



# ZENDURE SolarFlow Smart PV Hub User Manual

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## ZENDURE SolarFlow Smart PV Hub User Manual



### 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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## 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>.

## Specifications

SolarFlow system include Smart PVHub and Add-on battery AB1000. SolarFlow and Microinverter constitute a small grid-connected PV energy storage system, which aims to help users to save electricity bills. This product cannot be used during power outages.

Name	Smart PVHub 1200 Controller
Model	ZDSPVH1200
Weight	≈ 4.7 kg
Dimensions L*W*H	363×246×64 mm
Wireless Type	Bluetooth, 2.4GHz Wi-Fi,
IP Level	IP65
Warranty	10 Years
PV Input	
Recommended Input Power	210-550W each
Maximum Input DC Voltage	60V
MPPT Voltage Range	16-48V
MPPT Full Power Voltage Range	31-48V
Min DC Input Voltage	16V
Max Input Current	2*13A

Number of MPPT	2
AB1000 Input	
Max Input Power	1200W
Max Input Current	25A
Rate Voltage	48V
Charging AB1000	
Max Input Power	800W
Max Input Current	16.6A
Voltage Range	42-54V
Output to Microinverter	
Recommended Microinverter's Power	400-1200W
Rated Output Power	1200W
Max Microinverter Output Power	1200W
Rated Output Current	30A
Nominal Voltage Range	16-60V
Efficiency	
Output Efficiency	98%
MPPT Efficiency	99%
Working Temperature (° C)	-20-45°C
Model	ZDA B1000
Weight	≈ 11.5kg
Dimensions	350×200×186.5mm
Capacity	960Wh/48V
Type	LiFePO4
Output Power	1,200W Max
Input Power	800W Max
Max Extend Number of Battery	4
Max Extend Capacity	3,840Wh
IP Level	IP65
Color	Gray
Charging Temperature	0-45°C
Discharging Temperature	-20-45°C
Warranty	10 Years

Smart PV Hub controller doesn't include a battery pack, and the battery needs to be purchased separately. For more information about battery AB1000, please check the user manual of AB1000

## **SAFETY INSTRUCTION**

### **Usage**

1. Please check whether SolarFlow is damaged, cracked, liquid leakage, heat or other abnormalities or cables are damaged before operating. If any, please stop using the product immediately and contact our customer service.
2. Keep a distance of 50mm between Smart PVHub and other objects.
3. During the operation of the solar energy system, avoid direct sunlight to prevent the SolarFlow system from overheating. Do not place the SolarFlow near any heat source.
4. Do not use around strong static electricity or magnetic fields.
5. It is prohibited to place the equipment in an environment with flammable, explosive gas, or smoke. Since SolarFlow relies on the shell to dissipate heat, over-temperature of the shell will lead to damage.
6. Do not attempt to replace the internal components of the equipment by any unauthorized personnel.
7. Please install the product according to our user manual to avoid damage to the product or injury to other people.
8. Ensure before finishing installation, the solar cable, the micro-inverter cable to home grid are disconnected.
9. Ensure that Smart PVHub and micro-inverter are installed firmly to avoid accidents and product damage caused by dropping.
10. SolarFlow 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 away 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.
11. Please ensure proper ventilation while in use, inadequate ventilation may cause permanent damage to the equipment.
12. Do not place anything on the top of SolarFlow, please install it where people cannot touch it.
13. Do not move or shake the unit while operating as vibrations and sudden impacts may lead to poor connections to the hardware inside.
14. Case of fire, only a dry powder fire extinguisher is suitable for the product.
15. Only clean the ports with a dry cloth.
16. Keep out of reach of children and pets.
17. For safety purposes, please use only the original charger and cables designed for the equipment. We are not liable for damage caused by thirdparty equipment and may render your warranty invalid.

### **FCC STATEMENT**

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

#### **FCC Radiation Exposure Statement**

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

#### **EC DECLARATION OF CONFORMITY**

ZENDURE TECHNOLOGY CO., LIMITED declares that the SolarFlow product (Smart PVHub and Add on battery AB1000) complies with directive 2014/53/EU (RED) , 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**

Disposal of packaging. Dispose of the packaging separately by type. Dispose of cardboard and paper in the waste paper collection. Foils for recycling collection.



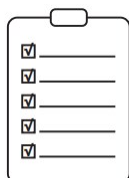
Dispose of old equipment (applies in the European Union and other European countries with separate collection (waste collection)) Old equipment must not be disposed of in household waste! Every consumer is legally obliged to dispose of old equipment that can no longer be used separately from household waste, for example at a collection point for recyclables.

To ensure proper recycling and avoid negative impact on the environment, electronic devices must be taken to a collection point in their community or district. For this reason, electronic devices are marked with the symbol shown here.

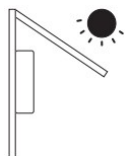


Batteries and accumulators must not be disposed of in household waste! As a consumer, you are legally obliged to dispose of all batteries and accumulators, regardless of whether they contain pollutants or not, at a designated collection point. To be delivered to the collection point in your community/city or to the trade, so that they can be disposed of in an environmentally friendly way. Marked with: Cd = Cadmium, Hg = Mercury, Pb = Lead. Return your product with built-in battery only in a discharged state to your collection point!

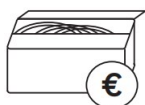
## Important Tips



The solar PV system is grid-tied. Please check if it is allowed in your area. Depending on the region, official approval may be required before or after installation.



Smart PVHub and AB1000 should be protected from direct sunlight to prevent rapid temperature increase



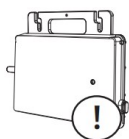
Please check the accessories before installation, some accessories need to be purchased separately.



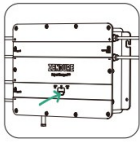
After the installation, please first download the Zendure App to check electricity produced and set the power to the miCroinverter



After SolarFlow installation, it will take about 5 minutes before it can be connected to the grid, and the data will be synchronized to the Zendure App within 20 minutes.



Before setting the output to miCroinverter, please confirm the rated power of your miCroinverter, the output to miCroinverter should not be greater than the rated power of your miCroinverter.

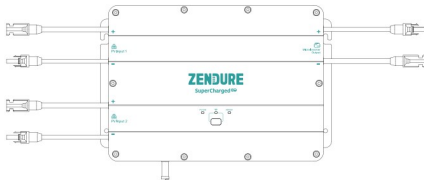


Please turn off the device p (ess and hold the IOTobutton on Smart PVHub for 6 seconds ) fore removing or installing battery AB1000.

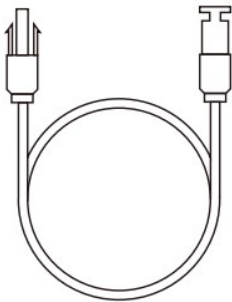
## Getting Started

### What's in The Box

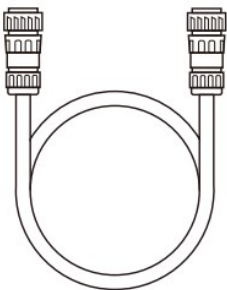
- 1\* Smart PVHub



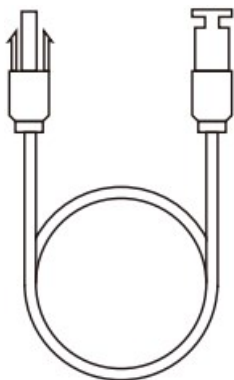
- 4\* Solar Cable 3m



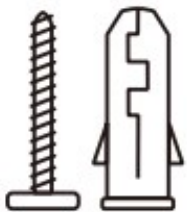
- 1\* Battery Cable 1.5m



- 2\* Micro Inverter Cable 0.6m



- 6\* Mounting Screws M4.7\*39mm



- 1\* Aerial



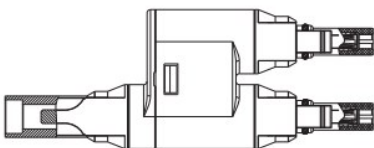
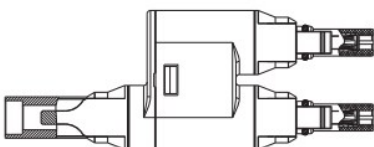
- 2\* Flat Washer



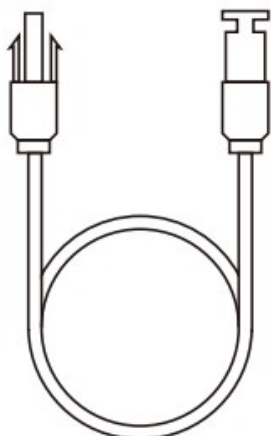
1. **Solar Cable:** Used for solar panels connection.
2. **Battery Cable:** Used for AB1000 connection.
3. **Microinverter Cable:** Used for Microinverter connection.
4. **Mounting Screws:** Hooking up PVSmart Hub and Microinverter.
5. **Flat Washer:** Used to fixed the Microinverter.

## Accessory Pack

- A Set of MC4 Y connectors 1-to-2



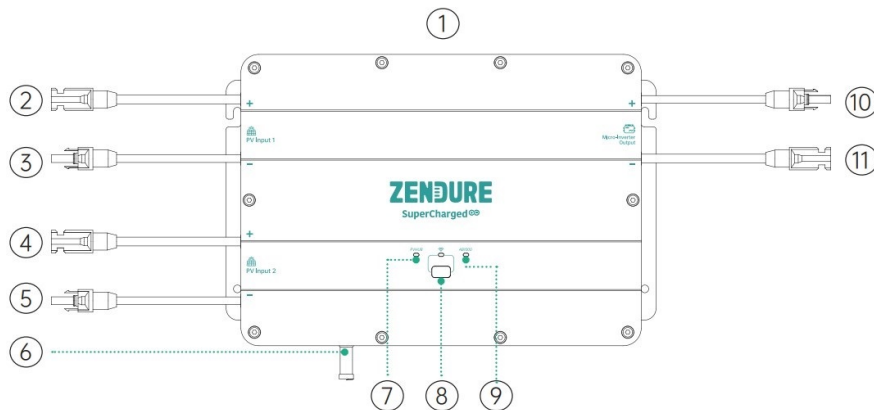
- 2\* Microinverter Cable 0.6m





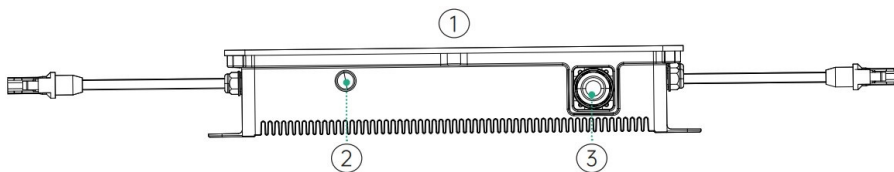
## Product Overview

### Button:



1. TOP
2. MC4 Connector PV Input 1 positive electrode
3. MC4 Connector PV Input 1 negative electrode
4. MC4 Connector PV Input 2 positive electrode
5. MC4 Connector PV Input 2 negative electrode
6. Aerial
7. PVHub Status Indicator
8. IoT Button & Indicator
9. AB1000 Status Indicator
10. MC4 Connector Micro-Inverter Output positive electrode
11. MC4 Connector Micro-Inverter Output negative electrode

1. Bottom
2. Aerial Port
3. Battery Port



**IoT Connection:** After Smart PVHub is powered on, the IoT indicator starts to flash rapidly, and the device automatically enters the IoT connection. Users can directly connect to IoT on Zendure App.

### Tips:

- After the device is bound to Zendure Apps, when SolarFlow is turned on again, the IoT indicator light flashes slowly until it can communicate with the Zendure App.
- If you want to re-bind the account and reset the IoT connection, please press and hold the IoT button for 3 seconds to start the IoT connection.
- **Turn On SolarFlow System:** Press and hold the IoT button 2 seconds to turn on PVSmart Hub & AB1000.
- **Turn Off SolarFlow System:** Press and hold the IoT button 6 seconds to turn off PVSmart Hub & AB1000.

- **Turn Off IoT:** Press and hold the IoT button 1 seconds to turn off IoT.
- **PV Smart Hub & AB1000 Hardware Reset:** Press and hold the IoT button 10 seconds to reset PV Smart Hub & AB1000.

#### Tips:

- Both Solar panels and AB1000 power supply can wake up PVSmart Hub.
- To protect the battery, AB1000 will be turned off at the factory, so please activate the battery by turning on SolarFlow for the first time (press and hold the IoT button for 2 seconds).
- Before unplugging a connection, please turn off SolarFlow P (press and hold the IoT button 6 seconds .)

#### Operation Guidelines:

##### Tips:

##### The working process of SolarFlow as follows:

First the Smart PVHub is turned on, then it will enter the working state (the Smart PVHub indicator will light green), second the IoT function will be awakened, and the device will directly enter Wi-Fi connecting state (the IoT indicator flashes green), and finally, the Smart PVHub will send a signal to activate A1000 (the AB1000 indicator flashes green for 2 seconds before entering a steady state).

Item	Item	How To	LED Indicator
Smart PVHub	Power ups	Connect P or AB1000	PVSmart Hub indicator lights green
	Power outage	Disconnect P or AB1000	All indicators not be lit
	start IoT Connection	After Smart PVHub Power ups	IoT Indicator flashes green slowly
	IoT Connecting	After Smart PVHub power ups	IoT indicators flashes green
	Finishing IoT Connection	/	IoT indicator lights green
	Reset IoT Connection	Press and hold IoT button for 3 seconds	IoT indicators flashes green
	Turn off IoT	Press and hold the IoT button 1 seconds	IoT indicators not be lit
	Turn on IoT	Press and hold the IoT button 1 seconds	IoT indicators flashes green
	overvoltage reminding/ overcurrent reminding / short circuit reminding / error reminding	Please stop using immediately, check the detailed error information in Zendure APP, and contact customer service	PVSmart Hub Indicator flashes red
	AB1000 connection	After Smart PVHub Power ups	AB1000 indicator flashes green for 2s and then stays lit green
	AB1000 recharging	/	AB1000 indicator flashes green

AB1000	AB1000 battery left capacity	Display on Zendure App,Download the Zendure App and bind Solar Flow	/
	low power reminding	Display on Zendure App,Download the Zendure App and bind Solar Flow	AB1000 indicator lit red
	Low temperature warning	Waiting the temperature is normal before using	AB1000 indicator flashes red
	high temperature warning		
	overvoltage reminding/ overcurrent reminding / short circuit reminding / error reminding	Please stop using immediately, check the detailed error information in Zendure APP, and contact customer service	AB1000 indicator lit red
Turn on SolarFlow		Press and hold the IoT button 2 seconds	<ul style="list-style-type: none"> <li>• PVSmart Hub indicator lits green</li> <li>• lot indicator flashes green</li> <li>• AB1000 indicator flashes green for 2s and then stays lit green</li> </ul>
Turn off SolarFlow		Press and hold the IoT button 6 seconds	All indicators not be lit
PV Smart Hub & AB1000 Hardware Reset		Press and hold the IoT button 10 seconds	/
PV Smart Hub & AB1000 OTA		Download the Zendure App to OTA	/

### Tips:

- Choose one of bluetooth or Wifi on Zendure App, Wi-Fi is preferred .

### Installation

- If you wish to verify and commission your solar system immediately, complete the installation when the weather is sunny.
- It is recommended that at least two people participate in the installation.
- Please remember whether connecting or disconnecting Smart PVHub with AB1000, solar panels or miMroinverters.make sure SolarFlow is turned off by pressing and hold the IoT buttonfor 6 seconds.

### Installation Steps Overview

- A.** Disconnect the solar panel,micro-inverter and the home grid
- B.** Install Smart PVHub
- C.** Install Smart Microinverter

- D.** Find a place to stack AB1000
- E.** Connect the top one AB1000 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. Follow the instructions of the app to set up device. After 20 minutes, you will get the SolarFlow power storage system's data on your Zendure app.

**Tips:**

According to the government's regulations and to ensure safety, the Microinverter can only start working after connecting to a powered grid for 5 minutes. To improve the accuracy of the data, the system will verify and validate it for 15 minutes before showing it on the app.

**Installation Tools**

**Tips:**

Before installation, please check all accessories and prepare the following tools (tools are not included in the purchase)

- Phillips Screwdriver



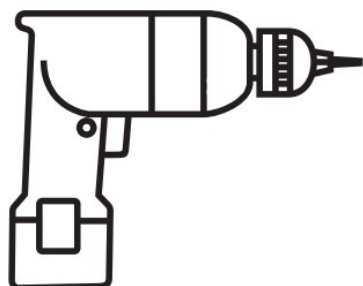
- Hexagon Wrench



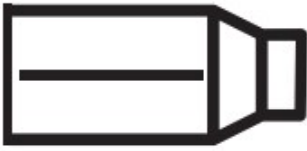
- Work Gloves



- Electric Drill



- Marker Pen



- Tape Measure

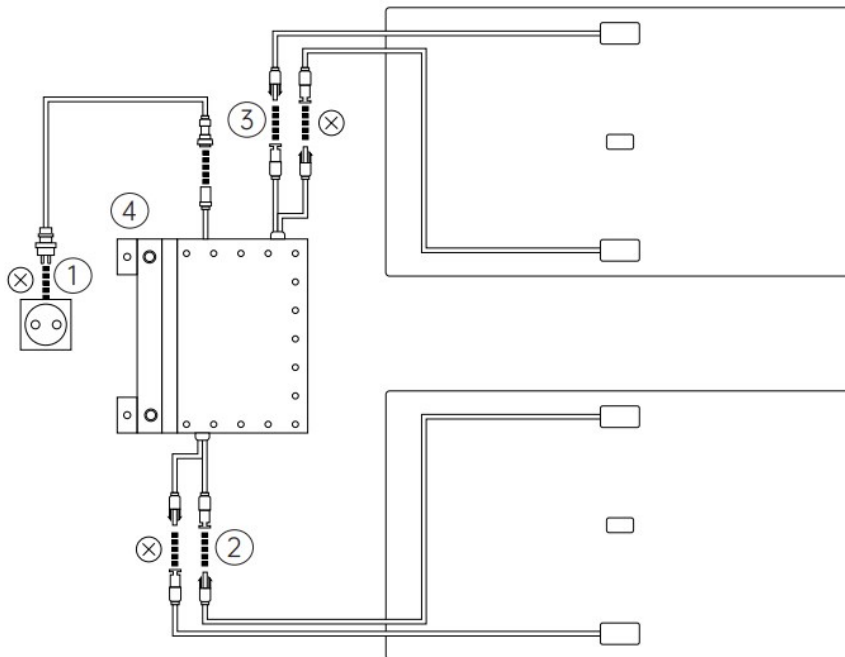


## Disconnection

### Tips:

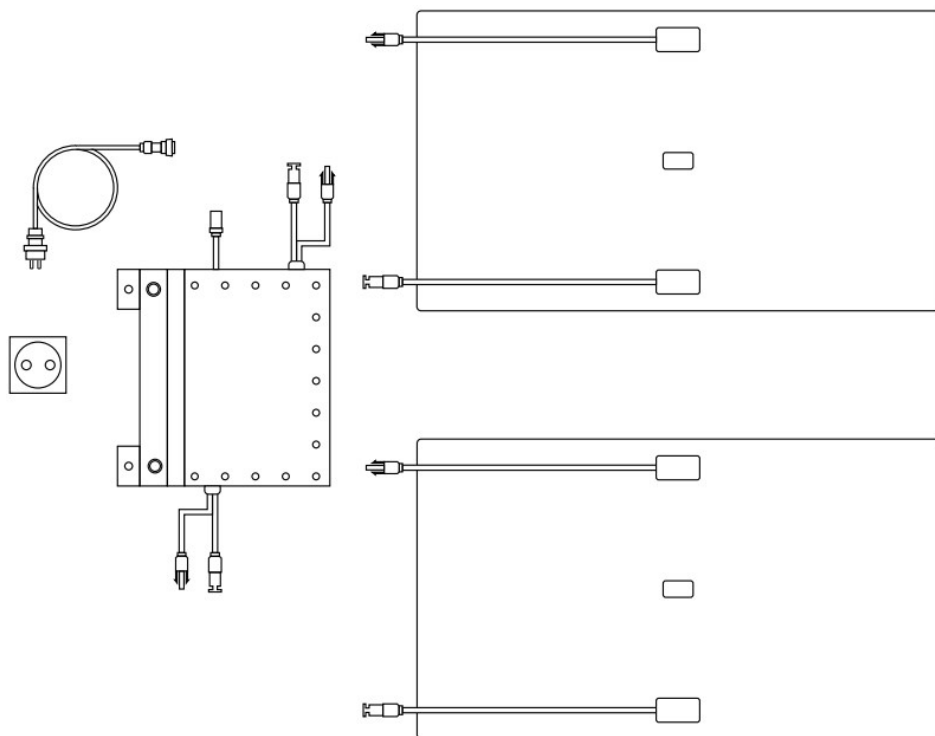
The method of disassembly is subject to the instructions of the Microinverter, and please confirm the warranty terms of the microinverse before disassembly.

If you have installed the balcony solar system, you need to disconnect it according to the following steps



1. Unplug the cables of the Microinverter and the home grid
2. Only unplug the cables of the first solar panel and the Microinverter.  
**Tips:** The installation of the solar panel does not need to be moved unless you want to change the location.
3. The same way to unplug the cables of the second solar panel and the Microinverter.
4. Unscrew the mounting screws of the Microinverter, remove the Microinverter fixed on the solar panel or metal bracket.

**Tips:** Ensure that the state after disconnection is as shown in following figure.

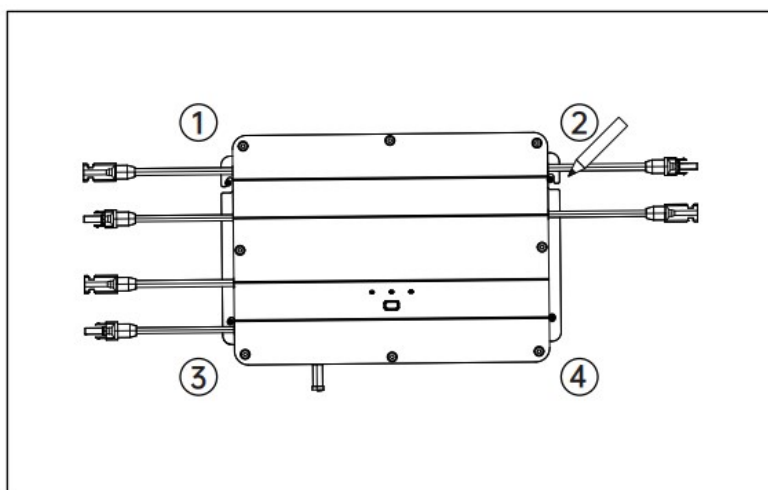


## Install Smart PVHub

### Tips:

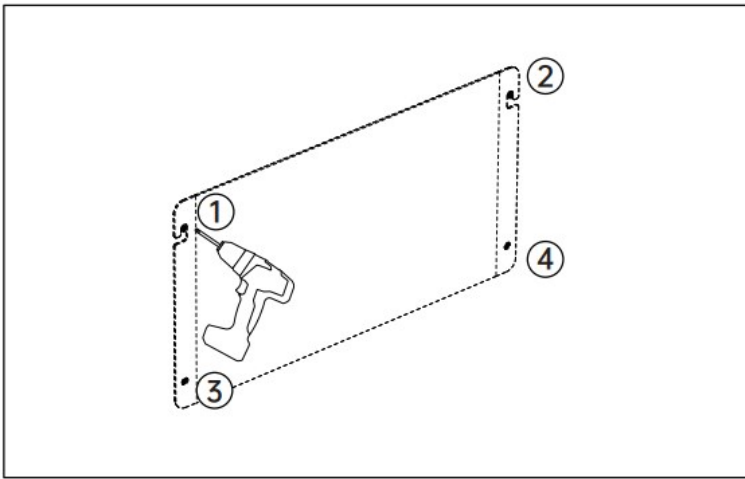
- Please install the PV Smart Hub in a place out of direct sunlight.
- The length of our solar cables are 3 meter, so before confirming the location of the PV Smart Hub's installation, please measure the distance from MC4 connector of solar panel to MC4 connector of PV Smart Hub.

1. Mark Location, Find a wall you plan to install, one person fixes the Smart PVHub on the wall with his hands, and the other person marks the positions of the four screw holes of the PV Smart Hub with a marker.



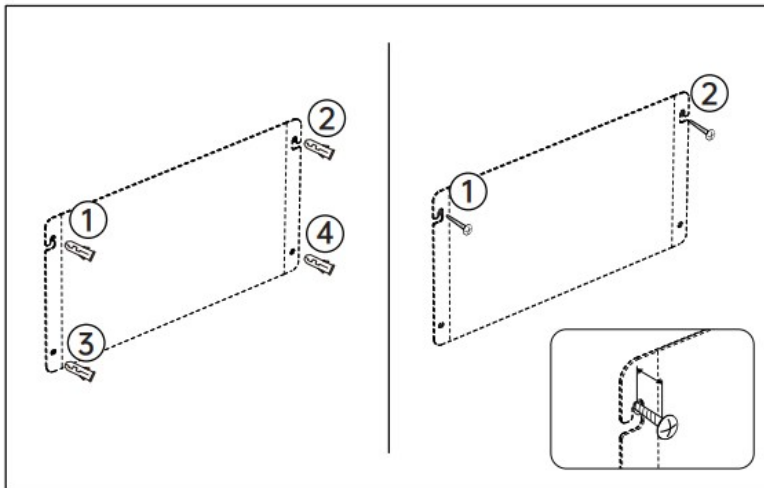
1

2. Drilling, drill four diameter 8mm mounting holes at the four marked positions



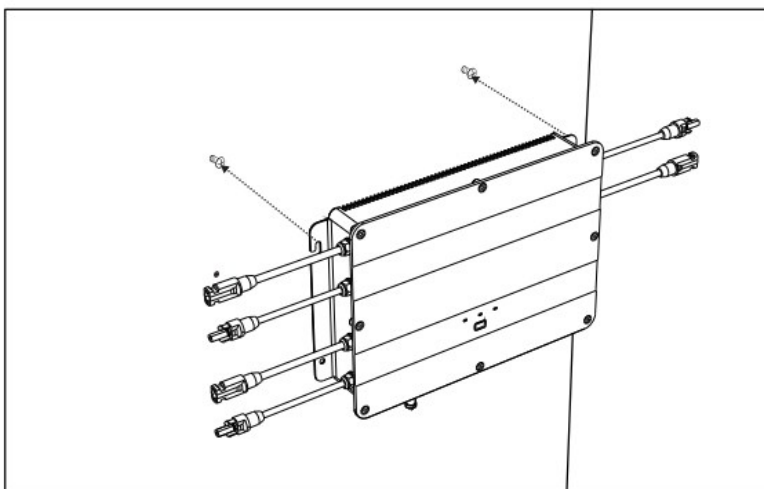
2

3. Installing screws, first Respectively Install the yellow plastic expansion screw tube into the 4 holes which step 3 drilling, then screw 2/3 of the & screws into the yellow plastic expansion tube



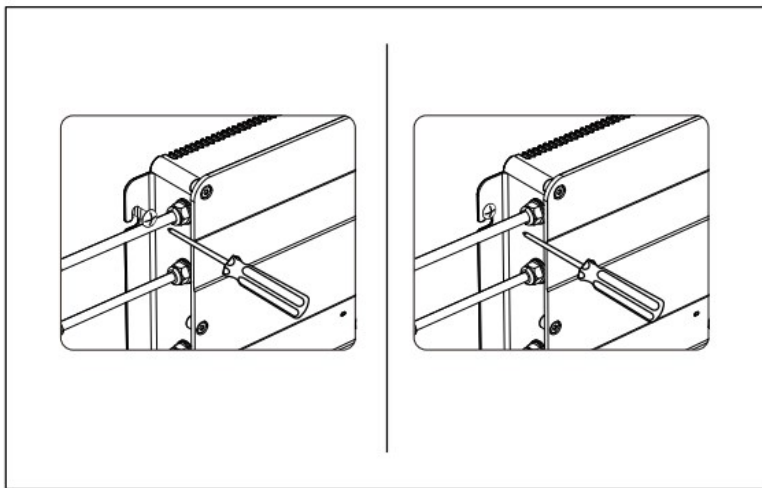
3

4. Hang Smart PVHub, please hang the Smart PVHub on exposed part of the screw &.



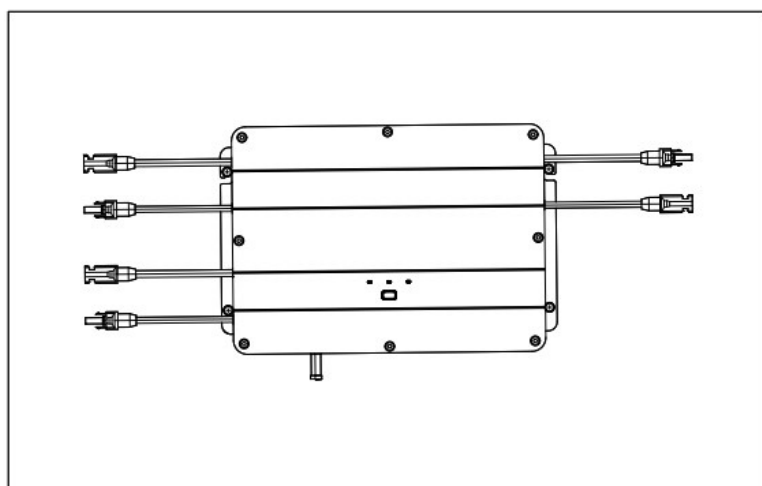
4

5. One person fixes the Smart PVHub with both hands, and the other one screws the rest of & screw into the wall completely.



5

6. Install another two screws, screw 3 and 4 into the yellow plastic expansion tube and completely into the wall. In this way, you have completed the installation of PV Smart Hub.



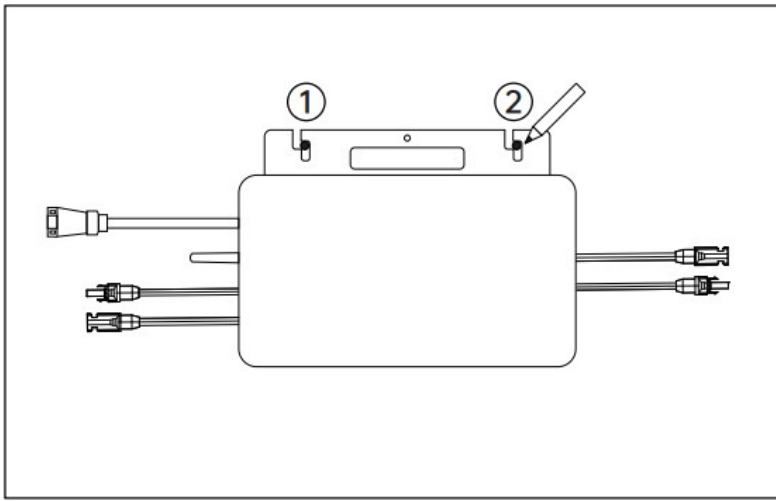
6

## Install Microinverter

**Tips:** The method of assembly is subject to the instructions of the Microinverter.

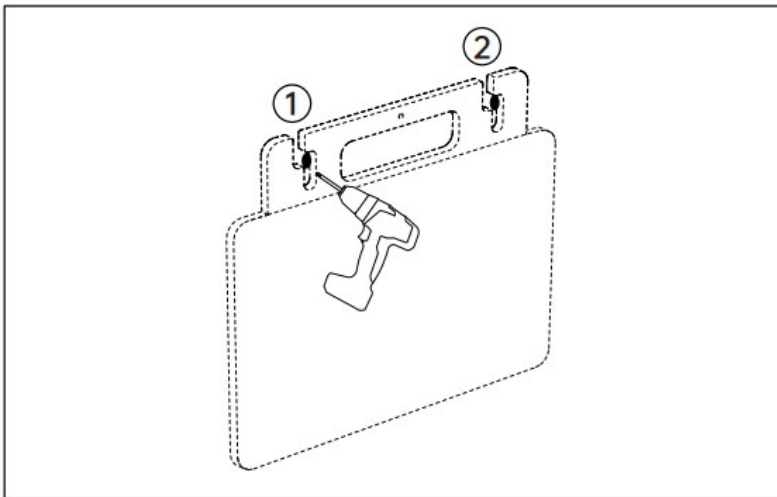
- In order to less connections, it is recommended that Microinverter is installed between Smart PVHub and home socket, close to the PVHub.
  - Ensure a distance of at least 50mm between the Smart PV Hub and the Microinverter to dissipate heat.
1. Mark Location, Find a position next to PVSmart Hub, one person fixes the Microinverter on the wall with his hands, and the other person marks the positions of the two screw holes of the Microinverter with a marker.





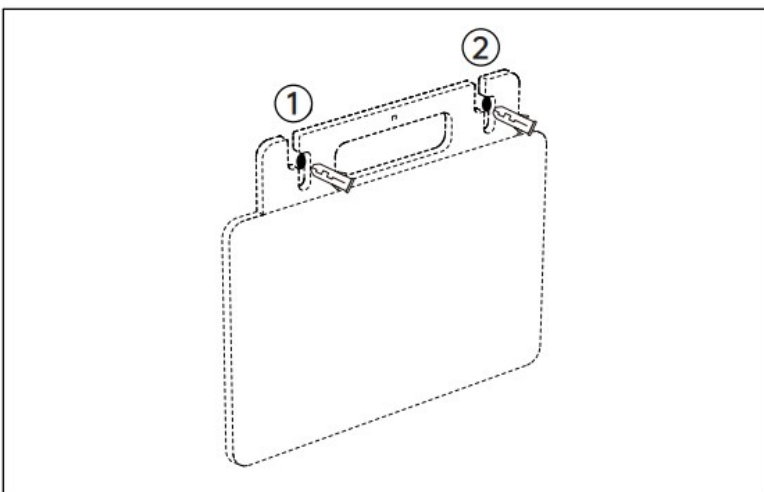
①

2. Drilling, drill two diameter 8mm mounting holes at the two marked positions.



②

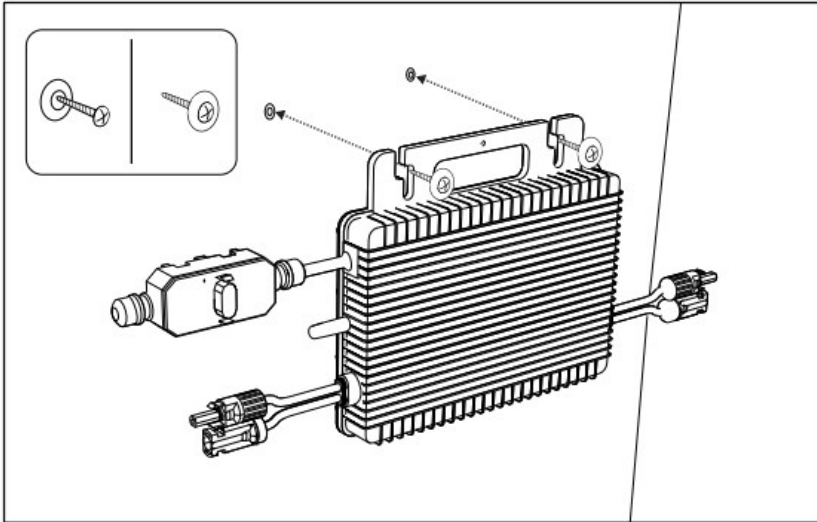
3. Installing yellow plastic expansion tube of screws, Respectively Install the yellow plastic expansion screw tube into the two holes which step 3 drilling.



③

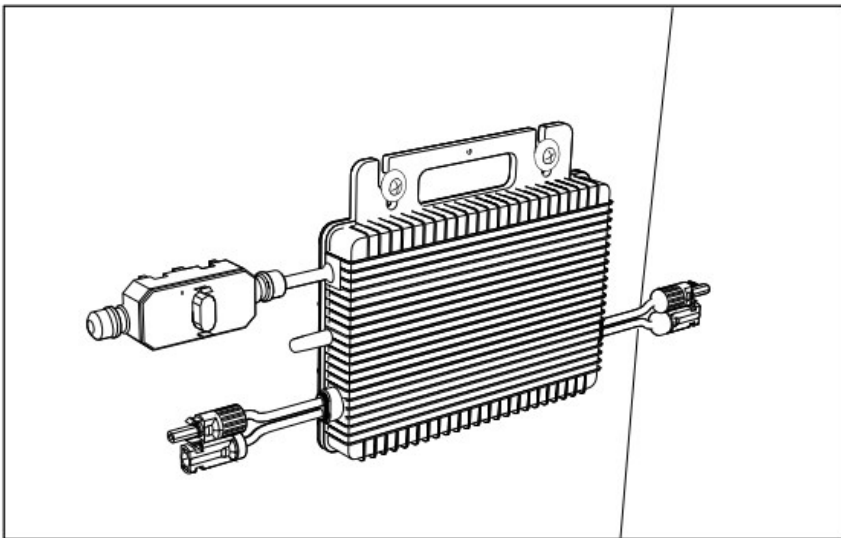
4. Installing Microinverter, One person fixes the Microinverter with both hands on the wall and align the hole

drilling in step 3, then put the flat Washers on the screws,at last screw & screws with flat Washer into the yellow plastic expansion tube.



4

5. Tighten the screws screws the rest of & screw into the wall completely.Then you also have completed the installation of Microinverter.

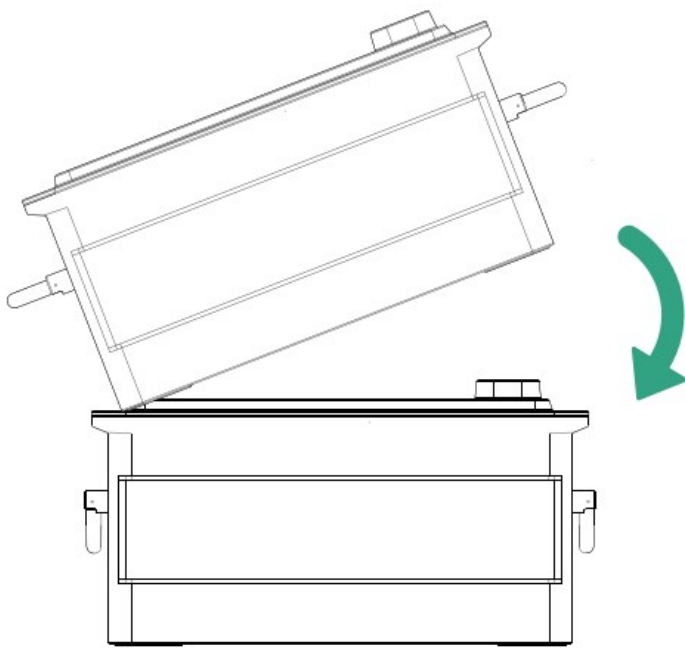


5

### Stack AB1000

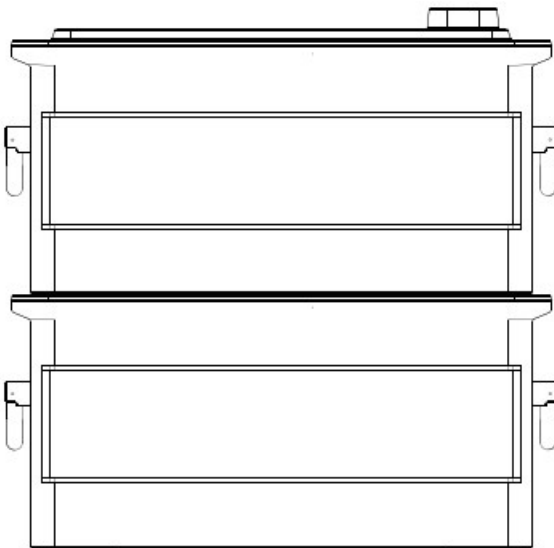
Before stacking AB1000, please pay attention to the note on the top of AB1000

1. Remove the plastic protective covers on the connection port ,then please align the left side first.



1

2. Slowly insert the battery connection port.

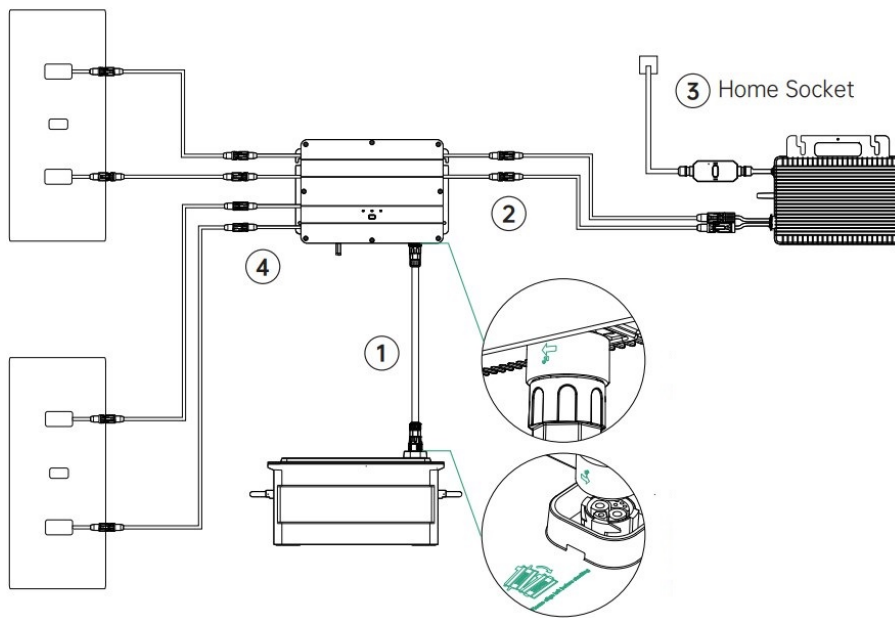


2

### Connect with Cables

**Tips:** Before connecting cable, please make sure that the product is turned off (press and hold IoT button for 6 seconds).

Cable Connection For 1-in-1 Microinverter



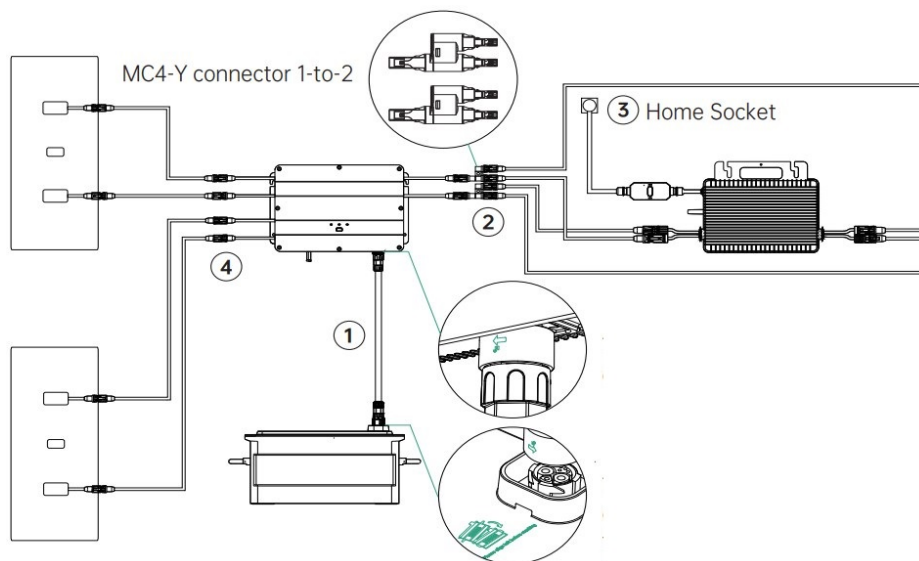
The arrow on the battery cable is in the front.

The arrow on the battery connector and the “note” on the top of the AB1000 are on one side.

1. Connect AB1000 to Smart PVHub with the battery cable, The terminals of battery cable can be self-locking, when you hear a click, you have inserted the battery cable well.
2. Connect Smart PVHub to miMroinverter with miMroinverter cable.
3. Connect the miCro inverter to the home socket with your original cable.
4. Connect the solar panel to Smart PVHub

**Tips:** You must connect AB1000 first and then connect the solar panels.

#### Cable Connection For 2-in-1 Microinverter



The arrow on the battery cable is in the front.

1. Connect AB1000 to Smart PVHub with the battery cable, The terminals of battery cable can be self-locking, when you hear a click, you have inserted the battery cable well.

2. Connect Smart PVHub to miMroinverter, first connect the “1 to 2 MC4 connector” to smSrt PVHub,th en connect to the miMroinverter with miMroinverter cable and another 2 MC4 expand cables.
3. Connect the miCro inverter to the home socket with your original cable.
4. Connect the solar panel to Smart PVHub.

#### **Tips:**

- You must connect AB1000 first and then connect the solar panels.
- After completing the connection, please turn on SolarFlow (press the IOTobutton for 1 second).

#### **Download the Zendure app**

The Zendure App gives users the ability to allocate the power to AB1000 and home grid and monitor power generation,the power to micro-inverter can be set in a range of 100-1200W.

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

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

#### **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



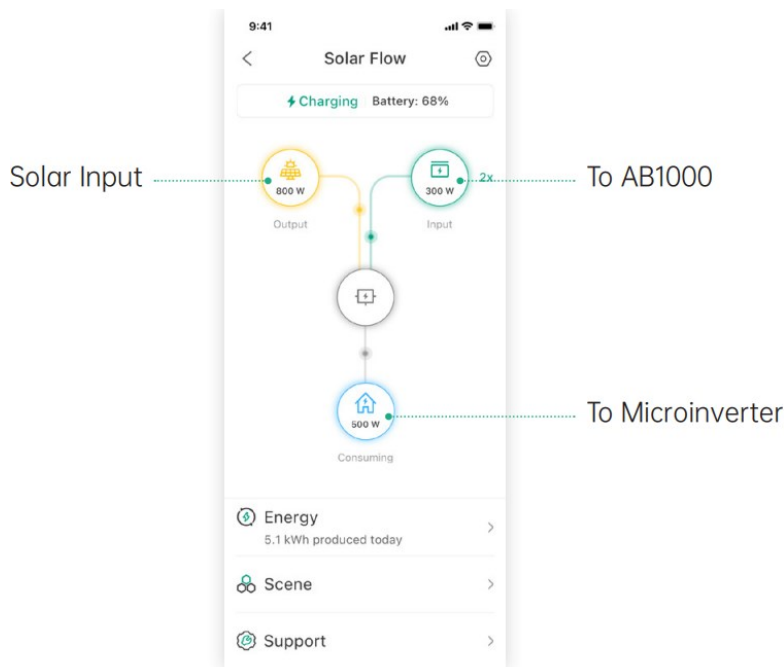
#### **\* Add device and Update to the latest firmware version**

Using the device for the first time, you need to update the firmware via the Zendure App. More information ,please check the Zendure App user guide

#### **\* Set the power to the miCroinverter**

The maximum solar input power of SolarFlow system is 800W, you can set the power to miCroinverter, and the excess power will be automatic stored in the battery. For example

If the total solar input is 800W ,you set 200W to miCroinverter, and then there will be 600W input AB1000.

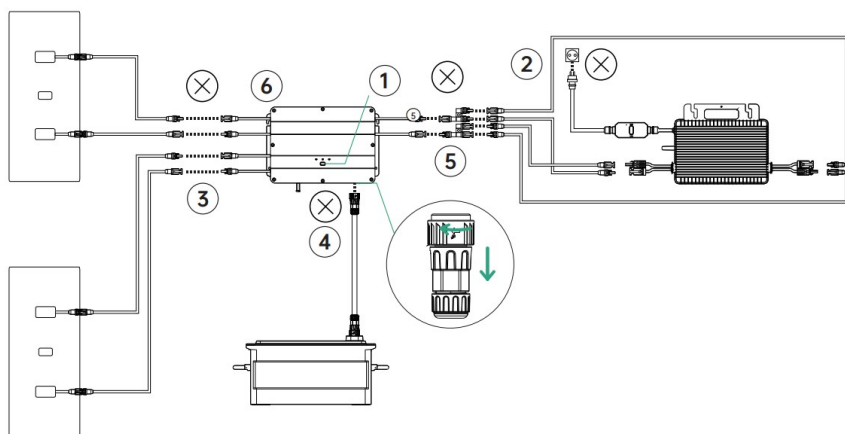


### Tips:

- It takes a period of time for the system to grid connection, and it takes about 20 minutes to synchronize data to Zendure App, so after the installation, please wait 20 minutes before going to the APP settings.
- It is recommended that you as much as possible store in the battery during the day except for basic power consumption. The way to know the basic power consumption as follow:
  1. Calculated the device consumption you always run during the day or 24 hours a day, such as refrigerators, routers and standby devices.
  2. Go to the meter box right before you go to bed, write down your current meter reading and the time. As soon as you get up, you write down the meter reading and the time. You can calculate your base load from consumption and elapsed time.
  3. You can use a measuring socket that you plug between the socket and the power consumer. To calculate the base load, you collect the wattage consumed from all the devices that are constantly running (including standby) and add up the values.

### Disconnection of SolarFlow

**Tips:** Before disconnecting, please turn off SolarFlow (Press and hold the IoT button 6 seconds to turn off )



1. First turn off the AB1000 and Smart PVHub(Press and hold the IoT button 6 seconds )
2. Disconnection of home grid,un plug the cables of miCro inverter and home shuko.
3. Disconnection of solar panels,unplug the cables of the two solar panels and Smart PVHub.
4. Disconnection of AB1000,Unplug the cables of Smart PVHub and AB1000.
5. Disconnection of m Mroinverter,unplug the cables of miMroinverter and Smart PVHub.
6. Unscrew the mounting screws of PVSmart Hub and miMroinverter, remove PVSmart Hub and miMroinverter from the wall

**Tips:** During the disassembly, please pay attention to storing and keeping all the parts for re-installation.

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 reretain

### 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 PV Hub and AB1000	10 Years	N/A	10 Years
PV Hub accessories, solar cables, battery cables and micro inverter 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 charge the battery cell within sixty (60) days after 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 any associated damage or malfunctions.
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](http://www.zendure.com)
2. Email to [support-eu@zendure.com](mailto: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>



Zendure USA Inc.

ZENDURE TECHNOLOGY CO., LIMITED

Hours: Mon – Fri 9:00 – 17:00

Support / Contact:

<https://zendure.de/pages/contact>

<https://eu.zendure.com/pages/contact-us>

<https://zendure.com/pages/contact>

Website:

<https://zendure.de>

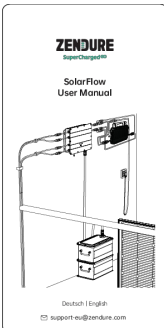
<https://eu.zendure.com>

Symbols



# ZENDURE

## Documents / Resources

	<p><a href="#">ZENDURE SolarFlow Smart PV Hub</a> [pdf] User Manual SolarFlow, SolarFlow Smart PV Hub, Smart PV Hub, PV Hub, Hub</p>
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## References

- [Zendure - SuperCharged | Zendure](#)
- [Zendure EU](#)
- [Contact Us – Zendure EU](#)
- [Download Center – Zendure EU](#)

- [!\[\]\(7e19807c61da14f515588e95cd49886c\_img.jpg\) Zendure - SuperCharged | Zendure](#)
- [!\[\]\(8ff9e60a4b0560d7ec99179ef4779d9e\_img.jpg\) Contact Us – Zendure](#)
- [!\[\]\(ab9b69bf5753a01c76b30af859454360\_img.jpg\) Download User Manuals of Zendure Power Stations and Accessories - Zendure](#)
- [!\[\]\(c5af66b13c724ca428497900cdbbc9b3\_img.jpg\) SuperCharged – Zendure Deutschland](#)
- [!\[\]\(1fde827780c8f912fd3ae9174d52d155\_img.jpg\) Kontakt – Zendure Deutschland](#)
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Manuals+.