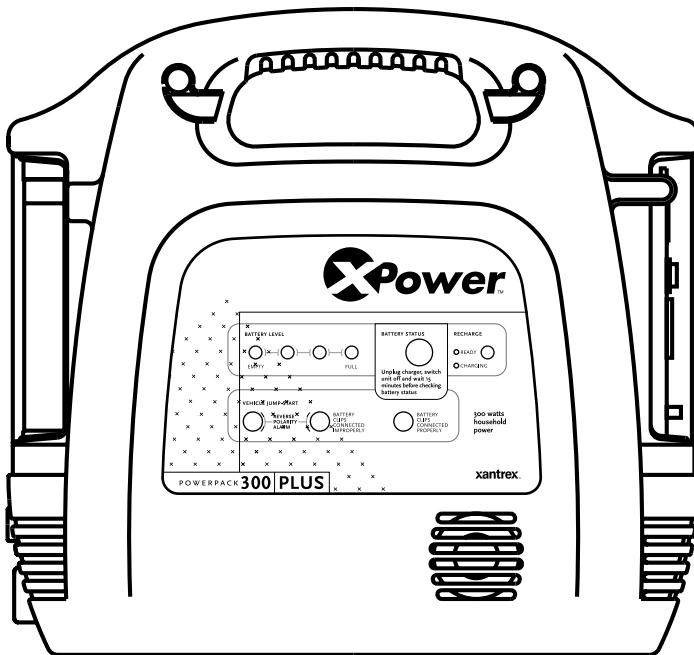




Owner's Guide

XPower Powerpack 300 and 300 PLUS



About Xantrex

Xantrex Technology Inc. develops, manufactures and markets leading advanced power electronic and control products for the Distributed, Mobile, and Programmable Power markets. The company's enabling technology converts raw electrical power from any central, distributed, or backup power source into high-quality power required by electronic and electrical equipment. Its products are sold under the Xantrex, Trace, Heart and Statpower brands.

Trademarks

XPower is a trademark of Xantrex International. Xantrex is a registered trademark of Xantrex International.

Other trademarks, registered trademarks, and product names are the property of their respective owners and are used herein for identification purposes only.

© May 2002 Xantrex International. All rights reserved.

Notice of Copyright

XPower™ Powerpack 300 and 300 Plus Owner's Guide

© May 2002 Xantrex International. All rights reserved.

Disclaimer

UNLESS SPECIFICALLY AGREED TO IN WRITING, XANTREX TECHNOLOGY INC. ("XANTREX")

(a) MAKES NO WARRANTY AS TO THE ACCURACY, SUFFICIENCY OR SUITABILITY OF ANY TECHNICAL OR OTHER INFORMATION PROVIDED IN ITS MANUALS OR OTHER DOCUMENTATION.

(b) ASSUMES NO RESPONSIBILITY OR LIABILITY FOR LOSS OR DAMAGE, WHETHER DIRECT, INDIRECT, CONSEQUENTIAL OR INCIDENTAL, WHICH MIGHT ARISE OUT OF THE USE OF SUCH INFORMATION. THE USE OF ANY SUCH INFORMATION WILL BE ENTIRELY AT THE USER'S RISK.

Date and Revision

May 2002, Revision 1

Part Number

445-0170-01-01

Contact Information

Phone 1-800-670-0707 (toll free in North America)
1-604-420-1585 (outside North America)

Fax: 1-800-994-7828 (toll free in North America)
1-604-420-1591 (outside North America)

Email: CustomerService@Xantrex.com

Web: www.xantrex.com

About This Guide

Conventions Used

The following conventions are used in this guide.



WARNING

Warnings identify conditions that could result in personal injury or loss of life.



CAUTION

Cautions identify conditions or practices that could result in damage to the XPower™ Powerpack unit or to other equipment.

Important: These notes describe an important action item or an item that you must pay attention to.

Note: Notes describe additional information which may add to your understanding of how to use the XPower Powerpack.

References to XPower Powerpack

In this guide, both the XPower Powerpack 300 and the XPower Powerpack 300 Plus (with the air compressor) are referred to as **XPower Powerpack** when the information applies to both models. However, when the information is specific to one model, then reference is made specifically to the **XPower Powerpack 300** or to the **XPower Powerpack 300 Plus**.

Related Information

You can find more information about Xantrex Technology Inc. as well as its products and services at **www.xantrex.com**

Important Safety Information

The XPower Powerpack generates a similar type of AC power as a normal household wall outlet. Operating the XPower Powerpack incorrectly or misusing it may damage the equipment or create hazardous conditions for the user.

Important: Before using your XPower Powerpack, be sure to read and save these safety instructions.

Warnings and Cautions



WARNING: Shock hazard. Keep Away from Children.

The XPower Powerpack generates the same potentially lethal AC power as a normal household wall outlet. Do not insert foreign objects into the AC Outlet, the DC Power Socket, the Jumper Cable Port, or the ventilation holes. Do not expose this product to water, rain, snow, or spray.

Do not open the XPower Powerpack except to replace the internal battery. Have a qualified technician complete any service work.



CAUTION

Do not connect any AC appliance with the neutral conductor connected to ground to the XPower Powerpack.



CAUTION

Do not expose the XPower Powerpack to temperatures over 104 °F (40 °C).



WARNING: Explosion hazard

Do not use this product where there are flammable fumes or gases, such as in the bilge of a gasoline powered boat, or near propane tanks. Do not use this product in an enclosure containing automotive-type lead acid batteries. These batteries, unlike the sealed AGM battery in XPower Powerpack, vent explosive hydrogen gas which can be ignited by sparks from electrical connections.

When working on electrical equipment, always ensure someone is nearby to help you in an emergency.



WARNING: Heated surface

Ensure at least 2 inches (5 cm) air space is maintained on all sides of the XPower Powerpack. During operation, keep away from materials that may be affected by high temperatures such as blankets, pillows and sleeping bags.



CAUTION

The jump-start feature is designed for short term operation only—less than 4 seconds. Operating the jump-start feature for more than 4 seconds may cause damage to the unit. Allow the XPower Powerpack to cool down for 3–4 minutes after each jump start.



CAUTION: XPower Powerpack 300 Plus

The compressor is designed for short term operation only. Operating the compressor over an extended period of time will cause the compressor unit to overheat and may cause damage. Allow the compressor to cool down for 10 minutes after each 10 minutes of continuous operation.

Precautions When Working With Batteries



WARNING: Explosion and Fire Hazard

1. Follow all instructions published by the battery manufacturer and the manufacturer of the equipment in which the battery is installed.
2. Make sure the area around the battery is well ventilated.
3. Never smoke or allow a spark or flame in vicinity of the engine or batteries.
4. Be careful not to drop a metal object on the battery or allow a metal tool to simultaneously touch the positive and negative cable ends or battery terminals. It might spark or short-circuit the battery or other electrical parts and cause an explosion.
5. Remove personal metal items such as rings, bracelets, necklaces, and watches when working with a lead-acid battery. A lead-acid battery produces a short circuit current high enough to weld a ring or other similar objects to metal, causing a severe burn.
6. If you need to remove a battery, always remove the positive terminal from the battery first. Make sure all accessories are off so you don't cause an arc.
7. Someone should be within range of your voice, or close enough to come to your aid when you work near a lead-acid battery.
8. Have plenty of fresh water and soap nearby in case battery acid contacts skin, clothing, and eyes.
9. Wear complete eye protection and clothing protection. Avoid touching your eyes while working near batteries.

10. If battery acid contacts skin or clothing, wash immediately with soap and water. If acid enters your eye, immediately flood it with running cold water for at least twenty minutes and get medical attention immediately.
11. Keep a supply of baking soda on hand in the area of the batteries. Baking soda neutralizes lead-acid battery electrolyte.

Precautions for Using Rechargeable Appliances

Most rechargeable battery-operated equipment uses a separate charger or transformer that is plugged into an AC receptacle and produces a low voltage charging output.

Some chargers for rechargeable batteries can be damaged if connected to the XPower Powerpack.

Do not use the following with the XPower Powerpack:

- Small battery-operated appliances like flashlights, razors, and night lights that can be plugged directly into an AC receptacle to recharge.
- Some chargers for battery packs used in hand power tools. These affected chargers display a warning label stating that dangerous voltages are present at the battery terminals.

Note: If you are unsure about using your rechargeable appliance with the XPower Powerpack, contact the equipment manufacturer to determine the rechargeable appliance's compatibility with the modified sinewave AC waveform of the XPower Powerpack.

Contents

Important Safety Information

Warnings and Cautions- - - - -	v
Precautions When Working With Batteries - - - - -	vii
Precautions for Using Rechargeable Appliances - - - - -	viii

1 Introduction

About the XPower Powerpack - - - - -	1
Comprehensive Protection - - - - -	2

2 Features

Materials List - - - - -	3
XPower Powerpack Features - - - - -	4
Front Panel Detail - - - - -	4
Air Compressor (XPower Powerpack 300 Plus only)- - - - -	6
Right Side View - - - - -	7
Left Side View - - - - -	8
Accessories- - - - -	9

3 Operation

Operating Conditions and Guidelines - - - - -	11
Choosing a Location - - - - -	12
Using XPower Powerpack for the First Time - - - - -	13
Recharging with the AC Charger - - - - -	13
Operating AC Appliances - - - - -	14
Understanding AC Appliances - - - - -	14

Operating an AC Appliance - - - - -	16
Operating 12 Volt DC Appliances - - - - -	17
Jump-starting a Vehicle Engine - - - - -	19
Using the Air Compressor: XPower Powerpack 300 Plus - - - - -	21
Inflating Tires - - - - -	21
Inflating Small Sports Equipment - - - - -	22
Connecting to an External Battery - - - - -	23
 4 Maintenance	
Battery Maintenance - - - - -	25
Recharging the XPower Powerpack Battery - - - - -	26
Recharging with the AC Charger - - - - -	27
Recharging with the DC Charging Cable - - - - -	28
Recharging with a Generator's Regulated 12 Volt DC Outlet - -	29
Recharging From a Solar Panel - - - - -	30
Replacing the Internal Battery - - - - -	30
Battery Life - - - - -	30
Obtaining a Replacement Battery - - - - -	31
Replacing the Battery - - - - -	32
Replacing the Fluorescent Tubes - - - - -	34
Replacing the External Fuse - - - - -	34
 5 Troubleshooting	
Common Problems - - - - -	36
Buzz in Audio Equipment - - - - -	36
Television Interference - - - - -	36
Troubleshooting Reference - - - - -	36
 6 Specifications	
Electrical Specifications - - - - -	41
Physical Specifications - - - - -	43

7 Warranty and Product Information

Warranty Information-----	45
Returning a Product-----	47
Out of Warranty Service-----	48
Contacting Xantrex Customer Service-----	49

1

Introduction

About the XPower Powerpack

Thank you for purchasing the XPower™ Powerpack.

Easy to use and designed for years of reliable service, the XPower Powerpack can run many AC appliances and 12 volt DC appliances whenever you need power for work or play, at home or on the road.

XPower Powerpack:

- Powers 115 volt AC appliances
- Powers 12 volt DC appliances
- Jump-starts vehicle engines
- Provides fluorescent lighting for emergency use

In addition, the XPower Powerpack 300 Plus with air compressor inflates tires and small sports equipment.

Comprehensive Protection

Automatic overload

The XPower Powerpack has built-in protection against output overload. If you connect an appliance to the AC Outlet that draws more than 250 watts, or one which draws excessive surge power, the power to the AC Outlet automatically shuts off.

Overheating

The XPower Powerpack is protected from overheating. If the inverter exceeds a safe temperature, power to the AC Outlet automatically shuts off.

Low Battery Protection

Low battery protection protects the internal battery from excessive discharge and possible damage. When the AC Outlet On/Off switch is turned on, an audible alarm alerts you when the internal battery is nearly discharged (10.7 volts DC) and the unit turns off at 10.0 volts DC.

Jump-start Cables Safety Feature and Reverse Polarity Detection

The XPower Powerpack has a special jump-start safety feature that eliminates the sparking that sometimes occurs when the jump-start cables are connected to a battery. The XPower Powerpack can also detect a reverse polarity connection and notifies you with an audible alarm and a Battery Clips Connected Improperly (red light).

The battery to be jump-started must have a terminal voltage of at least 4 volts in order to work with the XPower Powerpack.

2

Features

Chapter 2 describes the main features of the XPower Powerpack. Xantrex recommends that you familiarize yourself with these features before operating the unit.

Materials List

Your XPower Powerpack package includes these items:

- ☐ XPower Powerpack 300 or XPower Powerpack 300 Plus
- ☐ Owner's Guide
- ☐ AC Charger
- ☐ DC Charging Cable
- ☐ Jump-start Cables
- ☐ Accessory bag

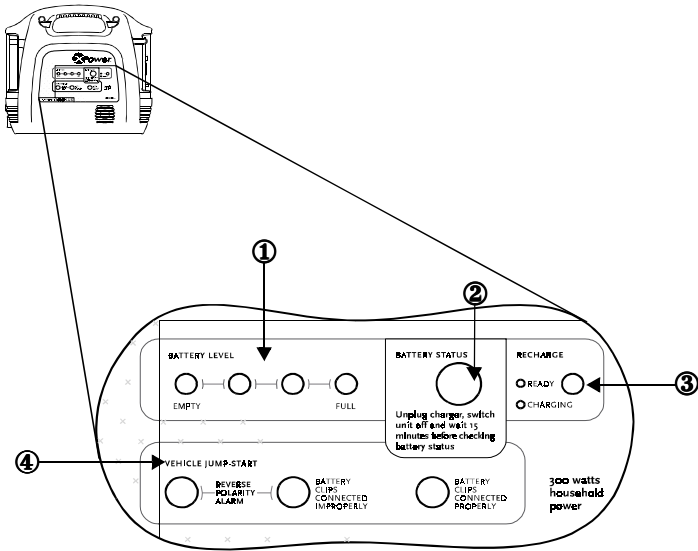
The XPower Powerpack 300 Plus also includes:

- ☐ Two nozzle adaptors for the compressor
- ☐ One sports needle adaptor for the compressor

If any of these materials are missing or are unsatisfactory in any way, please contact Customer Service. See "Contacting Xantrex Customer Service" on page 49 of this guide.

XPower Powerpack Features

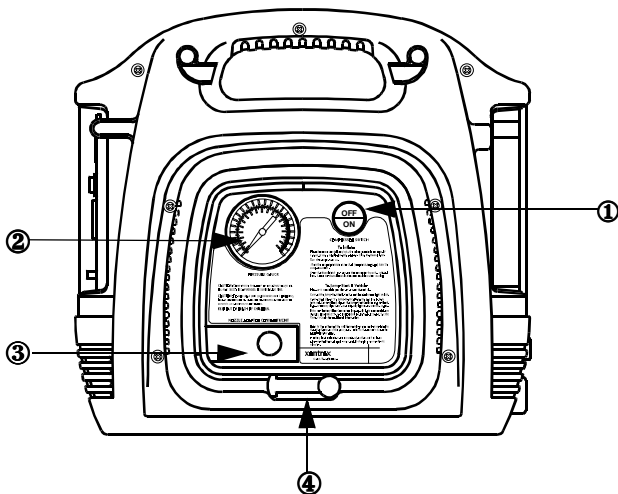
Front Panel Detail



Feature	Description	Note
①	<p>Battery Level indicators illuminate when you press the Battery Status button.</p> <ul style="list-style-type: none">• 4 lights indicates full charge• 3 lights indicates 3/4 charge• 2 lights indicates 1/2 charge• 1 light (red light): the battery is discharged (empty) and must be recharged promptly.	<p>Battery Level indicators are accurate only when the XPower Powerpack has been disconnected from all appliances and all charging sources for fifteen minutes.</p>

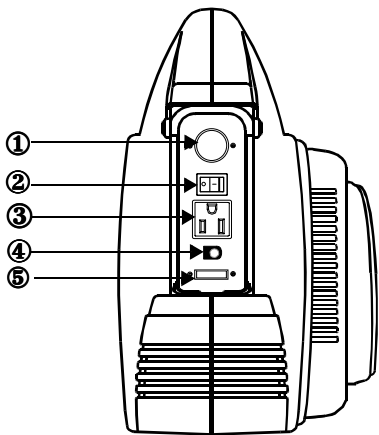
Feature	Description	Note
②	Battery Status Button indicates the charge state of the battery.	Battery Level indicators are inaccurate if you press the Battery Status Button while the XPower Powerpack is running an appliance or is being recharged.
③	Recharge Indicator illuminates only when the battery is being recharged through the Charger Input Socket and not through the DC Charging Cable. The light is amber when charging, and green when the battery is fully charged.	Recharging with the AC Charger is a true “plug-in-and-forget” charging method. Xantrex recommends leaving the AC Charger connected when the XPower Powerpack is stored.
④	Vehicle Jump-Start Features <ul style="list-style-type: none"> • Reverse Polarity Alarm sounds and the Battery Clips Connected Improperly (red light) illuminates when the jump-start cables are incorrectly connected to the battery terminals. • Battery Clips Connected Properly (green light) illuminates if jump-start cables are correctly connected to the positive and negative terminals of the vehicle battery being boosted. 	<p>XPower Powerpack can detect a reverse polarity condition (caused by incorrectly connecting the jump-start cables to a battery) and automatically stops the flow of current.</p> <p>The jump-start safety feature prevents sparking at the battery terminals and prevents potential damage to your vehicle’s electrical system. The battery to be jump-started must have a terminal voltage of at least 4 volts in order to work with the XPower Powerpack.</p>
Not shown	Audible alarm (inside the unit) sounds in the event of overheating, low battery protection, and reverse polarity jump-start connection.	

Air Compressor (XPower Powerpack 300 Plus only)



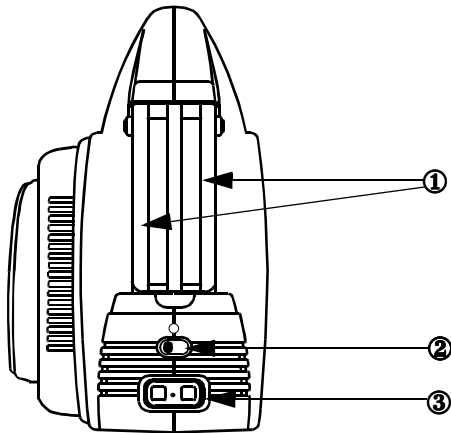
Feature	Description
①	On/Off switch turns the compressor unit on and off.
②	Pressure gauge shows the PSI (lb/in ²)
③	Nozzle Adaptor Compartment
④	Valve connector with connector cord

Right Side View



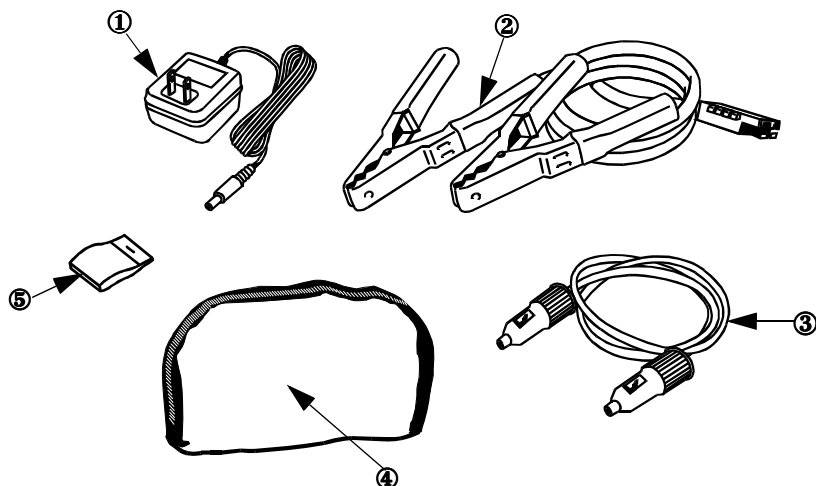
Feature	Description
①	DC Power Socket can: <ul style="list-style-type: none">• Power 12 volt DC auto, RV or marine appliances• Recharge XPower Powerpack from a 12 volt outlet in a vehicle using the DC Charging Cable
②	AC Outlet On/Off switch illuminates when switch is turned On.
③	AC Outlet is a standard 3-prong outlet supplying 115 volts AC power for running an AC appliance.
④	Charger Input Socket for use with the AC Charger supplied.
⑤	External replaceable fuse is a 40 amp 32 VDC automotive blade-type fuse which is available at many automotive parts stores.

Left Side View



Feature	Description
①	Fluorescent lights illuminate for about 25 hours when the battery is fully charged.
②	Light On/Off Switch has three settings: Off, One Light, and Two Lights.
③	Jumper Cable Port supplies high power DC current. The jump-start cables connect to the Jumper Cable Port when boosting a vehicle's starting battery or when connecting an external battery to the XPower Powerpack. The jump-start cable connection is designed so that the jump-start cable cannot be inserted incorrectly into the Jumper Cable Port. The jump-start safety feature prevents sparking at the battery terminals and prevents potential damage to your vehicle's electrical system.

Accessories



Feature	Description
①	AC Charger lets you recharge the XPower Powerpack from a standard AC wall outlet and can only be used to recharge the internal battery of the XPower Powerpack.
②	Jump-start cables provide a special jump-start safety feature. This feature enables the XPower Powerpack jump-start ability only if the XPower Powerpack detects that the cables are connected to a battery correctly. If the cables are connected to a battery incorrectly, an alarm sounds and the Battery Clips Connected Improperly (red light) illuminates.
③	DC Charging Cable lets you recharge the XPower Powerpack from a 12 volt system in a car, SUV, RV or a boat.
④	Accessory bag
⑤	Nozzle packet (XPower Powerpack 300 Plus only) contains 3 nozzles adaptors (not shown) in the Nozzle Adaptor Compartment.

3

Operation

Chapter 3 explains how to operate the XPower Powerpack efficiently. This chapter covers:

- Recharging the XPower Powerpack for first time use
- Operating AC appliances and 12 volt DC appliances
- Jump-starting a vehicle engine
- Connecting to an external battery for additional run time
- Using the compressor on the XPower Powerpack 300 Plus

Operating Conditions and Guidelines



CAUTION

Read all operating instructions before operating the XPower Powerpack.



CAUTION

Do not use the XPower Powerpack to operate any AC appliances or 12 volt DC appliances while recharging with the AC Charger.
The AC Charger may fail if AC appliances or 12 volt DC appliances are operated while the AC Charger is connected.



CAUTION

The XPower Powerpack is not intended for use as a UPS (Uninterruptible Power Supply).

Choosing a Location



WARNING: Fire or explosion

The XPower Powerpack contains components that tend to produce arcs or sparks. To prevent fire or explosion, do not operate the XPower Powerpack in compartments containing batteries or flammable materials, or in locations that require ignition-protected equipment.

The XPower Powerpack should be operated only in a location that meets these requirements:

- | | |
|-------------------------------------|---|
| Dry | Do not allow water or other liquids to drop or splash on the XPower Powerpack. |
| Cool | Ambient air temperature should be between 32 °F and 104 °F (0 °C and 40 °C)—the cooler the better within this range. |
| Ventilated | Leave at least 2 inches (5 cm) clearance around the XPower Powerpack for air flow. Ensure that the ventilation openings are not obstructed. |
| Safe | Do not operate the unit in the same compartment as batteries or in any compartment capable of storing flammable liquids like gasoline. |
| Protected from battery gases | Do not operate the unit where it will be exposed to battery gases. These gases are very corrosive, and prolonged exposure will damage the XPower Powerpack. |
-

Using XPower Powerpack for the First Time

Important: Prior to operating your AC appliance or 12 volt DC appliance, ensure that the battery of the XPower Powerpack is fully charged. If the battery has been fully discharged, recharging with the AC Charger may take up to 40 hours.

Be sure to recharge the XPower Powerpack immediately after purchase. The easiest way to recharge the XPower Powerpack is to use the AC Charger. See “Recharging with the AC Charger” on page 13.

If you are interested in other options for recharging, see “Recharging the XPower Powerpack Battery” on page 26.

If you keep the XPower Powerpack in storage, the battery will discharge over time. Remember to recharge the battery every three months to keep the XPower Powerpack operational.

Recharging with the AC Charger

Note: The Battery Level indicators are only accurate when the XPower Powerpack has been disconnected from all appliances and all charging sources for fifteen minutes.

Recharging with the AC Charger is a true “plug-in-and-forget” charging method. Xantrex recommends leaving the AC Charger connected when the XPower Powerpack is stored.

To recharge with the AC Charger:

1. Disconnect any 12 volt DC appliances.
 2. Turn the AC Outlet On/Off switch to Off, and turn the fluorescent light off.
-

3. Plug the AC Charger into a standard AC wall outlet.
4. Insert the AC Charger cable end into the Charger Input Socket.

The Recharge indicator changes from amber to green when charging is complete (about 40 hours if the battery is completely discharged).

Important: The 40 hour charging time for the XPower Powerpack assumes that there is 120 volts at the AC wall outlet. If the voltage is less than 120 volts AC, it may take more than 40 hours to full recharge the XPower Powerpack. If, after 40 hours of charging, the Recharge indicator is still amber and not green, continue to charge the unit for another 15 hours. The battery will be fully charged even if the Recharge indicator is still amber.

Note: Once fully charged, the charging current automatically reduces to a maintenance charge mode, and the XPower Powerpack may be left permanently connected to the AC Charger.

Operating AC Appliances

Understanding AC Appliances

AC appliances are rated by how much electrical power (in watts) they consume. XPower Powerpack can power most appliances within its rating (250 watts 2.1 amps).

Some appliances may be damaged if they are connected to the XPower Powerpack. See “Precautions for Using Rechargeable Appliances” on page viii.

Some appliances may be difficult or impossible to operate from the XPower Powerpack. They may have high surge requirements or should not be run from the XPower Powerpack. See “High Surge Appliances” on page 15.

Run Time on Typical AC Appliances

Note: The fewer watts an AC appliance uses, the longer the XPower Powerpack will operate before recharging is required.

Typical AC appliances that can be used on the XPower Powerpack are listed in [Table 1](#).

Table 1 AC Appliances and Run Times

AC Appliance	Watts ¹	Hours ²
Cordless telephone (stand by)	5	40
Home security system	5	40
Clock radio	8	22
Portable stereo	10	17
Fluorescent work light	14	10
Fireplace fan	20	8
Laptop computer	25	6
Table lamp	40	3
Color TV – 13 inches	60	2.5

1. Represents actual power consumption as measured on sample appliances.

2. Operating times assume a fully charged battery and may vary based on mode/brand of product.

High Surge Appliances

The wattage rating of AC appliances is the average power used by the appliance. Appliances such as televisions, computer monitors, and appliances with motors consume much more power than their average rating when they are first switched on.

Although XPower Powerpack can supply momentary surge power up to 500 watts, some appliances may exceed the capabilities of the XPower Powerpack and trigger the

inverter's safety overload shutdown circuit. See "Troubleshooting Reference" on page 36 for the reset procedure.

Trouble Appliances

Some appliances may be damaged if they are connected to the XPower Powerpack. See "Precautions for Using Rechargeable Appliances" on page viii.

Operating Several Appliances at Once

You can run several AC appliances if the total rating of all the appliances (in watts) does not exceed 250 watts. You can run appliances using an AC power bar.

Run time, however, will decrease accordingly with the number of appliances being operated and the AC power being consumed.

Operating an AC Appliance

Before operating your AC appliance, ensure that the battery of the XPower Powerpack is fully charged. See "Recharging with the AC Charger" on page 13 for details.

To operate an AC appliance:

1. Open the protective covering on the right side of the XPower Powerpack. Turn the AC Outlet On/Off switch to the On position.

The switch illuminates to indicate AC power is available at the AC Outlet.

2. Plug the AC appliance into the AC Outlet and turn the appliance on. XPower Powerpack will operate most devices rated up to 250 watts.
3. Recharge the XPower Powerpack as soon as possible after each use.

When using the XPower Powerpack to operate an AC appliance and the low battery warning sounds, the warning gives you time to shut your AC appliance off before loss of AC power.

If you ignore the warning, the XPower Powerpack automatically turns off a few minutes later to prevent battery damage.

In the event of an overload, low battery voltage or overheating, the XPower Powerpack automatically shuts down.

Operating 12 Volt DC Appliances

The XPower Powerpack can operate 12 volt DC auto, RV, marine, or other portable appliances that draw 12 amps or less from a 12 volt DC power outlet or from a vehicle's lighter socket.



CAUTION Equipment damage

The DC Power Socket does not automatically switch off when the internal battery is discharged. To protect the internal battery against damage resulting from total discharge, Xantrex recommends that the AC Outlet On/Off switch is turned On when using the XPower Powerpack to operate a 12 volt DC appliance.

Having the AC Outlet On/Off switch turned On enables the alarm to warn you when the 12 volt DC appliance has nearly depleted the internal battery.

Note: The fewer watts a 12 volt DC appliance draws, the longer the XPower Powerpack will operate before recharging is required.

Typical 12 volt DC appliances that can be used on the XPower Powerpack are listed in [Table 2](#).

Table 2 12 Volt DC Appliances and Run Times

12 Volt DC Appliance	Watts ¹	Hours ²
Cellular telephone ³	6	30
Fluorescent light (built into the unit)	8	25
Stereo/CD player	10	19
Portable Cooler	30	4

1. Represents actual power consumption as measured on sample appliances.
2. Operating times assume a fully charged battery and may vary based on model or brand of appliance.
3. Represents talks time available from 10 recharge cycles.

To operate a 12 volt DC appliance:

1. Plug the 12 volt DC appliance into the DC power socket on the right side of the unit, and turn the 12 volt DC appliance on (if required).

If the 12 volt DC appliance draws more than 12 amps (or has a short circuit defect), the internal circuit breaker of the XPower Powerpack shuts off the power to the 12 volt DC appliance. If this occurs, unplug the 12 volt DC appliance, and the internal circuit breaker automatically resets after a few seconds.

2. Fully recharge the XPower Powerpack as soon as possible after each use.

As the DC power socket is internally wired directly to the internal battery, extended operation of a 12 volt DC appliance may result in excessive battery discharge. See Caution for “Equipment damage” on page 17.

Jump-starting a Vehicle Engine

You can use the XPower Powerpack to jump-start a vehicle engine that has a 12 volt starting battery using the supplied Jump-Start Cables.

Important: Closely follow these instructions for jump-starting your vehicle as they are different from the instructions supplied with other jump-start products or booster cables.

To jump-start a vehicle or boat engine:



CAUTION

The jump-start feature is designed for short term operation only—less than 4 seconds. Operating the jump-start feature for more than 4 seconds may cause damage to the unit. Allow the XPower Powerpack to cool down for 3–4 minutes after each jump start.

1. Turn off the vehicle or boat ignition and all accessories.
2. Engage the park or emergency brake and place the transmission in park for an automatic or neutral for a manual.
3. If jump-starting a boat engine, purge the engine compartment and bilge of all fumes before jump-starting.
4. Connect the jump-start cables to the jumper cable port on the left side of the XPower Powerpack.
5. Position the XPower Powerpack on a flat, stable surface near the battery and away from all moving parts of the engine.
6. Connect the red positive (+) clip of the jump-start cables to the positive (+) terminal of the engine battery.

The battery's positive terminal is usually larger in diameter than the negative terminal. In most vehicles, the battery's positive terminal has a red wire connected to it.

7. Connect the black negative (–) clip of the jump-start cables to the engine block, cylinder head, or other stationary heavy metal part of the motor, or to the negative (–) battery terminal.

The Battery Clips Connected Properly (green light) illuminates.

Before starting the engine, make sure the XPower Powerpack and the jump-start cables are clear of belts and fans. Do not crank the engine for more than 4 seconds. Once the engine has started, go to Step 10.

OR

The reverse polarity alarm sounds and the Battery Clips Connected Improperly (red light) illuminates.

8. Remove the red positive (+) clip first, and then the black negative clip (–) to cancel the alarm.
9. Repeat steps 1, 5, 6, and 7.

When the Battery Clips Connected Properly (green light) is illuminated, make sure that the XPower Powerpack and the jump-start cables are clear of belts and fans before attempting to start the engine.



WARNING: Explosion

Do not remove the jump-start cables from the Jumper Cable Port when the positive and negative clips are connected to the vehicle's battery terminals. Removing the jump-start cables from the Jumper Cable Port while they are connected to the vehicle's battery terminals disables the jump-start safety feature and could result in sparking and explosion.

-
10. Remove the red positive (+) clip and then the black negative (–) clip from the vehicle's battery terminal.
 11. Remove the jump-start cables from the Jumper Cable Port.

Important: Recharge the XPower Powerpack as soon as possible after each use. See “Recharging the XPower Powerpack Battery” on page 26.

Using the Air Compressor: XPower Powerpack 300 Plus



CAUTION

The compressor is designed for short term operation only. Operating the compressor over an extended period of time will cause the compressor unit to overheat and may cause damage. Allow the compressor to cool down for 10 minutes after each 10 minutes of continuous operation.



CAUTION

Do not leave the compressor unattended while in operation. Keep out of reach of children.



CAUTION

Do not overinflate article. Follow the manufacturer's recommended pressure on tires and sports equipment.

Inflating Tires

To inflate your vehicle, motorcycle, or bicycle tires:

1. Place the valve connector securely on the tire valve stem, and close the thumb latch.
 2. Turn the compressor on, and inflate your tire to the recommended pressure.
-



CAUTION

Allow the compressor to cool down for 10 minutes after each 10 minutes of continuous operation.

3. Turn the compressor off after appropriate pressure is reached.
-

4. Open the thumb latch and remove the valve connector from the valve stem.
5. Check air pressure with a pressure gauge.

Note: Leave the thumb latch in the open position for storing to relieve pressure on the internal mechanism.

Inflating Small Sports Equipment

You can use the compressor to inflate small sports equipment such as balls (soccer balls and footballs) and small air mattresses.



CAUTION

The XPower Powerpack cannot be used to inflate large capacity inflatables such as float tubes, large air mattresses, and inflatable boats. These types of products require extended inflating times which may damage the compressor.

To inflate small sports equipment:

1. Place the valve connector fully on or into the valve receptacle on the item. Go to Step 4.
- OR
- If necessary, use a supplied nozzle adaptor.
2. Choose the appropriate nozzle adaptor, insert the nozzle adaptor into the valve stem and close the thumb latch.
 3. Insert nozzle adaptor into the valve receptacle of the item.
 4. Turn the compressor on and inflate to appropriate pressure.



CAUTION

Allow the compressor to cool down for 10 minutes after each 10 minutes of continuous operation.

5. Turn the compressor off before removing nozzle adaptor from valve stem.
6. Remove nozzle adaptor from valve connector and store in storage compartment.

Note: Leave the thumb latch in the open position for storing to relieve pressure on the internal mechanism.

Connecting to an External Battery

You can extend battery operating times by connecting the XPower Powerpack to a larger external battery.

For example, an external 60 amp-hour battery gives approximately three and one-half times the operating time of the XPower Powerpack internal 20 amp-hour battery.



WARNING: Acid spills

Use a sealed, non-spillable battery for indoor use. Common auto and marine batteries are not suitable for indoor use unless their fumes are vented outdoors. Common auto and marine batteries contain acid, which is hazardous if spilled. Wear eye protection and protective clothing when connecting the XPower Powerpack to an external battery.

To connect the XPower Powerpack to an external battery using the jump-start cables:

1. Connect the jump-start cables to the Jumper Cable Port on the left side of the XPower Powerpack.
 2. Connect the red positive (+) clip of the jump-start cables to the red positive (+) terminal of the external battery.
 3. Connect the black negative (–) clip of the jump-start cables to the black negative (–) terminal of the external battery.
-

The Battery Clips Connected Properly (green light) illuminates. You can now use the XPower Powerpack.

OR

The reverse polarity alarm sounds and the Battery Clips Connected Improperly (red light) illuminates, go to Step 4.

4. Remove the red positive (+) clip first, and then the black negative clip (–) to cancel the alarm.
5. Repeat steps 2 and 3.



WARNING: Sparking and Explosion

Do not remove the jump-start cables from the jumper cable port when the positive and negative clips are connected to the terminals of the external battery. Removing the jump-start cable from the jumper-cable port while they are connected to the vehicle's battery terminals will disable the jump-start safety feature and could result in sparking or explosion.

To disconnect the jump-start cables from an external battery and from the XPower Powerpack:

1. To disconnect the XPower Powerpack from the external battery when the external battery is discharged or no longer needed, remove the red positive (+) clip, and then remove the black negative (–) clip.
2. Remove the jump-start cables from the Jumper Cable Port.
3. Recharge the XPower Powerpack as soon as possible after use.

4

Maintenance

Chapter 4 provides information on maintaining your internal battery, recharging options for the internal battery, and replacing user-replaceable parts.

Routine maintenance is required to keep your XPower Powerpack operating properly. Occasionally clean the exterior of the unit with a damp cloth to remove the accumulated dust and dirt.



WARNING: Shock hazard

Disconnect all sources of AC power and DC power before doing any type of maintenance.

Battery Maintenance

All rechargeable batteries gradually discharge when left standing, and you need to recharge them periodically to maintain maximum battery capacity. The AC Charger supplied with the XPower Powerpack is designed to regulate the charging process, ensuring that the battery is always fully charged but never overcharged. To ensure safe recharging

and maximum battery life, recharge the XPower Powerpack only with the Xantrex supplied chargers or approved battery chargers.



CAUTION

Due to inherent self-discharge, lead acid batteries must be charged at least every 3 months, especially in a warm environment. Leaving a battery in a discharged state, or not recharging every 3 months, may result in permanent battery damage.



CAUTION

Do not attempt to recharge the XPower Powerpack battery if it is frozen. Gradually warm the frozen battery to 32 °F (0 °C) before recharging.

Recharging the XPower Powerpack Battery

To check the battery's charge level, press the Battery Status button.

Note: Battery Level indicators are only accurate when the XPower Powerpack has been disconnected from all appliances and all charging sources for fifteen minutes.

You can recharge the battery using:

- the fully automatic “plug-in-and-forget” AC Charger.
 - the DC Charging Cable to recharge from your vehicle as you drive.
 - a generator equipped with a regulated 12 volt battery charging outlet.
 - a solar panel.
-

Recharging with the AC Charger

Recharging with the AC Charger is a true “plug-in-and-forget” charging method.

To recharge with the AC Charger:

1. Disconnect any 12 volt DC appliances.
2. Turn the AC Outlet On/Off switch to off, and turn the fluorescent light switch off.
3. Plug the AC Charger into a standard AC wall outlet.
4. Insert the AC Charger cable end into the Charger Input Socket.
5. While the XPower Powerpack is recharging, the Recharge indicator is amber. If the battery is completely discharged, a typical recharge may take up to 40 hours. When fully charged, the Recharge indicator changes to green and the XPower Powerpack is ready to use.

Important: The 40 hour charging time for the XPower Powerpack assumes that there is 120 volts at the AC wall outlet. If the voltage is less than 120 volts AC, it may take more than 40 hours to fully recharge the XPower Powerpack. If, after 40 hours of charging, the Recharge indicator is still amber and not green, continue to charge the unit for another 15 hours. The battery will be fully charged even if the Recharge indicator is still amber.

Once the battery is fully charged, the charging voltage and current automatically reduces to a low maintenance level and the XPower Powerpack may be left permanently connected to the AC Charger. If your utility power is interrupted, the charging process automatically restarts when power returns.



CAUTION

Do not operate AC or DC appliances while the XPower Powerpack is being recharged with the AC Charger. The AC Charger may fail if AC appliances or 12 volt DC appliances are operated while the AC Charger is connected.

Recharging with the DC Charging Cable

Using the DC Charging Cable, the XPower Powerpack can be recharged while you drive your vehicle.

Important: Although the charge regulation circuitry in the XPower Powerpack does not operate with this charging method, most vehicle voltage regulators will ensure that the XPower Powerpack is not overcharged.



CAUTION

Do not use this recharging method if your vehicle has abnormally high voltage electrical systems that operate above 15 volts DC.



CAUTION

Do not operate AC or DC appliances while the XPower Powerpack is being recharged with the DC Charging Cable from your vehicle.

To recharge the XPower Powerpack while you drive using the DC Charging Cable:

1. While the vehicle engine is running, plug one end of the DC Charging Cable into the DC Power Socket of the XPower Powerpack.
2. Plug the opposite end of the DC Charging Cable into the vehicle's lighter socket or 12 volt accessory outlet.
3. Once the XPower Powerpack is fully charged or if your vehicle's engine is not running, disconnect the DC Charging Cable from both sockets.

Most of the XPower Powerpack's capacity will be restored in four hours while the vehicle engine is running.

Note: The Recharge indicator will not illuminate when the XPower Powerpack is recharged through the DC Charging Cable.

Note: Battery Level indicators are only accurate when the XPower Powerpack has been disconnected from all appliances and all charging sources for fifteen minutes.

Important: Do not leave the XPower Powerpack permanently connected to the vehicle's lighter socket or 12 volt accessory outlet.

Recharging with a Generator's Regulated 12 Volt DC Outlet



CAUTION

The generator output must be intended for battery charging and have an output of 15 volts or less. An unregulated output or one that exceeds 15 volts DC can damage the battery.

Refer to the Owner's Guide accompanying your generator for detailed instructions on connecting the generator to a unit like the XPower Powerpack.

You can recharge the battery of the XPower Powerpack using a generator in several ways:

- Using the AC Charger to recharge the XPower Powerpack from a generator is possible, but would require extended generator running time.
- Using a generator which has an auxiliary regulated 12 volt DC output designed for charging 12 volt batteries. Most generators are equipped with them. Use this power source for faster charging.
- Using a generator with a lighter socket for its 12 volt output. Follow the connection instructions in "Recharging with the DC Charging Cable" on page 28.

Most of the XPower Powerpack's battery capacity will be recharged in a few hours.

Note: Battery Level indicators are only accurate when the XPower Powerpack has been disconnected from all appliances and all charging sources for fifteen minutes.

Recharging From a Solar Panel

Small, unregulated 12 volt solar panels rated to produce a maximum of 2.5 amps (or 30 watts) can be used to charge the XPower Powerpack through the Charger Input Socket.

You will need to purchase a standard 5.5 mm OD x 2.5 mm ID DC Coaxial (barrel type) connector to mate with the Charger Input Socket.

To recharge with a solar panel:

1. Connect the solar panel's red positive (+) wire to the coaxial plug's inner contact.
2. Connect the solar panel's black negative (–) wire to the plug's outer contact.

Once the connector is inserted into the Charger Input Socket and the solar panel is placed in the sun, the XPower Powerpack charges automatically just as with the AC Charger. See “Recharging with the AC Charger” on page 27.

It takes about ten hours in direct sunlight to recharge the XPower Powerpack from a 2.5 amp solar panel.

Replacing the Internal Battery

Battery Life

The high quality battery used in the XPower Powerpack will serve as a reliable power source for years when properly maintained.

To maximize battery life, it is important to recharge the XPower Powerpack battery after each use.

Important: Recharge the XPower Powerpack fully at least every three months if it is placed in storage or in a vehicle trunk. Store in a location that maintains a temperature range of 32 °F to 86 °F (0 °C to 30 °C).



CAUTION

Discharging the internal battery below 10.0 volts will damage the battery and shorten its life.

Obtaining a Replacement Battery

Replacement batteries are available from stores that specialize in and have a selection of lead acid, AGM (Absorbed Glass Mat) batteries.

Refer to [Table 3](#) for a listing of batteries approved for use with the XPower Powerpack:

Table 3 Approved Replacement Batteries

Replacement Battery	Where to Buy
Panasonic #LC-X1220P (12 V 20 Ah)	Panasonic: Tel: 1-800-833-9626 web: www.pasc.panasonic.com
	Digi-Key Tel: 1-800-344-4539
EnerSys #NPX-80 (12 V 20 Ah)	EnerSys Tel: 1-800-962-1287 (Eastern US) Tel: 1-800-423-4667 (Western US)
	web: www.EnergysStationary.com

Replacing the Battery



WARNING: Shock or Electrical Hazard

Read this entire section before disassembling the unit.

Before attempting to replace the internal battery, make sure:

- You disconnect any charging cables, 12 volt DC appliances, and AC appliances from the XPower Powerpack.
- You turn off the AC Outlet On/Off switch and turn off the fluorescent light switch.
- You remove the jump-start cables.



WARNING

If you do not know how to safely remove and install batteries, have this task performed by a qualified service technician.



WARNING

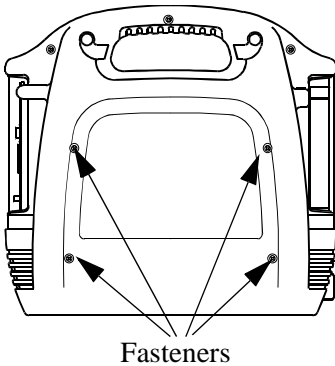
When installing the replacement battery, make sure the battery polarity is correct. Reverse polarity will damage the XPower Powerpack and could cause serious injury.

To replace the battery:

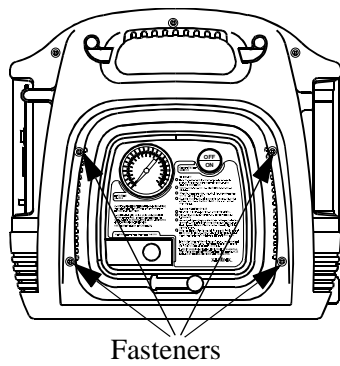
1. Place the XPower Powerpack upright on a stable, level surface.
2. On the XPower Powerpack 300, unscrew the four fasteners on the battery cover. Place the fasteners in the cover for safe keeping.

On the XPower Powerpack 300 Plus, unscrew the four fasteners on the compressor unit. Place the fasteners in the cover for safe keeping.

XPower Powerpack 300



XPower Powerpack 300 Plus



3. Disconnect the wires on the battery only.

Important: Do not disconnect the wires on the main frame of the XPower Powerpack.

4. After removing the old battery, position the new battery close to the back of the XPower Powerpack.
Make sure the positive battery terminal is next to the red positive (+) internal cable and the black negative terminal is next to the black negative (–) internal cable.
5. Securely fasten the bolt, washer, and nut that holds the red positive (+) cable to the positive (+) battery terminal and the black negative (–) cable to the negative (–) battery terminal.

6. Do not overtighten the nut and bolt. Consult the battery manufacturer for torque specifications.
7. On the XPower Powerpack 300, replace the battery cover and the four fasteners.
On the XPower Powerpack 300 Plus, replace the compressor unit and the four fasteners.
8. Dispose of the old battery in an environmentally responsible manner.

Replacing the Fluorescent Tubes

To replace a fluorescent tube:

1. Turn the light switch off.
2. Remove the clear cover by grasping it on each side at the top and pulling the top of the cover away from the unit.
3. Gently grasp the fluorescent tube and rotate $\frac{1}{4}$ turn to remove it.
4. Insert the replacement tube and rotate $\frac{1}{4}$ turn to lock the tube in place.
5. Reattach the clear cover.

Replacing the External Fuse

The replacement fuse is a 40 amp 32 VDC car fuse which can be purchased at any automotive shop. To replace the external fuse:

1. Open the protective cover on the right side of the unit.
2. Remove the fuse.
3. Insert the replacement fuse. Ensure the replacement fuse is rated at 40 amps.

5

Troubleshooting

Troubleshooting will help you identify the common problems than can occur with the XPower Powerpack.

Read this chapter before calling Xantrex Customer Service.

If you cannot solve the problem with the XPower Powerpack, record the information asked for on “Contacting Xantrex Customer Service” on page 49 and then call Customer Service.

The information recorded on [page 49](#) will help our Customer Service Representatives to assist you better.

Common Problems

Buzz in Audio Equipment

Some inexpensive stereo systems have inadequate internal power-supply filtering and may buzz slightly when powered by the XPower Powerpack. The best solution to eliminate the buzzing is to use an audio system with a good quality filter.

Television Interference

The XPower Powerpack is shielded to minimize interference with TV signals. If TV signals are weak, you may see interference in the form of lines scrolling across the TV screen. Try one of the following suggestions to minimize or eliminate the interference:

- Use an extension cord to increase the distance between the XPower Powerpack and the TV, antenna, and cables.
- Adjust the orientation of the XPower Powerpack, television, antenna, and cables.
- Maximize TV signal strength by using a better antenna. Use a shielded antenna cable where possible.
- Try a different TV. Different models vary considerably in their susceptibility to interference.

Troubleshooting Reference



WARNING: Electric shock hazard

Do not remove the cover of the XPower Powerpack or disassemble the XPower Powerpack except to replace the internal battery. The XPower Powerpack does not contain any internal user-serviceable parts and attempting to service the unit yourself could result in electrical shock or burn.

Table 4 Troubleshooting reference

Problem	Possible Cause	Solution
AC appliance will not operate; the audible alarm is not sounding.	AC appliance rated more than 250 watts, the safety overload has tripped.	Use an AC appliance with a power rating less than 250 watts.
	AC appliance is rated less than 250 watts, high starting surge has tripped the safety overload.	AC appliance may exceed the XPower Powerpack's surge capability. Use an AC appliance with a starting surge within the XPower Powerpack surge rating.
AC appliance will not operate; the audible alarm is sounding.	Battery has discharged to 10.0 volts.	Turn the AC Outlet On/Off switch off and recharge the XPower Powerpack.
	Inverter has overheated due to poor ventilation or excessively warm environmental conditions.	Turn the AC Outlet On/Off switch off and allow the XPower Powerpack to cool for 15 minutes or more. Clear blocked fan opening or remove objects covering the unit, then restart the XPower Powerpack. Move to a cooler environment.
Run time is less than expected.	Internal battery is not fully charged.	Recharge using the AC Charger, until Recharge indicator is green.
	AC appliance power consumption is higher than expected.	Check AC appliance power or wattage rating (or current draw for 12 volt DC appliances) and compare with Table 1, "AC Appliances and Run Times," on page 15 and Table 2, "12 Volt DC Appliances and Run Times," on page 18.

Table 4 Troubleshooting reference

Problem	Possible Cause	Solution
Measured output voltage is too low.	Use of an average-reading, AC voltmeter to read output voltage.	The modified sinewave (MSW) output of the XPower Powerpack requires a true RMS reading meter, such as the Fluke 87 series, for accurate measurement.
	Battery is almost fully discharged.	Press Battery Status button to verify battery status and recharge the XPower Powerpack as necessary. Battery Level indicators are only accurate when the XPower Powerpack has been disconnected from all appliances and all charging sources for fifteen minutes.
The battery clips of the jump-start cables measure zero volts.	No voltage is present at the battery clips of the jump-start cable unless they are properly connected to an external battery.	Connect battery clips of the jump-start cable correctly to an external battery.
Charging light is Off when AC Charger is connected	No AC power at the wall receptacle.	Ensure power is available at the wall receptacle.
	AC Charger is faulty.	Replace the AC Charger.
Overload shutdown	Appliance power requirements exceed the capability of the XPower Powerpack.	Unplug the appliance and confirm that the appliance's power requirement is 250 watts or less before attempting to restart the appliance.

Table 4 Troubleshooting reference

Problem	Possible Cause	Solution
Extreme overload, 40 amp external fuse opens.	Appliance power requirements greatly exceed the capability of the XPower Powerpack.	<p>Replace the fuse with a 40 A, 32 VDC automotive blade-type fuse which is available at many automotive parts stores.</p> <p>Reduce appliance power requirements to within power rating of the XPower Powerpack.</p>
Over-temperature shutdown	Inverter has overheated due to poor ventilation or excessively warm environmental conditions.	Turn off the AC Outlet On/Off switch, and let the XPower Powerpack cool down.
Alarm sounds	Internal battery is nearly discharged. (10.7 volts). If you ignore this warning, the XPower Powerpack automatically switches off when the battery reaches 10.0 volts.	Recharge the XPower Powerpack.
Recharge light is amber (indicating recharging) while battery level indicates full.	<p>Battery status reading is incorrect during recharge.</p> <p>Battery Level indicators are only accurate when the XPower Powerpack has been disconnected from all appliances and all charging sources for fifteen minutes.</p>	<p>Allow Recharge cycle to go into Ready mode.</p> <p>Unplug the charging sources and any appliances and let the XPower Powerpack rest for 15 minutes to get an accurate reading.</p>

Table 4 Troubleshooting reference

Problem	Possible Cause	Solution
Recharge light is still amber and not green after 40 hours of charging.	The voltage at the AC wall outlet is less than 120 volts AC.	Continue to charge the XPower Powerpack for another 15 hours. The battery will be fully charged even if the Recharge light is still amber.
The compressor runs but won't inflate (XPower Powerpack 300 Plus only).	The valve connector may not be securely placed on the valve stem.	Check that the valve connector is securely placed on the valve stem before closing the thumb latch.
	The item being inflated may have a leak.	Check that the item being inflated has no leaks. Check the compressor hose for any breaks or leaks at connections.
The compressor runs slowly (XPower Powerpack 300 Plus only).	The compressor may have overheated from excessive use.	Turn off the compressor and let it cool down.
	Battery voltage is too low.	Check the condition of the internal battery. The battery may need to be recharged or replaced.
The engine being jump started will not start.	XPower Powerpack battery is not fully charged.	Recharge the XPower Powerpack battery.
	The engine condition is poor.	Have the engine serviced.
	The engine start capacity exceeds the XPower Powerpack jump-start capability.	

6

Specifications

Electrical Specifications

12 Volt DC Section	
Internal battery type	sealed, AGM (Absorbed Glass Mat) lead acid
Internal battery voltage (nominal)	12 VDC
Internal battery capacity (minimum)	20 Ah
Internal battery CCA rating	200 CCA
DC Power Socket (maximum continuous load)	12 A with automatic reset
Built-in fluorescent lamp (replaceable)	two, 4 W bulbs

AC Power Section	
Output power <ul style="list-style-type: none">• Continuous output power• Five minute AC output power• AC output surge capacity	250 W 300 W 500 W
Output voltage	115 ± 10 VAC RMS
Output frequency	60 Hz ± 4 Hz
Output wave form	modified sinewave
No load current draw	<0.20A DC
Input voltage range	10.0 to 15.0 VDC
Low battery alarm	10.7 VDC
Low battery shutdown	10.0 VDC
High battery voltage shutdown	Yes, automatic reset
Over temperature shutdown	Yes, automatic reset
Overload shutdown	Yes, automatic reset
AC output short circuit protection	Yes, automatic reset
Fuse	40 A (user-replaceable)
Operating temperature range	32 °F to 104 °F (0 °C to 40 °C)
Storage temperature range	32 °F to 86 °F (0 °C to 30 °C)

Internal Battery Charging Controller System	
AC Charger bulk charging current	500 mA
Peak charging voltage (nominal)	14.5 V
Charge restart voltage (nominal)	12.9 V
Float charge after full charge is completed (nominal)	1 mA
AC Charger input socket maximum current	2.5 A

Air compressor (XPower Powerpack 300 Plus only)	250 PSI (lb/in ²)
--	-------------------------------

Accessories	
Jump-start cables	39 inches (1 m), 8 AWG wire with black and red battery clips
DC charge cable	39 inches (1 m) 18 AWG with male to male lighter plugs
AC Charger input	120 ± 10 VAC, 60 Hz
Nozzle adaptor (for air compressor on the XPower Powerpack 300 Plus only)	two nozzle adaptors
	one sports needle adaptor

Physical Specifications

	XPower Powerpack 300	XPower Powerpack 300 Plus
Depth	5.1 inches (13.0 cm)	7.2 inches (18.2 cm)
Width	12.5 inches (31.8 cm)	12.5 inches (31.8 cm)
Height	11.8 inches (30.0 cm)	11.8 inches (30.0 cm)
Weight	18.0 lbs (8.2 kg)	20.0 lbs (9.0 kg)

Important: All specifications are subject to change without notice.

7

Warranty and Product Information

Warranty Information

What does this warranty cover? Xantrex manufactures its products from parts and components that are new or equivalent to new, in accordance with industry standard practices. This warranty covers any defects in workmanship or materials.

How long does the coverage last? This warranty lasts for six months (6) months from the date of purchase. Implied warranties of merchantability and fitness for a particular purpose are limited to six months from date of purchase. Some jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

What does this warranty not cover? This warranty will not apply where the product has been misused, neglected, improperly installed, physically damaged or altered, either internally or externally, or damaged from improper use or use in an unsuitable environment. Xantrex does not warrant uninterrupted operation of its products. Xantrex shall not be

liable for damages, whether direct, incidental, special, or consequential, or economic loss even though caused by the negligence or fault of Xantrex. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

What will Xantrex do? At its option, Xantrex will repair or replace the defective product free of charge. Xantrex will, also at its option, use new and/or reconditioned parts made by various manufacturers in performing warranty repair and building replacement products. If Xantrex repairs or replaces a product, its warranty term is not extended. Xantrex owns all parts removed from repaired products.

Service during warranty? In order to qualify for the warranty, a dated proof of purchase must be provided and the product must not be disassembled or modified without prior authorization by Xantrex. If your product requires warranty service, please return it to the place of purchase along with a copy of your dated proof of purchase. If you are unable to contact your merchant, or the merchant is unable to provide service, contact Xantrex directly:

Phone: 1-800-670-0707 (toll free in North America)
1-604-420-1585 (outside of North America)
Fax: 1-800-994-7828 (toll free in North America)
1-604-420-1591 (outside of North America)
Email: CustomerService@xantrex.com
Web: www.xantrex.com

Returning a Product

You must obtain a Return Material Authorization (RMA) number from Xantrex before returning a product directly to Xantrex.

When you contact Xantrex to obtain service, be prepared to supply the following information:

- Serial number of your XPower Powerpack
- Date of purchase
- Information about the use of the XPower Powerpack

If you are returning a product from the USA or Canada:

1. Obtain an RMA number and a shipping address from Xantrex. Products returned without an RMA number or shipped collect will be refused.
2. Package the unit safely, preferably using the original packing materials. Include the following with your shipment:
 - The RMA number
 - A copy of your dated proof of purchase
 - A return address where the repaired unit can be shipped
 - A contact telephone number
 - A brief description of the problem
3. Ship the unit to the address provided in Step 1, freight prepaid. Xantrex recommends that you obtain proof of delivery.

How other laws apply This warranty gives you specific legal rights, and you may also have other rights which vary from jurisdiction to jurisdiction.

For our Canadian customers When used herein “implied warranties of merchantability and fitness for a particular purpose” includes all warranties and conditions, express or implied, statutory or otherwise, including without limitation implied warranties and conditions of merchantability and fitness for a particular purpose.

Out of Warranty Service

If the warranty period for your XPower Powerpack has expired, if the unit was damaged by misuse or incorrect installation, if other conditions of the warranty have not been met, or if no dated proof of purchase is available, your inverter may be serviced or replaced for a flat fee.

To return your XPower Powerpack for out of warranty service, contact Xantrex Customer Service for a Return Material Authorization (RMA) number and follow the other steps outlined in “Warranty Information” on page 45.

Payment options such as credit card or money order will be explained by the Customer Service Representative. In cases where the minimum flat fee does not apply, as with incomplete units or units with excessive damage, an additional fee will be charged. If applicable, you will be contacted by Customer Service once your unit has been received.

Contacting Xantrex Customer Service

If none of the troubleshooting suggestions work, you will need to call Xantrex Customer Service:

Phone: 1-800-670-0707 (toll free in North America)

1-604-420-1585 (outside of North America)

Fax: 1-800-994-7828 (toll free in North America)

1-604-420-1591 (outside of North America)

Email: CustomerService@xantrex.com

Web: www.xantrex.com

If possible, note the circumstances surrounding the failure below. This information will assist the service technician in diagnosing the problem quickly.

Serial number

Purchase date

Description of problem

Has this problem
happened before?

Appliances running
when problem occurred

Were any AC or 12 volt
DC appliances affected?

Description of indicators
on front panel

xantrex™

t 1-800-670-0707 (toll free)

f 1-800-994-7828 (toll free)

e CustomerService@xantrex.com

www.xantrex.com