

 Gendome



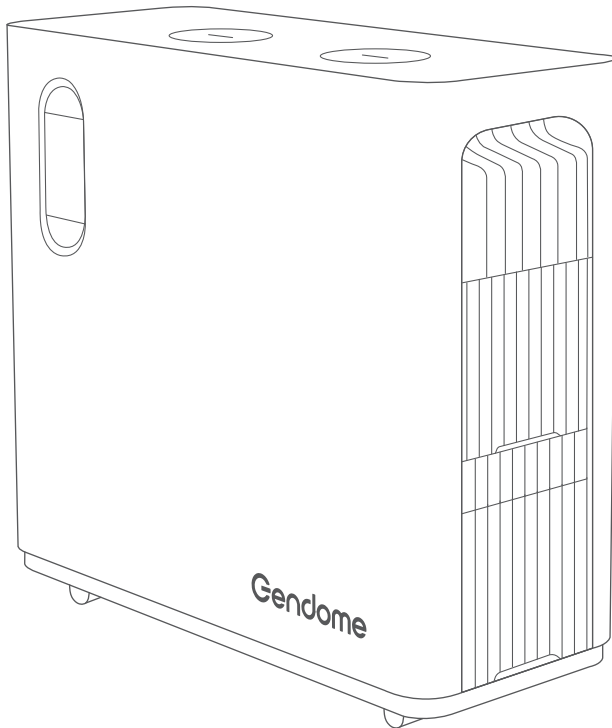




# **Gendome Home 3000**

Portable Power Station | User Manual

# Gendome



Please read this user manual carefully and use the product correctly. About all safety tips, warning messages, terms of use, and disclaimers at:

<https://www.gendome.com/pages/faq>

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# 1. SPECIFICAIONS

## 1.1 Basic Info

Weight	83.8lbs / 38kg
Dimensions (L*W*H)	22.0*9.1*21.4 in / 560*230*543 mm
Battery Capacity	3072Wh
Wi-Fi	Support
Bluetooth	Support

## 1.2 Output

AC Output (×5)	Max 3000W (Surge 6000W)
USB-A (×4)	Max 18W, 5V $\equiv$ 3A/9V $\equiv$ 2A/12V $\equiv$ 1.5A
USB-C (×2)	PD3.1, Max 140W, 5V $\equiv$ 3A/9V $\equiv$ 3A/12V $\equiv$ 3A/15V $\equiv$ 3A/20V $\equiv$ 5A/28V $\equiv$ 5A
RV Output (×1)	Max 360W, 12V
DC5521 Output (×2)	Max 36W, 12V
Cigarette Lighter Output (×1)	Max 120W, 12V
Wireless Output (×2)	Max 15W

\* Cigarette lighter, DC5521 and RV output ports share the power of maximum 360W.

\* The maximum output power of the device is 3742W.

## 1.3 Input

AC Input	Max 1800W, 120V
Solar Power Input	Max 1500W, 12~75V
Wind Power Input	Max 200W, 12~75V
Slow/Fast charging mode	Slow charging: 500W Fast charging: 500~1800W adjustable

\* Support AC and Solar charging simultaneously, up to 3000W input power.

## 1.4 Battery Module

Nominal Voltage	51.2V
Battery cell	EV-Grade LFP
Cycle Life	2500 cycles to 80+% capacity, max 6500 cycles
Protection	High temperature protection, low temperature protection, over discharge protection, over charge protection, overload protection, short circuit protection, over current protection.

## 1.5 Temperature

Ambient Temp. for Discharging	32~113°F/0°C~45°C
Ambient Temp. for Charging	32~113°F/0°C~45°C
Optimal Operating Temp.	68~86°F/20°C~30°C
Ambient Temp. for Storage	32~113°F/0°C~45°C

## 1.6 Others

External Battery Pack	Supports up to 2 External Batteries
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## 2. SAFETY INSTRUCTIONS

### 2.1 Caution

- a. Risk of Electric Shock. Do not remove the cover. No user serviceable parts inside. Refer servicing to qualified service personnel.
- b. For continued protection against risk of fire, replace only with the same type and rating of fuse. Refer replacement to qualified service personnel.
- c. Risk of Electric Shock. Connect only to properly grounded outlets.
- d. Risk of Injury to Persons. Do not use this product if the power cord or the battery cables are damaged in any way.
- e. This device is not intended for use in a commercial repair facility.

### 2.2 Warning

- a. Do not overcharge the internal battery.
- b. Do not smoke, strike a match, or cause a spark in the vicinity of the power pack.
- c. Only charge the internal battery in a well ventilated area.
- d. Risk of Electric Shock and Risk of Fire. This device is not preferred to be stored in a vehicle.
- e. The device is preferred to be used indoors. For outdoor using, please avoid dust and water.

### 2.3 FCC Compliance 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.

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

Warning: Changes or modifications to this unit not expressly approved by the part responsible for compliance could void the user's authority to operate the equipment.

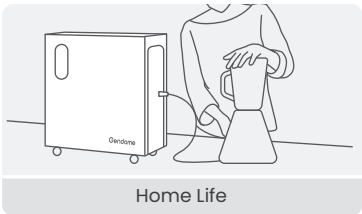
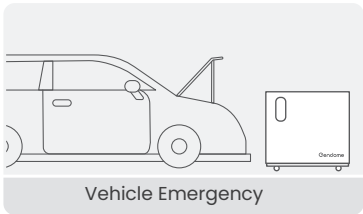
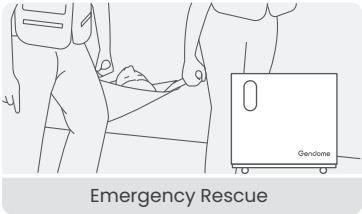
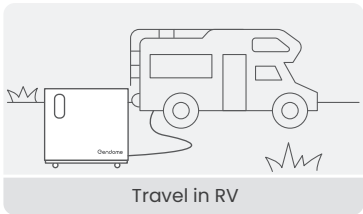
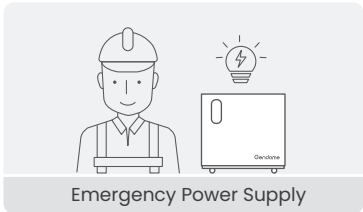
#### FCC Radiation Exposure Statement

The device has been evaluated to meet general RF exposure requirement.  
The device can be used in mobile(min20cm) exposure condition.

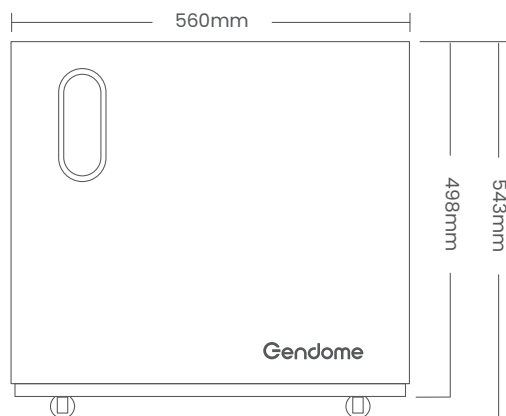
# 3. INSTRUCTIONS FOR BEGINNERS

## 3.1 Application

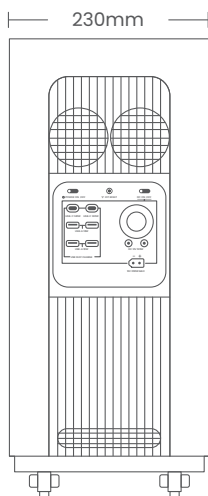
Portable power stations are widely used for power supply to almost all electrical products through interface conversion. In addition to charging through utility power input interface, equipment charging through solar power charging interface and wind power charging interface are also available. It is widely used for emergency communication, emergency rescue, outdoor office, off-grid power, backup power during outage and mountainous areas without utility power.



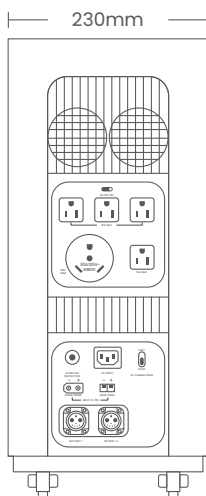
## 3.2 Dimensions



a. Length and Height



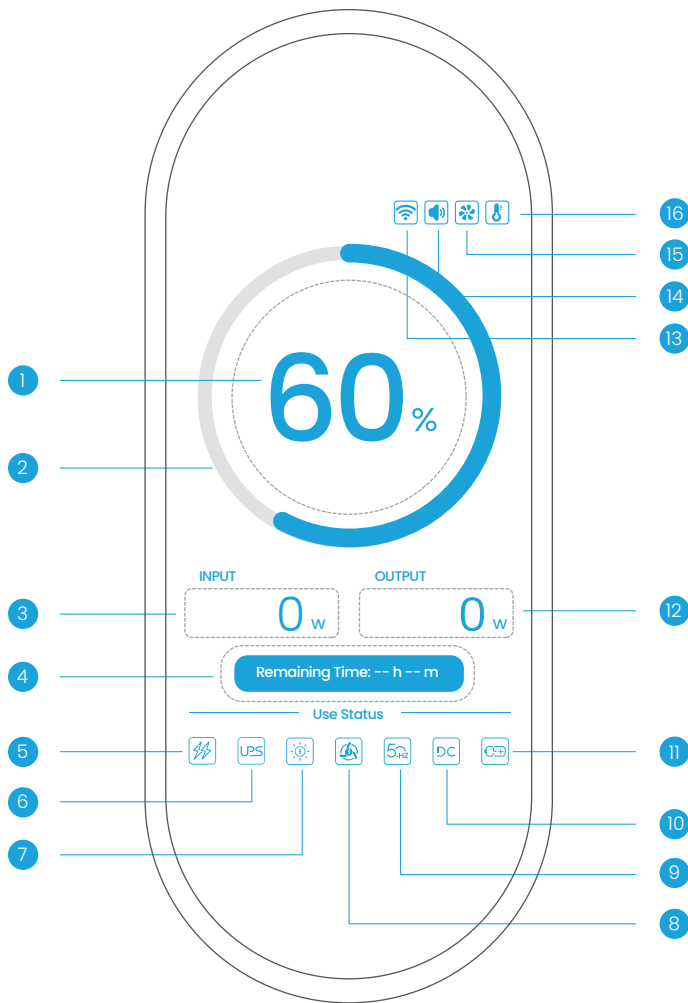
b. Left Side










c. Right Side

## 3.3 Display and Interfaces







### 3.3.1 Display



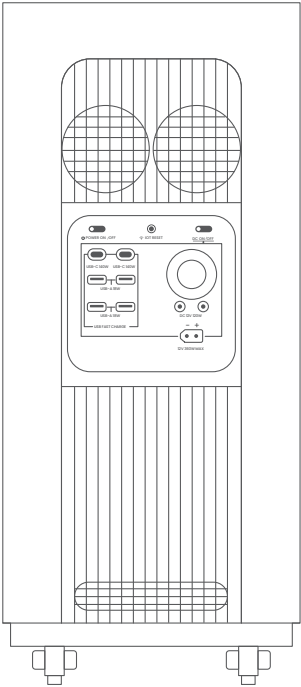
### 3.3.2 Description of Functions

Name		Icon	Display Description
1	Battery Percentage	-	Represents the specific power level, the value ranges from 0% to 100%.
2	Power Ring	-	It is dynamically displayed according to the actual value of the power. It displays green when the power is higher than 50%. It displays yellow when the power is between 20% ~ 50%. It displays red when the power is less than 20%.
3	Input Power	-	Represents the total input power when charging the device with wall charger, solar and wind power, in W (Watts). It will display 0W when it is not charging.
4	Remaining Time	-	When charging, it shows the estimated remaining charging time; when discharging, it shows the estimated remaining discharging time; when charging and discharging, it is calculated by the state of charging. "h" represents hours, "m" represents minutes.
5	Slow charging Fast charging	 	When the left icon is displayed, the device is in fast charging mode, and the input power can be adjusted in the app. When the right icon is displayed, the device is in slow charging mode, and the input power is limited to 500W.
6	UPS		Represents a protection measure to take over the work when power outage. The icon is gray in normal conditions, lights on during protection, and flashes in red when a fault occurs.
7	Solar Power Charging		When using the solar panel to charge the device, the icon is always on. Flashing red when a fault occurs, and gray when not in use.
8	Wind Power Charging		When using the wind to charge the device, the icon is always on. Flashing red when a fault occurs, and gray when not in use.
9	AC Output	 	Represents the output frequency of the AC. When the AC switch is turned on, the icon is always on. Quick press 3 times of the AC switch in one second to change the output frequency. Flashing red when a fault occurs, and gray when not in use.

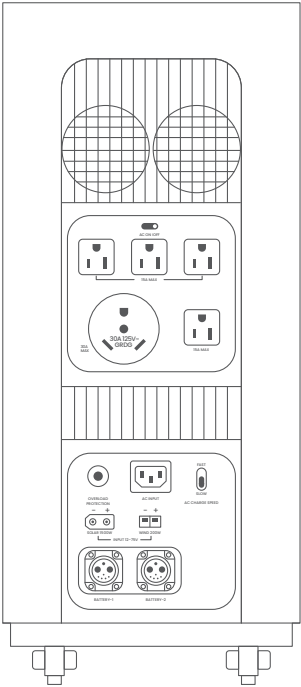
3.3.2 Description of Functions

Name		Icon	Display Description
10	DC Output		Represents the ON/OFF state of the DC switch, it is always on when DC switch is turned on, and it is gray when turned off.
11	External Battery Pack		Represents the external battery pack of the device. The icon is always on when external battery pack connected, and the icon is gray when not connected.
12	Output Power	-	Represents the total output power of the device when it is discharged, in W (Watts), and displays 0W when there is no output.
13	Wi-Fi		Represents the networking status of the device. When the icon is on, it means the networking is successful. Flashing icon indicates that the networking is in progress. The icon does not display when it is not connected to the network.
14	Buzzer		<p>Steady light means the buzzer is turned on, gray means the buzzer is turned off. Only the APP can turn on/off buzzer switch.</p> <p>If an alarm/failure has occurred, there will be beep sounds, a pop-up window and an exclamation mark on the top right of the icon.</p> <p>Alarm/failure content shows on the pop-up window. Beep sound will last 10 seconds, and also can be turned off by pressing the power button.</p>
15	Cooling Fan		Represents the operation of the cooling fan. The icon is always on when cooling fan is running, and the icon is gray when not running. Flashing red when a fault occurs.
16	Temperature		Steady light on means the temperature is normal, flashing orange means high temperature, and flashing blue means low temperature.

3.3.3 Device Side Interfaces

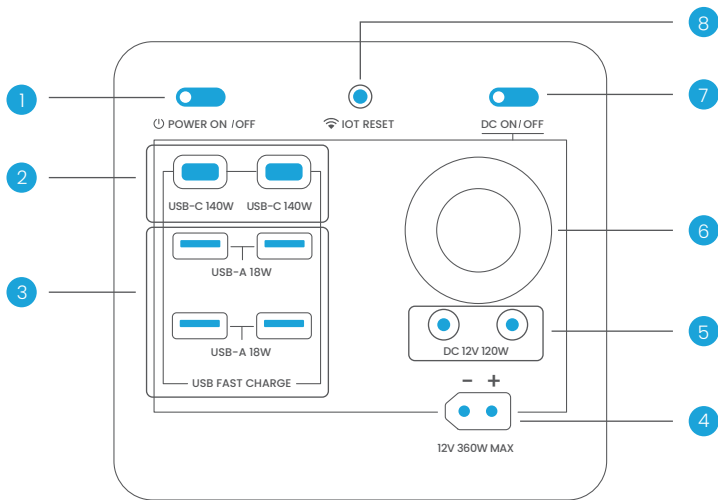


a. Interfaces on the left



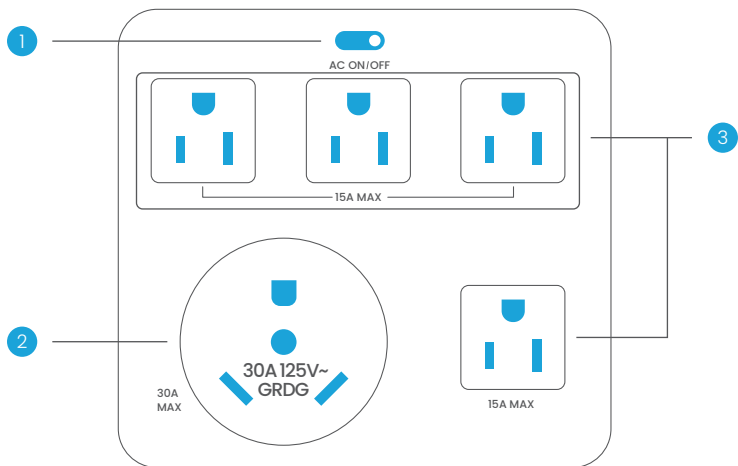
b. Interfaces on the right

3.3.4 Main Power Switch & DC Output Interfaces



1	Main Power Switch	Hold the switch for 3 seconds to turn on/off the equipment. Press once to close pop-ups and turn off sounds for alarms.
2	USB-C Output	Two independent USB-C output ports, each with an output power of 140W.
3	USB-A Output	Four independent USB-A output ports, each with an output power of 18W.
4	RV Output	It provides 12V constant voltage output of up to 360W.
5	DC Output	Two DC output ports for 12V constant voltage output of up to 36W, which is shared with the cigarette lighter.
6	Cigarette Lighter Output	It provides 12V output that can be connected to a converter plug for charging electrical appliances.
7	DC Output Switch	Short press the button to turn on or turn off DC output. Hold the button for 3 seconds to turn on or turn off the screen.
8	IOT Switch	Hold the button for 3 seconds to turn on the Wi-Fi module for network configuration.

3.3.5 AC Output Interfaces



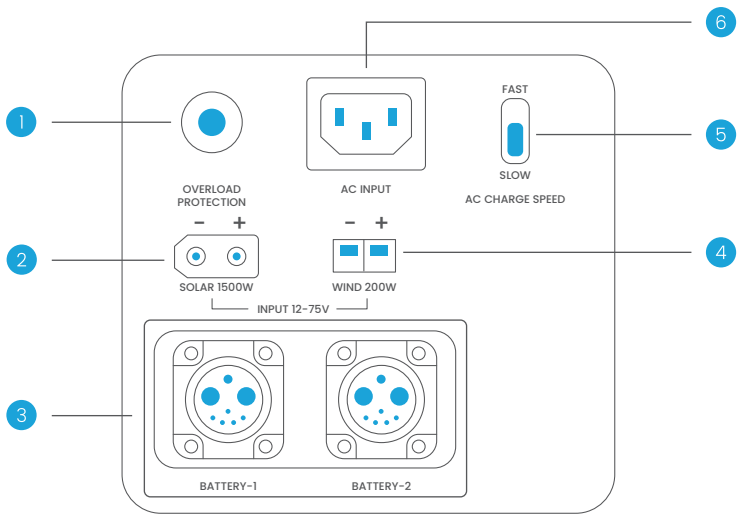
1	AC Output Switch	Short press the button to turn on/off AC output, including four 15A outlet and one 30A outlet.
2	30A AC Port	It provides an output of up to 30A for electrical appliances.
3	15A AC Ports	Each of the 4 sockets provides an output of up to 15A for electrical appliances.



Note

The maximum output current of all AC output ports shall not exceed 30 A. Once the limit is exceeded, the automatic protection mechanism will be triggered and the equipment will stop working.

3.3.6 Input Interfaces



1	AC Overload Protector	When the AC input current exceeds 50A, it will disconnect automatically. It must be reset manually.
2	Solar Power Charging Port	It can be connected to solar power charging, providing a voltage of 12~75V and a charging power of up to 1500W.
3	Battery Pack Parallel Operation Port	It can be connected to a battery pack manufactured by Gendome to increase the equipment capacity.
4	Wind Power Charging Port	It can be connected to wind power charging, providing a voltage of 12~75V and a charging power of up to 200W.
5	Charging Speed Switch	Adjust the charging power of the device. The power of slow charging is constant at 500W. The power of fast charging is adjustable by APP from 500W to 1800W at 120V.
6	AC Charging Port	It is connected to utility power supply for equipment charging.

## 3.4 Product Operation

### 3.4.1 Turn on, Shutdown, and LED Lighting

Press and hold the power button for 3 seconds, after a "beep" sound, the power is on. The LED screen lights up and the main power indicator enters the breathing light mode.

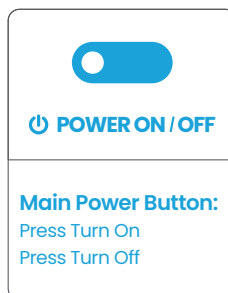
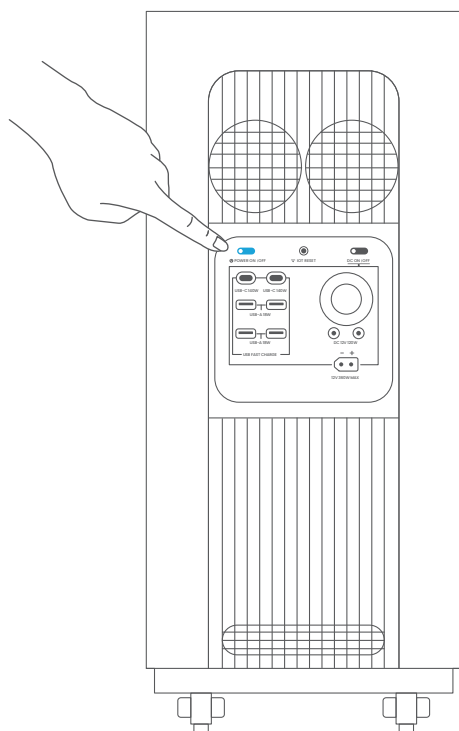
When the product does not operate for 2 minutes, it will enter the sleep mode. The LED screen will also switch to the sleep mode.

When the product has a button operation or is charged or discharged, the sleep mode will be ended immediately. And the LED screen will switch to the normal mode.

After use, press and hold the power button for 3 seconds, after a "beep" sound, the device is successfully shut down.

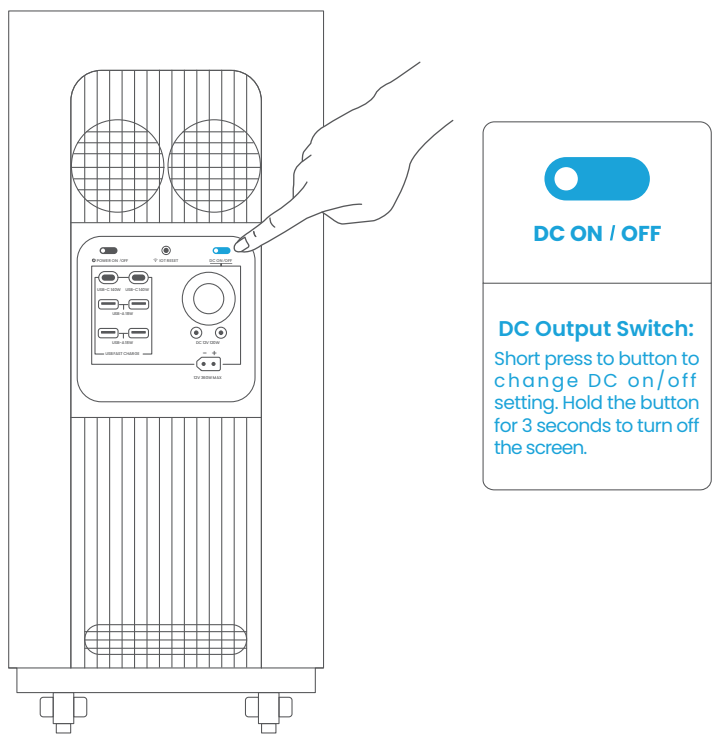
The default automatic shutdown time is 12 hours. If there is no charging, discharging, button operation, or APP operation, the product will automatically shut down after 12 hours.

Press the power button once to close pop-ups and turn off sounds for alarms.



### 3.4.2 DC Output

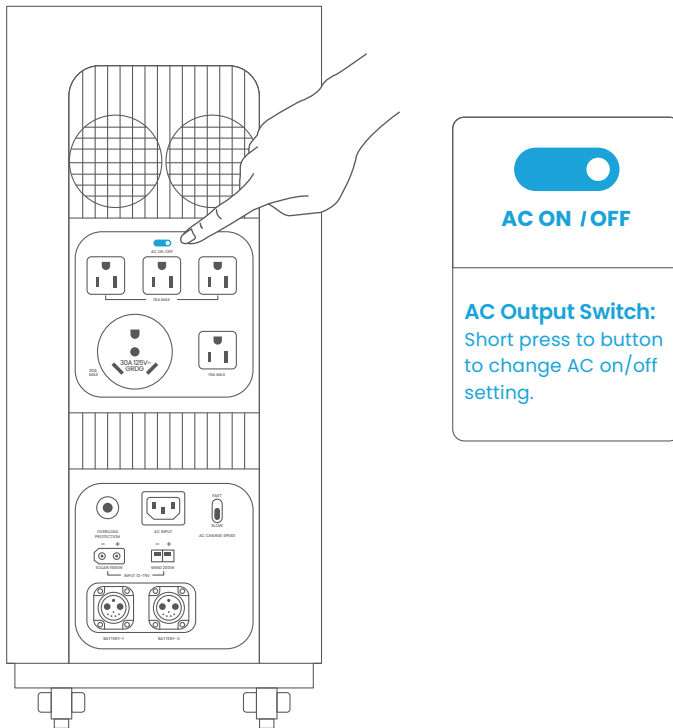
The DC output is off by default after the device turning on. The light indicator on the button is off, and there is no power output. After short pressing the DC on/off button, the power output is turned on. The light indicator on the button is on, and power output is ready to use.



### 3.4.3 AC Output

The AC output is off by default after the device turning on. The light indicator on the button is off, and there is no power output. After short pressing the AC on/off button, the power output is turned on. The light indicator on the button is on, and power output is ready to use. Short press the button again to turn off AC output.

The overload protector will be triggered if AC output current over 30A. The device will automatically shut down AC and DC output. And the Overload Protection Switch needs to be reset manually.



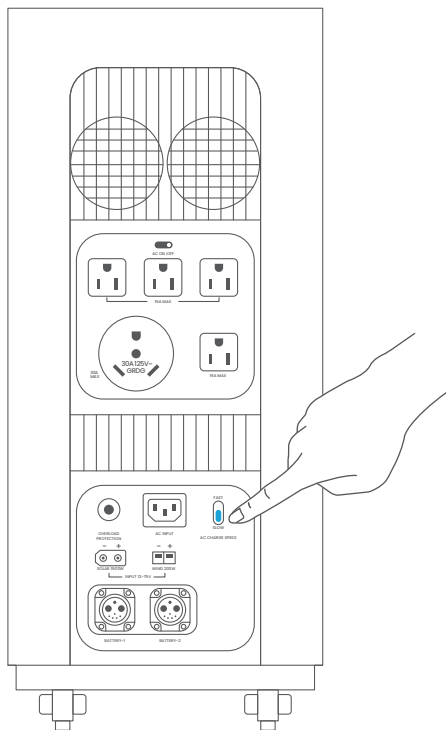
## 3.5 Charging

### 3.5.1 AC Charging

There are two modes for AC charging: fast charging and slow charging.

The maximum input power of fast charging mode is 1800W, and can be adjusted from 500 to 1800W in Gendome App.

The maximum input power of slow charging mode is 500W, and cannot be adjusted.



**FAST**



**SLOW**

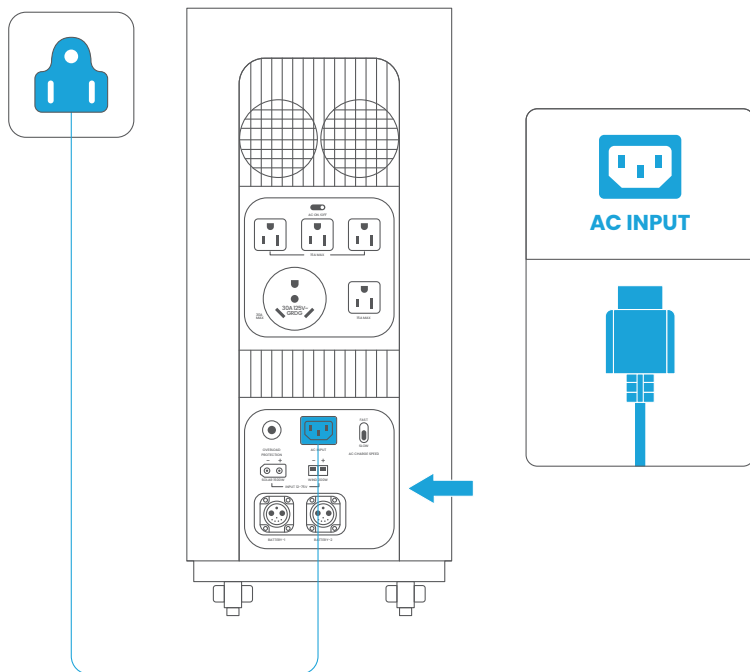
Push it up to enter fast charging mode.

**FAST**



**SLOW**

Push it down to enter slow charging mode.

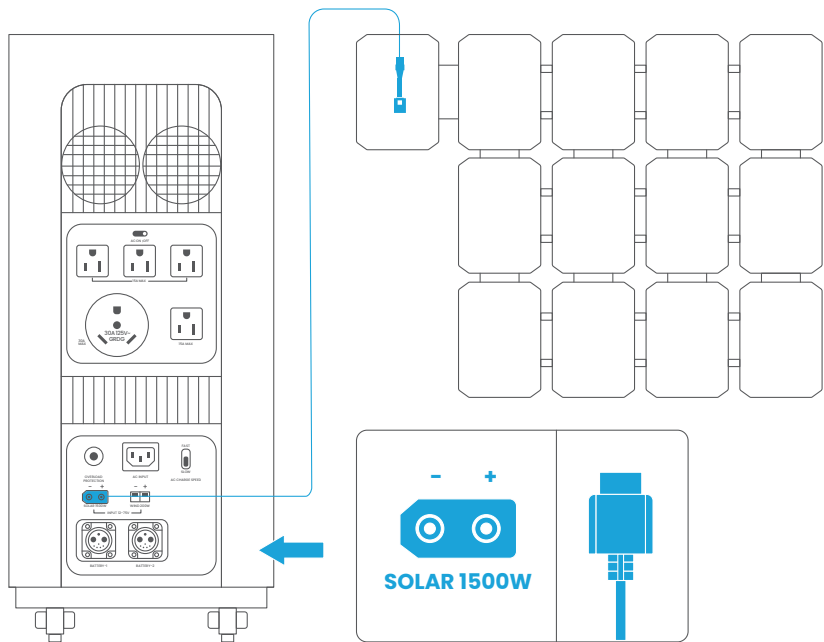


#### ATTENTION

Please use the original Gendome charging cable in the box for AC charging. Gendome responses no liability for the damage caused by using other non-genuine charging cables.

### 3.5.2 Solar Power Charging

Users shall connect solar panels in series to charge the product as shown in the figure. The product supports DC input voltage from 12V to 75V and charging power up to 1500W.



#### ATTENTION

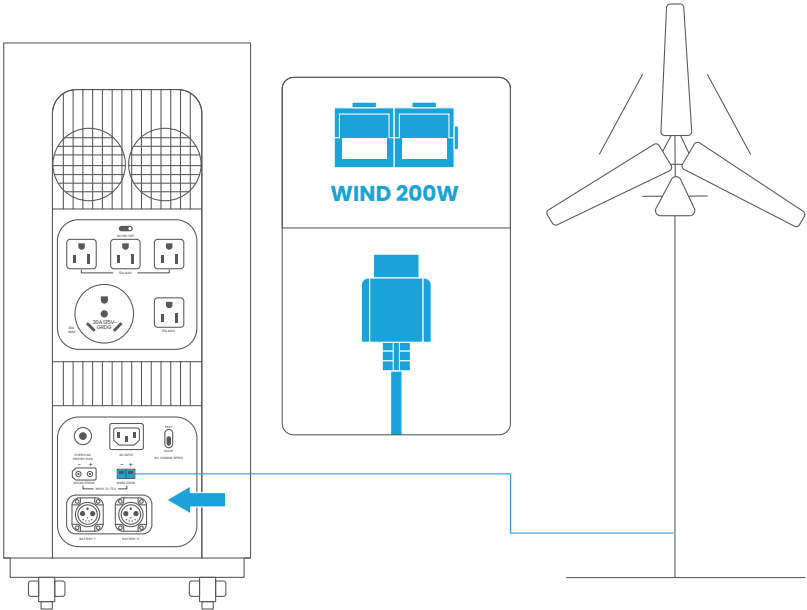
- Before connecting the solar panel, please make sure that the output voltage of the solar panel is between 12~75V, otherwise the device may be damaged.
- When connecting the solar panel to charge the device, please make the connection according to the instruction above.

### 3.5.3 Wind Power Charging

The device supports up to 200W wind power input.

As the below instruction, the device can be charged by the wind turbine by a wind power cable.

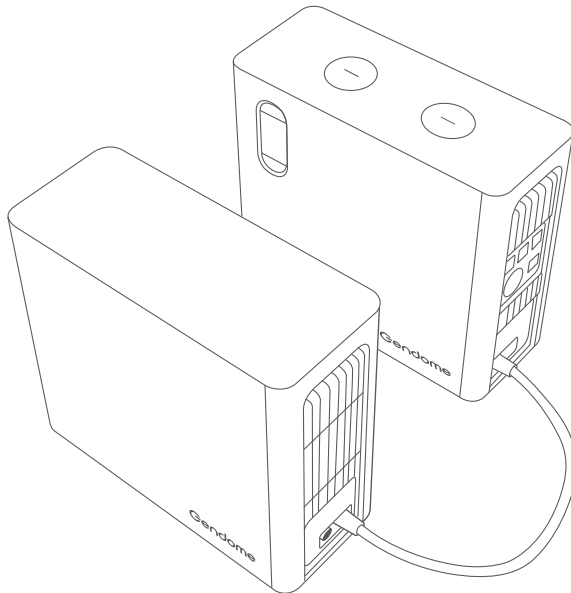
Please make sure input power of the wind turbine is between 12~75V before charging.cable.



### 3.5.4 External Battery

This product can be connected to up to two external battery packs at the same time to provide a larger capacity. Please pay attention to the following matters during operation:

- a. Before connecting the equipment to an external battery pack, please make sure that the product and the external battery pack are both turned off.
- b. After the battery pack is connected, make sure that the icons appear on the display of both the product and the battery pack before use.
- c. Do not connect or disconnect the battery pack during charging or discharging. Please shut down the power station before disconnecting the battery pack.
- d. Please do not touch the metal connector at end of the external battery pack with your hands or other objects. If foreign objects are attached to the metal terminal, please turn off all devices and wipe it clean gently with a dry cloth.



### 3.6 Use of APP

Users may control and view information and data about this product through the Gendome App. For more information about the download and use of the App, please check Gendome official website: [www.gendome.com](http://www.gendome.com)



**Download APP**

### 3.7 UPS Function

This product supports UPS (Uninterruptible power supply). Connect the device to power grid with the AC charging cable, and the electrical appliances can obtain power supply through the product's AC output ports (in this case, the AC power supply comes from the power grid instead of the power station). When there is a power outage, the device will switch to UPS mode and automatically supply power from the product's internal battery. This is a non-professional UPS and does not support 0 ms switching. Do not connect it to devices requiring a 0 ms definite uninterruptible power supply, such as data servers and workstations. Confirm the compatibility between the product and the devices by multiple tests before using the function. Besides, it is recommended to connect only one device at a time. Simultaneous operation of more than one device may trigger overload protection of the product. If the devices fail to function properly or data loss is caused due to operation against the instructions, the Company assumes no liability.

## 4. EQUIPEMENT INSPECTION AND STORAGE

### 4.1 Inspection before Acceptance

Before signing for the product, please check the following in detail:

- a. Check the outer package for damage, such as deformation, holes, cracks or other signs that may cause damage to the equipment in the packing box. If any, do not unpack and contact your dealer.
- b. Before unpacking, check whether the equipment is the correct model. If not, do not unpack and contact your dealer.
- c. Check the product appearance for damage. Contact your dealer if any.

### 4.2 Equipment Storage

If your power station is not put into use immediately, please store it by the following requirements:

- a. Ensure that the outer packing box is not removed and the desiccant in the box is not lost.
- b. Ensure that the storage environment is clean, with appropriate temperature and humidity, and free from condensation.
- c. Ensure that the equipment is placed according to the label instructions on the packaging box.
- d. Ensure that the equipment is stored away from flammable, explosive, corrosive and other dangerous goods.
- e. For a long-term storage, in order to prolong the life of the product and maintain the best performance of the battery, it is recommended to discharge and recharge it every 3 months, or discharge and recharge it completely once within 6 months at least.

# 5. FAULT INDICATION AND TROUBLESHOOTING

## 5.1 End-of-Life Equipment

If the product cannot serve anymore and scrap is required, please dispose of it according to the laws and regulations concerning the electrical waste disposal of the country/region where the product is used. It shall never be disposed of as domestic waste or discarded at will.

## 5.2 Troubleshooting

List of Fault Codes Indicated on Display:

Codes	Definition	Solution
E01	Over-Voltage Protection	Over-Voltage Protection, Please turn off the device, unplug all cables, and restart in 30s. If the issue is still not fixed, please contact customer service for further support."
E02	Under-Voltage Protection	Under-Voltage Protection, The device is charging in low speed to protect battery health, and will resumer fast charge shortly.
E03	High-Temperature Protection	High-Temperature Protection, The device needs to cool down before continue using.
E04	Low-Temperature Protection	1. Low-Temperature Protection, The device needs to warm up before continue using. 2. Low-Temperature Protection, Please reduce the connected equipment, and keep within 1500W in total to prevent the device shutting down.
E05	Over-Current Protection	Over-Current Protection, Please turn off the device, unplug all cables, and restart in 30s. If the issue is still not fixed, please contact customer service.
E06	BMS Mulfunction	System Malfunction, The device will turn off in 10 seconds. Please contact customer service for further support.
E07	Converter Maulfunction	System Malfunction, The device will turn off in 10 seconds. Please contact customer service for further support.
E08	Converter High-Temperature Protection	High-Temperature Protection, The device needs to cool down before continue using.

Codes	Definition	Solution
E09	Over-Current Protection	Over-Current Protection, Please reduce the connected equipment and turn on the AC or DC switch again.
E10	Overload Protection	Overload Protection, Please reduce the input source and restart again. If the issue is still not fixed, please contact customer service.
E11	Output Malfunction	System Malfunction, The device will turn off in 10 seconds. Please contact customer service for further support.
E12	Abnorrnal Grid Voltage	Abnorrnal Grid Voltage, The electrical grid is unstable right now. Please disconnect AC input to avoid damaging the device.
E13	Abnorrnal Grid Frequency	Abnorrnal Grid Frequency, The electrical grid is unstable right now. Please disconnect AC input to avoid damaging the device.
E14	Short Circuit	System Malfunction. The device will turn off in 10 seconds. Please contact customer service for further support.
E15	Other Malfunction	System Protection, Please turn off the device, unplug all cables, and restart in 30s. If the issue is still not fixed, please contact customer service for further support.

If a warning appears during the use of this product, please apply the solutions above, and then reboot the equipment. If the warning is still shown, please stop using the equipment immediately and contact customer service (do not try to charge or discharge the equipment).

If the information above cannot solve your problem, please contact our professional customer service for consultation.

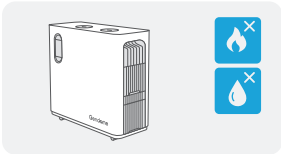
# 6. MAINTENANCE AND PRESERVATION

## 6.1 Maintenance

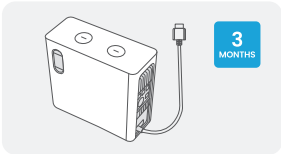
Items	Methods	Cycle
Product Cleaning	Check the cooling fin and air inlet/outlet for foreign matters and dust.	Once every half year to once a year
Fan	Check whether the fan operates normally, whether there is noise and whether the appearance is normal.	Once a year
DC Switch	Turn on and off the DC switch continuously for 10 cycles to make sure that the switch functions properly.	Once a year

For equipment maintenance, please power off the product. Operating the equipment with power on may cause damage to the equipment or electric shock.

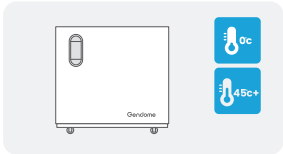
## 6.2 Preservation



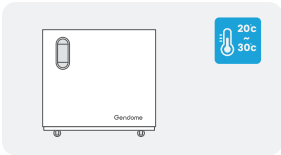
It is recommended to use or store the product at 20°C to 30°C (68°F to 86°F) and away from water, heat, and other metal objects.



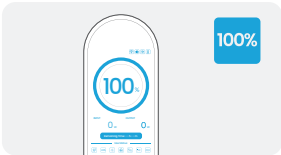
For long-term storage, please discharge and recharge the product once every 3 months (i.e. discharge the product to 30% battery level first and then charge it to 60% battery level).



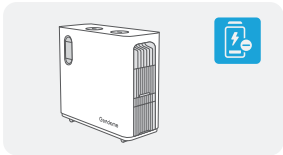
For safety, do not store this product in an environment with a temperature lower than 0°C (32°F) or higher than 45°C (113°F) for a long time.



In order to prolong the life of the battery, it is recommended that this product be used in an environment of 20°C to 30°C (68°F to 86°F).

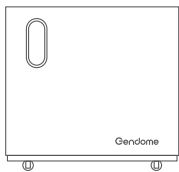


If the product will not be used for a long time, please charge it to 100% battery level before storage. If the product is not used for a long time at a low battery level, irreversible damage may happen to the battery cell and the life of the product may be shortened.

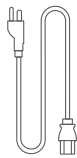


If the product is at an excessively low battery level and has not been used for a long time, it will enter deep sleep mode, which means it needs to be charged before reuse.

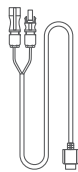
# 7. IN-THE-BOX



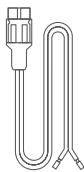
Gendome Home 3000



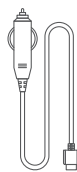
AC Cable



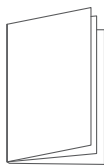
Solar Cable



Wind Turbine Cable



XT60 Cable



User Manual



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