

## Hepway Alpha 2000+Alpha 2000X

# Hepway Alpha 2000 Portable Power Station & Alpha 2000X Expansion Battery User Manual

Model: Alpha 2000+Alpha 2000X | Brand: Hepway

## INTRODUCTION

This manual provides comprehensive instructions for the safe and efficient operation of your Hepway Alpha 2000 Portable Power Station and Alpha 2000X Expansion Battery. This system is designed to provide reliable power for various applications, including outdoor activities, emergency home backup, and commercial use. Please read this manual thoroughly before use and retain it for future reference.

## PRODUCT OVERVIEW

The Hepway Alpha 2000 is a high-capacity portable power station featuring a 2000W continuous output (3600W peak) and a 4096Wh LiFePO4 battery when combined with the Alpha 2000X expansion battery. It offers fast recharging, UPS functionality, and smart app control.

## Key Features

- Capacity up to 32,768Wh with multiple Alpha 2000X expansion batteries.
- App Remote Control via "Cozylife" app (Wi-Fi and Bluetooth).
- E-STREAM Recharging: Full charge in under 1.3 hours via AC input.
- Fast Solar Recharging: Up to 800W solar input, 2.5 hours to 100%.
- Uninterruptible Power Supply (UPS): <10ms switchover time.
- LiFePO4 Battery: Rated for 4000+ full charge cycles.

## Package Contents

Your package should include:

- Alpha 2000 Power Station
- Alpha 2000X Expansion Battery
- AC Charging Cable
- Extension Parallel Cable
- Car charger to XT60 cable

- Solar to XT60 cable
- 2 User Manuals
- 5-year warranty information

## SETUP

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### Unpacking and Inspection

Carefully remove all components from the packaging. Inspect for any damage during transit. If any damage is found, contact customer support immediately.

### Connecting the Alpha 2000X Expansion Battery

The Alpha 2000X expansion battery connects to the Alpha 2000 power station to increase overall capacity.

1. Use the included extension parallel cable to connect the Alpha 2000 to the Alpha 2000X expansion battery. Ensure the 2-Point Safe Charging Clasp is securely fastened.
2. After connection, the battery's built-in chip will automatically detect and validate the connection.

*Note: The expansion battery cannot be used alone. It must be connected to the Alpha 2000 power station for charging and discharging. The connection can be made or disconnected in any situation, even when the host is in AC output state, due to safe communication parallel technology.*



Image: Front and rear view of the Hepway Alpha 2000 power station stacked on top of the Alpha 2000X expansion battery, connected by a cable. This setup demonstrates the modular design and connection method.

## Plug And Play, Safe And Reliable

Based on the HEPWAY X-Link safe parallel technology, you can connect the machines in parallel at any time. Even when the host is in AC output state, you can still directly connect the machines in parallel.

**1**

Use the included cable to connect your Alpha 2000 to the expansion battery.



**2**

After the connection, The battery's built-in chip will automatically detect and validate the connection.



Image: A visual guide illustrating the two steps for connecting the Alpha 2000 power station to the Alpha 2000X expansion battery using the X-Link safe parallel technology.

## OPERATING INSTRUCTIONS

### Powering On/Off

Locate the power button on the Alpha 2000 unit. Press and hold to power on or off.

### Charging the Power Station

The Alpha 2000+Alpha 2000X system supports multiple charging methods:

#### AC Wall Outlet Charging (E-STREAM Recharging)

Connect the AC charging cable to the AC input port on the Alpha 2000 and then to a standard wall outlet. The ultra-fast charging mode will activate by default, fully charging the unit in approximately 1.3 hours. You can switch to a slower charging mode if desired via the app.

#### Solar Panel Charging

Connect compatible solar panels (10-100V output, max 800W) to the XT-60 input interface using the provided Solar to XT60 cable. The unit can be recharged to 100% in approximately 2.5 hours with optimal solar input.

#### Car Charging

Use the Car charger to XT60 cable to charge the unit from your vehicle's 12V outlet.

#### Generator Charging

The unit can also be charged via a generator (1500W input).

*Note: It is not possible to use both AC and DC power (solar/car) at the same time for charging. AC power will take priority.*



Image: An illustration detailing the different charging methods for the Hepway Alpha 2000, including AC wall outlet (1.3 hours), solar panel (2.5 hours), car charge (17 hours), and fuel generator (1.3 hours), highlighting the rapid charging capabilities.

## 3600W Boost Power

Power your work, life and more.

Easily meet your daily power needs and easily power purely resistive loads such as kettles, electric blankets and hair dryers etc.

**Rated Power: 2000W**

**Boost Power Mode: 3600W**



Image: The Hepway Alpha 2000 and Alpha 2000X power station being charged via an AC wall outlet, demonstrating its rapid charge capability.



# Scalable System

Up to 32kWh



Image: The Hepway Alpha 2000 and Alpha 2000X power station providing power to various devices in a camping environment, showcasing its portability and utility for outdoor use.



**Aluminum Alloy Handle**



**Secure Communication  
Extension Technology**



**Mechanical protection button**



**4 Fans For Cooling**

Image: The Hepway Alpha 2000 and Alpha 2000X power station positioned in a kitchen, illustrating its capability to power various home appliances with 3600W boost power.

# You can apply for a **30%** tax credit

You may apply for the Residential Clean Energy Credit  
for qualified solar electric property costs

**30%**  
TAX credit

Check with your utility to verify eligibility and requirements on IRS

Image: The Hepway Alpha 2000 and Alpha 2000X power station in a workshop setting, demonstrating its ability to power various tools like electric hammers, 3D printers, cutting machines, electric drills, and circular saws, along with estimated run times.





Image: The Hepway Alpha 2000 and Alpha 2000X power station providing power for a home entertainment setup, including a projector, highlighting its use as a whole-home power solution during outages.



# Uninterrupted Power Supply

**<10ms** Switchover Time

No more worry about Computers, CPAP machines shutting off during a blackout.



Image: The Hepway Alpha 2000 and Alpha 2000X power station providing uninterrupted power to a computer setup, emphasizing its <10ms UPS switchover time to prevent device shutdowns during blackouts.

# Power Whole Home with Smart App

**35%** Lower  
Electricity Bills

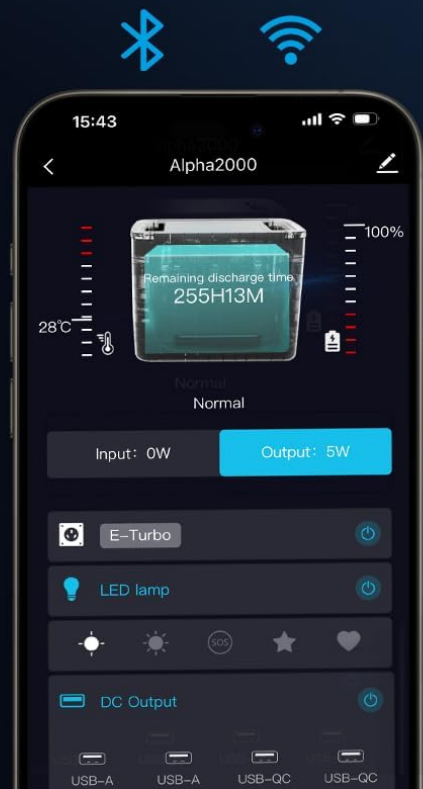
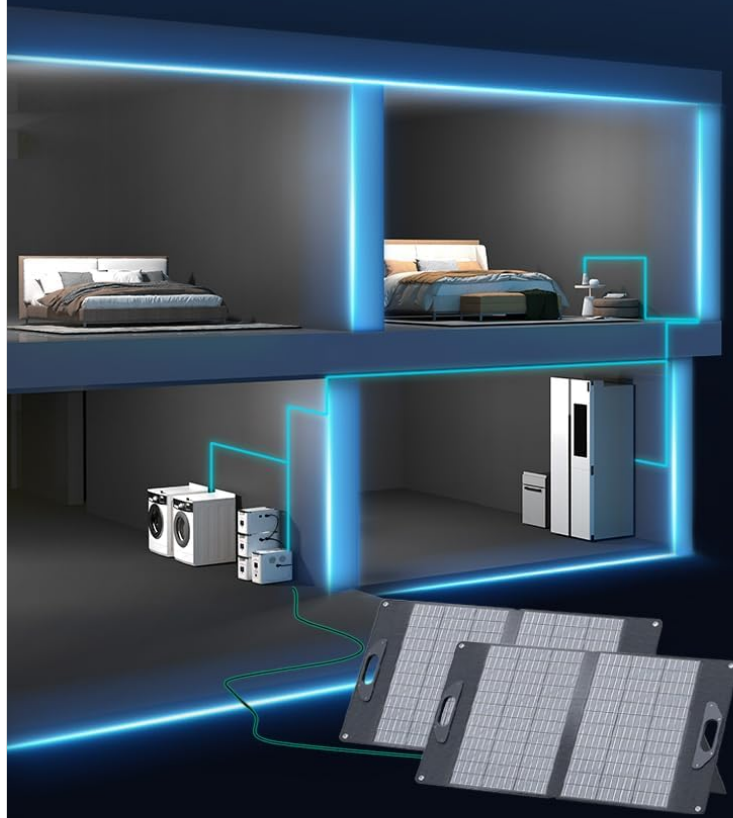


Image: The Hepway Alpha 2000 and Alpha 2000X power station in a kitchen setting, illustrating its harmonized modular design and capacity options, showing configurations for 4096Wh and 8192Wh.

# Harmonized Modular Design

## Capacity Options Available



Alpha2000 + 2000X

**4096** Wh  
2Days ↑

Alpha2000 + 3PCS 2000X

**8192** Wh  
4Days ↑

Calculated by 2-3KWh of daily power consumption in an emergency

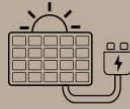
Image: A diagram illustrating the scalability of the Hepway Alpha 2000 system, showing how it can be expanded with up to 15 Alpha 2000X units to reach a total capacity of 32kWh, with an example setup in a living room.



# Rapid Charge, Rapid Use



1500W  
AC Input



800W  
Solar Input



192W  
Car Charging



1500W  
Generator Input

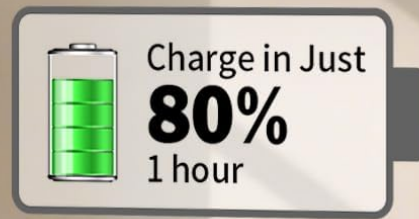


Image: A collage of close-up images highlighting key features of the Hepway Alpha 2000, including the aluminum alloy handle, secure communication extension technology, mechanical protection button, and four cooling fans.



Image: An illustration showing the Hepway Alpha 2000 integrated into a smart home system, controlled via the "Cozylife" app, demonstrating how it can power various household appliances and potentially lower electricity bills.



Image: A depiction of a house with the Hepway Alpha 2000 power station, indicating eligibility for a 30% tax credit under the Residential Clean Energy Credit for qualified solar electric property costs.

## Using the Cozylife App

Download the "Cozylife" app from your phone's app store. Connect via Wi-Fi or Bluetooth. The app allows you to:

- Monitor power station status.
- Set charging priority for Alpha 2000 and Alpha 2000X.
- Adjust fast or slow recharge power.
- Configure standby modes (auto-off, timed shutdown, fridge mode).

- Set screen-off time.
- Toggle button sounds.
- Control panel buttons of the Alpha 2000.

## Uninterruptible Power Supply (UPS) Function

The Alpha 2000 provides stable uninterrupted power supply (10ms UPS) at 120V with a maximum continuous output of 2000W, even during pass-through charging. This prevents devices like computers from shutting off during power outages.

## MAINTENANCE AND STORAGE

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### General Maintenance

Keep the unit clean and free from dust. Ensure ventilation ports are not obstructed.

### Long-Term Storage

For optimal battery health during long-term storage:

1. Turn off all outputs.
2. Store in a dry and cool environment.
3. Check the remaining battery power every month.
4. For long-term storage, charge the unit to about 80% before storing.
5. Fully charge the unit every 3 months.

## TROUBLESHOOTING (FAQ)

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### Common Questions and Solutions

#### Q1: What devices can Alpha 2000 power?

A: Alpha 2000 can charge/power devices with power below 3600W. All connected devices should also be rated below 3600W.

#### Q2: How do I connect or disconnect HEPWAY Alpha 2000X Expansion Battery from the power station?

A: Use the battery to host cable to connect. To disconnect, just unplug the cable. The extended battery uses safe communication parallel technology and can be connected or disconnected in any situation. After connecting, the battery will first make a safe communication judgment and then power on, which is very safe.

#### Q3: What is the life expectancy?

A: It is rated for 4000 full charge cycles. At that point, you will have approximately 80% of your original capacity, and it will gradually decline from that point onwards. The cycle number is not limited to 4000 cycles; within 4000 cycles, the device performs at its best. After 4000 cycles, performance may not reach its initial optimal state due to internal wear.

#### Q4: How do I know the working time of my device?

A: You can check the screen of Alpha 2000 to see the working time, or you can calculate the working time using the following formula:  $\text{working time} = 2048\text{Wh} \times 0.85 / \text{device working power}$ . If you connect more extended battery packs, the working time will also be extended.

#### Q5: What solar panel specifications should I use to charge the Alpha 2000?

A: The Alpha 2000 has an XT-60 input interface. You can use a solar panel with a 10-100V output and a power of no more than 800W to power the Alpha 2000. HEPWAY power stations support any brand of



solar panels on the market (parameters above).

**Q6: How should I store the power station and extended battery?**

A: Turn off all outputs. Store in a dry and cool environment. Check the remaining battery power every month. For long-term storage, please charge to about 80% before storage, and remember to fully charge every 3 months.

**Q7: Can I charge the Alpha 2000 using both AC and DC power at the same time?**

A: It is not possible to use both AC and DC power at the same time. If both AC and DC power are connected at the same time, AC power will take priority as the primary input source. When not using AC power for charging, the system will automatically switch to DC power for charging.

**Q8: Are lithium-ion batteries and lithium iron phosphate batteries the same? Which battery is better for solar generators or power stations?**

A: They are not the same. Lithium-ion batteries and lithium iron phosphate batteries are slightly different in performance, chemical composition and lifespan. Lithium iron phosphate batteries have longer life, higher safety and higher thermal stability. The Alpha 2000 series uses lithium iron phosphate.

**Q9: Can I use HEPWAY Alpha 2000X Expansion Battery separately?**

A: No, the expansion battery cannot be used alone. It must be connected to the Alpha 2000 power station for charging and discharging.

**Q10: Is the Alpha 2000X compatible with other power stations?**

A: The Alpha 2000X is only compatible with the Alpha 2000 and cannot be used with other power stations.

## SPECIFICATIONS

Feature	Specification
Brand	Hepway
Model Name	Alpha 2000+Alpha 2000X
Wattage	2000 watts (Rated), 3600 watts (Output), 4000 watts (Starting)
Running Wattage	3600 Watts
Voltage	120 Volts
Fuel Type	Solar
Power Source	Battery Powered
Item Weight	58.4 Pounds
Product Dimensions	17.8"L x 10.31"W x 14.65"H
Material	ABS, Aluminum
Total Power Outlets	4
Special Features	Automatic Shut Down, Digital Display, Overload Protection, Remote Start, Short Circuit Protection
Battery Type	LiFePO4
Battery Cycles	4000+ full charge cycles to 80% capacity

Feature	Specification
AC Recharging Time	~1.3 hours (0-100%)
Solar Input	Max 800W (10-100V)
UPS Switchover Time	<10ms

## WARRANTY AND SUPPORT

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### Warranty Information

The Hepway Alpha 2000 and Alpha 2000X come with a 5-year manufacturer's warranty. Please refer to the included warranty documentation for full terms and conditions.

### Customer Support

For technical assistance, troubleshooting, or warranty claims, please contact Hepway customer support. You can visit the official Hepway store on Amazon for more information:[Hepway Store](#)