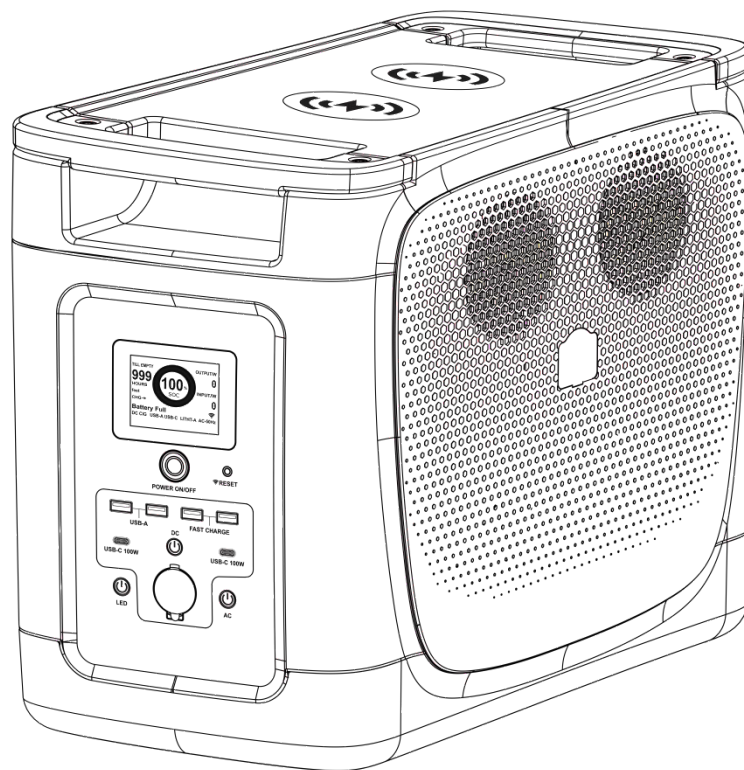


HEPWAY

Alpha 2000 Portable Power Station

User Manual

Where the Light Goes - Inverted by Me



Declaration

Before use, please read this user manual first to ensure using methods correctly. And please keep this manual on hand for your reference in the future. If not used correctly, it may cause seriously injured to yourself or others, or cause product damage and property damage. Once the product is used, you are deemed to understand, confirmed, and accepted all terms and contents in this manual. The user undertakes all responsibilities and results caused by their actions. Our company is not responsible for all losses caused by user operations which not follow this manual.

In compliance with laws and regulations, our company has the explanation right to this manual and all relevant documents about this product. If any updates and end, will not keep users noted one by one, please visit our official website to know the latest information about this product.

CONTENTS

1. About	1
2. Specifications	1
2.1 Alpha 2000 specifications	1
3. What's in the box	2
4. Safety Instructions	2
4.1 Usage	2
4.2 Disposal Guide	3
5. Getting Started	4
5.1 Product Details	4
5.2 LCD Screen	5
5.3 Power On/Off	5
6. Output/Input	6
6.1 DC Output	6
6.2 AC Output Usage	6
6.3 AC Charging	6
6.4 Solar Charging	7
6.5 Car Charging	7
6.6 Expansion Battery Usage	7
7. APP	8
8. E-turbo	9
9. Emergency Power Supply (EPS)	9
10. FAQs	10
11. Warning Code	10
12. Troubleshooting	11
13. FCC Statement	12
14. After-sales Service	13

1. About

This product is a new energy portable power station, with built-in LiFePO4 battery, supporting AC and DC output, charging through solar panels, AC electricity, car charging. It can be smartly controlled and data viewed and working status monitored by APP. Battery capacity expansion supported if have more battery capacity needs. You can purchase our expansion battery to expand capacity easily. This product is committed to save energy and protect environment, providing you with clean energy.

2. Specifications

2.1 Alpha 2000 specifications

General Info

Net Weight	25.6kg
Dimension	452*262*372mm
Capacity	2048Wh (3.2V/640000mAh)
Wifi	Supported

Output Ports

AC	120V 50Hz/60Hz
AC Continuous Power	2000W Pure sine wave
AC Output Peak	4000W
Max Device(s) Power Supported by E-turbo	2500W
USB-A (*2)	5V, 2.4A, 12W Max per port
USB-A Fast charge (*2)	5V/9V/12V, 2.4A, 18W Max per port
USB-C (*2)	5V/9V/12V/15V/20V, 5A Max, 100W Max per port
Car Charger	12V 10A, 120W Max
LED Light	Five modes: Slightly bright / Bright / SOS / Flashing / Breathing light

Input ports

AC Charge	E-Stream Fast Charge 1800W Max
AC Input Voltage	100V-120V, 50Hz/60Hz
Solar Panels	10V-100V 8A, 800W Max
Car Charge Input	Supports 12V/24V battery, default 8A

Battery Info

Cell Materials	LiFePO4 battery
Cycle Lifetime	3000 times charge and discharge capacity ≥ 80%
Protection	Over Voltage Protection, Overload Protection, Over Temperature Protection, Low Temperature Protection,

	Low Voltage Protection, Short Circuit Protection, Over-current Protection
Optimal Operating Temperature	20℃ to 30℃

Environmental Operating Temperature

Discharge Temperature -20℃ to 45℃

Charge Temperature 0℃ to 45℃

Storage Temperature -20℃ to 45℃ (Optimal 20℃ to 30℃)

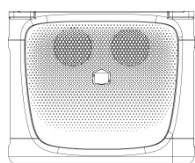
Additional Connections

Expansion Battery Support up to 15 Max expansion batteries, sold separately

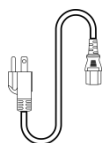
Solar Panels Folding Bag Supported, sold separately

***Whether the product can be charged or discharged depends on the actual temperature of the expansion battery**

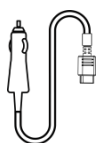
3. What's in the box



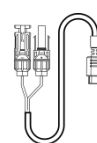
Alpha 2000



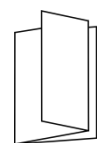
AC Charging Cable



Car Charging Cable



Solar Charging Cable



User Manual

4. Safety Instructions

4.1 Usage

1. Do not use the product near a heat source, such as a fire source or a heating furnace.
2. Avoid closing to any liquid. Do not immerse the product in water or get it wet. Do not use the product in rainy or humid environments.
3. Do not use the product in an environment with strong static electricity/magnetic fields.
4. Do not disassemble the product in any way or pierce the product with sharp objects.
5. Avoid using wires or other metal objects that may result in a short circuit.
6. Do not use unofficial components or accessories. If you need to replace any components or accessories, please visit our official channels to check relevant information.
7. When using the product, please strictly follow the operating environment temperature specified in this user manual. If the temperature is too high, it may result in a fire or explosion; if the temperature is too low, the product performance may be reduced

seriously or the product may cease to work.

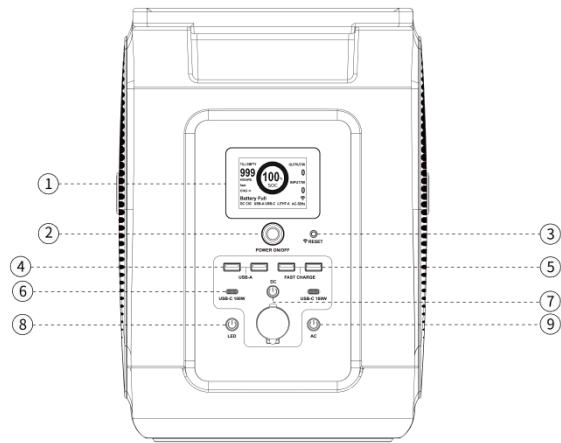
8. Do not stack any heavy objects on the product.
9. Do not lock the fan forcibly during use or place the product in an unventilated or dusty area.
10. Please avoid impact, falls, or seriously vibrations when using the product. In case of a seriously external impact, turn off the power station immediately and stop using the product. Ensure the product is well fastened during transportation to avoid vibrations and impacts.
11. If you drop the product accidentally into water during use, please place it in a safe open area, and stay away from it until it is dry completely. The dried product should not be used again, and should be properly disposed of according to Section 4.2 below. If the product catches fire, we recommend that you use the fire extinguishers in the following order: water or water mist, sand, fire blanket, dry powder and finally a carbon dioxide fire extinguisher.
12. If the connection port of this product is dirty, please use a dry cloth to clean it.
13. Place the product on flat surface to avoid damages caused by the product toppled. If the product is toppled seriously and damage appeared, turn it off immediately. Place the battery in an open area, keep it away from combustible matter and people, and dispose it in accordance with local laws and regulations.
14. Ensure that the product is kept out of reach for children and pets.

4.2 Disposal Guide

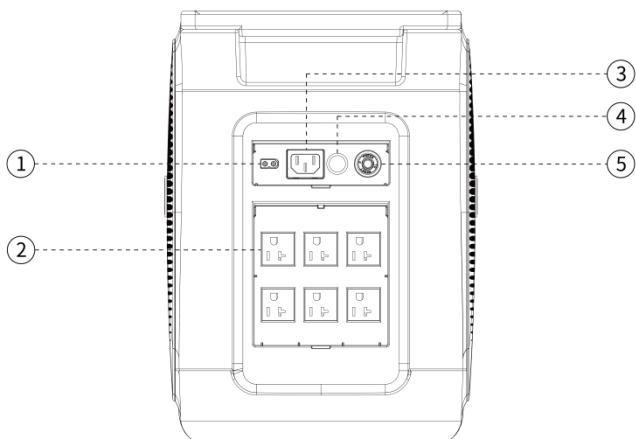
1. If conditions permit, make sure that the battery is fully discharged before disposing it in a designated battery recycling bin. The product contains batteries with potentially dangerous chemicals, so it is strictly prohibited to dispose of it in ordinary trash cans. For more details, please follow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

5. Getting Started

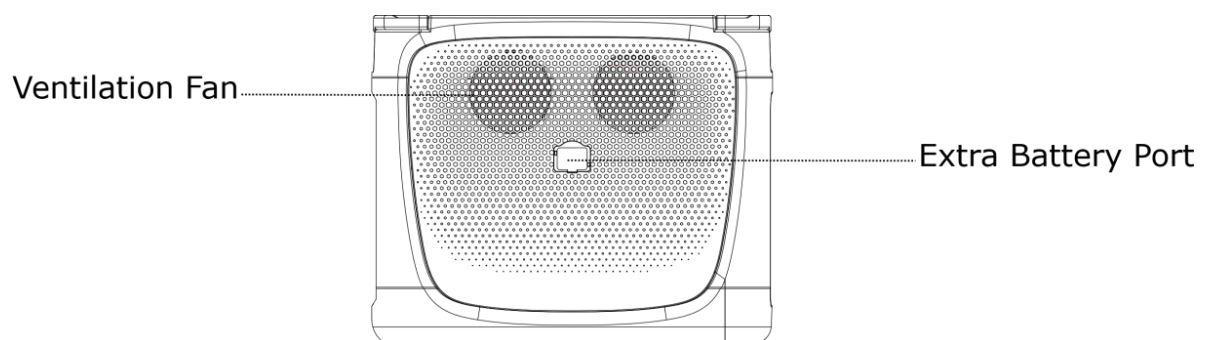
5.1 Product Details



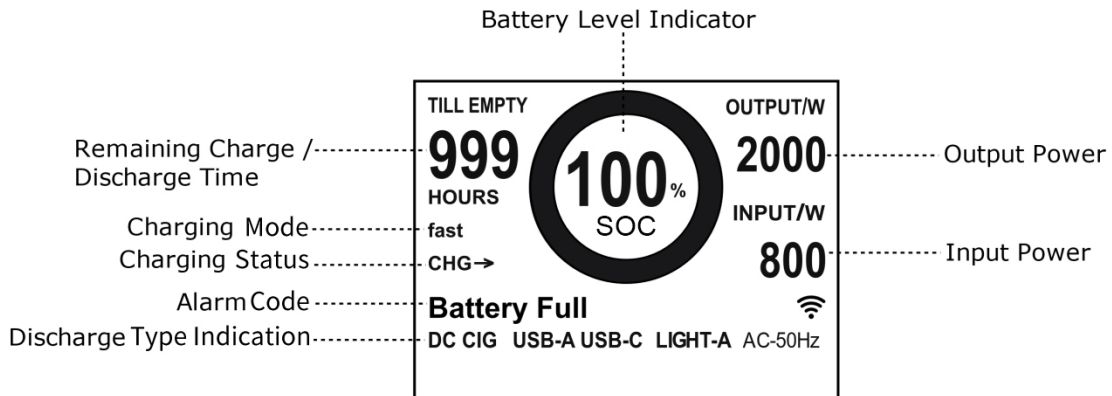
- ① LCD Screen
- ② Main Power Button
- ③ Reset Button
- ④ USB-A Output Port
- ⑤ USB-A Fast Charge Output Port
- ⑥ USB-C Output Port
- ⑦ DC Power Button
- ⑧ LED Button
- ⑨ AC Power Button



- ① Solar/Car Charging Input Port
- ② AC Output Port
- ③ AC Charging Input Port
- ④ Charging Power Adjustable Button
- ⑤ Overload Protection Switch



5.2 LCD Screen



Discharge mode:

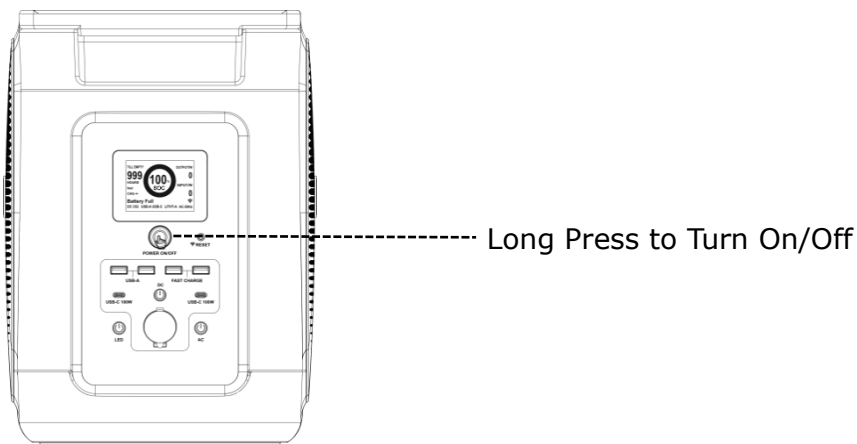
DC CIG: Cigarette port output

USB-A USB-C: common USB-A, QC3.0 and PD3.0 fast charge output

LIGHT-A/B/C/D/E: Corresponding to the 5 modes of LED

AC-50Hz: AC output frequency is 50Hz

5.3 Power On/Off



Power On, Power Off, LCD Screen On

- ◆ **Long press the Main Power Button to turn on the product; the LCD Screen will light up and the battery level indicator icon will display.**

When this product lasts for 5 minutes without any operation (the time can be set through the APP), the LCD screen will turn to dark automatically. When there is load or operation on this product, the LCD display will light up automatically.

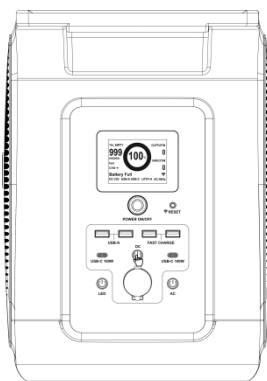
- ◆ **Keep press main power button for 3 seconds to turn off the product.**

The default standby time is 2 hours. If all output power buttons turned off, and no any loading on this product, it will be turned off automatically after 2 hours. The standby time

can be set on the App.

6. Output/Input

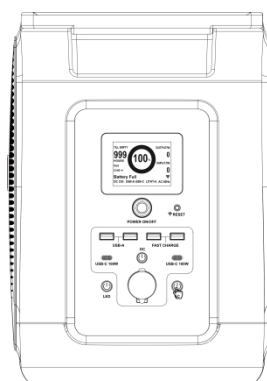
6.1 DC Output



1. Firstly turn on main power button, then short press **DC power button** to turn on DC output, at this time the **USB-A/USB-C/cigarette charging port** ready to work, and the user can connect with the electrical equipment.
2. Press and hold the **DC power button** for 2 seconds to **turn off the DC output**.

Note: When the DC output is turned on, this product will not turn off automatically, and the DC output needs to be turned off manually.

6.2 AC Output Usage



1. Firstly turn on main power button, short press **AC power button** to turn on AC output, at this time **AC electrical equipment** can be connected.
2. Press and hold the **AC power button** for 2 seconds to **turn off the AC output**.

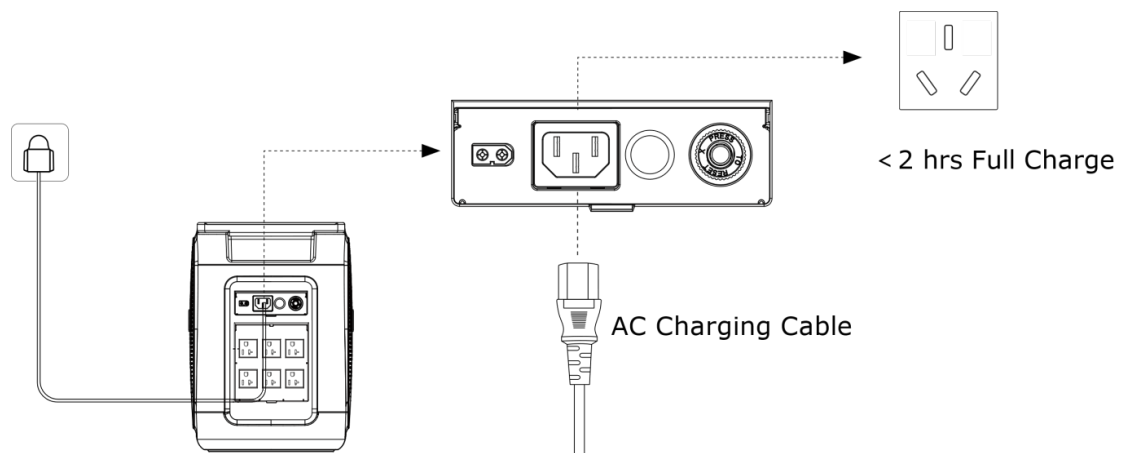
Attention:

- * The default standby time of AC output port is 2 hours, and it will be turned off automatically after 2 hours if there is no any loading on AC output ports.
- * Please turn off the AC output on time if AC usage stopped to avoid battery power lossing due to inverter power consumption.
- * If overloading or short circuit occurring during use, and the display shows "E12 AC overload", please take out the electrical equipments or eliminate the short circuit reasons, then restart the AC output power button after 1 minute.

6.3 AC Charging

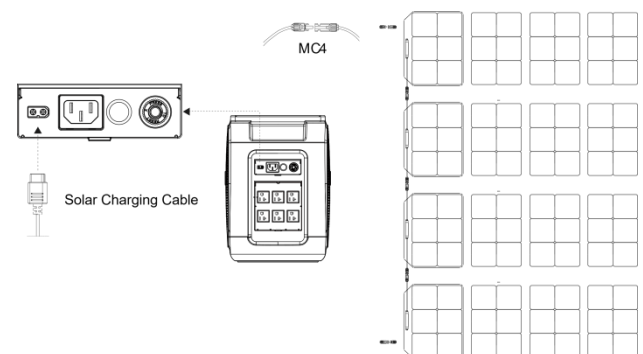
Then "CHG ->" and input power lighted means in charging, and circle outside battery display

flashing cycled. Maximum fast charging of AC power is 1800W, and it takes about 1.5 hours to charge fully. If AC power not reach 1800W, can shift to slow charging which max power is 600W by the button of AC fast charging/customized charging.



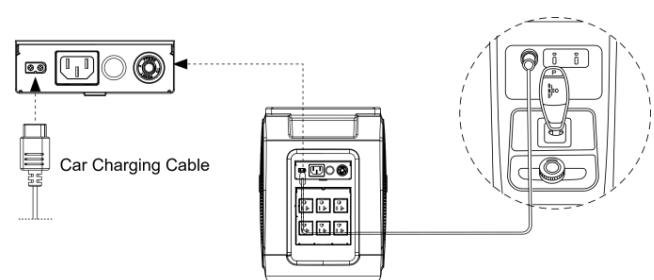
6.4 Solar Charging

Users can connect with solar panels to charge this product as right picture shown. When using solar panels to charge this product, please confirm the output voltage (10V-100V) of the solar panel is within the product specification range to avoid any damage on this product.



6.5 Car Charging

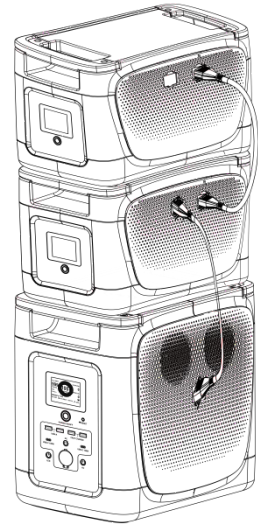
Users can charge this product connecting the car charging cable to the car cigarette port. Please make sure the car engine is started when charging to avoid draining the car battery and preventing the care from starting. Our company cannot be held responsible for any losses incurred due to failure to follow these instructions.



6.6 Expansion Battery Usage

The product can be connected with up to 15 expansion batteries at the same time to meet higher capacity needs. Battery capacity expansion can reach to 32KW. Please follow the instructions below:

1. Before the product and expansion battery connecting, please make sure that the product and expansion battery both are power off.
2. Do not connect or take out the expansion battery directly during charging and discharging processes. If you need to connect or take out of it midway, please turn off both of the power firstly.
3. Do not touch the metal terminals of the expansion battery connector by your hands or other objects. If the metal terminals dirty, please clean it by dry cloth carefully.





7. APP

You can control and view information and data about this product through the COZYLIFE App.

1. Download the COZYLIFE App and sign up.



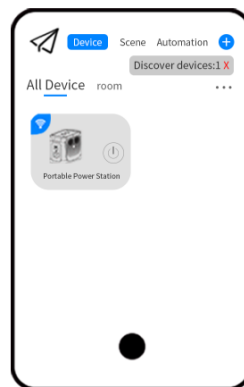
2. Turn on main power button  Press the RESET key  to open Wifi mode.



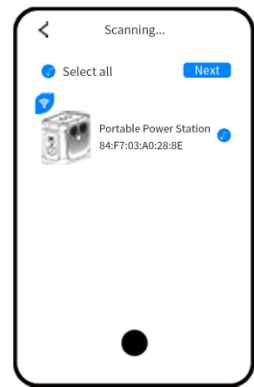
3. Open the APP



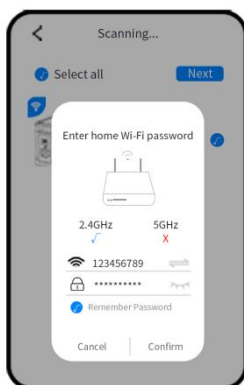
4. Open the phone's Bluetooth and Wifi, enter the Wifi password, and connect to Wifi (non-5G)



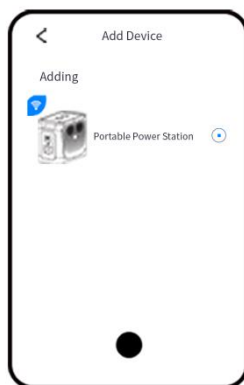
5. Back to the APP operation page, click "Discover device: 1x" at the right up corner



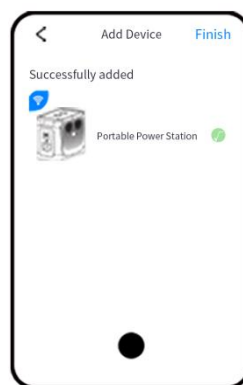
6. Choose the scanned device and click Next



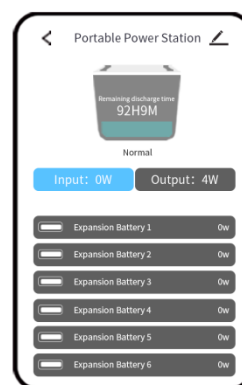
7. Enter the Wifi account and password in the pop-up window, click OK, and enter Add Device



8. Add device and pending



9. After the device added, click "Finish" to enter the background operation page



10. You can control the product, and set parameters and view informations after entering the APP background operation page.

8. E-turbo

In order to improve the AC output power compatibility, if the power of the electrical equipments exceeds the rated output power of this product, the E-turbo function can be turned on through the APP to increase the AC output power, and the maximum support power for equipment is 2500W.

When using the E-turbo function, please note the following:

1. E-turbo function closed initially; it can be opened/closed in the COZYLIFE App.
2. E-turbo is not available when the AC output is turned on in a charging status (in bypass mode) and E-turbo is closed.
3. E-turbo is not compliant for all electrical appliances; more compatible for heating and machinery equipments. It is not available for some voltage protection appliances, such as precise instruments. To check the E-turbo function whether can be used for the equipment according to the reality test.

9. Emergency Power Supply (EPS)

This product supported EPS. When this product charged by AC electricity and provided charging for external electrical equipments, the equipments charging is through AC electricity directly. (AC electricity is from electricity not battery at this situation.) If the electricity interrupted suddenly, this product change to charging by battery during 30ms. This function is not professional UPS, thus 0ms shift not supported. Please do not connect to the high

requirement equipment which need electricity continually, such as data server and station. And one equipment suggested during using, please do not use many equipments at the same time to avoid this product starting overloading protection. Our company do not undertake any responsibility if equipment can not operated normally or data lost due to actions not following instructions.

10. FAQs

Q1: What battery does the product use? Are lithium batteries safe?

It uses high-quality lithium-ion battery and the system has multiple safeguards to ensure the safe operation, also with charging over-voltage protection and discharge over loading protection.

Q2: Can the product be charging and discharging at the same time?

Supported and this situation is EPS mode, please refer to No.9. of this manual.

Q3: Why there is sound during AC using?

The product has an air-cooling system and built-in mute fan to help the product cool down and ensure the inverter working continuously.

Q4: What types of car is "car start function" applicable for?

The principle of car start is to recharge the car battery. The car is still started by its battery, and you can try to start the car after the battery is charged fully. It takes time to recharge the battery, please wait patiently.

Q5: How to clean the product?

Please clean it by dry, soft, clean cloth or tissue.

Q6: How to store the product?

Please turn off the product before storing. Please store it in a dry, ventilated and suitable temperature environment. Please do not place in a wet, high temperature, dirty, salty environment to avoid any damage. If store for a long time, please discharge the battery to 30% and recharge it to 60% each 3 months to extend the lifetime.

11. Warning Code

Alarm code	Alarm item
Battery Full	Full charged protection, stop charging, discharging available
E1 Low Power	Low battery protection, stop discharging, charging allowed
E2 Over Temp	Battery temperature over protection, stop charging and discharging
E3 Low Temp	Battery temperature low protection, stop charging and discharging
E4 Voltage Diff	Battery voltage pressure difference over protection. Charging and discharging allowed. Please contact after-sales service if not disappear for a long time
E5 Temp Diff	Battery temperature difference over protection, charging and discharging allowed, please contact after-sales service if it not

	disappear for a long time
E6 Voltage High	Battery voltage high protection, stop charging, discharging allowed
E7 Voltage Low	Battery voltage low protection, stop discharging, charging allowed
E8 Charge OC	Charging over current protection, stop charging
E9 Sensor Break	Current sensor disconnected, stop charging and discharging, please contact after-sales if not disappear for a long time.
E10 Bat Short	Battery short circuit protection, stop charging and discharging
E11 AC Sys Fault	AC system failure, unable to output, if not disappear after restart a long time, please contact after sales
E12 AC Overload	AC overloading protection, stop output, rework after restart
E13 USB Overload	USB overloading protection, stop output, rework after restart
E14 CIG Overload	Cigarette overloading protection, stop output, rework after restart
E15 DC Overload	DC overloading protection, stop output, rework after restart
E16 PV Offline	PV charging module telecommunication is abnormal, please contact after-sales
E17 BMS Offline	Battery module telecommunication is abnormal, please contact after-sales
E18 IV Offline	Inverter module communication is offline, please contact after-sales
E19 CHG Offline	Fast charging module communication is offline, please contact after-sales
E20 UPS Overload	UPS overloading, please put off the loading and restart

12. Troubleshooting

1. The product cannot be charged

- ① Check charging cable, power supply and plug socket whether connected well.
- ② Check the display screen light or not. If light but not in charging status, please contact the after-sales.

2. The product cannot be discharged

- ① Press all buttons but can't discharging, display screen no light, please contact the after-sales.
- ② If press button, button background light on, display screen light on, corresponding part no output, please check the equipment connection whether normal, if normal, please check warning code, if shows output over loading, please put off the loading and restart, try again.
- ③ Check total power capacity of charging equipments whether exceed limited max power capacity, please don't use if exceed.

3. Product stops working during using status

- ① Check battery whether too low, check battery and warning code shows at display screen, please charge on time if battery too low.
- ② Check whether overloading, high temperature, low temperature, short circuit etc. abnormal situations, please solve it according to the warning code appeared.

- ③ Check loading working voltage whether too low result in no loading status, restart and continue to use.

13. FCC Statement

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.

Caution:Any changes or modifications to this device not explicitly approved by manufacturer could void your authority to operate this equipment.

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.

RF Exposure Information

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 and your body.

14. After-sales Service

If can't find the failure reason based on correct operations following user manual during using, please contact the distribution on time. Feedback model no.; purchase date; contact no.; failure reason clearly to after-sales.

1. One year warranty

The date counted from purchasing date. Please save purchased list or online purchased record for date checking.

2. During warranty, if damage due to product materials or technology and not by person action, our company will repair or change some parts for free.

3. The followings are not inside warranty area.

- ① Disassemble and repair without authorised
- ② Function failure appeared by person actions
- ③ Damage caused by natural disasters, thunder and lightning, accidents and other irresistible factors
- ④ Appearance damage after use is not inside warranty.



RoHS



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