Anker SOLIX C1000 Gen 2 Troubleshooting & User Guide

Anker SOLIX C1000 Gen 2 Troubleshooting & User Guide

📘 Basic Information

- **Model:** Anker SOLIX C1000 Gen 2
- **Battery Type:** LFP ($LiFePO_4$)
- **Capacity:** 1,024 Wh
- **AC Output Power:** 2,000 W (base) / up to 2,400 W with SurgePad
- **Operating Temperature:**
  - Discharging: –20 °C – 40 °C / –4 °F – 104 °F
  - Charging: 0 °C – 40 °C / 32 °F – 104 °F
- **Dimensions:** 384 × 208 × 244 mm / 15.12 × 8.19 × 9.61 in
- **Weight:** 11.3 kg / 24.9 lb

⚙️ Frequently Asked Questions & Solutions

🔋 Capacity & Expansion

Q: Can C1000 Gen 2's capacity be expanded?
A: To enhance portability by reducing weight and size, C1000 Gen 2 does not include an expansion option. For users who require expandable capacity, C1000 is recommended.

⚡ Charging

Q: Why does charging take more than 49 minutes with UltraFast Charging enabled?
A: UltraFast Charging speed depends on battery temperature. It activates when the temperature is above 20 °C (68 °F). Charging at 0–20 °C (32–68 °F) significantly slows down the process.

Q: How do I enable UltraFast Charging?
A: Connect the AC charging cable to C1000 Gen 2's AC input port. Open the Anker App, go to the product homepage and enable **UltraFast Charging** under the Input section. Use only when necessary to prolong battery life.

Q: Why is UltraFast Charging not working?

A: It may stop working in the following cases:
1. **Time-of-Use (TOU)** Mode is enabled — they cannot run simultaneously.
2. The AC charging cable was unplugged or reconnected — this automatically disables UltraFast Charging.

Q: Can C1000 Gen 2 be charged via the grid and solar panels at the same time?
A: Yes. Both solar and grid charging can work simultaneously; solar power is prioritized, and remaining capacity is supplied by AC charging.

🌞 Solar Input

Q: Why is solar input power lower than expected?
A: Ensure sufficient sunlight and proper solar panel orientation (facing the sun). If the issue persists, please contact your solar panel manufacturer.

🔋 Battery & Maintenance

Q: What battery does C1000 Gen 2 use?
A: It uses an **LFP battery**, which retains over 80% capacity after 4,000 cycles, offering long-lasting and reliable performance.

Q: How should I store and maintain C1000 Gen 2?
1. Turn off all outputs when not in use to prevent battery drain.
2. Store in a cool, dry environment.
3. Recharge to 100% every three months to maintain battery health.

Q: Will AC charging below 1200 W affect battery life?
A: No. The battery management system optimizes charging and prolongs lifespan. Use **Super Fast Charging** only in emergencies.

⏱️ Discharge Duration Calculation

Formula:
Discharge Time = Battery Capacity × Current Charge / Discharge Power × Discharge Efficiency

Where:

- **Battery Capacity:** in Wh
- **Current Charge:** remaining percentage (80% = 0.8)
- **Discharge Power:** in Watts
- **Discharge Efficiency:** about 0.9 – 0.95

Example:
If Battery Capacity = 1024 Wh, Charge = 80%, Discharge Power = 200 W, Efficiency = 0.9,
then Discharge Time ≈ 1024 × 0.8 ÷ 200 × 0.9 ≈ **3.7 hours**

🧠 Working Modes & Settings

Q: What are the working modes of C1000 Gen 2?
A: There are two modes — **Standard Mode** (for everyday plug-and-play use) and **Time-of-Use (TOU) Mode** (which optimizes charging and discharging based on electricity price fluctuations).

Q: How do I set TOU Mode?
Define different time periods for Peak, Mid-Peak, and Off-Peak:

- **Peak:** Uses battery power first, then switches to grid.
- **Mid-Peak:** Grid powers the load but does not charge the battery.
- **Off-Peak:** Grid powers the load and charges the battery simultaneously.

Q: Can Fast Charging Plan and Storm Guard be enabled simultaneously?
A: Yes. If schedules overlap, **Storm Guard** takes priority; when it ends, the system switches back to **Fast Charging Plan**.

🔄 Reset Options

Q: How can I reset C1000 Gen 2?
1. **Use the reset hole:** Press for one second with a paper pin.
2. **Factory reset via app:** Log in to the Anker App and tap *Factory Reset*.
3. **Reset Bluetooth or Wi-Fi:** When powered off, press and hold the main power button for 7 seconds.

⚡ UPS & Output Power

Q: Which AC output ports support UPS, and what is the switchover time?
A: All AC output ports support UPS. In case of a power outage, the system automatically switches to C1000 Gen 2 within **10 ms** to keep devices powered.

Q: Why is output power not displayed on the LCD screen?
A: Due to measurement accuracy limits, power below 15 W is not shown.

💧 Waterproof Rating

Q: Is C1000 Gen 2 waterproof?
A: No. Please keep the device away from water and humid environments to avoid damage.

⚙️ Compatibility

Q: Can C1000 Gen 2 be connected to Anker SOLIX BP1000 or third-party expansion batteries?
A: No. C1000 Gen 2 does not support connection to BP1000 or any third-party expansion battery.

🔥 SurgePad Feature

Q: What is SurgePad?

A: C1000 Gen 2 has an AC output of 2,000 W. With **SurgePad**, it supports devices up to 2,400 W — ideal for heating appliances such as heaters and electric kettles. It is not recommended for motor-driven devices like refrigerators or air conditioners.

☒ First-Time Use

Q: Does C1000 Gen 2 require activation before first use?
A: No. Simply press and hold the main power button for 3 seconds to turn on and start using.

📃 Performance Tips

- Ensure ventilation during operation; avoid overheating or obstruction.
- Solar panels produce maximum power when perpendicular to sunlight.
- When input voltage is higher than output, the battery automatically supplements power.
- Fan noise may increase during Super Fast Charging, which is normal.