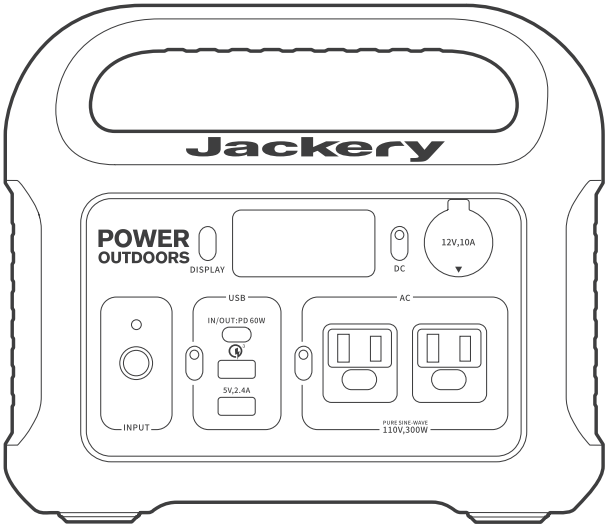
Jackery

Model: Explorer 290 Plus



USER MANUAL

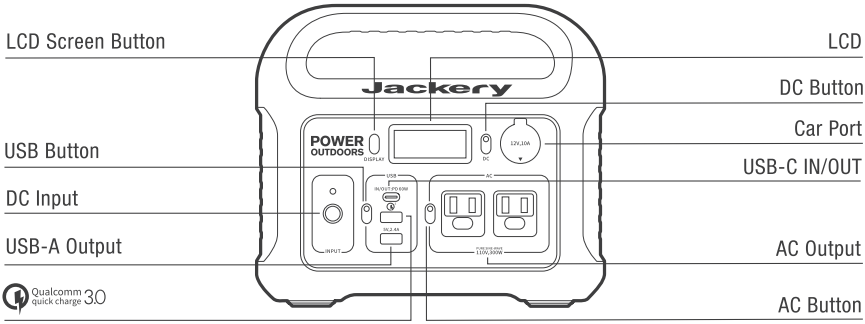
Jackery Explorer 290 Plus

Contact us:
hello@jackery.com
1-888-502-2236

Version: JAK-UM-V1.0

PRODUCT INFO

Picture of Input & Output Ports



SPECIFICATIONS

Capacity	Lithium-ion 20.4Ah/14.4V DC (293.76Wh)
Weight	7.1 lbs (3.2 kg)
Dimensions	9.1 x 5.2 x 7.8 in (23 x 13.3 x 19.9 cm)
DC Input	12-17.5V⎓7.2A Max; 17.5-30V⎓3.5A Max
USB-C PD Input	20V⎓3A
(DC Input+USB-C PD Input	19V⎓3.42A+20V⎓3A)
Car Port	12V⎓10A
2 x AC Output	110V~ 60Hz, 2.72A, 300W max continuous, 500W surge peak
USB-A Output	12W Max, 5V⎓2.4A
USB-C PD Output:	60W Max, 5V⎓3A, 9V⎓3A, 12V⎓3A, 15V⎓3A, 20V⎓3A
Quick Charge 3.0 Output:	18W Max, 5-6.5V⎓3A, 6.5-9V⎓2A, 9-12V⎓1.5A
Management System	Under voltage Protection Overvoltage Protection Overcurrent in Charge /Discharge Protection Short Circuit in Charge/Discharge Protection Overtemperature in Charge/Discharge Protection Overcharging Voltage Protection
Cycle Life	1000 cycles to 80%+ capacity
Technical Support	Lifetime
Discharge Temperature	-10°C~40°C (14°F~104°F)
Charge Temperature	0°C~35°C (32°F~95°F)
Certifications	UN38.3 Qualcomm quick charge 3.0 801937

WHAT YOU SHOULD DO ONCE YOU GET THE POWER STATION

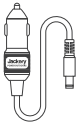
PACKAGE LIST

Please check all accessories are complete (Car charging cable, AC&AC charging cable,12V Automotive battery charging cable, User manual).

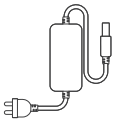
If any charging cables are missing, please contact us at: hello@jackery.com.



Jackery Explorer 290 Plus



Car Charging Cable



AC Charger (2 parts)



12V Automotive Battery Charging Cable



User Manual

PRODUCT INSPECTION

- If there is any damage or cracks, do not use and call Jackery Customer support at 1-888-502-2236 for additional assistance.
- Please test the power station to see if input and outputs are working.

***Note: Fully charge the Jackery Explorer 290 Plus before using it by connecting the AC adapter to a power outlet.**

HOW TO RECHARGE THE POWER STATION & RECHARGE TIMES

Before use or storage, plug your Explorer 290 Plus into the wall until it is fully charged.
If the LCD screen shows capacity less than 20%, plug it into a power source, like an AC outlet or a solar panel, as soon as possible.

RECHARGE TIME

Wall Charger	Approximately 6 Hours
Car Charger	Approximately 5 Hours
100W Solar Panels (Optional)	Approximately 7 Hours (Depending on Weather)

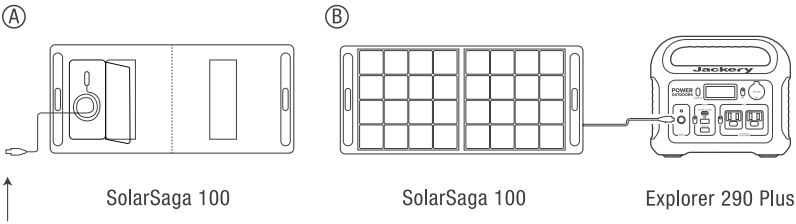
HOW TO USE THE SOLARSAGA 100 TO CHARGE THE EXPORER 290 PLUS

Jackery Recommended Match: Use one Jackery SolarSaga 100 solar panel to charge the Explorer 290 Plus. (SolarSaga 100 sold separately on Jackery.com)

Solar recharging steps:

A. Find the DC interface on the back of SolarSaga 100;

B. Connect the DC interface of SolarSaga 100 with the DC input of Explorer 290 Plus.



How to check if the Explorer 290 Plus is full charged?

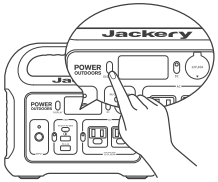
The display screen shows 100% when fully recharged.

HOW TO USE THE POWER STATION?

Start using the Explorer 290 Plus

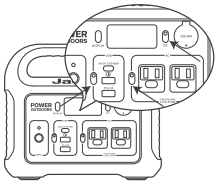
- **Power**

LCD Screen Button



Press the power button to check the remaining battery.

AC Button / DC 12V Button /USB Button



Press the button near each output to power on or off. Manually turn off each output to prevent battery drain, as they do not turn off automatically.

Note: For power saving, Explorer 290 Plus portable power station will turn off automatically in 12 hours when being drawn under 10W power.

• LCD Screen

Power Level Percentage
Check the battery level by pressing the display button before use. If battery is at a low level, charge first.LCD screen flickers around 10 times when the battery capacity drains to 20% to 10%.

Power of Input Output (W)
Please ensure that power consumption is less than 300W, then press the power button.
If the Jackery Explorer's total output exceeds 300W, it will shut off.

Low & High Temperature Alarm
The Explorer 290 Plus can power your devices at temperatures ranging from-10°C~40°C (14°F~104°F)
If your working temperature is outside this range, the unit may stop working.

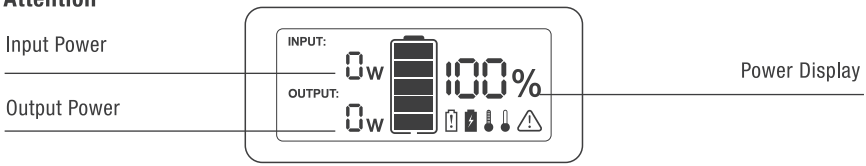
• Other

How to reset the Explorer 290 Plus
Please hold the display power button for 8 seconds to reset the battery.

When should we need to reset the power station?
When the power station can't work properly, you can choose to reset the battery to trouble shoot.

Fan Operating Principle
Explorer 290 Plus uses intelligent temperature control. When the AC is turned on, the fan does not turn on.Only when the temperature rises to a certain degree then the fan starts to turn on.

• Attention



If you operate the power station in an improper way, the warning symbols below will appear on the LCD screen.

Battery has been drained out
Indicates the battery has been depleted. Please recharge it to 100% prior to use. NOTE: To optimize battery life, recharge the power station before the power drops below 15%. It is not recommended to fully deplete the battery.

Battery was overcharged
Indicates the battery was overcharged. Please hold the display power button for 8 seconds to reset the battery and then check status.

High Temperature **Low Temperature**
Indicates the battery is used in excessive high or low temperature. Explorer 290Plus must be charged, used, and stored within an ambient temperature 0°C~40°C (32°F~104°F).

Over-loaded
Indicates the power station is over-loaded, please check the power of your device and hold the display power button for 8 seconds to reset the battery and then check status.

NOTE: For additional support, please call Jackery Customer Support at 1-888-502-2236

GIVE YOUR APPLIANCES MORE RUN TIME

Note: The running time of the Explorer 290 Plus for the following equipment are tested in the laboratory, which has strict controls on temperature, the working hours can also be affected by many other factors.The actual working time = 293.76Wh* 0.85 / operating power of your device.

CHARGING

				
Drone (90W Max)	**Motion Camera** (5W Max)	**13”Mac book** (80W)	**Smartphone** (18W Max)	**32”TV** (60W)
RUN TIME	RUN TIME	RUN TIME	RUN TIME	RUN TIME
About 6 Recharges	About 52 Recharges	About 2.5 Recharges	About 8 Recharges	About 4.3 Hours

For inductive load devices:

- **What is the inductive load device?**
  Inductive Loads, also called Lagging Loads or Inductive Load Banks or Inductive Reactive Loads or Power Factor Loads, are AC loads that are predominantly inductive in nature so that the alternating current lags behind the alternating voltage when the current flows into the load.
- **The inductive load device has an instant start power when the it runs. Typically starting power is 3 times the amount of power to run the application.**
- **When you check if the Explorer 290 Plus can run a device, please check if the power starts instantly.**

TROUBLESHOOTING

PROBLEM WITH INPUT (AC/DC)

When the power station has something wrong with input when using the AC charger cable :

- Check if the charger cable and the power station are reliably connected, and the charger indicator light is on.
- Check if the original charger is used.
- Check if the charging indicator of the power station power supply is on and if the screen displays the charging power.
- Please try to use the provided DC car charging cable to charge power station and check status. This troubleshooting tip is also to check for DC input failure.

PROBLEM WITH SOLAR CHARGING

Using Jackery solar panel to charge the Explorer 290 Plus:

- Please check if all connections are secure.
- Please use the provided AC charger to charge and check status.
- Please use a soft cloth to remove the dust and dirt on the surface.
- Please test under midday strong sunlight. Connect the solar panel, make sure there is no shadow cast on the panel. You can unplug and plug multiple times and then check status.

Please follow the troubleshooting steps above for a different brand Solar Panel. Jackery suggests using a Jackery Solar Panel for optimal compatibility.

NOTE: If Explorer 290 Plus can be recharged by AC charger properly, it indicates there is nothing wrong with the Explorer 290 Plus. Please check if there is a problem with the solar panel.

Problem with Output（AC/DC/USB）

When the power station has an issue with AC/DC/USB Output, please hold the display power button for 8 seconds to reset the battery and then check status.

Problem With LCD Screen

If the LCD screen is not working, or the shown input or output number is inaccurate, please hold the display power button for 8 seconds to reset the battery and then check status.

Customer Support:

If you need additional support with your power station, please call Jackery Customer Support at **1-888-502-2236 or email us at hello@jackery.com.**

FAQ

Q1: What devices can Explorer 290 Plus power?

A: Please note that the AC output port can only charge/power devices that operate at less than total 300 Watt.

Q2: Can the Explorer 290 Plus be charged while using?

A: Yes, Explorer 290 Plus supports pass-through charging. But we do not recommend it as it may damage battery life.

Q3: Can the Explorer 290 Plus be used as UPS?

A: No, the Explorer 290 Plus cannot be used as UPS as you will need to press the power button to turn on the AC/USB /DC output manually. The output will not automatically turn on or off.

Q4: How to know the working times for my device?

A: Working time = 293.76Wh* 0.85 / operating power of your device.

Q5: Does Explorer 290 Plus include a built-in MPPT controller?

A: All Jackery power stations have a built-in MPPT controller.

Q6: How do I know the Explorer 290 Plus is charged?

A: To check the charge level of the Explorer 290 Plus, refer to the LCD Battery Display.

Q7: Can I keep this charged up by keeping it plugged in all the time in case of power outage?
A: Yes, you can keep the battery plugged in to charge. Keeping it plugged in won't cause damage to the battery.
Q8: Can I use it indoors?
A: Yes, the Explorer 290 Plus is safe to use indoors.
Q9: Why it takes so long to charge the power station from 99% to 100%?
A: When the power station is charged at a low power (constant current stage), the charging power is the largest. With the increase of the power, the internal battery pack voltage of the energy storage gradually increases to the charging limit voltage and then enters the constant current stage (the charging power gradually decreases to full). In the later stage of charging, the charging power gradually decreases. Please kindly take a long time to charge to 100%.
Q10: Can I find any video about recharging the Explorer 290 Plus?
A: Please check the video in the following instructions:
1. Go to jackery.com
2. Click the "Support ", and then choose "FAQ "
3. Check "Product Video"
Q11:Are the output ports regulated, and if so, which ones are regulated?
A: All output ports of Jackery power stations are regulated. The voltage won't change when the battery power decreases.
Q12: Can the battery inside be replaceable?
A: No, the batteries inside of Jackery power station can't be replaceable.

More questions, please visit our FAQ support page:
1. Go to Jackery.com
2. Click "Support", then choose "FAQ"

PRODUCT GUIDELINES

- Please recharge it every 3-month to keep the battery power above 50% if you don't use it.
- It's suggested to recharge the battery before the power drops below 15%.
- Only charge the Explorer 290 Plus within a ambient temperature 0°C~35°C (32°F~95°F),discharge temperature is -10°C~40°C (14°F~104°F) and Storage temperature is 1 year: -20°C~25°C (-4°F~77°F).
- Please keep the battery laid flat during use, charging, and store.

INSTRUCTIONS PERTAINING TO RISK OF FIRE, ELECTRIC SHOCK, OR INJURY TO PERSONS

IMPORTANT SAFETY INSTRUCTIONS

WARNING–When using this product, basic precautions should always be followed, including the following:
a) Read all the instructions before using the product.
b) To reduce the risk of injury, close supervision is necessary when the product is used near children.
c) Do not put fingers or hands into the product.
d) Use of an attachment not recommended or sold by power pack manufacturer may result in a risk of fire, electric shock, or injury to persons.

e) To reduce risk of damage to the electric plug and cord, pull the plug rather than the cord when disconnecting the power pack.
f) Do not use a battery pack or appliance that is damaged or modified. Damaged or modified batteries may exhibit unpredictable behavior resulting in fire, explosion or risk of injury.
g) Do not operate the power pack with a damaged cord or plug, or a damaged output cable.
h) Do not disassemble the power pack, take it to a qualified service person when service or repair is required. Incorrect reassembly may result in a risk of fire or electric shock.
i) To reduce the risk of electric shock, unplug the power pack form the outlet before attempting any instructed servicing.
j) PERSONAL PRECAUTIONS
1) Have plenty of fresh water and soap nearby in case battery acid contacts skin, clothing, or eyes.
2) Wear complete eye protection and clothing protection. Avoid touching eyes while working near battery.
3) If battery acid contacts skin or clothing, wash immediately with soap and water. If acid enters eye, immediately flood eye with running cold water for at least 10 minutes and get medical attention immediately.
4) NEVER smoke or allow a spark or flame in vicinity of battery or engine.
5) Be extra cautious to reduce risk of dropping a metal tool onto battery. It might spark or short-circuit battery or other electrical part that may cause explosion.
k) When charging the internal battery, work in a well ventilated area and do not restrict ventilation in any way.
l) Under abusive conditions, liquid may be ejected from the battery; avoid contact. If contact accidentally occurs, flush with water. If liquid contacts eyes, additionally seek medical help. Liquid ejected from the battery may cause irritation or burns.
m) Do not expose a power pack to fire or excessive temperature. Exposure to fire or temperature above 130°C may cause explosion. The temperature of 130°C can be replaced by the temperature of 265°F.
n) Have servicing performed by a qualified repair person using only identical replacement parts. This will ensure that the safety of the product is maintained.

SAVE THESE INSTRUCTIONS
OPERATING INSTRUCTIONS

- Use and store the unit only in a clean and dry environment. DO NOT use and store in dusty and wet environment.
- Check the unit prior to every use. DO NOT use the unit if it is damaged, broken.
- If rust, peculiar odors, overheating or other abnormal circumstances are observed, stop using the unit immediately and contact the dealer or our customer service center.
- Make sure that the unit is properly secured when transporting it in a motor vehicle.
- Only charge the Explorer 290 Plus within a ambient temperature 0°C~35°C (32°F~95°F),discharge temperature is -10°C~40°C (14°F~104°F) and Storage temperature is 1 year: -20°C~25°C (-4°F-77°F).
- Switch the unit off immediately if it has accidentally fallen, was dropped or was exposed to vibrations.
- DO NOT use the unit if the power cord is damaged or broken.
- Keep the unit away from children. DO NOT let children use the power supply unit. Keep this product away from pets.

- DO NOT use the unit in an area or environment with high temperature.
- Should fluid from inside of the unit come in contact with your skin or clothing, wash the affected areas with tap water.
- In a storm, unplug the power cord from the socket.
- DO NOT place the unit on its side or upside down while in use or storage.
- DO NOT use accessories for other usage.
- Make sure that the device you are connecting is switched off before you connect it.
- DO NOT expose a power pack to fire or excessive temperature. Exposure to fire or temperature above 130°C may cause explosion.
- Solar charge times depend on weather conditions, place your solar panel where it will get as much direct sunlight as possible.
- DO NOT place the power pack on the floor, or at a height less than 457 mm (18 inches) above the floor, during use in a repair facility.

  Warning： Do not remove the battery pack without permission,If you need to repair the battery pack, contact your local manufacturer as soon as possible.

  DANGER: This device is intended to be used indoors only. Do not use outdoors under any conditions.

Charging instruction

1. The product supports any 1 way or 2 way charging.
2. Charge the Portable Power Station with charger; the LCD will turn on and display Input power.
3. Display will show 100% capacity when fully charged.

Discharging instruction

1. Press the AC button, AC output will be turn on; and press the button again, the AC output will turn off, while the AC LED will turn off within 1~2 seconds.
2. Press the any 1or 2 way DC (USB or 12V) button, output will be turn on; and press the button again, the DC output will turn off, while the DC LED will turn off within 1~2 seconds.
3. If DC or AC output is on LCD will display “OUPUT” icon and output power unless all DC output is off.

MOVING AND STORAGE INSTRUCTIONS

- DO NOT move the unit if it is recharging or in use.
- DO NOT dispose the unit together with household waste.
- DO NOT place the unit close to or in a fire or expose it to heat. Keep out of direct sunlight.
- DO NOT store the unit in a bathroom or in an area exposed to rain or moisture.
- DO NOT disassemble the power pack, take it to a qualified service person when service or repair is required. Incorrect reassembly may result in a risk of fire or electric shock.
- DO NOT store the unit in an area or environment with high temperature.

USER MAINTENANCE INSTRUCTIONS

- Before using or storing, plug your Jackery Explorer into the wall until it is fully charged. If you see the LCD battery is low at any point, plug it into a power source, like an AC outlet or a solar panel as soon as possible.

NOTE: 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.

MODIFICATION: Any changes or modifications not expressly approved by the grantee of this device could void the user's authority to operate the device.

WARRANTY

Limited Warranty

Jackery Inc. warrants to the original consumer purchaser that the Jackery product will be free from defects in workmanship and material under normal consumer use during the applicable warranty period identified in the 'Warranty Period' section below, subject to the exclusions set forth below. This warranty statement sets forth Jackery's total and exclusive warranty obligation. We will not assume, nor authorize any person to assume for us, any other liability in connection with the sale of our products.

Warranty Period

The warranty period for Jackery power products is 24 months. In each case, the warranty period is measured starting on the date of purchase by the original consumer purchaser. The sales receipt from the first consumer purchase, or other reasonable documentary proof, is required in order to establish the start date of the warranty period.

Exchange

Jackery will replace (at Jackery's expense) any Jackery product that fails to operate during the applicable warranty period due to defect in workmanship or material. A replacement product assumes the remaining warranty of the original product.

Limited to Original Consumer Buyer

The warranty on Jackery's product is limited to the original consumer purchaser and is not transferableto any subsequent owner.

Exclusions

Jackery's warranty does not apply to:

- Misused, abused, modified, damaged by accident, or used for anything other than normal consumer use as authorized in Jackery's current product literature.
- Attempted repair by anyone other than an authorized facility.
- Any product purchased through an online auction house.
- Jackery's warranty does not apply to the battery cell unless the battery cell is fully charged by you within seven days after you purchase the product and at least once every 3 months thereafter.

Customer Support : hello@jackery.com

To obtain warranty service, contact our customer service team at hello@jackery.com.

How to Register the Item and Get the Warranty?

- Go to jackery.com.
- Click the "Support", and then choose"Register Product".
- Fill in the information form, and then submit.
- You will get a 12 month warranty in total when you finish the product registration.

CUSTOMER SUPPORT: hello@jackery.com









www.jackery.com hello@jackery.com 1-888-502-2236 jackeryinc jackery.inc jackeryusa Jackery Inc.

Mon-Fri 9:00AM - 6:00PM (PST)

Please contact us at hello@jackery.com in the follow way:

- Go to jackery.com.
- Click the "Contact ", and then choose Support Email: hello@jackery.com.
- Please send the messages according to the template below for a faster response.

WARRANTY	
Contact Info	
Email address	
Customer Name	
Order Details	
Order ID	
Serial Number	
Issue Details	
Upload proof of purchase & photos of the device itself with Jackery logo showing(Max 10MB)	