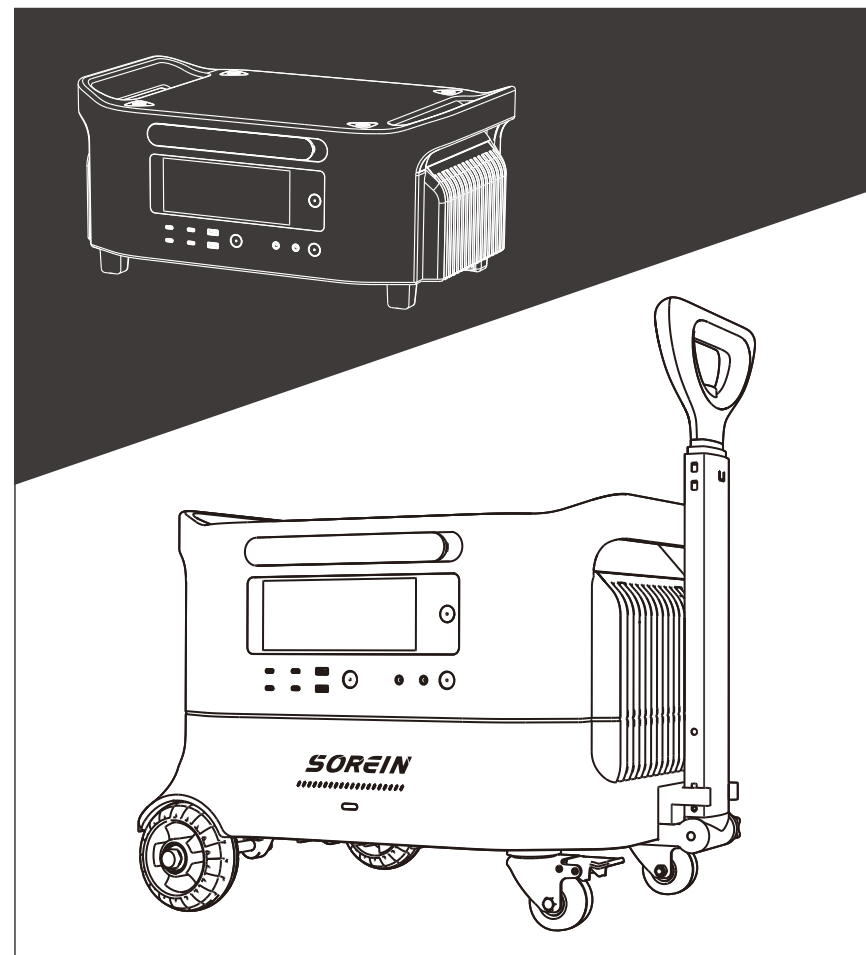


SOREIN

SOREIN



Disclaimer

Read this user manual carefully before using the product to ensure that you completely understand the product and can correctly use it. After reading this user manual, keep it properly for future reference. Improper use of this product may cause serious injury to yourself or others, or cause product damage and property loss. Once you use this product, it is deemed that you understand, approve and accept all the terms and content in this document. The manufacturer is not liable for any loss caused by the user's failure to use this product in compliance with this user manual.

In compliance with laws and regulations, the manufacturer reserves the right to final interpretation of this document and all documents related to this product. This document is subject to changes (updates, revisions, or termination) without prior notice. Please visit the official website to obtain the latest product information.

Content

Specifications 01

Important Safety Instructions 03

What's in the Box 05

Product Details 05

Detach and Installation 09

Activate Sorein 10

Recharging Sorein 10

Power On/Off 12

Use Sorein with the EnergyKeeper App 12

Powering Your Appliances 13

Uninterruptible Power Supply (UPS) 14

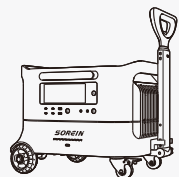
Light Bar 18

FAQ 18

Storage and Maintenance 20

Troubleshooting 20

Specifications



Product Name	SOREIN 2200	
Model	A2	
Region/Country	US/CA	EU/UK/FR/AU/CN/KR/ZA

General Info

Net Weight	30.4kg
Product Dimension (H × L × W)	357×480×322mm (14.05×18.90 ×12.68 in)

Output Ports

AC	AC (×5), Pure sine wave, 2200W total, 100-120V (50Hz/60Hz), 20A Max NEMA 5-20 x4 NEMA TT-30 x1	AC (×4), Pure sine wave, 2200W total, 220-240V (50Hz/60Hz), 10A Max
USB-A Fast Charging (×2)	5V/2.4A, 9V/2A, 12V/1.5A, 18W Max per port, total 36W	
USB-C (×4)	5V/3A, 9V/3A, 12V/3A, 15V/3A 20V/5A, 100W Max per port, total 200W	
Car Charger (x1)	12V 10A, 120W Max	
DC5521 Output (×2)	12V 3A, total 36W Max	
XT60 Output (x1)	12V 30A, total 360W Max	

Input Ports

AC Charging (x1)	100-120V (50Hz/60Hz), 15A Max, 1,800W Max	220-240V (50Hz/60Hz), 10A Max, 2,200W Max
XT60 Charging	11-60V 20A Max, 1000W Max	

Battery Info

Battery Capacity	2074Wh, 48V
Cell Chemistry	LFP
Cycle Life	3,500 cycles to 80% capacity

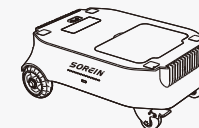
Operating Temperature

Optimal Operating Temperature	20°C~30°C (68°F ~ 86°F)
Discharging Temperature	-20°C~45°C (-4°F ~ 113°F) *In environments below 0°C, the discharge efficiency decreases, so we recommend using the smart heating module (optional).
Charging Temperature	0°C~45°C (32°F ~ 113°F)
Storage Temperature	0°C~45°C (32°F ~ 113°F)

Modular Parts



Main Base 2200



Mobile Chassis 1000WH

General Info

Net Weight	16.8kg	13.7kg
Dimension (L × W × H)	480×300×225.3 mm	480×322×180 mm
Battery Capacity	1037Wh, 48V	1037Wh, 48V

Output Ports

AC	US/CA: AC (×5), Pure sine wave, 2200W total, 100-120V (50Hz/60Hz), 20A Max NEMA 5-20 x4 NEMA TT-30 x1 EU/UK/FR/AU/CN/KR/ZA: AC (×4), Pure sine wave, 2200W total, 220-240V (50Hz/60Hz), 10A Max	N/A
USB-A Fast Charging (×2)	5V/2.4A, 9V/2A, 12V/1.5A, 18W Max per port, total 36W	N/A
USB-C (×4)	5V/3A, 9V/3A, 12V/3A, 15V/3A 20V/5A, 100W Max per port, total 200W	N/A
Car Charger (x1)	12V 10A, 120W Max	N/A
DC 5521 Output (×2)	12V 3A, total 36W Max	N/A
XT60 Output (x1)	12V 30A, total 360W Max	N/A

Input Ports

AC Charging	US/CA: 100-120V (50Hz/60Hz), 15A Max, 1,800W Max EU/UK/AU/CN/KR: 220-240V (50Hz/60Hz), 10A Max, 2,200W Max	N/A
XT60 Charging	11-60V 20A Max, 1000W Max	N/A

Battery Info

Battery Capacity	1037Wh, 48V	1037Wh, 48V
Cell Chemistry	LFP	
Cycle Life	3,500 cycles to 80% capacity	

Important Safety 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. Do not use the product near a heat source, such as a fire source or a heating furnace.
3. Avoid contact with any liquid. Do not immerse the product in water or get it wet. Do not use the product in rain or humid environments.
4. Do not use the product in an environment with strong static electricity/magnetic fields.
5. Do not disassemble the product in any way or pierce the product with sharp objects.
6. Avoid using wires or other metal objects that may result in a short circuit.
7. Do not use unofficial components or accessories. If you need to replace any components or accessories, please visit official channels to check relevant information.
8. When using the product, please strictly follow the operating environment temperature specified in this 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.
9. Do not stack any heavy objects on the product.
10. Do not lock the air cooler forcibly during use.
11. Please avoid impact, falls, or severe vibrations when using the product. In case of a severe external impact, turn off the power supply immediately and stop using the product. Ensure the product is well fastened during transportation to avoid vibrations and impacts.
12. If you accidentally drop the product into water during use, please place it in a safe open area, and stay away from it until it is completely dry. The dried product should not be used again, and should be properly disposed of according to section "Disposal Guide" below. If the product catches fire, we recommend that you use the fire extinguishers in the following order: water or water mist, sand, fire blanket, dry powder, and finally a carbon dioxide fire extinguisher.
13. Use a dry cloth to clean off dirt on the product ports.
14. Rest the product on a flat surface to avoid damages caused by the product 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 combustible matter and people, and dispose of it in accordance with local laws and regulations.
15. Ensure that the product is kept out of reach of children and pets.
16. Store the product in a dry and ventilated place.
17. It is recommended to use moisture barrier bags in wet environments (for example, places by the sea or waterways) to prevent the product from getting soaked. If water is found inside the product, it must not be used or turned on again. Please take anti-electric shock measures before touching the product. Following this, place the product in a safe, waterproof, and open area. Once complete contact Customer Service immediately.
18. This product is not recommended for powering medical emergency equipment related to personal safety, including but not limited to medical grade ventilators (hospital version CPAP: Continuous Positive Airway Pressure), artificial lungs (ECMO, Extracorporeal Membrane Oxygenation Please follow your doctor's instructions and consult with the manufacturer for restrictions on the use of the equipment. If used for general medical equipment, please be sure to monitor the power status to ensure that the power does not run out.
19. When in use, power supply products will generate electromagnetic fields, which are likely to affect the normal operation of medical implants or personal medical equipment such as pacemakers, cochlear implants, hearing aids, defibrillators, etc. If these types of medical equipment are being used, please contact the manufacturer to inquire about any restrictions on the use of such equipment. These measures are fundamental to ensure a safe distance between the medical implants (for example, pacemakers, cochlear implants, hearing aids, defibrillators etc.) and this product while in use.
20. If the AC adapter is connected to a refrigerator in the power saving mode, power fluctuations may cause the AC adapter to automatically shut down. When connecting the power supply to a refrigerator that stores medicine, vaccines, or other valuable items, it is recommended that the power saving mode be turned off. This will help support a continuous power supply and ensure safe and efficient power consumption.

CAUTION: Risk of explosion if the battery is replaced by an incorrect type.

- Disposal of a battery into a fire or hot oven, or mechanically crushing or cutting off a battery, can result in an explosion.
- Leaving a battery in an extremely high-temperature environment can result in an explosion or leakage of flammable liquid or gas.
- A battery subjected to extremely low air pressure may cause an explosion or leakage of flammable liquid or gas.

WARNING: GROUNDING INSTRUCTIONS

This product must be grounded. In the event of a malfunction or breakdown, grounding provides a path of least resistance for electrical current to reduce the risk of electric shock. This product is equipped with a cord with an equipment grounding conductor and a grounding plug. The plug must be plugged into an outlet that is properly installed and grounded in accordance with all local codes and ordinances.

WARNING – Improper connection of the equipment grounding conductor may result in an electric shock. Check with a qualified electrician if you are in doubt as to whether the product is properly grounded. Do not modify the plug provided with the product. If it does not fit the outlet, have a proper outlet installed by a qualified electrician.

Disposal Guide

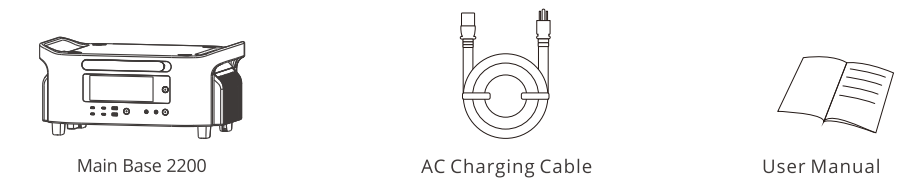
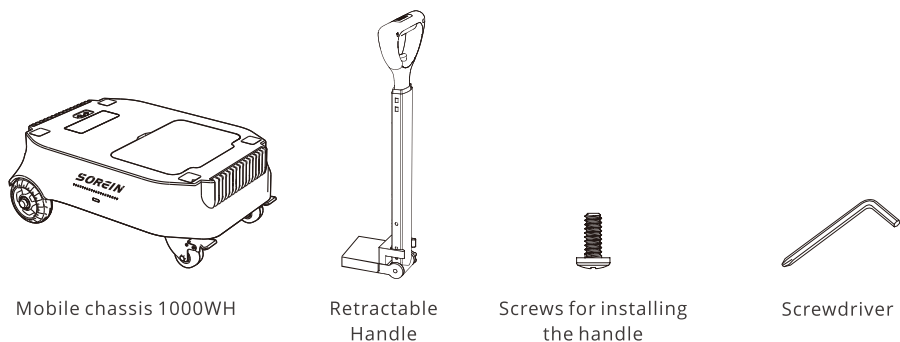
1. If conditions permit, make sure that the battery is fully discharged before disposing it in a designated battery recycling bin. The product contains batteries with potentially dangerous chemicals, so it is strictly prohibited to dispose of it in ordinary trash cans. For more details, please follow the local laws and regulations on battery recycling and disposal.
2. If the battery cannot be fully discharged due to a product failure, please do not dispose of the battery directly in the battery recycling box. In such case, you should contact a professional battery recycling company for further processing.
3. Please dispose of over-discharged batteries that cannot be recharged.

Attention



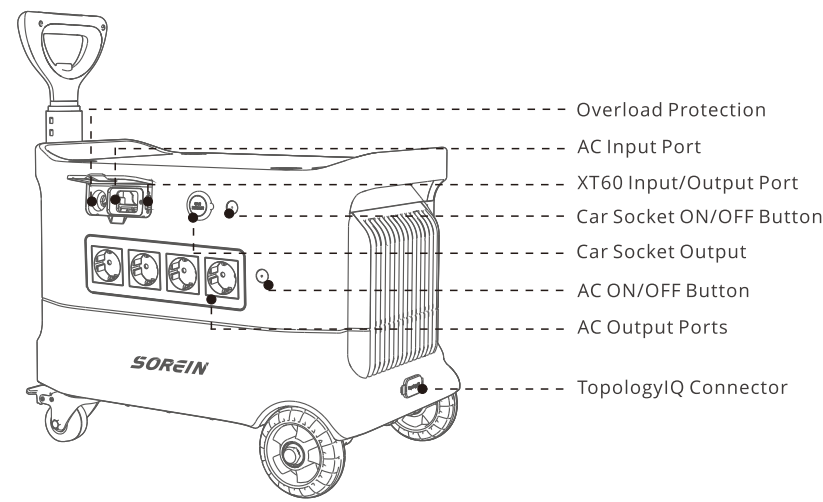
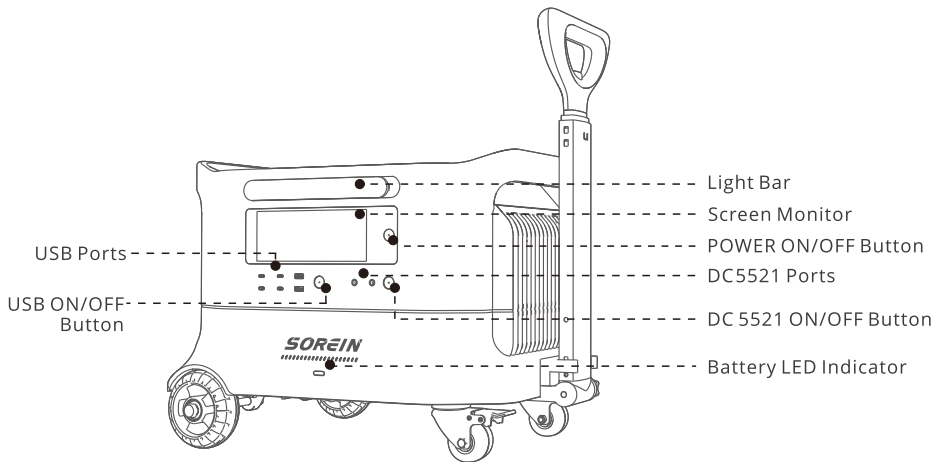
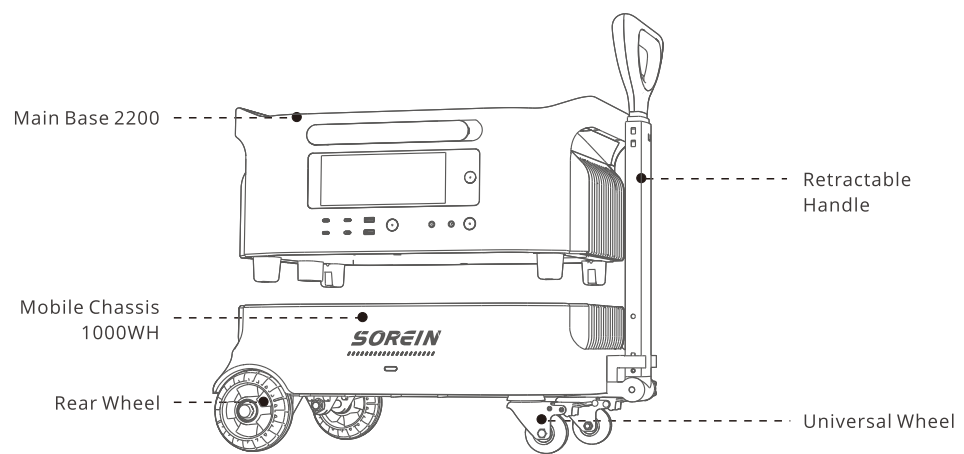
Not permitted on aircraft.

What's in the Box



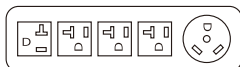
Product Details

Overview

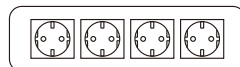


The type of AC socket varies in different countries or regions, the picture above is for illustration only, please refer to the actual product.

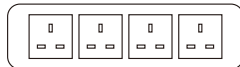
US,Canada
5*100-120V/20A
(NEMA 5-20x4,NEMA TT-30x1)



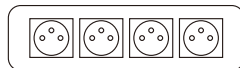
Europe,Korea
4*220-240V/10A



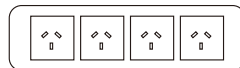
United Kingdom
4*220-240V/10A



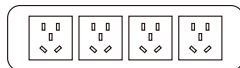
France
4*220-240V/10A



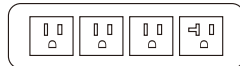
Australia
4*220-240V/10A



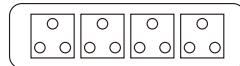
China
4*220-240V/10A



Japan
4*100-120V/20A



South Africa
4*220-240V/10A

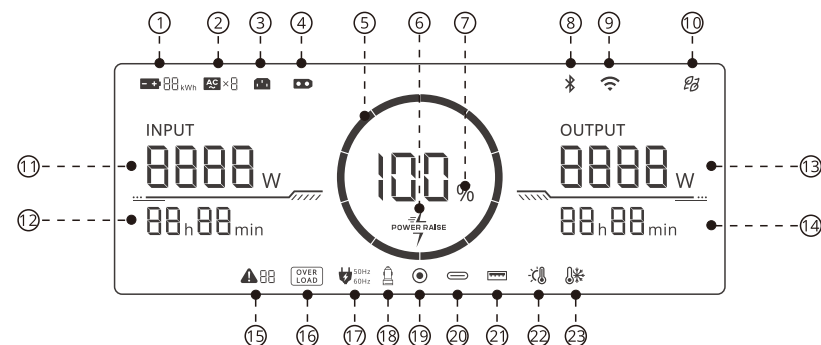


Combinations of Buttons

Function	Combinations of Buttons	Duration
Turn ON / OFF the Sorein	POWER ON/OFF button	2 seconds
Factory Reset	POWER ON/OFF button	15 seconds
Power Saving Mode On / Off	USB ON/OFF button + DC5521 ON/OFF button	2 seconds
Child Lock On / Off	POWER ON/OFF button + DC5521 ON/OFF button	2 seconds
Enter Setup Mode	DC5521 ON/OFF button	5 seconds
Go into Warehouse Mode*	USB ON/OFF button + DC5521 ON/OFF button	15 seconds

* Warehouse Mode means that the Sorein is completely powered off, which is recommended when the device is not going to be used for an extended period of time or when it is being returned to the factory. Once in Warehouse Mode, the device must be recharged via AC or solar panel to reactivate.

LCD Screen Guide




1. Total Battery Capacity (kWh)
2. Total number of AC output modules
3. AC Charging Indicator
4. XT-60 Charging/Output Indicator
5. Remaining Battery Indicator
6. PowerRaise Super-Fast Charging Indicator
7. Remaining Battery Percentage
8. Bluetooth Icon
9. Wi-Fi Icon
10. Power Saving Mode Indicator
11. Current Input Power
12. Current Remaining Charge Time
13. Current Output power
14. Current Remaining Discharge Time
15. Error Code
16. Overload Warning
17. AC Output Indicator
18. Car Socket Output Indicator
19. DC5521 Output Indicator
20. USB-C Output Indicator
21. USB-A Output Indicator
22. High Temperature Warning
23. Low Temperature Warning



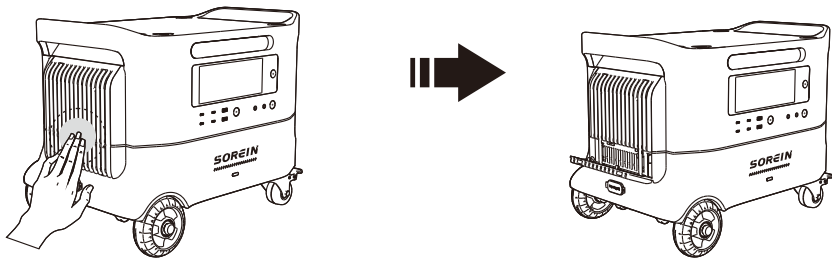
1. In Power Saving mode, the screen automatically turns off after 5 minutes of inactivity to conserve power. To wake up, briefly press the Power button.
2. Error code, overload, high temperature warning and low temperature warning will only appear if there is an abnormality in the unit.
3. If the current input and output power are flashing "LOCK", this means that the unit is in child lock mode. To deactivate the child lock, press and hold the Power ON/OFF button and the DC5521 ON/OFF button together for 2 seconds.

Detach and Installation

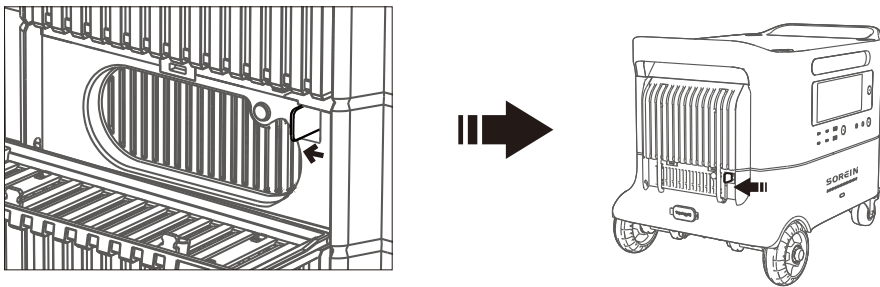
Install the Retractable Handle

 If the products you purchased does not include the **Sorein 2200**, skip this step and start from the next step.

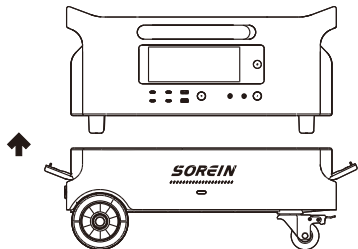
1. Press the center of the side cover to open both side covers of Mobile Chassis 1000WH.



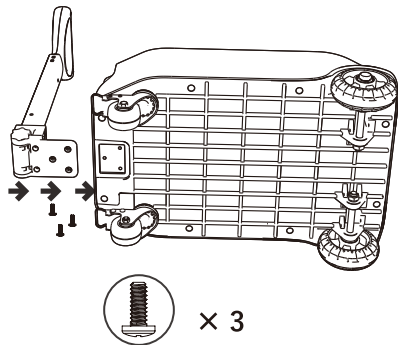
2. Slide the latches on both sides to the left until you hear a 'click'.



3. Lift up the first layer (Main Base 2200).

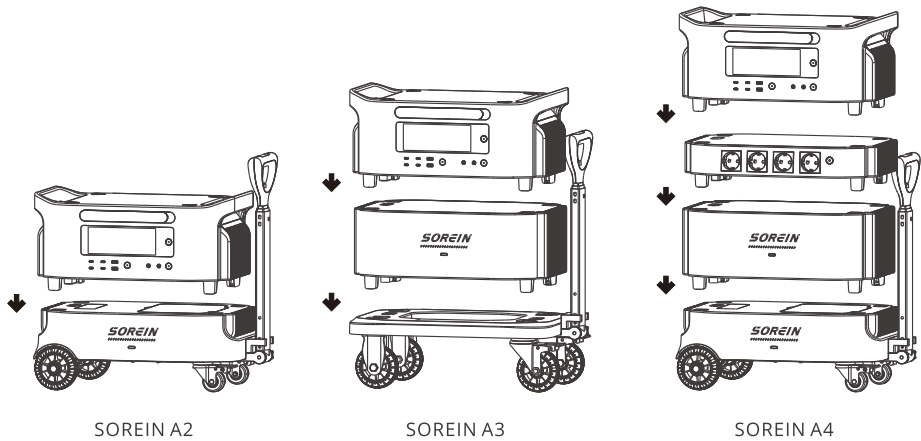


4. Flip over the bottom layer (Mobile Chassis 1000WH) and install the retractable handle on the bottom, don't forget to tighten the screws.



Assemble all the Modules Together

Stack all the modules together from bottom to top. Close all of the side covers until you hear a "click" sound.



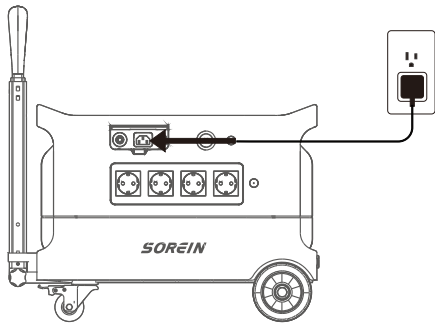
Activate Sorein

To ensure safety during transportation, the device is factory-set to warehouse mode. Be sure to charge the device via AC or solar panel to activate it before use. Please refer to the next chapter (Recharging Sorein) for more detailed instructions.

Recharging Sorein

Grid Power

The fast charging technology is specifically designed for AC charging. The maximum input power depends on the grid environment of different countries.



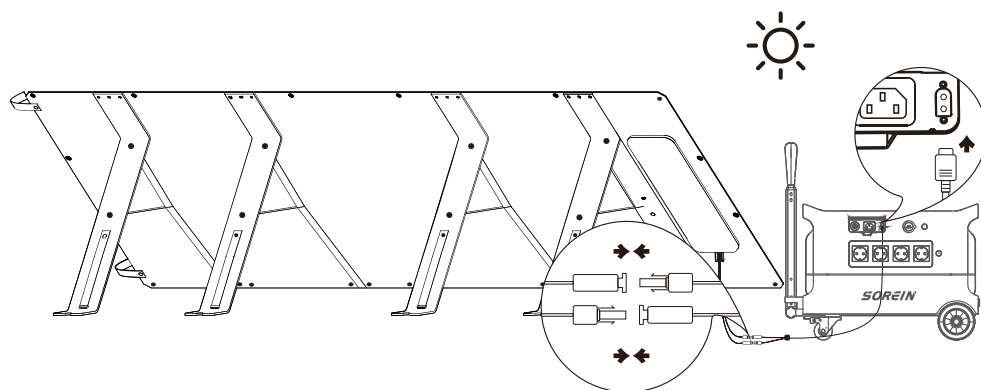
	Maximum input power	
Main Base 2200	100-120V:1000W	200-240V:1000W
A2	100-120V:1800W	200-240V:2200W
A3	100-120V:1800W	200-240V:2200W
A4	100-120V:3600W (Simultaneous charging via two AC inputs)	200-240V:4400W

In case of unusual situations where the AC input current remains higher than 20A, the AC charging input port will initiate a self-protection function, and the Overload Protection Switch on the product will automatically pop up. After confirming that there is no product failure, you can press the Overload Protection Switch to resume charging.



1. Please use the supplied AC charging cable in the package for fast charging. Do not use any other cables for charging.
2. The manufacturer accepts no responsibility for any consequences arising from failure to follow the instructions, including but not limited to charging with other AC charging cables.

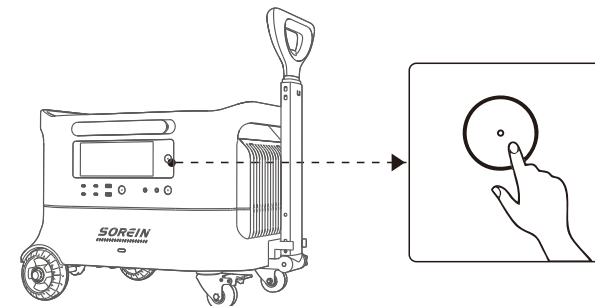
Solar Charging



1. The solar charging cable (XT60 to MC4 Solar Charging Cable) and solar panel are supplied separately.
2. When using a solar panel to charge the product, please follow the instructions supplied with the solar panel.
3. Before connecting the solar panel, please ensure that the output voltage of the solar panel is within 60V to avoid damage to the product.
4. If the output power of the solar panel is less than 50W, Sorein cannot initiate the charging process.

Power On/Off

1. Press and hold the POWER ON/OFF button for 2 seconds to turn on the product;
2. When Sorein is working, press and hold the POWER ON/OFF button for 2 seconds to turn off the product, meanwhile, the LCD screen also goes off with 2 beeps.



1. After Sorein is turned on, press the POWER ON/OFF button once to toggle the LCD screen ON and OFF.
2. When Power Saving mode is off, Sorein will not automatically shut down until the battery is completely drained.
3. When Power Saving mode is on, the product defaults to 1 hour of standby time. If all function modules have no power output or input for 1 hour, Sorein will automatically shut down. You can also customize the standby time of the Sorein according to your preferences in the EnergyKeeper app.

Use Sorein with the EnergyKeeper App

To fully enjoy all the available features, it is recommended to control your Sorein via the EnergyKeeper app.





Before you start, make sure that:

- Your smartphone is running iOS 11.0 (or above) or Android 5.0 (or above).
- The 2.4GHz Wi-Fi signal is enabled on your Wi-Fi router.
- The Wi-Fi icon on Sorein is rapidly flashing, if not press and hold the DC5521 ON/OFF button to enter the setup mode.
- Your smartphone has enabled Bluetooth to ensure a better connection.
- The Sorein has been activated and has sufficient power during setup.



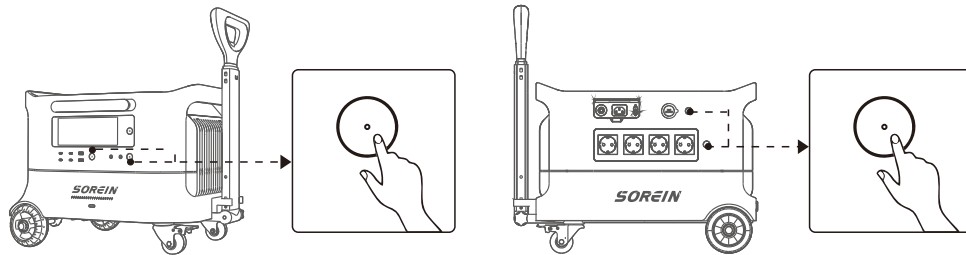
1. Download the EnergyKeeper app from the App Store (iOS users) or Google Play (Android users).
2. Sign up an account and tap 'Add Device' or the "+" icon on the homepage.
3. Select the Sorein and follow the in-app instruction step by step to set up the Wi-Fi connection.

Wi-Fi & Bluetooth Status

	Rapidly flashing	Sorein is in setup mode
	Slowly flashing	Sorein is connecting to the Wi-Fi network
	Solid white	Sorein is already connected to the Wi-Fi network
	Solid white	Sorein connects to your phone via Bluetooth

Powering Your Appliances

Press "ON/OFF" button once to turn on their corresponding DC/AC ports or sockets; press again to turn them off.

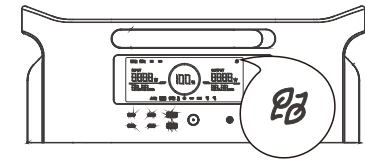
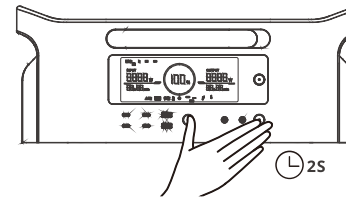


1. Please make sure that the Sorein is turned on.
2. Make sure that the sum power of all loaded devices is lower than that of the rated power.
3. When the Power Saving Mode is off, the product will not turn off automatically while the output power button is turned on.
4. When the Power Saving Mode is on, after 1 hour with out any load for the output ports, the output module will automatically shut down.

Power Saving Mode

Turning on the Power Saving mode prevents wasting energy as it automatically turns off the power station once all your devices are fully charged.

Turning off the Power Saving mode will enable stable charging over an extended period, such as for refrigerator that stores medicine, time-lapse photography or when using a CPAP machine overnight. Press and hold the USB ON/OFF button and the DC5521 ON/OFF button simultaneously for 2 seconds to toggle the Power Saving mode on and off.



When the Power Saving mode is turned on, the Power Saving mode icon on the top right corner of the LCD screen will light up. Sorein will automatically perform power saving actions, including:

- The LCD screen will automatically turn off after 5 minutes of inactivity;
- After 1 hour without any load for the output ports, the output module will automatically shut down;
- If all function modules have no power output or input for 1 hour, the machine will automatically shut down.

Uninterruptible Power Supply (UPS)

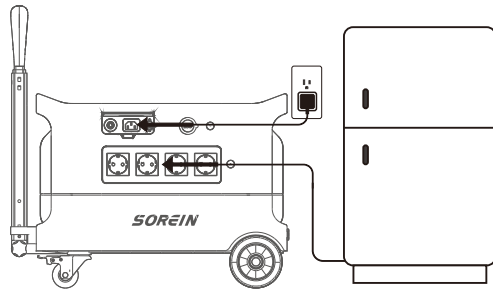
Main Base 2200 and A2 only supports UPS 1 mode. If you want to use UPS 2 or 3 mode, you need to purchase an extra inverter and extra battery separately to combine as A4. For more information, please contact technical support for help.

	UPS 1	UPS 2	UPS 3
LCD Display	UPS 1	UPS 2	UPS 3
Recommended Appliances	Fridge, TV, Modem, Wi-Fi Router, Game Console, etc.	Computers, Network Attached Storage (NAS) and multiple devices with a total rated power between 1000W and 2200W.	Multiple appliances with a total rated power larger than 2200W.
Main Base 2200	√	×	×
A2	√	×	×
A3	√	×	×
A4	√	√	√
Inverter Requirement	1 or more inverter	2 or more inverters	2 or more inverters
Maximum AC Output Power	1000W	2200W	Inverter for input and output:1000W Inverter for output only: 2200W
Switching Latency	<20 ms	<0 ms	Inverter for input and output:<20 ms Inverter for output only: 0ms
Noise Level	Low	High	High
Inverter Power Loss	Low	High	High

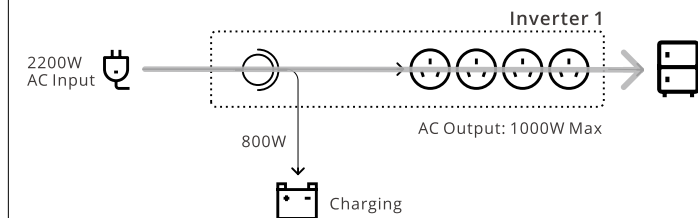
UPS 1

Connect the grid power to the AC input port using an AC charging cable and connect your electrical devices to the AC output port on the same inverter. In this situation, the AC power comes from the grid and not from the Sorein battery. In the event of a sudden power failure, the Sorein can automatically switch to battery power within 20ms.

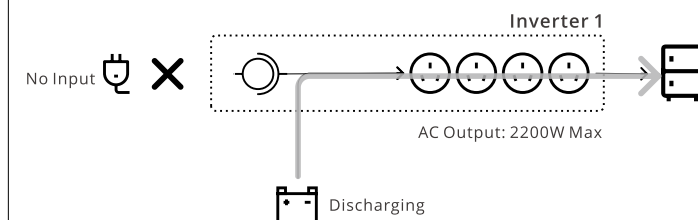
As a basic UPS function, this function does not support 0ms switching. Do not connect this product to devices that require 0ms UPS, such as professional data servers and workstations. This mode is suitable for powering devices that do not require high switching latency, such as: refrigerators, TVs, modems, Wi-Fi routers, game consoles, etc.



With normal grid power



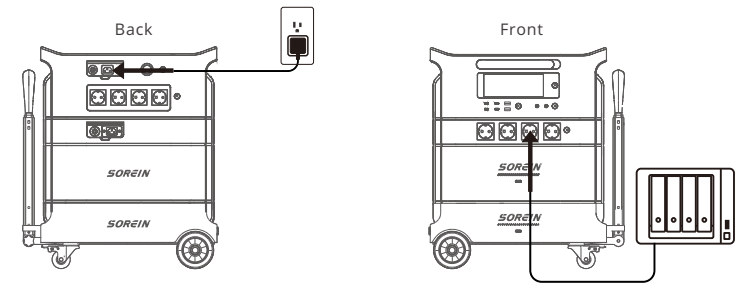
During power outage



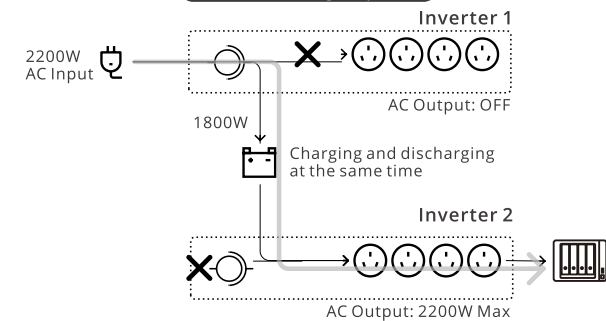
UPS 2

Connect the grid to the first AC input port via an AC charging cable and connect your electrical devices to the AC output port of the second inverter. In this situation, the power will always come from the Sorein battery. In the event of a sudden power failure, the devices will not be disconnected with 0ms switching. In this mode both 2 inverters of the Sorein are always in operation and therefore generate more noise.

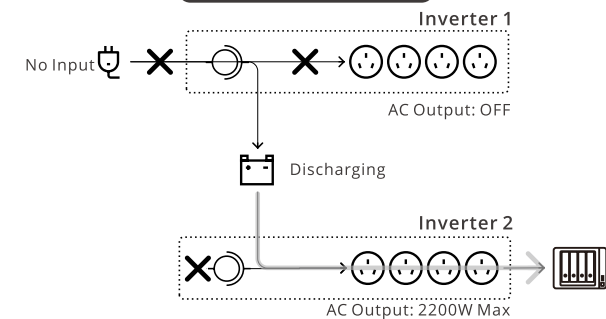
This mode is suitable for power devices with high switching delay requirements, such as computers, Network Attached Storage(NAS), or multiple devices with a total rated power between 1000W and 2200W. We strongly recommend testing and confirming compatibility before official use. The manufacturer assumes no responsibility for equipment failure or data loss caused by failure to follow instructions.



With normal grid power



During power outage

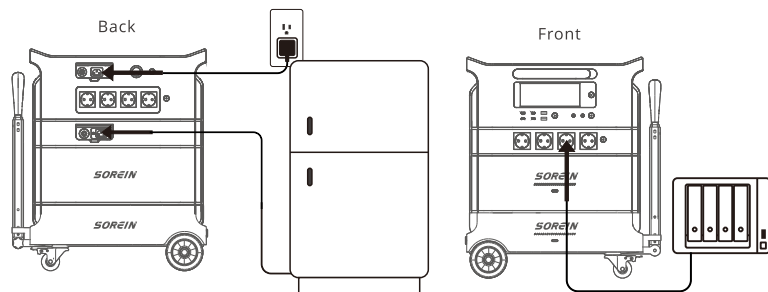


UPS 3

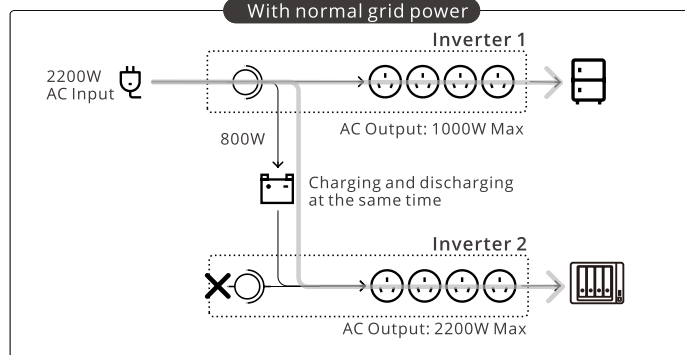
Connect the grid to the first AC input port via an AC charging cable and connect your electrical devices to the AC output port of 2 or more inverters. In this situation, for appliances connect to **Inverter 1**, the AC power comes from the grid and not from the battery; for appliances connect to **Inverter 2**, the power will always come from the battery. In the event of a sudden power failure, the devices connect to **Inverter 2** will not be disconnected with 0ms switching.



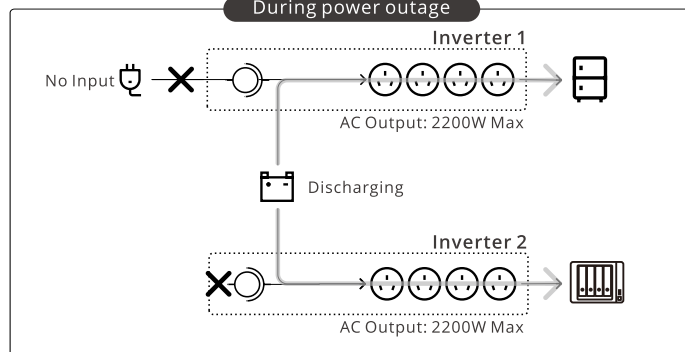
This mode is suitable for multiple appliances with a total rated power larger than 2200W. We strongly recommend testing and confirming compatibility before official use. The manufacturer assumes no responsibility for equipment failure or data loss caused by failure to follow instructions.



With normal grid power



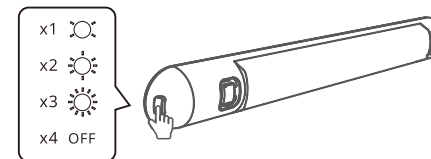
During power outage



Light Bar

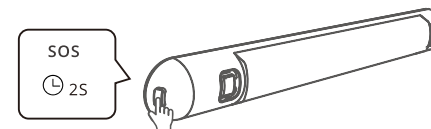
Ambient Light

Press the button once to turn on the ambient light, and press again to switch between different brightness levels.



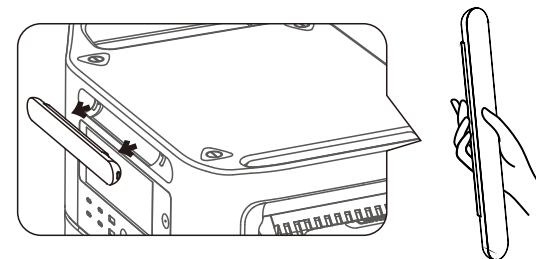
SOS Mode

Press and hold the button for 2 seconds to turn on SOS mode. Press the button once to turn off SOS mode.



Detachable Use

The light bar is attached to the machine with a magnet on the back. Remove the light bar with your fingers for individual use. When it is placed back on the machine, charging automatically begins.



FAQ

1. Can it charge and discharge at the same time?

Yes, this product supports pass-through charging, which will not drain your Power Station.

2. How can I know if Sorein is charging properly?

When your Sorein is charging, the battery power indicator will start to rotate, the battery percentage will increase and the remaining charging time will be displayed on the LCD screen.

3. What devices can be powered?

Each AC output port can charge devices that operate at less than 2200W of the power.

4. Can the Sorein work as an UPS?

Main Base 2200 and A2 only supports UPS 1 mode. If you want to use UPS 2 or 3 mode, you need to purchase an extra inverter and extra battery separately to combine as A4. For more information, please refer to the "Uninterruptible Power Supply (UPS)" section or contact technical support for help.

5. Why does the Sorein battery drain even when no devices are connected?

Switching on the LCD screen and activating output modules both consume power, even when no appliances are connected. In general, if Sorein is in the powered-on state and all functional modules are in the closed mode, it is estimated to consume an average of 120Wh per day (for A2, approximately 6%; for A4, approximately 3%). If all functional modules are turned on, the estimated daily consumption is higher, for A2, approximately 800Wh; for A4, approximately 1200Wh. To mitigate this, you can enable Power Saving mode or deactivate unused output modules, or manually power off the product when not in use. This ensures that only a minimal amount of power is utilized for communication between different modules in the unit.

6. What kind of solar panels can work with Sorein?

Any 11-60V solar panel that generates more than 50 watts of power with an XT-60 socket is acceptable.

7. How do I get accessories such as extra air coolers, heating pad or extra cables?

Extra fans, cables, and other accessories are available at the official website.

8. Why do the remaining charging time and remaining available time fluctuate?

The unit will intelligently calculates the remaining available time based on the connected load. If the connected load is increased or decreased, the remaining available time will change accordingly. In addition, some loads may have fluctuating power consumption, which may also cause fluctuate. The remaining charging time may also fluctuate due to changes in the input current during charging or changes in the solar radiation received by the solar panel.

9. Why does it take longer to charge the last bit of battery?

When the battery level is low, PowerRaise Technology will charge at maximum power. As the battery level increases, the charging power gradually decreases due to the reduced voltage difference between the charging voltage and the battery voltage, aiming to protect the battery lifespan. Typically, when the battery level exceeds 80%, the charging speed will gradually decrease.

10. How do I reset the device to its factory settings?

Press and hold the Power ON/OFF button for 15 seconds. When you hear two consecutive beeps, the unit has been successfully reset.

11. Can I replace damaged parts by myself?

For your safety, it is not recommended that you replace any parts of the product. Please contact technical support for help.




12. Why is the power station not working after it hasn't been used for a long time?













If the power station is stored at a low capacity for a long time, lithium batteries will self-consume power which may lead to a quick discharge. This often leads to poor conductivity and a reduced battery lifespan that causes the battery not to work. In this case, please contact technical support for help.

Storage and Maintenance

- 1. Please store the product in a location away from water sources, heat sources, and metallic objects.
- 2. To prolong the battery lifespan, it is recommended to use or store this product in an environment between 20°C to 30°C.
- 3. For long-term storage, it's advised to perform a charge and discharge cycle every three months (first discharge to 0%, then charge to full, followed by a discharge to 60% for long-term storage). Products that have not undergone charge and discharge for over six months will not be covered by warranty.
- 4. For safety reasons, please avoid storing this product in environments exceeding 45°C or below 0°C.
- 5. If the product's battery level is critically low and it remains idle for an extended period, the product will enter a deep sleep mode. To reactivate and use it again, the product needs to be charged before use.

Troubleshooting

LCD Indicator	Exception Description	Solution
 Icon Flashing	Child Lock Protection	Press and hold the power ON/OFF button and the DC5521 ON/OFF button simultaneously for 2 seconds to disable the child lock.
 Icon and the status LED of high-temperature layer Flashing	High Temperature Protection	1. If you are using many appliances or a high-power appliance, try reducing the number of appliances or suspending the use of high power appliances. 2. If high power charging is in progress, try switching to low power or simply stop charging. When the abnormal triggering of the high temperature indicator has stopped, you can restart the relevant module manually after the temperature returns to normal. Installing the official fan for the auxiliary battery module is recommended.
 Icon and the status LED of low-temperature layer Flashing	Low Temperature Protection	1. Place the unit in a warm place to use. 2. If the unit has been switched off due to low temperature, move the unit to a place where the temperature does not below 10°C for half an hour and switch it on again. If you are going to use this unit in a place with low temperature, we recommend that you install the official heating pad to ensure that the battery pack operates at the correct temperature.

LCD Indicator	Exception Description	Solution
 and  Icon Flashing	AC Output Overload Protection	<ol style="list-style-type: none"> 1. Ensure that the power of each appliance connected to the AC outlet does not exceed the rated power, if it does, disconnect the appliance. 2. Ensure that the total power output of all the AC outlets on each level does not exceed the rated power, if it does, remove some of the equipment. 3. Check that there is no short-circuited equipment, if there is, remove the short-circuited equipment. <p>Restart the AC module by pressing the AC output switch when these problems have been rectified.</p> <p>*When the battery percentage is less than 20%, the maximum output power is reduced to 50%, which means that: If you use the first layer (Main Base 2200) separately, the maximum output power is 500W; If you use both layers as a combo, the maximum output power is 1000W.</p>
 and  Icon Flashing	XT60 Output Overload Protection	<ol style="list-style-type: none"> 1. Ensure that the devices connected to the XT60 do not exceed 12V 30A, if they do, disconnect them. 2. When charging a battery, only 12V 10A and 24V 10A charging is supported, if this is exceeded, disconnect. Removing the exceed electrical device connected to the XT60 port and restarting the Sorein. <p>It is not recommended to charge the electric car from the XT60 output.</p>
 and  Icon Flashing	Car Socket Output Overload Protection	Up to 12V 10A device is supported. Removing the electrical device connected to the Car Socket output port and short press the Car Socket output ON/OFF button to restart the module.
 and  Icon Flashing	DC5521 Output Overload Protection	Up to 12V 3A device is supported. Removing the electrical device connected to the port and short press the DC5221 output ON/OFF button to restart the module.
 and  Icon Flashing	USB Output Overload Protection	Up to 100W device is supported. Removing the overload device connected to the port and short press the USB outputs ON/OFF button to restart the module.
 and  Icon Flashing	Excessive AC charging voltage protection	<ol style="list-style-type: none"> 1. Make sure that the AC input voltage does not exceed the maximum voltage limit (maximum 135V in USA, Japan; maximum 240V in Europe). 2. If the maximum voltage limit is exceeded, please charge the unit after connecting the appropriate converter. 3. Reconnect the AC charging cable and restart the AC charging after the above problems have been resolved.

LCD Indicator	Exception Description	Solution
 and  Icon Flashing	Low AC charging voltage protection	<ol style="list-style-type: none"> 1. Make sure that the AC voltage is not below the limit (80V in USA and Japan, 210V in Europe). 2. If the minimum voltage is below the limit, connect the appropriate converter before charging. 3. Re-plug the AC charging cable and restart the AC charging after the above problems have been rectified.
 and  Icon Flashing	Excessive AC charging current protection	<ol style="list-style-type: none"> 1. Disconnect all electrical appliances connected to the unit. 2. Press the overload protection button on the back of the unit, re-plug the AC charger cable. 3. If the unit charges properly, use it as normal. If it is not charging properly, contact us for customer service.
 and  Icon Flashing	Excessive AC output voltage protection	<ol style="list-style-type: none"> 1. Disconnect all equipments connected to the unit. 2. Restart the unit by pressing the switch on the AC module.
 and  Icon Flashing	Low XT60 charging voltage protection	<ol style="list-style-type: none"> 1. Ensure that the input voltage is not less than 10V and the power is not less than 50W, e.g. ensure that the solar panel has sufficient sunlight. 2. Check for broken or shorted of input cables and replace if necessary. 3. Re-plug the XT60 cable and restart the XT60 for charging after the above problems have been rectified.
 and  Icon Flashing	Excessive XT60 charging voltage protection	<ol style="list-style-type: none"> 1. Ensure that the XT60 input voltage does not exceed 60V. 2. If it does, reduce the XT60 input voltage, for example by reducing the number of solar panel cells connected in series. 3. Re-plug the XT60 cable and restart the XT60 charging after the anomaly has been rectified.
 and  Icon Flashing	XT60 charging voltage too high	The input voltage is too high and the MPPT module is damaged. It is recommended to contact customer service directly.
 and  Icon Flashing	Two inverters are closely connected	Do not directly connect two inverters. Set up your system as follows: inverter 1 > battery 1 (at least 1 battery) > inverter 2 > battery 2 (at least 1 battery)...
 and  Icon Flashing	Over 5kWh battery packs stacked on top of the mobile chassis	Ensure that no more than 5kWh of battery packs are stacked on the mobile chassis. If there are extra battery packs, connect them after the mobile chassis with TopologyIQ Extra Battery Cable (Sold separately).
 and  Icon Flashing	Internal communication error	Restart the Sorein. If issue stills, please don't hesitate to reach out to customer service.
 and  Icon Flashing	Device Damaged	Device damaged. Please refrain from disassembling the equipment. Kindly power off the device and reach out to customer service for prompt assistance.

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.
Warning: 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, uses, 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:

- (1) Reorient or relocate the receiving antenna.
- (2) Increase the separation between the equipment and receiver.
- (3) Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- (4) Consult the dealer or an experienced radio / TV technician for help.

RF Exposure Compliance Statement

This equipment complies with the FCC/IC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20 cm between the radiator and your body.
Cet équipement est conforme aux limites d'exposition aux radiations FCC/IC établies pour un environnement non contrôlé.
Cet équipement doit être installé et utilisé avec une distance minimale de 20 cm entre le radiateur et votre corps.

IC Statement

This device complies 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, and (2) This device must accept any interference, including interference that may cause undesired operation of the device.
Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.
This digital apparatus complies with CAN ICES-003(B)/NMB-003(B).