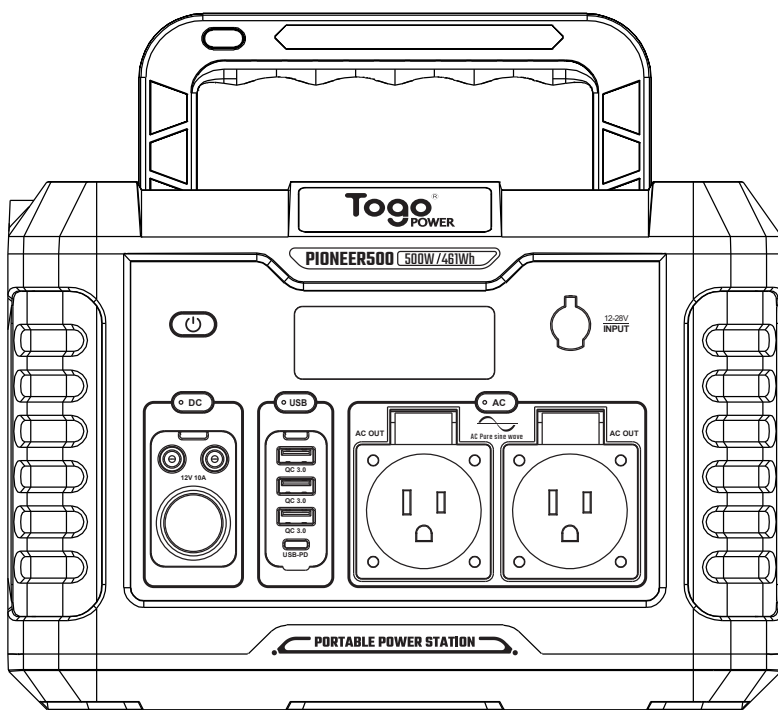




# PIONEER 500 Power Station

## USER MANUAL



Empower Your Life, Empower Your World



## IMPORTANT SAFETY INFORMATION

To ensure safe operation and service of the meter, read and understand all instructions. Failure to follow all instructions may result in severe injury or property damage. The loss caused by wrong use of PIONEER 500 is not covered by our Warranty.

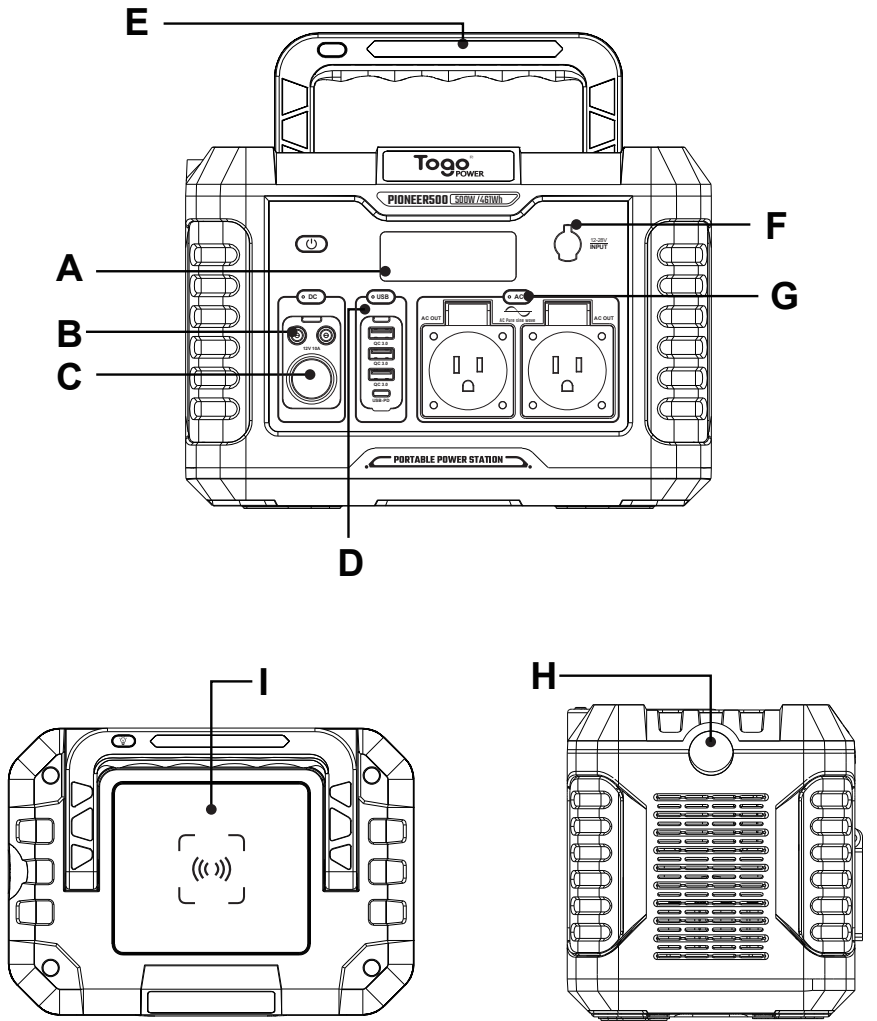
## CHARGE NOW

Please FULLY charge PIONEER 500 as soon as possible when delivered. Due to the longtime of transportation and storage, Batteries of PIONEER 500 may go to sleep mode. Plug your PIONEER 500 into the wall over 10 minutes will active the batteries again. If charging doesn't work, please ask our customer service [support@togopower.com](mailto:support@togopower.com) for help.

**Notice:**

Note that when turning on the AC Button but not use the outlets, there may be some watts of AC outputs shown in the LCD. That' s a normal display caused by the no-load discharge. It is recommended that turning off the output button(s) when not in use.

## FEATURE DETAILS



**A:** LCD Screen Display

**B:** DC Outputs

**C:** Cigarette Lighter Output

**D:** USB-A & USB-C Outputs

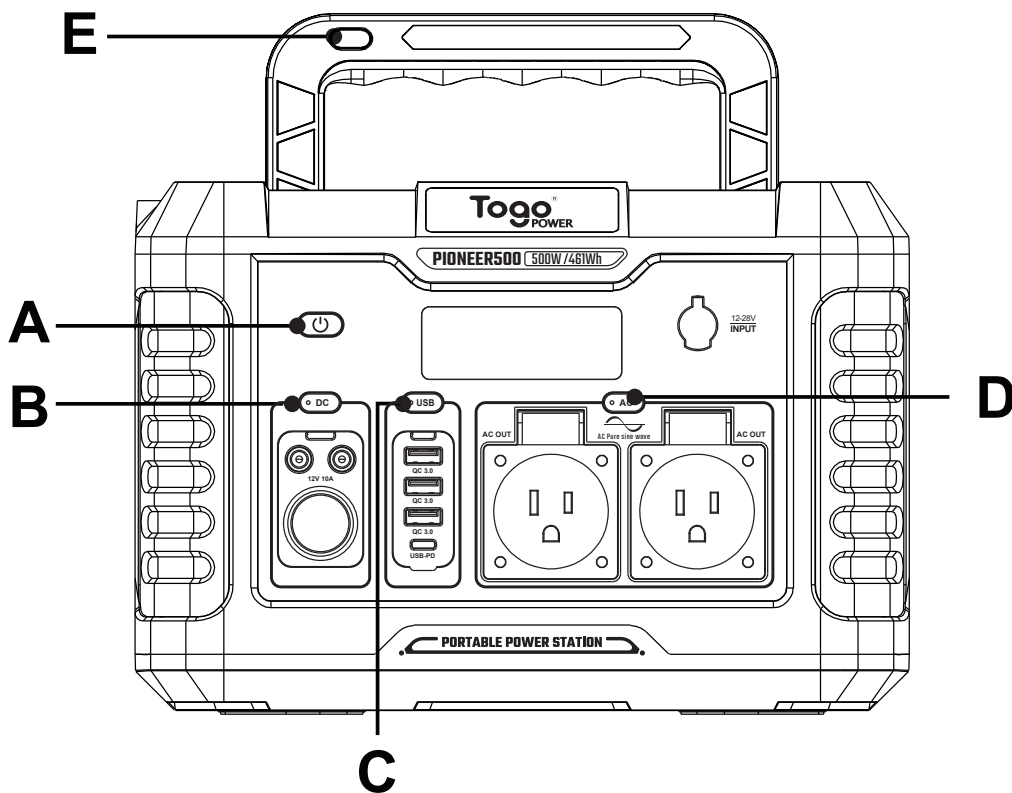
**E:** LED Lighting

**F:** DC Input

**G:** AC Outlets

**H:** Flashlight

**I:** Wireless Charger



**A:** Power ON/OFF Button

**D:** AC Outlets Power ON/OFF Button

**B:** DC Outputs Power ON/OFF Button

**E:** LED Lighting & Flashlight ON/OFF Button

**C:** USB Outputs Power ON/OFF Button

## FUNCTION BUTTONS

### A: POWER ON/OFF

POWER ON/OFF BUTTON is the master switch. Press POWER ON/OFF BUTTON to activate the DC/USB/AC BUTTONS.

Press POWER ON/OFF BUTTON to shut down the output(s) when not in use.

### B: DC OUTPUTS POWER ON/OFF

The DC output ports will NOT function until the DC OUTPUTS POWER ON/OFF BUTTON is pressed to activate. Press DC OUTPUTS POWER ON/OFF BUTTON to shut down the output(s) when not in use.

### C: USB OUTPUTS POWER ON/OFF

The USB-A output port and USB-C output port will NOT function until the USB OUTPUTS POWER ON/OFF BUTTON is pressed to activate.

Press USB OUTPUTS POWER ON/OFF BUTTON to shut down the output(s) when not in use.

### D: AC OUTLETS POWER ON/OFF

The AC Outlets will NOT function until the AC OUTLETS POWER ON/OFF BUTTON is pressed to activate.

Press AC OUTLETS POWER ON/OFF BUTTON to shut down the output(s) when not in use.

### E: LED LIGHTING & FLASHLIGHT

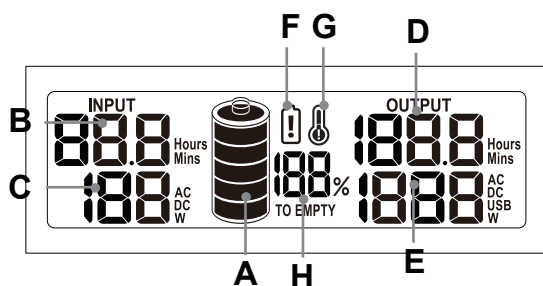
Press LED LIGHTING & FLASHLIGHT BUTTON once to turn on the flashlight, press it again to turn on the LED LIGHTING.

Press LED LIGHTING & FLASHLIGHT BUTTON over 3 seconds to turn on the SOS mode.

### F: WIRELESS CHARGER

Press ON/OFF Button A before charging. Press NO/OFF Button to shut down the output.

## LCD FEATURES



- A:** Battery Level
- B:** Charging Time
- C:** Input Power
- D:** Remaining Usage Time
- E:** Output Power
- F:** Low Voltage Warning
- G:** Temperature Warning
- H:** Low Battery Alarm

## DETAILS DISPLAYED ON LCD

- **Battery Level:** The battery level is provided by the percentage of battery charge corresponding to the number of bars and percentage displayed.  
***PLEASE BE AWARE** that this value can adjust multiple times as the energy draw changes from the connected devices. This is evident during the initial activation of ports with a connected device.*  
***RECOMMENDED** back to charge the PIONEER 500 when battery indicates less than 20%. Note that when you first plug in a power source, whether it's a solar panel or a wall charger, the PIONEER 500 may take a minute to detect and adjust its charge circuitry before it starts drawing power from the source.*
- **Remaining Charging Time:** The PIONEER 500 can provide remaining charging time in hours and minutes. Level accuracy of the amount of charge time left in PIONEER 500 based on the current output level.
- **Input Status:** The PIONEER 500 can provide input energy in watts.
- **Remaining Usage Time:** The PIONEER 500 can provide remaining usage time in hours and minutes. Level accuracy of the amount of usage time left in PIONEER 500 based on the current input level.
- **Output Status:** The display will provide the total output watts of the DC ports, Cigarette Lighter Port, USB-A, USB-C and AC Outlet(s).
- **Low Voltage Warning:** If the Low Voltage Warning indicator is on, please recharge the power station.
- **Temperature Indicator:** The Temperature Indicator lights on means the battery temperature of PIONEER 500 is too low/high. All function of input and output will be stopped until the battery temperature returns to the working range.
- **Low Battery Alarm:** The "TO EMPTY" Light on means the battery is lower than 20% and you should recharge it as soon as possible to make the battery lifetime service longer.

## GENERAL SPECIFICATIONS

**Model: PIONEER 500**

Battery: 18650 Lithium Battery

Capacity: 461Wh (22.2V 20.8Ah)

Dimensions: L290 x W201 x H200 mm

Weight: 13.4lb (6.1kg)

Charging Temperature: 32 to 104°F (0 to 40°C)

Discharging Temperature: 14 to 104°F (-10 to 40°C)

### Charging Input

8mm PV Input: 16-22V

8mm DC Input: 12-28V, 100W Max

### Power Outputs

AC Outlets: 2x 120V, 60Hz 500W, 1000W surge

Cigarette Lighter Port: 1x 12V/10A

DC Ports: 2x 12V/10A

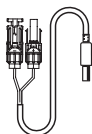
USB-A Ports: 3x 5V/9V/12V, up to 3A, total 54W Max

USB-C Port: 1x 5V/9V/12V/15V/20V, 3A, 60W Max

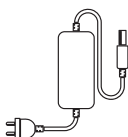
Wireless Charger: 1x 10W

LED Light Power: 0.5W Lighting + 1W Flashlight

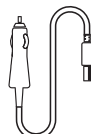
## ACCESSORIES



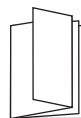
• 18V with MC4  
Connector Cable



• 110V AC Wall Plug  
Power Adapter



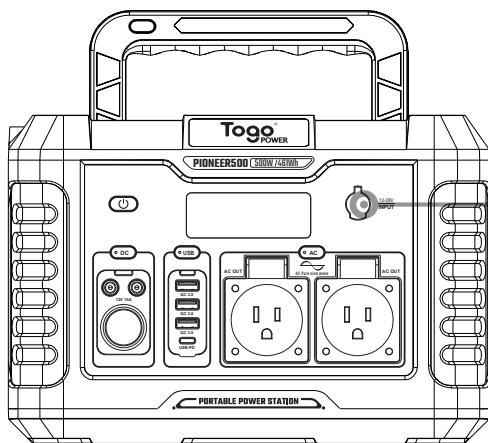
• 12V Car Charger  
Cable



• User Manual



## HOW TO CHARGE



**From Solar Charger**  
depending on solar conditions



**From Car Port 12V**



**From Wall Charger 110 - 240V**

RECOMMEND TO DISCONNECT THE PIONEER 500 WHEN FULLY CHARGED.

## WHAT IT POWERS



Laptops (41.4Wh)



32" TV(60W)



CPAP without heated humidifier (15W)



GoPro (5.9Wh)



Floodlight(4W)



Mini Fridge(40W)



DJ Drone(89.2Wh)



Smartphone(10Wh)



Switch(16Wh)

**+ MORE**

## POWERING / CHARGING DEVICES

Select the type of outputs required by pressing the DC/USB/AC OUTPUT ON/OFF BUTTON. The output ports will NOT function until the appropriate button(s) is pressed to activate the ports. When output port(s) is activated, the indicator on the button will illuminate green, indicating that the output(s) are active, and the LCD display will turn on and provide details on the charging output. The LCD Screen will automatically shut down when no outputs are activated.

**Press the ON/OFF BUTTON(s) to shut down the output(s) when not in use.**

### PASS-THROUGH CHARGING

The advanced battery management system of the PIONEER 500 allows it to charge a connected device via DC outputs & USB outputs & AC output while charging the PIONEER 500.

### OVERLOAD CONDITION

**If an overload condition occurs on the OUTPUT ports, PIONEER 500 will:**

Automatically turn off AC Outlets power.

- The indicator light of LCD Screen still illuminated.
- DC Outputs Status still the same status as usual.

### Do the following:

Check the input charge cable. The ports will be efficient when the input charge cable meets the specification outlined in the GENERAL SPECIFICATIONS section.

- Only charge PIONEER 500 with provided AC wall power adapter.

## OPERATING INSTRUCTIONS

### CHARGING PIONEER 500

Connect the provided AC Wall Power Adapter to Input Port, and allow PIONEER 500 to fully charge prior to use. When charging, the LCD Screen will be illuminated, and the LCD display will show battery level, PIONEER 500 is fully charged when it shows 100%.

It is recommended to FULLY charge PIONEER 500 every 3 months to maintain the health of the battery pack.

## CLEANING

Be sure that PIONEER 500 is disconnected from all input power sources and output devices. Use a clean, dry, soft-lint-free cloth to wipe it down. Remove any debris, dirt, or other blockages on both side vents. When cleaning debris from the side vents, do not allow the debris, dirt, or other blockages to enter the body of PIONEER 500.

DO NOT use abrasive cleaners or solvents.

DO NOT use compressed air to clean side cooling vents, as this will force foreign particles into the internal circuitry.

To avoid the risk of electrical shock, DO NOT use metal objects to clean ports.

## STORAGE

If storing for more than 1 month, charge completely before storage and recharge approximately every 3 months to avoid full discharge and possible damage. Storing indoor, in cold temperatures, mild humidity, and away from direct sunlight (See GENERAL SPECIFICATIONS section).

Leaving in a vehicle or other confined spaces in extremely hot temperatures can lead to decreased service life, overheating, and fire. Extreme cold conditions below specific storage range can also harm PIONEER 500 performance and service life. Keep away from corrosion chemicals and gases. After taking out of storage, visually inspect to make sure PIONEER 500 and all accessories look satisfactory. This increase reviews the intake and exhaust side vents to ensure they are clear of debris. Allow PIONEER 500 to return to ambient conditions before recharging or charging other devices.

## MAINTENANCE

Recharge as needed. There are no pre-designated intervals at which to recharge as long as the PIONEER 500 is being used regularly. Avoid discharging completed on a regular basis, as this can impact overall life. Periodically inspect all ports and wall chargers for any debris, dirt, damage, and corrosion. DO NOT attempt to fix it. DO NOT cover the PIONEER 500 with towels, clothing, or other items. Regularly observe if the side vents are collecting dirt or dust, and clean following cleaning procedures noted in manual.

## DISPOSAL/RECYCLE

Do not place equipment and its accessories in the trash. Items must be appropriately disposed of in accordance with local regulations. See local government laws for additional information.

## TROUBLESHOOTING

### PIONEER 500 WILL NOT CHARGE OR OPERATE CONNECTED DEVICES:

Ensure that the DC/USB/AC output ports are activated by pressing the DC/USB/AC OUTPUT ON/OFF BUTTON(S) for the port(s) in use.

- Confirm the connected device is suitable for the PIONEER 500 by reviewing the outputs specifications provided in the GENERAL SPECIFICATIONS section.
- Confirm PIONEER 500 is charged by reviewing the Battery Level.
- Verify the watt data displayed on the LCD Screen for an overload condition.

### PIONEER 500 WILL NOT BE CHARGED:

Confirm that the wall plug power adapter's cord is inserted fully into the DC Input .

- Confirm that the AC wall plug power adapter is the charger provided with PIONEER 500.
- If the input does not comply with the requirements located in the GENERAL SPECIFICATIONS section, the Low Watt range 0 to 10 may be displayed on INPUT STATUS of LCD screen.

\* Please charge PIONEER 500 when you get it. Long time storage PIONEER 500 will cause failure to start. Try charging for more than ten minutes to restart it. If none of these attempts work, you can contact customer service for help.

## CAUTIONS

Transportation: PIONEER 500 complies with all legal requirements for the transport of dangerous goods. The capacity of the lithium battery pack exceeds 100Wh. Based on international standards, if PIONEER 500 is transported by airplane, it must be transported by IATA standard packaging. IATA instructions and labeling requirements and the relevant declarations must be completed.



Not permitted on aircrafts.



Avoid dropping.



To preserve the battery lifespans, please use and recharge at least once every three months.



Do not disassemble.



Use original or certified charger and cables.



It's not waterproof, do not expose to liquids.



Avoid extreme temperature.



Please dispose of batteries and electronic goods by local regulations.

## WARNINGS

The warnings in this manual cannot cover all possible conditions or situations that could occur.

Using the PIONEER 500 with common sense and caution. Always be aware of the environment and ensure that the PIONEER 500 is used in a safe and responsible manner.

- **DO NOT** use the PIONEER 500 over its output rating. Overload outputs above rating may result in a risk of fire or injury to persons, even though we have built-in overload protection.
- **DO NOT** use the PIONEER 500 or AC Wall plug power adapter if it is damaged or has been modified. Damaged or modified batteries may exhibit unpredictable behavior resulting in fire, explosion, or risk of injury.
- **DO NOT** subject to vibration, impacts, or drops. Secure the PIONEER 500 during transport. The housing may not show signs of damage, but internal components may have been compromised. It is advisable to replace it if any such severe events occur.
- **DO NOT** expose the PIONEER 500 to moisture, rain, or snow.
- **DO NOT** charge, use or store the PIONEER 500 in a bathroom or an area exposed to rain or moisture.
- **DO NOT** leave children or the persons, who with reduced physical/sensory or mental capabilities/or lack of experience and knowledge, along with the PIONEER 500 unless they have been given supervision or instruction concerning use of it by a person responsible for their safety.
- **DO NOT** attempt to repair the PIONEER 500 or AC Wall plug power adapter.  
There are no user-serviceable components inside.
- **DO NOT** handle the PIONEER 500 with wet hands.
- **DO NOT** place the PIONEER 500 on its side or upside down while in use or storage.  
If rust, odor, overheating, or other abnormal circumstances are observed, stop using and contact customer service.
- Children should be supervised to ensure that they DO NOT play with the PIONEER 500 alone.
- The PIONEER 500 is only used for the emergency power station. It cannot replace the standard AC or DC power of household appliances or digital the PIONEER 500.
- Keep away from high voltage electrical fields.
- Risk of fire and burns. DO NOT open, crush, heat above 104°F (40°C) or incinerate.
- Use of a power supply, charger, or cable not recommended or sold by portable battery manufacturers may result in a risk of fire or injury to persons.
- Should fluid from the inside of the PIONEER 500 come in contact with your skin or clothing, wash the affected areas with tap water.
- The accessories included in the box should only be used with the PIONEER 500.
- **KEEP PIONEER 500 AWAY FROM PETS.**

## FREQUENTLY ASKED QUESTIONS

### WARRANTY

TogoPOWER provides a limited warranty for the original consumer purchaser, which covers the TogoPOWER the products from defects in workmanship and material under consumer for 12 months from the date of purchase. In order to establish the start date of the warranty period, the sales receipt from the first consumer purchase, or other reasonable documentary proof is required TogoPOWER's warranty does not apply to (i) any the porduct that is misused, abused, modified,damaged by accident, or used for anything other than normal consumer use as authorized in TogoPOWER's current the product literature, or (ii) any the product purchased through an online auction house.

To know more and obtain warranty service, contact our customer service team at [support@togopower.com](mailto:support@togopower.com) .

### STATEMENT

© Copyright TogoPOWER. All rights reserved. All trademarks cited herein are the property of their respective owners.

The information contained herein is subject to change without notice. The only warranties for TogoPOWER the products and services are outlined in the warranty statements accompanying such the products and services. TogoPOWER shall not be liable for technical or editorial errors or omissions contained herein.







## CONTACT US



322 Paseo Tesoro, Walnut, CA 91789



1-855-801-0798



[support@togopower.com](mailto:support@togopower.com)



[www.togopower.com](http://www.togopower.com)