

Instructions & FAQ

Anker SOLIX C1000 Portable Power Station Instructions & FAQ

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C1000:



1. FAQ

1.1 Usage Guide

What should I do when using a solar charger to charge my C1000 power station?

The solar input supports an 11 - 60V solar charger with an XT-60 connector. If you use an 11 - 32V solar charger, the current supports 10A max. When you use a 32 - 60V solar charger, the current supports 12.5A max. We recommend using Anker solar panels (200W or 400W) for the best compatibility.

How should I store and maintain the power station?

- Turn off all outputs when not in use to avoid battery power loss.
- Store in a dry and cool area.
- Check battery capacity each week. If the battery level is below 30%, charge to 100%.
- If the power station will not be used for an extended period, ensure to fully charge it to 100% at least once every three months.

What should I pay attention to when using the Anker app?

Connect to a network before using the app for the first time. Once connected, you can link the power station to off-grid devices via Wi-Fi or Bluetooth.

Can I recharge Anker SOLIX C1000 using AC and DC input at the same time?

Using AC and DC inputs simultaneously is not possible. AC input is prioritized as the main input source if both are connected. When AC recharging is not used, it will automatically switch to DC recharging.

How many UL certifications has Anker SOLIX C1000 received?

Anker SOLIX C1000 is certified by ITS in accordance with UL 1012, UL 1778, UL 1973, and UL 60730.

How can I enable SurgePad on Anker SOLIX C1000 ?

SurgePad automatically activates when the total output exceeds the rated power, allowing C1000 Power Station to deliver up to 2400W to high-wattage devices. SurgePad works best with heating devices but is not compatible with precision instruments or devices that require strict voltage regulation or protection.

Can the USB-C ports charge the power station (input only), or are they output only?

The USB-C ports support output only.

Can I use a car charging port to power motorized devices like water pumps, air compressors, or electric saws?

It is not recommended to use devices with a rated current over 4A via a car charging port, as motorized equipment typically has a startup current 3 - 5 times higher than its rated current.

What usage scenarios is C1000 suitable for? Which types of products are not recommended for charging?

Although C1000 has a maximum output of 1800W, inductive load devices and compressor-based devices, such as water pumps and electric saws, may not be suitable because their high instantaneous startup power can exceed C1000's maximum output.

Can I use Anker SOLIX BP1000 Expansion Battery separately?

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

How do I connect or disconnect Anker SOLIX BP1000 Expansion Battery from the power station?

1. Use the battery-to-host cable to connect. An icon will appear on C1000 Power Station's screen.
2. To disconnect, hold the battery's power button for 2 seconds, push the knob in the center of the cable, twist counterclockwise, and pull it out.

Is Anker SOLIX BP1000 Expansion battery compatible with other portable C1000 power stations?

At this time, Anker SOLIX BP1000 Expansion Battery is only compatible with Anker SOLIX C1000.

I am considering purchasing SOLIX C1000 to keep my garage freezer running during power outages. I would like to know if it can send a push notification through an app when it switches to battery power, so I am alerted when the power goes out, and whether it has enough capacity to run a freezer for a short period.

When C1000 is powering your freezer, simply plug the freezer into C1000 and connect the device to the app. You will then be able to monitor the remaining runtime based on the current load directly through the app.

Additionally, the system is designed to keep you informed with low-battery notifications when the charge drops to 10%, 5%, and 1%, ensuring you have timely alerts to take any necessary actions.

How do I turn C1000 on? Why doesn't pressing a button work?

Holding down the power button for 3 - 6 seconds to turn on C1000 is intentional and not a defect. C1000 features a master power switch that must be activated before any other functions can be used. This design prevents accidental activation, reduces unnecessary battery drain, and helps extend overall battery life and capacity.

When I try to connect my device to my phone, it tells me to hold the IoT button for 2 seconds until the logo starts flashing. Where is the IoT button is and which logo is supposed to flash?

The IoT (Internet of Things) button on C1000 Power Station enables and configures the device's wireless connectivity. Pressing the IoT button initiates the pairing process, allowing you to connect C1000 to a smartphone or other devices via the dedicated app.

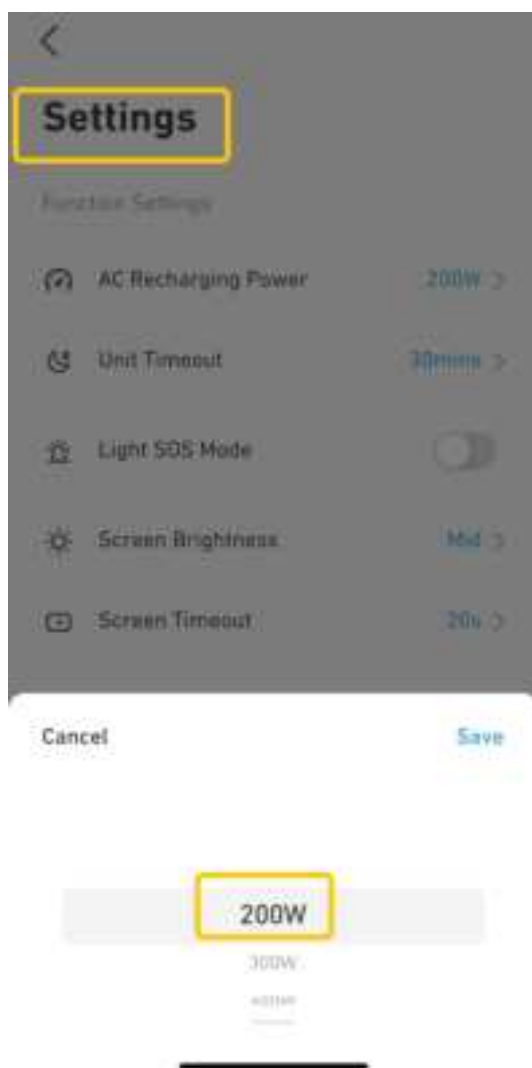
Once connected, you can:

- Remotely monitor and control C1000.
- Check its status.
- Receive notifications (e.g., when it switches to battery power during a power outage).
- Adjust settings through the app

The IoT button makes it easy to integrate C1000 into your smart device ecosystem for enhanced functionality and convenience. Please refer to the attached picture to locate the IoT button.

Can the SOLIX C1000 app limit the AC charge rate? I need to keep the input within my inverter's wattage.

Yes, we do have this setting in the SOLIX C1000 app. You can control the AC input charge rate to limit it according to your inverter wattage. Refer to the picture attached. Important: Set this before starting the charge. If not, the default charge power of 1000W may cause C1000 to overload.



Do the AC outlets on SOLIX C1000 automatically turn off after a period of low wattage draw? If so, what are the time duration and wattage threshold?

Our AC outlet has a smart socket function. When SOLIX C1000 detects that no device is plugged into the AC socket, and the AC output power is less than 15W, the AC output will automatically shut down within 15 minutes. When SOLIX C1000 detects that a device is plugged into the AC socket, regardless of whether the device is turned on, the AC will not automatically shut down.

If a device is plugged into the AC socket and it still automatically shuts down, it means that the smart socket is broken.

How does the ultra-fast charging function on Anker SOLIX C1000?

Thanks to HyperFlash™ technology, the portable C1000 Power Station can be recharged to 100% in 58 minutes via a wall outlet with a 1300W input, which is 27% faster than C1000 power stations with the same capacity.

Works with Maximum Power Point Tracking (MPPT) to get maximum solar charging efficiency. The portable C1000 power station supports 600W maximum solar input, which can recharge C1000 power station 100% in 1.8 hours—40% faster than C1000 power stations with the same capacity.

Can Anker SOLIX C1000 work with my EverFrost Powered Cooler (95W)?

Yes, Anker SOLIX C1000 with a rated output power of 1800W can work with EverFrost Powered Cooler.

Will C1000 only allow connection to 1 expansion battery?

Yes, C1000 supports only one expansion battery, which uses its own external battery, the BP1000.

Can C1000 be daisy-chained to double its peak / surge output?

The output is 1800W, but it can supply up to 2400W to devices that do not have strict voltage requirements.

Can you use the 760 expansion battery with C1000?

No, C1000 works only with the BP1000 expansion battery.

Are both USB-C ports bidirectional (PD) to charge C1000 or external devices?

No, both USB-C ports are output-only and can be used to charge external devices only.

Does C1000 support Bluetooth and Wi-Fi for the app?

Yes, it supports both Bluetooth and Wi-Fi. Make sure C1000 is turned on and the IoT button (below the main button) is flashing when connecting.

Can C1000 be used for EV Car charging?

The power station can not be used for EV Car charging. It is mainly used for charging small heating device such as coffee makers, microwave machines or kettles, etc.

Will the C1000 expansion battery also work with F2000?

No, the C1000 expansion battery model BP1000 will work with C1000 only.

Does C1000 support UPS functionality?

Yes, it can be used as a UPS, with a maximum output of 1440W for your devices.

I want to quick-charge C1000 using my Ford Bronco. The 12V cigarette plug is too slow, and the 400W outlet doesn't work. I'm considering a 500W or 1000W inverter and leaning toward 1000W. Can C1000 handle it, or should I stick with 500W?

The 400W outlet may not work because it might not provide a pure sine wave, which C1000 requires, and its actual output may be lower than labeled. C1000 can accept up to 1300W AC input, and you can try setting AC Recharging Power to 200W in the app.

A 1000W pure sine wave inverter is a good choice and will allow faster, compatible charging.

Can I use the SOLIX C1000 Power Station to charge a standard electric bike battery (500W)?

Yes, SOLIX C1000 Power Station's AC output port can be used to charge a standard e-bike battery rated at 500W. The power station is highly compatible and has ample capacity to power a wide range of devices. It features multiple ports and can power up to 99% of appliances, with a maximum output of up to 1800W.

I have two C1000 units and one expansion battery, and I'm considering adding a DC-to-DC charger: Victron Energy Orion-Tr Smart DC to DC Charger (Bluetooth) – 12/12V, 30A, 360W, Non-Isolated. Is this compatible with my SOLIX C1000?

This charger should work for charging both C1000 units. Each C1000 draws about 120W on the 12V DC port, so two units together would need roughly 240W. The Victron charger's 360W capacity is sufficient.

Notes:

- Use an appropriate Y-splitter or carefully managed wiring to safely distribute current to both units.
Confirm the input specifications of your C1000 units to ensure compatibility with the charger's output.
Ensure your source battery and wiring can handle the combined load if charging both units simultaneously.

Does the 12V socket on C1000X have voltage regulation? Specifically, can it maintain around 13.6V throughout the entire capacity range, down to 1% remaining? I need this to run a 12V refrigerator, as many other power stations lack regulated 12V outputs, causing the refrigerator to shut off when the voltage drops below 12V.

The 12V car socket on C1000X is regulated and designed to maintain a constant output of around 13.4V, even as the battery level decreases.

To ensure stable voltage at your appliance, use appropriately sized cables—avoid long or thin wires, as high current draw can cause voltage drops along the cable. With proper cabling, you can reliably power a 12V refrigerator from C1000X without the voltage falling below the required level.

1.2 Purchase Guide

Does the price of Anker SOLIX C1000 include VAT, customs duty, and shipping costs?

In the US and Canada, prices on Amazon and the Anker website include customs duties and shipping costs, but do not include tax.

In the UK and EU, prices on Amazon and the Anker website include VAT, customs duties, and shipping costs, and these fees are non-refundable.

Is it possible to use two or more coupons per transaction?

No, coupons and discount codes cannot be combined.

Is it possible to buy batteries like C1000 with a European setup in the US?

We only sell US versions in the US. For an EU version, order from our EU website, arrange shipping to the US, and use a voltage converter to switch from 230V to 120V.

1.3 Product Specification

What is the noise level, in decibels, for C1000? How about C1000 with a full load?

Typically, the noise level of our C1000 power stations at full load is around 50 - 60 decibels. When connected to low-power devices such as watches, phones, etc., there is virtually no noise.

However, please note that the actual noise level might vary based on the specific load and other factors. We recommend you consider your personal comfort level and the specific usage scenario when making a purchase decision.

What is the output voltage of the 1056Wh battery in C1000?

Here is the Output Voltage of the 1056Wh C1000 Power Station.

AC Output

120V~ 15A, 60Hz, 1800W Max

USB-A Output

5V=2.4A Per Port

USB-C Output (100W)

5V=3A / 9V=3A / 15V=3A / 20V=3A / 20V=5A (100W Max)

USB-C Output (30W)

5V=3A / 9V=3A / 12V=2.5A (30W Max)

What are the dimensions and weight of Anker SOLIX C1000?

Size: 14.8 × 8.07 × 10.39 in (37.6 × 20.5 × 26.7 cm)

Weight: 28.44 lbs (12.9 kg)

What accessories come with Anker SOLIX C1000?

- AC Charging Cable
- Car Charging Cable to XT60
- 3-Port MC4 connector
- Safety Manual

What is the SurgePad on Anker SOLIX C1000?

The rated power of the Anker SOLIX C1000 is 1800W, but it can support devices rated up to 2400W.

It does this by slightly lowering the voltage and increasing the current, allowing devices that normally require 2400W to run at 1800W.

This method works mainly for heating devices, which can operate at lower voltages. It is not suitable for devices with motors or other equipment that require a specific voltage and current to start.

What is the operating temperature range for Anker SOLIX C1000?

Discharging Temperature: -4°F - 104°F / -20°C - 40°C

Charging Temperature: 32°F - 104°F / 0°C - 40°C

What kind of solar panel can charge Anker SOLIX C1000?

C1000 is compatible with solar panels whose maximum output is 11 - 32V= 10A; 32V - 60V= 12.5A (600W Max).

What is the transfer time when using Anker SOLIX C1000 as a UPS?

20ms is the transfer time when using Anker SOLIX C1000 as a UPS.

The documentation says AC Output 120V~ 20A. Is the TT-30 port a true 30A?

The TT-30 port can physically accept a 30A RV plug, but C1000 only provides a 20A output.

2. Troubleshooting

Why won't the car charger port charge my device below 120W?

Make sure to insert the car charging device before turning on the car charger button. Failing to do so may trigger overload protection.

My C1000 power button is intermittent. Sometimes I need multiple presses to turn the unit or display on/off. Is it defective?

No, this is normal. Press and hold the power button for 3 - 5 seconds to turn C1000 on or off.

After upgrading to firmware 1.5.4, my BP1000 charges fine via AC but won't charge via solar when C1000 AC output is connected.

We do not recommend charging and discharging at the same time. If the solar output is less than the load, charging will fail. Turn off the AC output and try again to charge the BP1000 via solar.

My C1000 Power Station won't take a charge. Is there anything we can do?

If your C1000 stops taking a charge, please provide a short video showing the issue.

Try the following steps:

- Use a needle to press the factory reset port and ensure the firmware is up to date.
Recharge via a car cigarette lighter using the supplied XT60 car charging cable.
- Recharge via an 11 - 60V solar panel through the XT60 port to test solar charging.

What do I do if my C1000 doesn't have a good range and it loses power too fast when charging devices?

If your C1000 discharges too quickly when charging devices:

1. Provide the model and specifications of the connected device.
Estimate runtime using the formula:
Battery capacity (Wh) × 80% ÷ Device wattage (W) = Hours of use
This helps determine if the discharge rate is reasonable.
2. Try using a known working cable and/or a different device to rule out issues.

What do I do if my C1000 is not charging anymore and does not charge my devices either?

1. Provide a short video showing the issue, and let us know if it occurred on first use or after working normally.
2. Press the factory reset port with a needle and ensure the firmware is up to date.
3. Understand that around 20% of battery capacity is lost to circuit heat and voltage conversion, so the battery supplies about 80% of its rated power. Small power draws occur whenever ports/buttons are on.
4. Try recharging via the supplied car charging cable using the XT60 port and a cigarette lighter.
5. Try recharging via an 11 - 60V solar panel through the XT60 port.
6. If devices are not charging properly, provide:
 - Model and specifications of the connected device.
 - Whether it used to work properly.
 - Test results using a phone or a laptop.

C1000 cannot run my device. I may need a bigger system. Please advise?

Approximately 20% capacity of all batteries is lost in circuit heat and voltage conversions. Thus, the battery is able to supply 80% power to other devices. When using the USB ports, car charger port, or AC port to charge other devices, as long as the ports/buttons turn on, there will be a small draw of power, and that is self-consumption.

To assist you, please provide the model and specifications of the connected device and how long you expect C1000 to run it. We can then recommend the most suitable model for your needs.

What do I do if I tried updating the firmware a few times, but it always stopped at 99%?

When performing a firmware upgrade, ensure C1000 is charging via AC and the power level is above 5% and make sure the Wi-Fi connection is stable. If the issue persists, please upload the app logs and provide your C1000's serial number for further assistance.

How to upload logs:

1. Open the app and tap **Profile** at the bottom right.
2. Go to **Settings** and select **Upload log**.
3. Follow the prompts to upload your app log.

What should I do if the Bluetooth connection or Wifi connection fails?

If you are unable to connect to Bluetooth, please follow the instructions below:

If Bluetooth connection fails:

1. Open the app, go to the **Device** tab, and tap the **+** in the upper right to add a device.
Ensure the IoT broadcast is on (the IoT icon should flash on the device). If not, turn it on or reset Bluetooth / Wi-Fi.
2. Scan for the device, tap its icon, and follow the app instructions to complete Bluetooth setup. You can choose Bluetooth-only control or connect it to Wi-Fi during the process.

If Wi-Fi connection fails:

1. Make sure you have registered an Anker app account.
2. Check your Wi-Fi password; avoid special characters or spaces.
3. Some Wi-Fi protocols may be incompatible. Try another network or use a mobile hotspot.

I didn't receive a paper manual. Please send one to me.

To reduce environmental impact, we've replaced paper manuals with electronic versions. We understand that a physical manual is more convenient, and we are expediting production for future batches.

- A PDF version of the manual is attached and available for download:
<https://support.ankersolix.com/s/download-preview?urlname=A1761-Anker-SOLIX-C1000-User-Manual>.
- Manuals in different languages are available here:
https://support.ankersolix.com/s/filter-by-type?type=download&categorys=Anker_SOLIX_Document_Center&product=a085g00000BdZBPAA3.
- If you provide your shipping address, we can mail a printed copy.

My PS200 solar panel only outputs 120W max. Is this the expected performance?

For optimal performance, the solar panels must be fully unfolded and placed in direct sunlight, ensuring no shadows or obstructions reduce their efficiency. Limited sunlight during winter may result in very low power generation, causing C1000 to charge more slowly.

It's normal for the power output of Anker 200W solar panels to be above 60% of their rated capacity. Maximum output is not always reached during peak sunlight, as panel heating can slightly reduce power generation.

Under ideal conditions, a 200W solar panel typically takes about 7 - 8 hours to fully charge C1000. To troubleshoot, fold the panel for 5 minutes, then unfold it fully in direct sunlight and attempt to charge C1000 again.

If the charging time is close to the expected duration, your solar panels are functioning normally, and you can continue using them as usual.

I bought a C1000 and received a pair of 3-port MC4 cables. How do I use it?

The 3-port MC4 cables you received can be used to connect up to 3 MC4 solar panels, such as Anker PS100, PS200, or PS400. These solar panels come with an MC4 to XT60 cable that allows C1000 to be connected via its XT60 port.

The 3-port MC4 cables can also be connected with non-Anker solar panels, as long as the solar panel operating voltage is between 11 - 60V and uses MC4 ports.

How can I connect C1000 with my solar panel if you do not offer an MC4-to-XT60 cable ?

The MC4 to XT60 cable is supplied in Anker solar panel packaging. If you order a PS100, PS200, or PS400, you will receive an MC4 to XT60 cable and a pair of MC4 extension cables.

If you wish to receive one, please let us know, and we will be glad to send it to you.

I didn't receive the 2-port XT60 cable as shown in C1000 manual. Can one be delivered to my address?

Although the 2-port XT60 cables are out of stock, we still have 3-port XT60 cables available. We can arrange for a 3-port XT60 cable to be sent to you. This cable includes an additional pin compared to the 2-port XT60 cable, allowing you to connect an extra solar panel.

What do I do if my C1000 is making strange noises?

To help us assist you, please confirm whether the noise you're hearing is a single "click" or a continuous fan sound.

1. **Single "Click" Sound:** This usually comes from the internal relay engaging when AC/DC input starts or stops charging, or when the inverter turns on or off. This is normal behavior.
2. **Continuous Fan Noise:** Ensure air is blowing from the side vents. The fan cools the internal battery or circuit board as they heat up. Fan speed and noise increase with higher charging or discharging power, reaching about 50 decibels. To reduce fan noise, you can adjust the charging power via the app.
3. **Loud or Piercing Noise:** Please record a video and send it to us for further investigation.

Additional troubleshooting steps:

- Press the factory reset port with a needle and ensure the firmware is up to date in the Anker app.
- Discharge C1000 to 10%, then recharge to 100%. Leave it unused for 1 - 2 days and check if the issue persists.

How long will C1000 charge my device?

To ensure compatibility, please provide the model and specifications of your device, including its maximum input wattage. This will help us determine if a C1000 can run your device for approximately XX hours per day.

What is the power-saving logic behind the AC output and the 12V DC output?

AC Port Behavior:

- Output $\geq 20W$: AC port stays on. If a device is detected, shutdown time can be set via Unit Timeout in the app.
Output $< 20W$ with a device detected: AC port stays on; shutdown time can be set via Unit Timeout.
Output $< 20W$ with no device detected: AC port turns off after 15 minutes.
This can be disabled by turning off **AC Output Smart Mode** in the app.

12V DC Car Port Behavior:

- Output $\geq 3W$: Port stays on; shutdown time adjustable via **Unit Timeout** in the app.
Output $< 3W$: Port turns off after 5 hours. This can be disabled by turning off Car Port Saving Mode in the app.

I can charge my device (less than 1800W) using the wall outlets, but when I plug it into the 1000 AC outlet, it keeps shutting off. How do I resolve this?

If your device (under 1800W) charges from a wall outlet but shuts off on C1000 AC outlet, it may be due to the plug not being fully inserted. The smart socket may not detect the device, triggering automatic shutdown after 15 minutes if the power is below 20W.

1. Please provide the model and specifications of the connected device.
2. Our engineering team released firmware v1.5.4 to optimize AC outlet performance. Please upgrade C1000 via the app (see attached instructions).
3. Turn AC Output Smart Mode off in the app.

If the issue continues, upload the device log and app log so our team can investigate further.

When I plug my device (less than 120W) into C1000's car socket, it keeps shutting off. How do I resolve this?

C1000 automatically turns off the 12V port if power consumption is below 3W for more than 5 hours. This feature conserves energy and extends battery life.

1. Firmware v1.5.4 optimizes the 12V car charging function. Please upgrade your device via the app using the attached instructions.
2. Please turn the Car Port Saving Mode off in the app.

If the device still turns off randomly, please upload both the device log and app log for further analysis. Note that a Wi-Fi connection is required to upload the device log, as Bluetooth does not support this function.

What do I do if BP1000 cannot be recognized in the app after the firmware update?

Please provide C1000 serial number (located on the base/back of the unit) and the email address used to register the app. Our product team will then push a new firmware update to resolve this issue.

C1000 is charging properly but BP1000 doesn't work at all. What can be done?

1. Confirm that when BP1000 is connected to C1000, C1000 is connected to the AC charging cable and fully charged to 100%.

Note that if C1000 is not fully charged and is simultaneously connected to the AC charging cable and BP1000, the AC charging cable will charge C1000 first. Only after C1000 is fully charged will it charge the BP1000.

2. Confirm that the firmware has been updated to V1.5.4 in the Anker app. If the issue persists, please replace the BP1000.

My C1000 only charges at 600W to 700W, even if I turned the ultra-fast charging on at 1300W. Is my C1000 faulty?

Please provide an app screenshot showing the temperature.

1. Reset C1000 using a needle on the factory reset port and ensure the firmware is up to date.
2. Turn on Ultra Fast Charging and monitor the battery temperature in the app.
3. Try charging C1000 again at a temperature above 68°F using the AC adapter, car cigarette lighter, or solar panel separately, and check if the battery still shows 0%. Internal tests indicate this often resolves the issue.

If the problem persists, upload both the device log and app log via the app for further analysis. A Wi-Fi connection is required, as Bluetooth cannot upload the device log.

Provide the serial number (on the base/back) and the email used to register the app.

Isn't C1000 supposed to function between 0 and 40°C (32 - 104°F)? Why won't it self-charge at 2°C (35°F)?

Please note that when the display shows 2°C (35°F), the actual battery cell temperature may be close to 0°C. Minor discrepancies are normal and do not indicate a quality issue.

Check the battery temperature in the app. If it is below 2°C (35°F), place C1000 in a warmer location before use.

How do I turn C1000 Power Station off if I am not at home?

1. **Unit Timeout:** This feature lets C1000 automatically shut down after a set number of hours when it is neither charging nor discharging. Configure the timer in the Anker app.
2. **Turning On After Shutdown:** After automatic shutdown, press and hold the main power button for 3 - 6 seconds to turn C1000 back on. Short-press power-on is disabled to prevent accidental battery drain.
3. **Charging While Shutdown:** If C1000 is shut down, connecting the AC charging cable will start charging automatically without holding the power button.

The app is showing both E3 and E4 errors, but I haven't connected any devices to the USB-A port.

Please provide the following:

- A photo of the USB-A port.
- The model and specifications of the low-power device connected to it.

Once received, we will arrange a return and replacement.

I charged my C1000 all day via solar with devices plugged in and the BP1000 connected, but the next day C1000 didn't reach 100% and the BP1000 wasn't charged. What do I do?

1. Avoid Connecting Loads While Charging the BP1000

When the BP1000 is connected to C1000 for charging, please ensure that no additional devices (such as phones, laptops, etc.) are connected to C1000. Disconnecting these devices will help optimize the charging process.

2. Charging Logic Between C1000 and BP1000

C1000 prioritizes charging itself to 100% before it begins charging the BP1000. To ensure proper charging, we recommend disconnecting the BP1000 until C1000 is fully charged.

3. Discharging Logic Between C1000 and BP1000

When discharging, the system prioritizes using the BP1000 first to ensure C1000 retains power. This is by design to maximize the efficiency of the system.

4. Solar Charging During Low-Light Conditions

We do not recommend using solar panels to charge C1000 during nighttime, sunrise, sunset, or other low-light conditions. During these times, the solar panels generate very limited power, which may result in extremely low or no charging. This can cause the BP1000 to slowly deplete its power until it is fully discharged, and then C1000 will begin to lose power as well.

Does C1000 not accept both AC charging and DC charging simultaneously?

C1000 does not support AC recharging and DC recharging at the same time. When AC and DC are plugged in at the same time, C1000 receives AC recharging in priority and switches to DC recharging only when the AC is disconnected.

What do I do if I just received my C1000 and it won't turn on?

Activation is required before using C1000 for the first time.

To activate C1000, please use the supplied AC charging cable and plug it into the wall outlet. You can also press the blue main button and hold it for around 5 - 6

seconds to turn C1000 on. Only when the unit is activated, all other buttons work properly.

What do I do if my product looks fine but doesn't work?

Please provide details about the issue so we can offer targeted troubleshooting and begin a warranty claim.

To speed up the process, also provide:

- Order number and purchase invoice.
- Current shipping address.
- Item serial number (SN), located on the base/back of the unit, e.g., SN: ABC123XXX. If unavailable, a photo of the product specifications will suffice.

I received my C1000 today, but it won't turn on. Was it "deeply discharged" during delivery? Could this have damaged the battery, since Anker recommends not discharging below 30%?

Generally, the battery level is between 30% and 80% when delivered to the customer. Before using C1000 for the first time, activation is required.

To activate C1000, please use the supplied AC charging cable to plug it into a wall outlet.

Alternatively, you can press and hold the blue main button for about 3 - 6 seconds to turn on C1000. Only after the device has been activated will all other buttons function properly.

I purchased SOLIX C1000X to power a Tripp-Lite SRCOOL12K portable AC (12 A, 1400 W). While the battery should support this load, it shuts off when the compressor starts, even when using the "Surge Power" port. Is this a setup issue, or is the AC incompatible with C1000X?

Based on its specifications, SOLIX C1000X should technically be able to support the load of your Tripp-Lite SRCOOL12K air conditioner. However, the issue you are experiencing may be caused by the surge of power required when the compressor starts up, which can exceed the instantaneous output capacity of C1000X and lead to a shutdown.

Here are some troubleshooting steps you can try:

1. Check the Starting Power of Your Compressor

If the compressor's surge power exceeds 1800W, it may trigger an overload and cause the AC output to shut off.

2. Smart Outlet Power-Saving Feature

SOLIX C1000X has a smart outlet feature. If no device is detected and the power consumption is less than 15W for 15 minutes, the AC output will turn off. Please make sure the air conditioner is properly detected by the power station.

3. Check Device Compatibility

Carefully check the compatibility between your air conditioner and the power station. Some devices have unique power requirements that may not be fully compatible with portable power stations.

4. Firmware Updates

Check if there are any available firmware updates for the SOLIX C1000X that might address this issue.