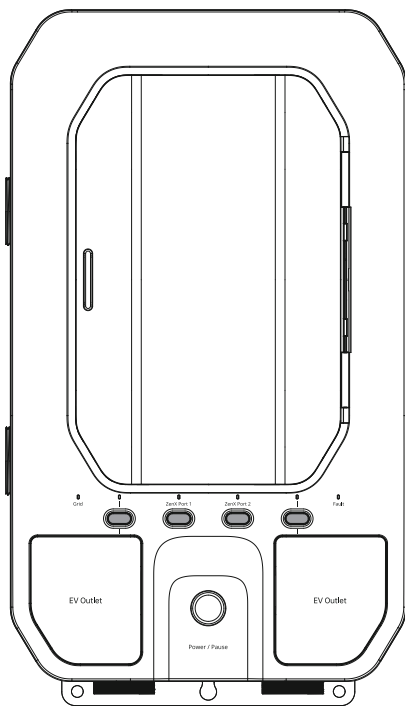


# ZENDURE

SuperCharged<sup>®</sup>

## Home Panel with EV Outlets User Manual



✉ [support@zendure.com](mailto:support@zendure.com)

## 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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## 1. 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>.

## 2. Specifications

Weight	≈ 19.4lbs / 8.8kg
Dimensions	11.2 x 4.7 x 19.4in / 285 x 119 x 492mm
Max connected Battery Capacity	64,380Wh (SSS) or 46,080Wh (LFP)
Wireless Type	Bluetooth, Wi-Fi
Mounting Type	Wall Mount
Type of Enclosure	Type 1
Maximum # of Circuits	10
Rated Relay Module Current	30A x4, 20A x6
Rated System Voltage	120VAC/240VAC
Max Total Input Current	50A x4
Rated Max SuperBase V Input	7600W Max (3800W x2)
SuperBase V Charging Power	7200W Max (3600W x2)
Operating Humidity (RH)	5-85%

## 3. Safety Guidelines

### 3.1 Instructions

1. The product must be installed by a licensed electrician.
2. The Home Panel defaults to Grid Mode. For safety, do not access or disconnect any load circuits when there is an internal fault. Power down those loads and contact a licensed electrician or Zendure technical support.
3. Do NOT unplug fuses while Home Panel is energized to avoid causing damage to the Home Panel.
4. All upstream breakers feeding into Home Panel should be non-AFCI or non-GFCI. AFCI or GFCI protection should be downstream of the Home Panel using AFCI/GFCI breakers or outlets.
5. Do not use around strong static electricity or magnetic fields.
6. Do not install or operate the product outdoors or expose to moisture or submerge it in liquid. Only clean the ports with a dry cloth.
7. Do not block or obstruct the cooling fan during use or place the product in an unventilated or dusty area.
8. Do not install or operate the product in extreme temperatures. Do not dispose of the product in heat or fire.
9. Do not use the product if it is damaged or appears to be damaged. Do not disassemble the product. Consult official Zendure channels when service or repair is required. Incorrect disassembly or reassembly may result in a risk of fire or injury to persons.
10. Do not connect the relay lines to circuit breakers higher than their current rating. Doing so can result in damage to the relay modules.
11. Adhere to all local and national safety regulations for installation and use.
12. This product is designed for residential use only. Keep out of reach of children and pets.
13. The maximum total current for all input circuits under Grid Mode is 100A (240V).

### 3.2 Warnings

1. To completely de-energize the product, the user MUST open the upstream breakers as well as physically unplug all SuperBase V's. Failure to do so may cause a shock hazard.
2. The Home Panel Itself does not provide an AFCI (Arc Fault Circuit Interrupter) or GFCI (Ground Fault Circuit Interrupter) function. Consult a licensed electrician for AFCI or GFCI solutions.
3. The Home Panel MUST be completely de-energized before being serviced. Electrical equipment should be serviced by authorized personnel only.

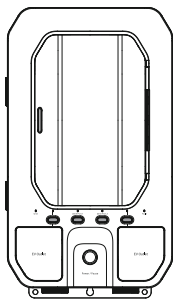
## 4. Important Tips

### Complete the following steps to de-energize the Home Panel

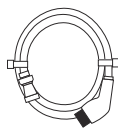
1. Open all connected upstream circuit breakers and make sure the Grid Indicator is off.
2. Turn off SuperBase V's, unplug them off the Home Panel and ensure the ZenX Port Indicators are off.
3. The alarm will sound if the Home Panel is energized while the Front Panel is open. Please ensure that the unit is de-energized and the alarm has stopped.

## 5. Product Features

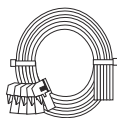
### 5.1 What's in the Box



Home Panel



ZenX Cable x2



Wires  
2 Meters Length



Fuses x6



A Bag of  
Accessories

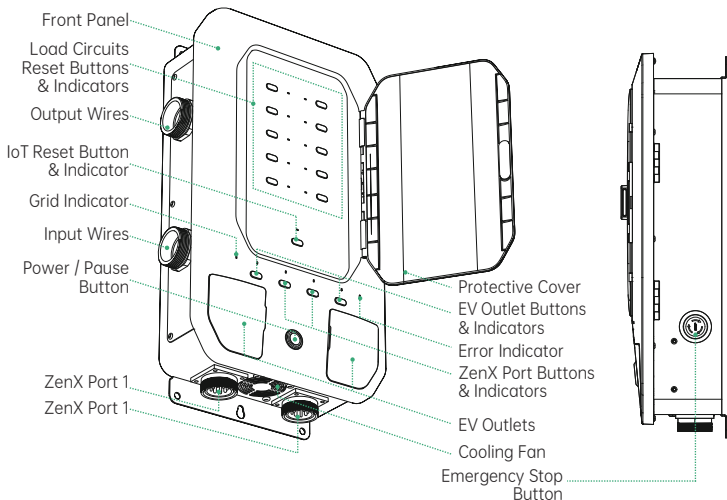


User Manual



Installation  
Manual

### 5.2 Product Overview



## 5.3 Operation Guidelines

NO.	Item	Action	Indicator	Remark
1	Power ON	Press Power / Pause Button for 1 seconds	Power green LED indicator on	1 beep *Can press IOT Button to connect Wi-Fi/Bluetooth at this status
2	Power OFF	Briefly press Power / Pause Button	Power indicator on EV outlet green indicator off	
3	Enter into Emergency mode	Press down the Emergency Button	All indicators off	
4	Exit from Emergency mode	Rotate up the Emergency Button	Return to the working state before entering emergency mode	1 beep
5	Grid Mode	/	Grid white indicator on	
6	Backup Mode	Switch on the App by manual or will switch to this mode automatically while blackout (reminder show up on the App).	ZenX Port green indicator on	
7	Connecting SuperBase V successfully	Plug in ZenX Cable	ZenX Port white indicator flashes	1 beep
8	SuperBase V output ready (EPS mode ready)	Briefly press ZenX Port Button	ZenX Port green indicator flashes	1 beep
9	SuperBase V enter into standby mode	Briefly press ZenX Port Button	ZenX Port white indicator flashes	1 beep
10	Charging for SuperBase V	Press and hold ZenX Port Button for 3 seconds	ZenX Port White indicator on	2 beeps
11	Charging for SuperBase V	Press and hold ZenX Port Button for 10 seconds	ZenX Port White indicator on	3 beeps *Only when SBV no working due to no power
12	Grid charging for SBV automatically once grid connected	Press the Power / Pause Button for power on after SBV connecting with Homepanel successfully (SOC < 80% for SBV charging is the default mode)	ZenX Port White indicator on	
13	Pairing	Press and hold IoT Reset Button for 3 seconds	IoT white indicator flashes	2 beeps
		Pairing completed	IoT Indicator on	
14	Wi-Fi status	waiting for pairing	IoT white indicator flashes	
		online	IoT white indicator on	
		offline	IoT white indicator flashes	
15	Turn on EV Outlet output power	Press and hold EV Outlet Button for 1 seconds	EV Outlet white indicator on	1 beep
16	Turn off EV Outlet output power	Press and hold EV Outlet Button for 1 seconds	EV Outlet indicator off	
17	Turn on the Load Circuits	Briefly press the Load Circuits Reset Buttons	Load Circuits Reset Buttons & Indicators on	1 beep
18	Turn off the Load Circuits	Briefly press the Load Circuits Reset Buttons	Load Circuits Reset Buttons & Indicators off	1 beep
19	Overcurrent protection reset for Load Circuits	Press and hold Load Circuits Reset Buttons for 3 seconds	Load Circuits Reset Buttons & Indicators on accordingly	2 beeps
20	Reset for Load Circuits after fuses replaced	Press and hold Load Circuits Reset Buttons for 10 seconds after fuses replaced successfully	Load Circuits Reset Buttons & Indicators on accordingly	3 beeps
21	OTA updates	Operate on the App	IOT green indicator flashes	

## 5.4 Connect with SuperBase V6400/4600

Zendure's Home Panel with EV Outlets is a smart load side transfer switch. It's also a fast-charging dock for SuperBase V and features two EV outlets. A Home Panel can be connected to one or two SuperBase V units' ZenT2 Port.

Press the AC Power Button for 3 seconds to connect with Home Panel. Refer to the latest Zendure App for more information.



### Tips:

- It's recommended that both SuperBase V(s) and Home Panel are turned off before connection.
- The Home Panel icon will show up on display after connection; then you can start charging or discharging.
- Do not connect them during charging/discharging process.
- Do not touch the metal pins of the ports with your hands or other objects. Gently clean them with a dry cloth when necessary.

### Smart transfer switch:

- The Smart Home Panel has the function of smart transfer switch, can support 10 circuit loads max, there are 4 circuits with each 30A and 6 circuits with each 20A.
- This function is the default mode, the Grid is the priority to provide power, will switch to power by SuperBaseV automatically less than 100ms if blackout happen, if Grid recover, then will switch to power by Grid automatically.
- Each circuit can be set with ON/OFF by the Load Circuits Reset Buttons or on the APP (the default setting is ON).
- If connect with 240V loads, then must need to turn on each one of the Load Circuits Reset Buttons from 1/3/5/7/9 and 2/4/6/8/10, otherwise, the machine can't work normally and will alarm.

### Fast charging for SuperBaseV:

- The Smart Home Panel can provide up to 3600W charging for one SuperBaseV and 7200W charging for two SuperBaseV.

### Automatic power backup:

- When the SuperBaseV output is ready, it can be switched automatically to be powered by the SuperBaseV during blackout happen within 100ms. When the Grid recover, it can switch back to the power supply from the power grid according to the setting by the user automatically.

### Charging for EV:

- The Smart Home Panel has 2 EV charging sockets (NEMA 14-50 40A Max).

### Stop all output power supply:

- Briefly press the main Power / Pause Button to turn off all outputs, but the main board of the home panel is in standby mode (which can support Bluetooth & Wi-Fi control at this mode).

### Safety alarm:

- The Smart Home Panel Will be Audible alarm when front panel is opened without physically disconnecting the Grid and SBV power supply, which will Provide more safety guideline for the user to operate the product.

### Adjusting output voltage (240V or 120V) automatically:

- The US smart Home Panel Has the function of adjusting output voltage (240V or 120V) automatically and can be setting ON or OFF on the App (default mode is ON) to make sure all the 10 circuits can have the output power always (with 240V output voltage). If turn OFF on the App, then this function will not work (If connect with two SBV at the same time, then this function will still work and adjust each SBV output with 120V).
- Refer to the latest Zendure App for more information.

## 5.5 Firmware Update, Voice Control

### Firmware Update

When using your Home Panel for the first time, please check for the latest firmware using the Zendure app. The app facilitates over-the-air (OTA) updates.

### Voice Control

Use the Zendure app to connect your Home Panel to your Google or Alexa voice assistant for hands-free access to device status and controls.

Read the Zendure app user guide and access the download link here: <https://app.zendure.com/download>



### 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.

Tips:

- Do not turn off the device while firmware is updating.
- Please update the firmware when the capacity is more than 20%, if Home Panel power by the SBV or Satellite Battery. in order to have enough power to complete the update.

## 6. FAQs

### What's the maximum number of SBV and Satellite Batteries that can be connected to the Home Panel?

A maximum of 2 SBV and 8 Satellite Batteries can be connected, with a total of 7200W output power and 64.3kWh of energy.

### Can I manually switch between grid and backup power?

Yes, through the Zendure app.

### Does the Home Panel have any protection functions?

Yes. There is a relay based overcurrent and over-temperature protection system in both the grid and backup mode. There is also a fuse for fault protection in the backup mode only.

## 7. Troubleshooting

Indicator & alarm	Potential issue	Solution
Red fault indicator on & 2 beeps	Over voltage	Issue will be solved /disappear once Grid recover to supply power.
Red fault indicator flashes & 2 beeps	Over current	To cut off all power supply and solve the issue, then power on to start working again.
Red fault indicator on & 2 beeps	Over-temperature	To reduce the load or stop working, and restart the work after the temperature rise drops to the set recovery working temperature.
Red fault indicator on & 3 beeps	Fuses broken of Load Circuits	It is recommended to turn off the SBV first, then restart the Home Panel & SBV, Press and hold Load Circuits Reset Button for 10 seconds to reset it after the fault solved.
	Others	Press and hold Press Power / Pause Button for 10 seconds to clear all faults

In case any other questions, please refer to the Zendure App for details. Or contact Zendure Customer Service for further information.

# ZENDURE

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## 36-Month Warranty and Customer Care

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 reference.



### 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 Policy

Many of our products include a warranty that protects your products in the event of a defect. This may include refunding your purchase, or repair or replacement of your product with a similar, equivalent, or comparable item. This warranty is only available to customers who purchased their items from Zendure's official website or a marketplace or seller authorized by Zendure. Our friendly and responsive support team is happy to assist you with your warranty-related inquiries. Please contact us for more information.

### Warranty Period

The warranty period of the main unit is up to 3 years and starts on the date the item is purchased from zendure.com or an authorized retailer.

To verify your purchase and to better serve you, we may require information about your order. This may include the sales receipt indicating the date of purchase, order ID/number, and the name of the retailer, in addition to your warranty card, and when applicable, your product's serial number.

## Exclusions

1. The warranty does not cover accidental damage, misuse, abuse, scratches, dirt, normal wear and tear, loss, theft, or confiscation of your Zendure products.
2. The warranty will be invalidated if the product has not been used in accordance with the product documentation, or if repairs have been attempted by anyone not authorized by Zendure to do so.
3. The warranty is only valid for purchases made directly from [www.zendure.com](http://www.zendure.com) or purchases made through the following Amazon stores:
  - ① <https://www.amazon.fr/zendure>
  - ② <https://www.amazon.de/zendure>
  - ③ <https://www.amazon.it/zendure>
  - ④ <https://www.amazon.es/zendure>
  - ⑤ <https://www.amazon.com/zendure>
  - ⑥ <https://www.amazon.co.uk/zendure>
  - ⑦ <https://www.amazon.co.jp/zendure>
4. Warranty service may not be carried out if the above information is not available.
5. This limited warranty does not apply to any battery cells or products containing a battery cell unless the battery cell has been fully charged by you within seven (7) days after your purchase of the product and at least once every six (6) months thereafter.
6. Your warranty is non-transferable.
7. No quality related problems and the outer packaging has been damaged.
8. Items being returned or exchanged must include all accessories and original packaging.
9. Warranty service is only available in regions where warranty coverage is provided. Products purchased in and delivered to warranty service regions are not eligible for warranty coverage outside of those regions.

## How to Claim your Warranty

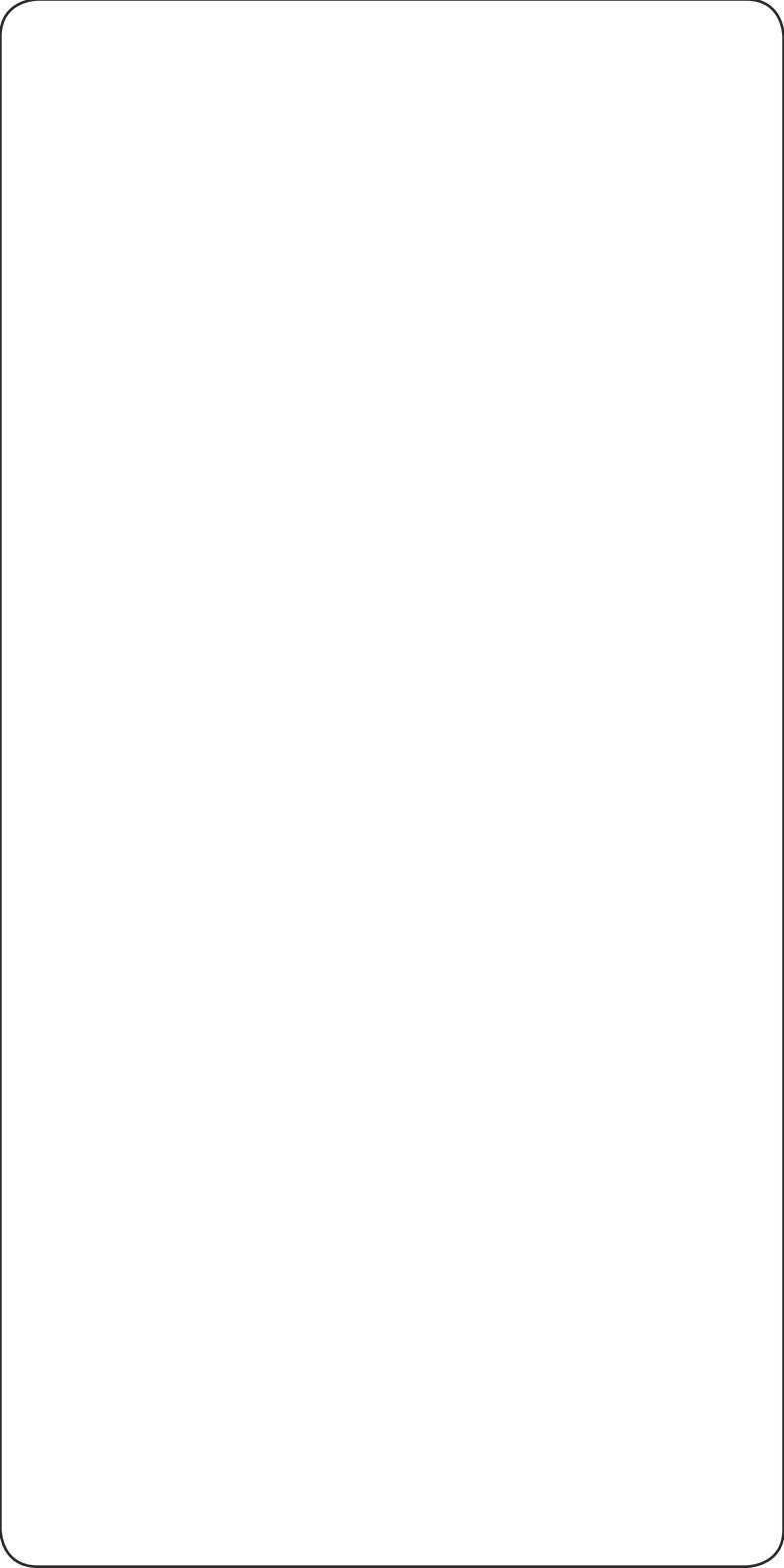
Please send an email or short video with the following information to [support@zendure.com](mailto:support@zendure.com):

1. Order number.
2. Proof of purchase.
3. Serial number.
4. Video or photo of any damaged or defective products.
5. Mailing address.
6. Contact telephone number.
7. Address for receiving the replacement.



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

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





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

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