discretion.

How to Claim your Warranty

Step 1

Claim your warranty on any channel below:

- ① www.zendure.com
- ② Email to support-eu@zendure.com
- ③ Zendure apps

Step 2

Please be prepared with documentation or a short video with the following information:

- ① Order number
- ② Proof of purchase
- ③ Serial number
- ④ Visual proof depicting the defect (include video or photo)
- ⑤ Email address
- ⑥ Contact telephone number
- ⑦ Address for receiving the replacement

Step 3

The Zendure support team will make a final determination regarding warranty service with our RMA report. This may include options such as shipping the product for repair, on-site repair, or replacement.

Step 4

Ship the item(s) to Zendure with your RMA number included on the shipping label on the outside of the packaging. Do not write the RMA number on the green carton box.



Read the Zendure App user guide and access the download link here:

<https://eu.zendure.com/pages/download-center>



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0049-800-627-3067 (DE)

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<https://zendure.de>
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