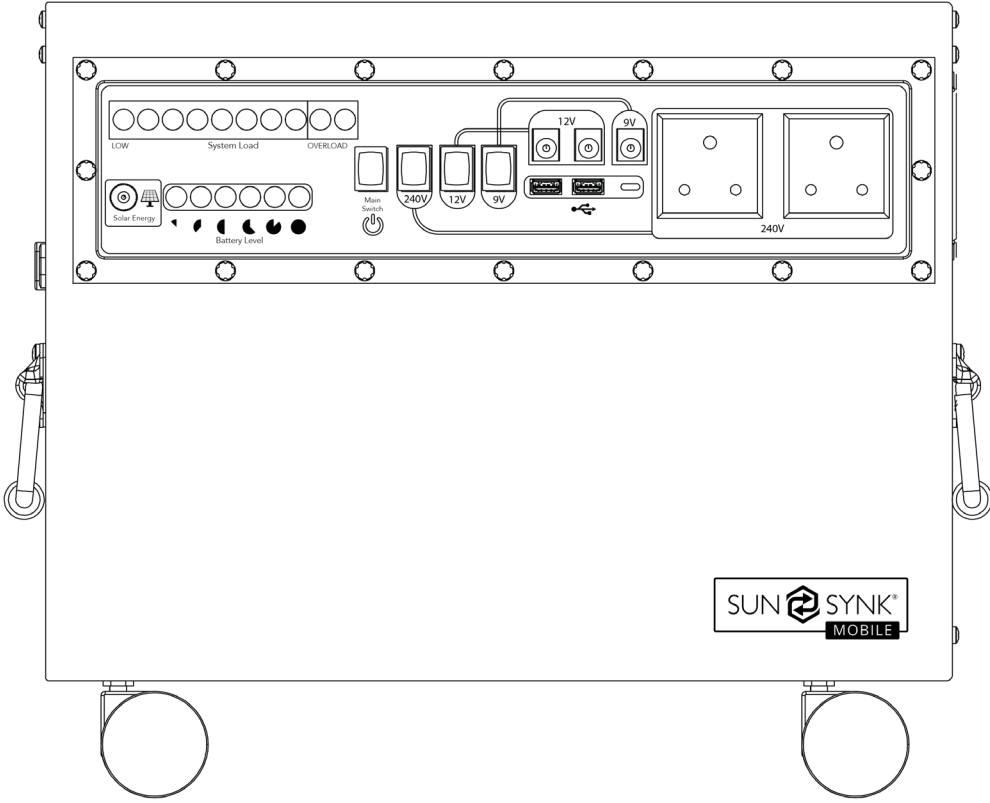




# CONTOUR 1000 & 2000



## USER MANUAL

[www.sunsynkmobile.com](http://www.sunsynkmobile.com) / [sales@sunsynkmobile.com](mailto:sales@sunsynkmobile.com)

# Index

---

<b>1.</b>	<b>Safety</b>	<b>2</b>
1.1.	General Safety Information	2
1.2.	Symbols	3
1.3.	Safety Instructions	3
1.4.	Disposal	4
<b>2.</b>	<b>Product Description</b>	<b>4</b>
2.1.	What the Kit Contains	6
2.2.	What It Can Power	7
<b>3.</b>	<b>Product Specification</b>	<b>8</b>
<b>4.</b>	<b>Using the Product</b>	<b>9</b>
<b>5.</b>	<b>Fault Finding</b>	<b>9</b>
<b>6.</b>	<b>Manufacturer's Warranty Terms and Conditions</b>	<b>10</b>

## 1. SAFETY



---

### 1.1. General Safety Information

- This device should only be used in accordance with the instructions within this manual and in compliance with local, regional and national laws and regulations. Only allow this device to be installed, operated, maintained, repaired by other person(s) who have also read and understood this manual. Ensure the manual is included with this device should it be passed to a third party.
- DO NOT allow minors, untrained personnel, or person(s) suffering from a physical or mental impairment that would affect their ability to follow this manual, install, maintain or repair this device.
- Any untrained personnel who might get near this device while it is in operation MUST be informed that it is dangerous and instructed carefully on how to avoid injury.



## 1.2. Symbols

 <b>WARNING</b>	This symbol indicates information that if ignored, could result in personal injury or even death due to incorrect handling.
 <b>CAUTION</b>	This symbol indicates information that if ignored, could result in personal injury or physical damage due to incorrect handling.
<b>PLEASE NOTE</b>	Indicates information that is considered important, but not hazard-related.

## 1.3. Safety Instructions

### **WARNING**

#### **RISK OF SERIOUS INJURY**

**Lithium-ion cells and battery packs may get hot, explode, or ignite and cause serious injury if exposed to extreme conditions.**

**Ensure to follow the safety warnings listed below:**

- Do not connect to the DB (consumer unit).
- Do not connect the battery's positive and negative terminal with any metal object, such as a wire.
- Do not carry or store batteries together with necklaces, hairpins or other metal objects.
- Do not pierce the battery with nails, strike the battery with a hammer, step on the battery, or subject it to substantial impacts or shocks.
- Do not expose battery to water or saltwater, or allow the battery to get wet.
- Do not place the battery in or near a fire, on stoves or other high-temperature locations.
- Do not place the battery in direct sunlight or use / store the battery inside cars in hot weather. Doing so may cause the battery to generate heat, explode, or ignite.
- Do not disassemble or modify the battery. The battery contains safety and protection devices, which if damaged may cause the battery to generate heat, explode or ignite.
- Immediately discontinue use of the battery if while using, charging or storing the battery, the battery emits an unusual smell, feels hot, changes colour / shape or appears abnormal in any other way.
- Do not place the battery in microwave ovens, high-pressure containers or on induction cookware.
- In the event the battery leaks and the fluid gets into your eye, do not rub it. Rinse thoroughly with water and immediately seek medical care. If left untreated the battery fluid could cause damage to the eye.
- ALWAYS maintain in good condition, with repairs only undertaken by a Sunsynk approved technician / engineer.
- **Not suitable for medical devices. Any use with medical devices is at own risk.**



## CAUTION

If damaged, immediately unplug it from the mains supply and do not use the product.

## 2.1. Disposal

---

### **DO NOT dispose this product with domestic waste!**

Electrical devices should be disposed of in accordance with regional directives on electronic and / or electronic-waste disposal. In case of further questions, please consult your supplier. In some cases, the supplier can take care of proper disposal.

## 2. PRODUCT DESCRIPTION

---

Welcome to the Sunsynk Mobile Contour, a portable power source designed to provide power to construction site technicians, vehicle mechanics, remote locations or simply environments both industrial and domestic, where power supply is non-existent or unreliable. Each trolley is fitted with two wheels and two rubber feet to keep the trolley firmly in place once located to a useful position.

### **THE CONTOUR COMES IN TWO VERSIONS;**

The Contour 1000 [921.6Wh]

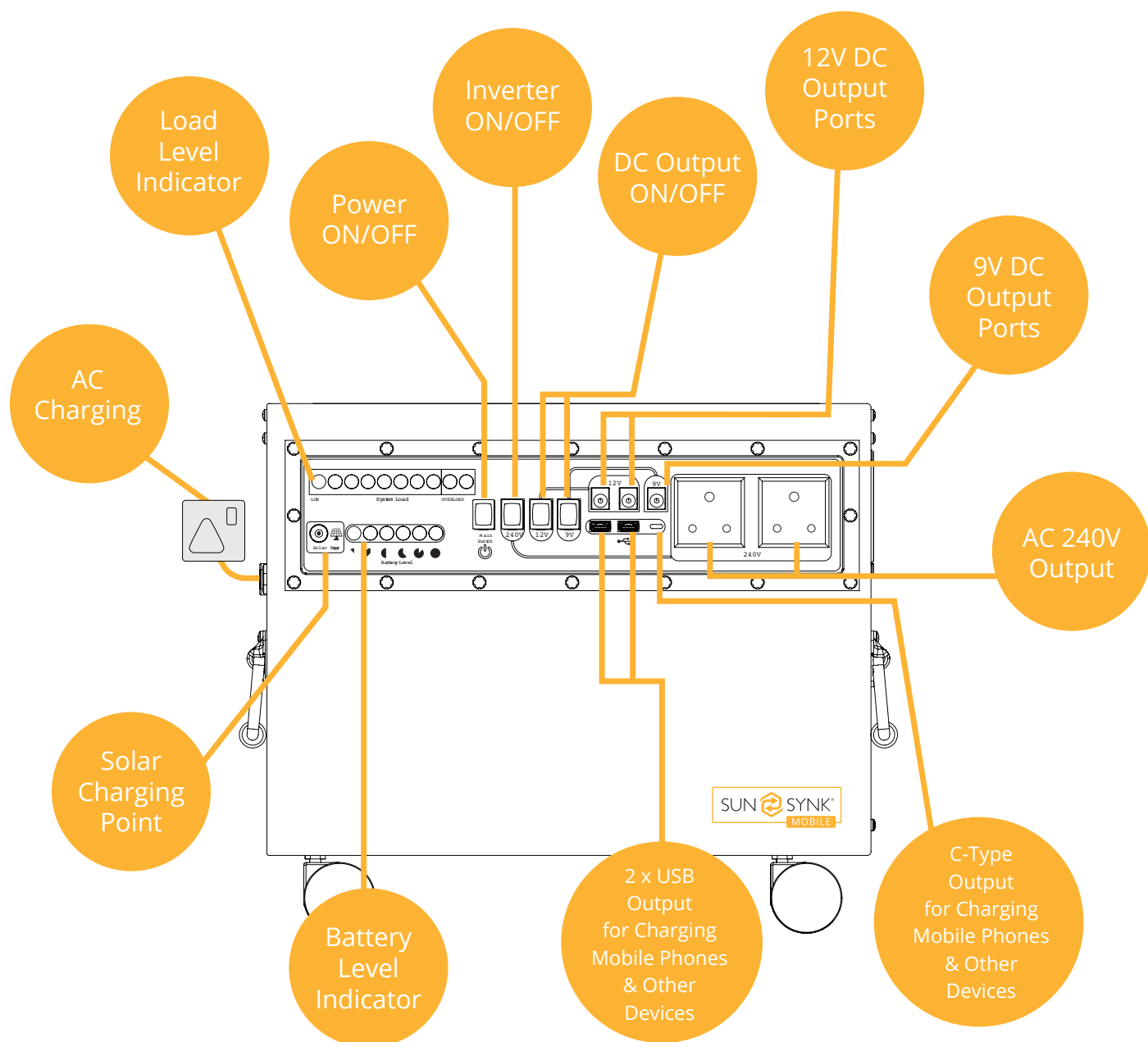
The Contour 2000 [1843.2Wh]

Both versions make use of a 1kW Pure Sine Wave Inverter with the difference being in the battery capacity per model. Therefore, the Contour 2000 can power more appliances for longer than the Contour 1000. In the case of the 'Contour 1000' it is feasible to run a 100W appliance for 10hrs while the same device can run for 20hrs with the Contour-2000!

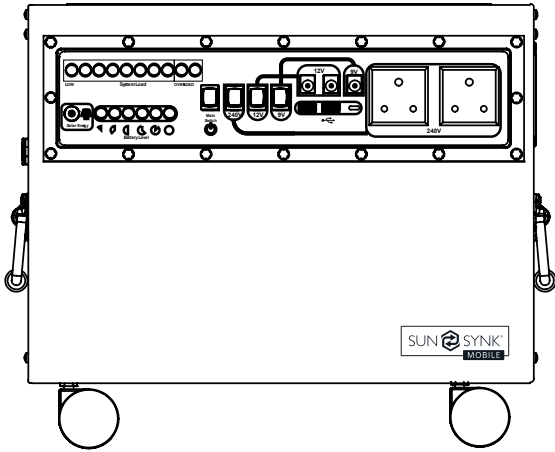
Built-in Lithium Phosphate battery packs provide reliable and safe power storage. The built-in inverter allows the Contour to be charged by AC Mains supply or from a DC Solar Array and can supply both AC and DC power via its assorted sockets. Load level indication is provided by a row of LEDs, these will increase with the load from green to orange, red LED's indicate an overload and it is recommended to reduce the load to prevent damage to the unit. Flashing red LED's indicate that the unit has gone into safe mode, it will need to be switched off and on to restore output. Please ensure loads have been removed during this operation to prevent safe mode activation. Battery level indication is via a flow of LED's that decrease as the charge capacity of the unit decreases.

## Features

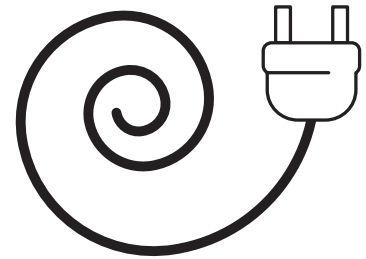
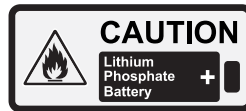
- Mobile Storage
- AC 240V Input
- Solar Panel Voltage Range 32V-60V
- 2 x 240V AC Outputs (South African Sockets)
- 2 x 12V DC Output
- 1 x 9V DC Output
- 2 x USB
- 1 x Type C Port
- UPS Available
- Load Meter LED
- Battery Charge Level LED



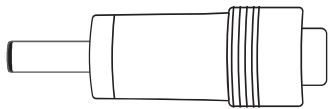
## 2.2. What the Kit Contains



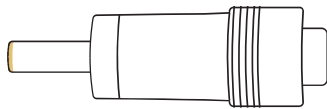
1x Contour  
Tactical Power Station



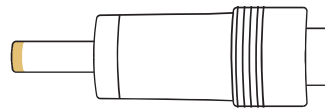
AC Charging Cable



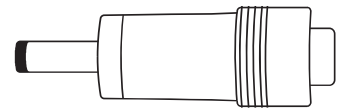
1x - 3.0 \* 1.1mm



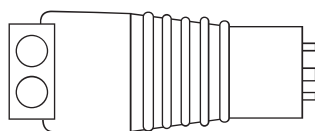
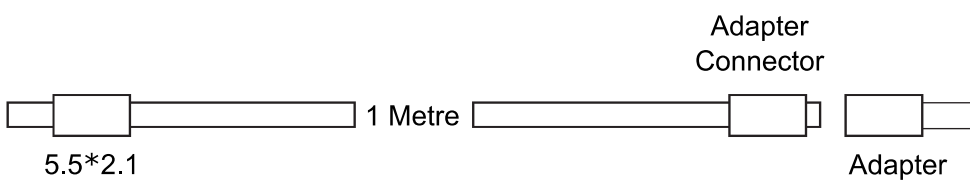
1x - 3.5 \* 1.35mm



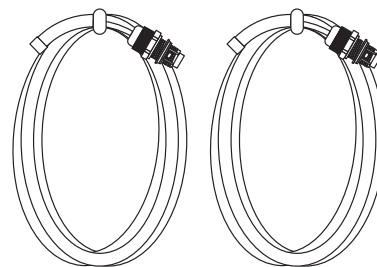
1x - 4.0 \* 1.7mm



1x - 5.5 \* 2.5mm



LED Terminal



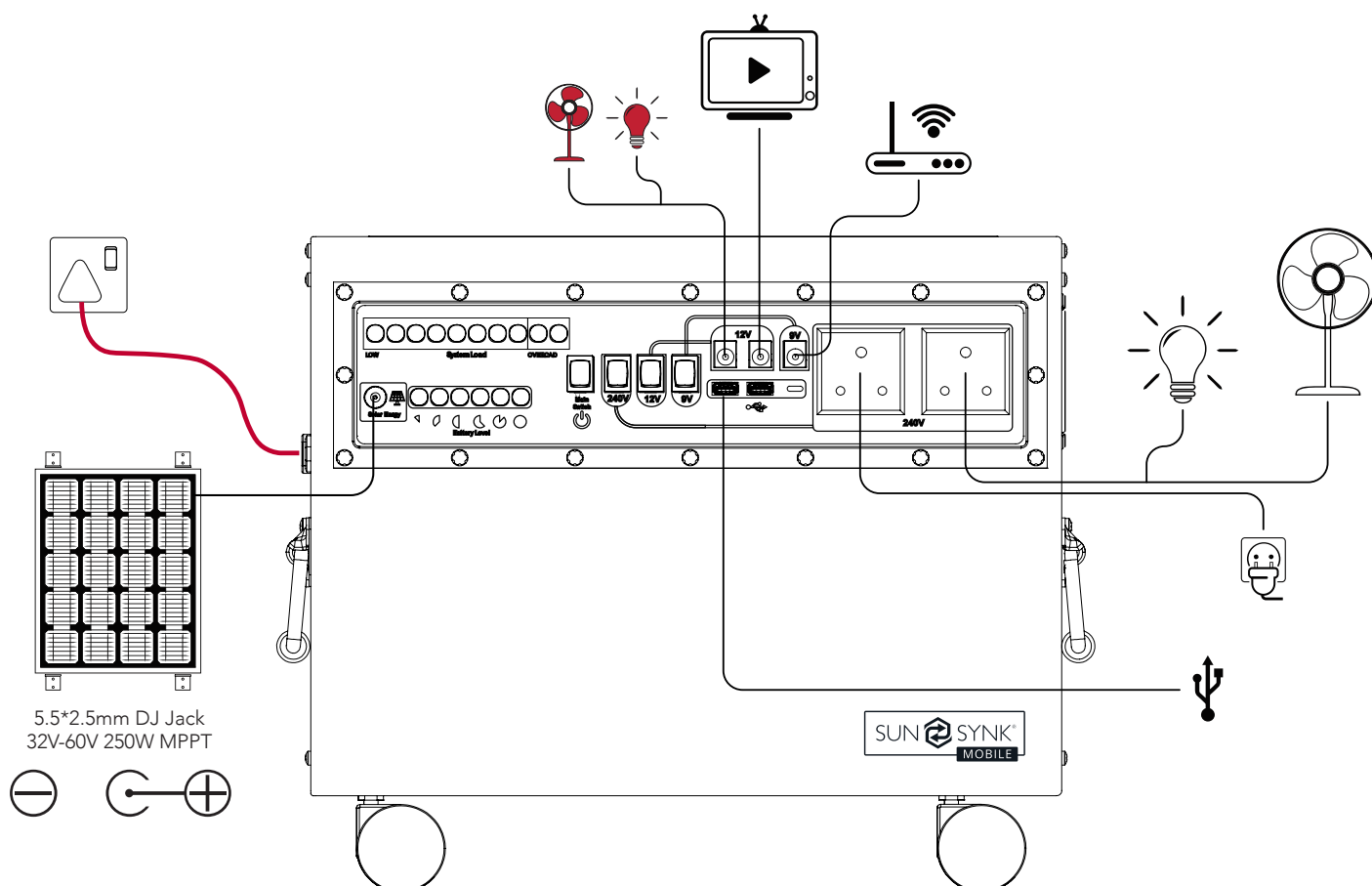
2x 1.00 Meter  
DC Connection Cables

## 2.3. What It Can Power

- The Contour can supply power to many devices, ranging from lights to laptops, TV's, fans, PC's, routers, sound systems, tablets or smart phones, giving you the confidence to power anything anywhere.
- It comes with a built-in inverter to provide two 240VAC sockets to power supply your gadgets or appliances.

**Please note** that the total load of the devices to be powered does not exceed the rated capacity of the inverter, this being 1000W maximum. Overload will cause the unit to go into protection mode and switch off.

Output Port	Voltage	Max Output	Usage
Type C x 1	12V	18W	Charging Mobile Phone and Others Devices
USB x 2	5V	2A	PC or Tablet
12V DC x 2	12V	1A	Power Router
9V DC x 1	9V	1A	Power Router
AC Outlet x 2	240V/50Hz	1000W	TV, Fan and Lights



### 3. PRODUCT SPECIFICATION

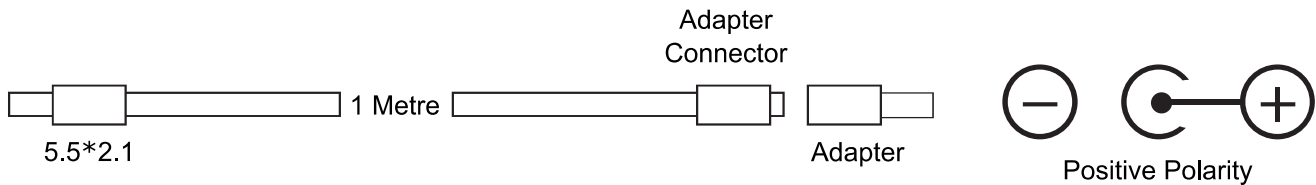
<b>Model</b>		<b>Contour 1000 &amp; 2000</b>
Capacity		1000W PSW Inverter
		250W MPPT Charger
		250W AC Charger
Mains Input (Charge)		AC 240V/50Hz
Max. Charging Current (Mains)		10A
		250W AC Charger
Solar Panel Voltage Range		32V-60V
Max. Charging Current (Solar Panels)		10A
Solar Charger		250W MPPT Charger
Outputs		2 x USB 5V 2A
		1 x Type C - 18W
		1 x DC 9V 1A
		2 x DC 12V 1A
AC Outlet		AC240V/50Hz
Case Material		Steel
Inverter Peak Wattage		2000W (4S)
Inverter Normal Max. Running Power		1000W
Max. Inverter Efficiency		>92%
Current Harmonic Distortion		<3%
<b>Battery Data</b>		<b>Contour 1000</b>
Battery Type		LiFePO <sub>4</sub> Lithium Iron Phosphate Battery Pack
Battery Specification		1 x 25.6V - 36Ah - 921.6Wh Battery Packs
Total Battery Capacity		921.6Wh
<b>Battery Data</b>		<b>Contour 2000</b>
Battery Type		LiFePO <sub>4</sub> Lithium Iron Phosphate Battery Pack
Battery Specification		2 x 25.6V - 36Ah - 921.6Wh Battery Packs
Total Battery Capacity		1843.2Wh
<b>Product Weight</b>		
Contour 1000		25kg
Contour 2000		33kg



## 4. USING THE PRODUCT

---

1. Fully charge the device before using.
2. Check your device is suitable to run from the Contour.
3. Check the voltage and current your device uses (see section 2.2). Most common is 9V and 12V 0.6 Amp to 1 Amp.
4. Check the polarity of the cable. Normally, the meter is positive (it will show on the adapter). If the centre is negative, you will need a special cable as it may damage your device.
5. Select a suitable adapter for your device.



6. Connect the Contour to the mains socket and switch on.
7. Switch on the Contour. Your device should power up immediately (if your device does not power up, unplug it and seek for advice).

## 5. FAULT FINDING

---

1. If your power pack does not operate or charge after following all of the instructions, please try the following steps:
  - a) Check that the ON switch is in the correct position.
  - b) Check that the battery is charged (look at the charge level LEDs).
2. The power supply is operating but not powering my equipment:
  - a) Check your unit is compatible with the Contour.
  - b) Check the connection cable.
  - c) Check you are running on the correct voltage.
  - d) Double-check the polarity of your device (centre positive).

**If any of these recommendations don't solve your problem, unplug and seek professional help.**

## 6. MANUFACTURER'S WARRANTY TERMS AND CONDITIONS

---

### 1) Global Tech China Limited and Sunsynk Limited (from now on "the Company") now warranty against manufacturing faults of the products for two years under the following terms and conditions:

- a) The product must be purchased and installed within one of the following countries: The United Kingdom, the Isle of Man, the Channel Islands, South Africa, Zimbabwe, Botswana, Hong Kong, and Australia. Products purchased and/or installed outside of these countries will not be covered by this warranty under any circumstances.
- b) The product must be installed and commissioned in full compliance with the installation instructions provided with the product packages. The product must also meet the requirement of the Benchmark initiative (if applicable).
- c) The warranty period will commence from the date of purchase. However, if the purchase is made after more than six months from the date on which the product was dispatched by the company, the warranty period will commence immediately after six months from the date of manufacture.
- d) The product must be confined to domestic or light commercial use only. For this warranty, "light commercial use" is referred to as a semi domestic-commercial environment including but not limited to hair salons, small shops, pubs). Should confusion arise regarding the determination of "light commercial use" the decision on the determination of the company will be final.
- e) The product must be well-maintained following the User Manual guidelines. Failure to maintain the product, poor servicing, or no servicing of the products might invalidate this warranty. Proof of service by competent servicing centres might be required to obtain warranty facilities.
- f) During the warranty period, the product must not be serviced, repaired, or altered in by any third party. Any change, alteration, modification, or servicing whatsoever from anyone other than the company will invalidate the warranty with full effect.
- g) Following the servicing, repair, or replacement, any parts or products removed from your product will be taken as owner by the company. You will not have any claim for such parts or products.

### 2) Warranty Limitations

*This warranty does not include:*

- a) Any condition resulting from other than ordinary residential wear or any use for which the product was not intended, such as use in rental or contract trade or commercial use;
- b) Any condition resulting from incorrect or inadequate maintenance or care
- c) Damage resulting from misuse, abuse, negligence, accidents, theft, tempering, flood, explosion, lightning, storms, frost, shipping damage, adverse weather or any other similar event;
- d) Dissatisfaction due to buyer's remorse;
- e) Normal wear and tear;
- f) Damages incurred during transportation;
- g) Damages incurred during assembly or maintenance (unless assembly or maintenance has been carried out by the company);
- h) Any unauthorized adjustments made to the product by a third party;

**3) The company makes no express warranty or condition, whether written or oral, and the company expressly disclaims all warranties and conditions not stated in this limited warranty. The company disclaims all implied warranties or conditions, including any implied warranties of merchantability and fitness for a particular purpose.**

**4) All warranty claims must be filed by the consumer to the retailer of this product, who in turn is to contact the manufacturer regarding any warranty return or replacement. The company will not handle claims from the consumer directly. Please retain invoices for obtaining warranty facilities.**

**5) All claims under this Warranty Statement must be made within the warranty period.**

**6) The decision of the company regarding any issue relating to this warranty statement is final.**

For more information, training videos, software upgrades, help line, forum please refer to <http://www.sunsynk.com> - Tech Support (Do not forget to register first on the website).





## CONTACT US

**Email Us:** [sales@sunsynkmobile.com](mailto:sales@sunsynkmobile.com) **Website:** [www.sunsynkmobile.com](http://www.sunsynkmobile.com)

**VAT Number:** 175669460

**Address UK:** Sunsynk UK Ltd. 17 Turnstone Business Park,  
Mulberry Avenue, Widnes, Cheshire, WA8 0WN

**Address SA:** 80 Highview Boulevard, Ferndale, Johannesburg 2160

**Call Us UK:** +44 151 832 4300 **SA:** +27 10 100 3589

**NL:** +31 40 798 7136 9am - 5pm Local