

ZOLA
FLEX MAX

**THE MOST
POWERFUL
SOLAR HOME
SOLUTION**





CONGRATULATIONS!

For starting an exciting journey with your very own modern, convenient and cost effective ZOLA Power Solution.

Welcome to the ZOLA family.
You can use this manual to get the best from your **ZOLA FLEX MAX** investment.

You should be able to find most of the answers for how to use **ZOLA FLEX MAX** and for simple troubleshooting.

INTRODUCTION TO ZOLA

WHY IS ZOLA FLEX MAX THE RIGHT POWER SOLUTION FOR YOU?

It is the most powerful cost effective solar solution available.

It generates free solar power that you can use to power your essential appliances such as phones, TV, Fans Fridge, Router etc, when your normal electricity is not available.

It stores this free solar power or even power from the grid when electricity is available, in its long lasting high quality lithium batteries. This power is then used to power your desired essential appliances when electricity fails you.

You will find **ZOLA FLEX MAX** to be a convenient modern design that is easy to install and hence just **“Plug and Power”** unlike any other power solutions that you have used in the past. And all this while enabling you to save on your power costs!

ZOLA ELECTRIC THE POWER BEHIND ZOLA FLEX MAX

Trusted by over 2 million People Globally.

ZOLA FLEX MAX is manufactured by **ZOLA ELECTRIC**, a renewable energy technology company focused on providing our customers with clean, affordable and reliable Power Anywhere.

Over a decade ago we started by installing smart, connected devices (lithium ion batteries and solar) that powered basic energy needs such as lighting for rural communities.

Today, ZOLA Electric is the leading emerging market energy technology company, delivering community level electrification through its technology platform. We've expanded from Tanzania to now proudly providing energy access to over 10 countries across 4 continents, delivering affordable, reliable and clean energy to over 2 million people and countless schools, clinics, and businesses.

We are on our way to eradicating energy inequality, and we will not stop until our mission is complete



PRODUCT OVERVIEW AND SPECIFICATION

The **ZOLA FLEX MAX** family of products are “**plug and play smart power pack devices**”. They are installed independent to your existing electricity wiring circuits. They are self contained systems which store power from the sun and the local electricity supply, in a wall mounted **ZOLA FLEX MAX POWER BOX**. This stored power is then used to provide you with lighting using the bright LED ZOLA Lights that are provided as well as enabling you to charge your phones plus any other ZOLA Appliances e.g. ZOLA TV or ZOLA Fan.

ZOLA FLEX MAX COMES IN 3 DISTINCT OFFERS



ZOLA FLEX MAX CORE

This kit offers the most basic kit of accessories that supports out-of-the-box solar charging and DC lighting with 5 of ZOLA bright bulbs (4 bulbs and 1 tube).

This kit allows the owner to purchase their own suite of ZOLA's DC appliances or purchase their own 3rd party DC appliances that plug into the auxiliary port.

ZOLA FLEX MAX CORE can support all of ZOLA accessories including the ZOLA FLEX Wall charger, ZOLA FLEX Inverter, ZOLA 40" TV, the ZOLA Fan, and more.



ZOLA FLEX MAX AC

This kit offers parallel solar and local AC charging to keep the battery full for longer while powering 5 of ZOLA bright bulbs (4 bulbs and 1 tube) and the ZOLA FLEX MAX Inverter to support high efficiency AC appliances.

Designed to support high efficiency AC and DC appliances, This kit offers the opportunity to use high priority and efficient AC appliances while delivering core functionality with ZOLA's ultra efficiency DC accessories.

ZOLA FLEX MAX AC can support all of ZOLA's accessories including the ZOLA 40" TV, the ZOLA FAN, and more.



ZOLA FLEX MAX DC

This kit offers out-of-the-box solar charging and with a kit of DC appliances including 5 of ZOLA bright bulbs (4 bulbs and 1 tube), the ZOLA TV 40" and ZOLA FAN.

This kit maximizes the runtimes with ZOLA's suite of ultra efficiency DC accessories and support for 3rd party DC appliances via the auxiliary port.

In addition to the kitted accessories, **ZOLA FLEX MAX DC** can support all of ZOLA's accessories including the **ZOLA BOOMBOX** and beyond.

ZOLA FLEX MAX POWER BOX



Every **ZOLA FLEX MAX POWER BOX** has a device ID which begins with "20000..."

It is the number that will be used for making payment and as well as for identifying your device when speaking to ZOLA or your service provider. For more information contact your service provider or visit ZOLA website.

The Basics



The **ZOLA FLEX MAX POWER BOX** contains a Lithium Ion battery which ensures long life and deep discharge.



All **ZOLA FLEX MAX** kits (Core, AC, & DC) feature a 640Wh battery.

Navigation Button

There are 3 white buttons below the screen.

The left button is used to enter a credit code in the event that the device does not have a strong signal - your credits are normally transferred automatically using GSM.

The right button accesses device settings including language settings and some troubleshooting information.

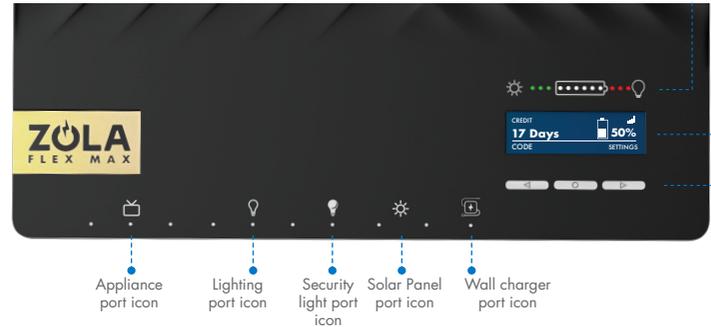
Screen/ Display

Shows basic information about your ZOLA FLEX MAX Power Box like credit remaining, battery remaining, and network connection.

LEDs

Above the LCD screen are **9 LEDs**.

On the left are 3 Green LEDs displaying charging power.



Charging Indicators

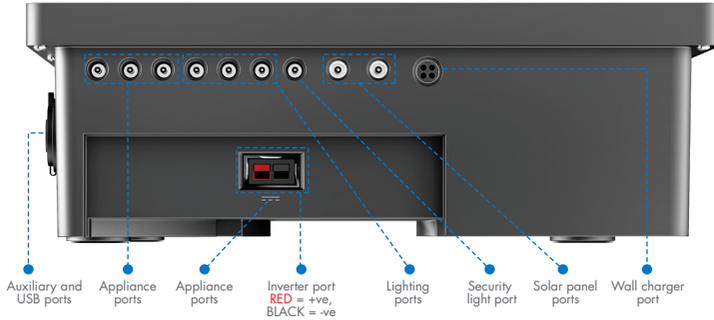
- ----- Not charging
- ----- Slow charging
- ----- Medium charging
- ----- Fast charging

Output usage indicators

- ○ ----- No use
- ○ ----- Slow usage
- ○ ----- Medium usage
- ○ ----- Fast usage

💡 ZOLA LIGHTS

Front view of ZOLA FLEX MAX Powerbox



OUTPUT PORTS

- The **3 Appliance Ports** underneath the TV symbols are used to power all DC appliances i.e ZOLA Fan, ZOLA Boombbox, ZOLA TV etc.
- The **4 Light Ports** underneath the light symbol are used to power ZOLA Lights - it is possible to include up to 4 lights in a string from each port.
- The ZOLA FLEX MAX Powerbox has **2 USB ports** which can be used with the FLEX USB Charger. Only charge a single appliance at a time - the charger has multiple heads to connect with different appliance types but should not power more than a single appliance at a time.
- The Auxiliary Port on the left side of the power box is used to power 3rd party DC appliances that have a standard auxiliary plug".

- The Inverter Port on the underside of the power box is used to connect the ZOLA FLEX MAX inverter which can power AC appliances.

NOTE:

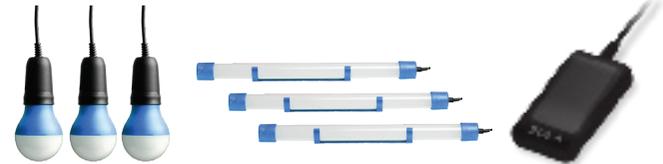
Phone charging requires more than 12% battery charge.

Working temperature: 0 - 45C
Humidity: 0 to 85%
Maximum Voltage Input: 24V
Maximum Voltage Output: 15V

SERVICEABILITY:

ZOLA FLEX MAX Powerbox can only be serviced by ZOLA Electric.

The ZOLA FLEX MAX battery back is not serviceable and the battery cannot be replaced if blown.



THE BASICS

- You can use your **ZOLA Lights** at any time of **day and night**.
- **Save energy** by using ZOLA LIGHTS in **dim mode** and by turning ZOLA Lights OFF when not in use.
- Your lights and light switches are **guaranteed for 5 years** against manufacturing defect.

LIGHT SWITCH

Use the light switches in each room to control the lights.

In order to switch on the lights:

- 1** Press once for **full light** ☀️
- 2** Press twice for **dim lights** ☀️
- 3** Press three times to **turn off** 🚫

The lights will automatically change to dim if the battery discharges to 7%.

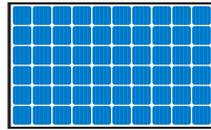
TROUBLESHOOTING

- **If your lights are only dim:** Check that the battery charge is above 12%.
- **If your lights aren't turning on:** Check that the ZOLA FLEX MAX Powerbox has credit and the battery charge is above 0%.

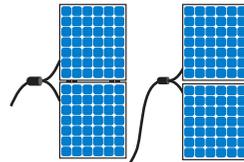
ZOLA FLEX MAX PANEL

SOLAR PANELS

- ZOLA FLEX MAX kits comes with **240Wp of solar PV**. Each kit will either come with **a single 240Wp solar panel** or **2 sets of hinged 60Wp solar panels**.
- ZOLA FLEX MAX Solar panel will provide a full charge per day plus extra daytime usage for free on sunny days.
- ZOLA FLEX MAX Solar panels become less efficient if they get dirty. Clean them once a year.
- The ZOLA FLEX MAX Wall Charger connects into a wall socket and charges the ZOLA FLEX MAX battery.



1 x 240Wp solar panel



2 x 2 x 60Wp panels

ZOLA FLEX WALL CHARGER



ZOLA FLEX MAX Smart power packs are designed to enjoy parallel charging sources: **Solar and AC wall charging**.

During the day when the sun is shining, the device will charge using solar to reduce electricity bills and provide guaranteed usage when the grid isn't working.

By including a parallel **FLEX Wall Charger** the device enjoys industry leading run times: the battery will recharge whenever grid or generator power is available automatically so you can wake up and enjoy ZOLA FLEX MAX Smart Power in the morning and late at night.

ZOLA TV

The ZOLA FLEX MAX DC kit comes with a 40" TV. The ZOLA TV comes in two additional sizes: 24", 32" and 40".

The basics:

Expect at least 4-6 hours of use with USB flash drive or inbuilt decoder and less while using an external decoder.

Use your ZOLA TV on lower volume and brightness to get longer runtime. Unplug external decoder when not in use.

Using a USB Flash Drive:



Step 1:

Connect the USB Flash Drive on your ZOLA TV as shown on the left.

Step 2:

Turn on the ZOLA TV using the power button on the remote

Step 3:

Press source, scroll to media and press enter.

Step 4:

Use the arrows to navigate to your desired file.

Step 5:

Press play to play the media. Use the forward/backward button to skip a file, hold to fast forward for music and videos.

SUPPORTED FILES

Photo: BMP, JPEG, PNG (.jpeg, bmp)

Music: WAV, MP3, FLAC

Movies: MPEG1, MPEG2, MPEG3, MKV, AVI, 3GPP



If your TV does not turn on, please check that your **ZOLA FLEX MAX POWER BOX** has credit and that your battery charge is **above 12%**, and that the TV is correctly plugged into the Appliance Port.

If your TV is not receiving signal please make sure it is using the correct source (**AV, HDMI etc.**) **NOTE:** ZOLA is not responsible for any signal related issues. **Call your local technician or content provider for assistance.**



ZOLA FLEX MAX INVERTER

The ZOLA FLEX MAX Inverter is connected into the inverter port on the ZOLA FLEX MAX Powerbox. Place the ZOLA FLEX MAX INVERTER on the floor or another flat surface.



Some typical AC appliance combinations are shown in the table.



Laptop
only with 300W charger



Television - 40" max
max efficient LED/LCD type



Decoder
COTV or DSTV



Standing Fan



Sound System
1x Subwoofer
2x Speaker likely



Inverter Refrigerator
Only with maximum surge
power consumption of 300W

How to Start and Stop the Inverter:

- Turn off the ZOLA FLEX MAX Inverter using the switch on the side of the device
- Insert AC appliance into the ZOLA FLEX MAX Inverter
- Turn the FLEX MAX Inverter on using the switch on the side of the device.

What appliances are supported by the ZOLA FLEX MAX INVERTER

Recommended usage power for the ZOLA FLEX MAX INVERTER is a total of 300W. Cumulative across all appliances.

The maximum usage power for the ZOLA FLEX MAX Inverter is 330W. The ZOLA FLEX MAX INVERTER will turn off above this.

NOTE:

Every AC appliance is different and you must check the power rating of your chosen appliances.

A GUIDE SHOWING POSSIBLE COMBINATIONS OF AC APPLIANCES THAT A ZOLA FLEX MAX INVERTER CAN SUPPORT SIMULTANEOUSLY.

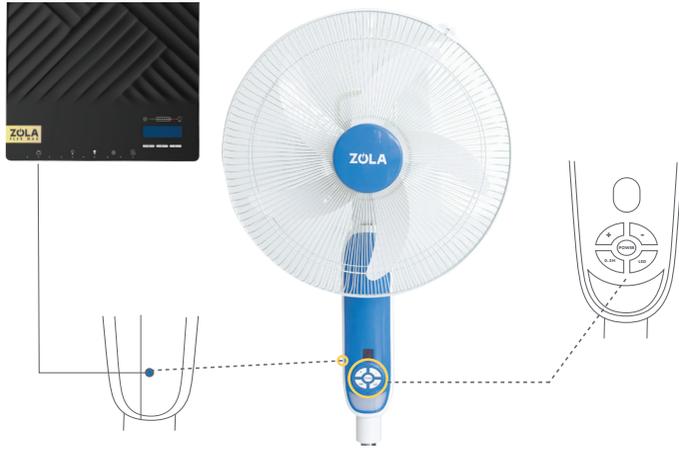
	LAPTOP	TV	DECODER	FAN	SOUND SYSTEM	INVERTER REFRIGERATOR
Combination 1	✓	✓	✓	✓		
Combination 2	✓	✓	✓		✓	
Combination 3		✓	✓	✓	✓	
Combination 4	✓			✓	✓	
Combination 5						✓

TROUBLESHOOTING

- If your appliances are not working and the ZOLA FLEX MAX INVERTER is beeping, please turn off the inverter and remove appliances
- Insert a single appliance and turn on the **ZOLA FLEX MAX Inverter**
- Repeat with 1 or more **AC appliances** to confirm compatibility
- If the **ZOLA FLEX MAX POWER BOX** and lights turn off and an error message is displayed please reach out to your nearest service provider.

ZOLA FAN

The ZOLA FAN is a 3 speed standing fan. Connect the device to the ZOLA FLEX MAX POWER BOX appliance port. Press "power" to turn on your fan, Use **+ or -** to change the Fan speed.



Connecting the ZOLA FAN to the ZOLA FLEX MAX POWER BOX:

Use the included power cable to connect the power port on the right side of the ZOLA FAN to one of the appliance ports in the ZOLA FLEX MAX POWER BOX

TROUBLESHOOTING

My fan isn't turning on

- Check that your ZOLA FLEX MAX POWER BOX has credit and that your **battery charge is above 12%**.
- Check that the **power cable is correctly plugged** into the ZOLA FLEX POWER BOX Appliance Port, and the DC port of the fan.
- **Press + or -** to change the fan speed.

BASIC TROUBLESHOOTING

ZOLA FLEX MAX ALERTS

Your ZOLA FLEX MAX POWER BOX will attract your attention when it requires attention. Look out for the following alerts:

General alert

When your system requires your attention, all 12 indicators flash "ON" and "OFF" until dismissed.

When you observe this alert, review the display/ screen.



To dismiss alerts, press the middle button under the Display / Screen.

Low battery charge alert

When your battery charge drops below 25%, the 12 LEDs on your ZOLA FLEX MAX Powerbox will flash 3 times then stop.

When you observe this alert, decrease power use before appliance ports turn OFF.



Dim mode alert

When your battery charge drops below 7%, your appliances will stop working and your lights will remain dim until the battery recharges to 12%.

When you observe this alert, wait until your battery recharges to 12%.



Remaining credit alert

When you have 3 days of remaining credit, your ZOLA FLEX Powerbox will play an audio tone and the LEDs will flash "ON" and "OFF".

When you observe this alert, top up credit soon.



ZOLA FLEX Power Box locked alert

When you run out of credit, your appliances and lights will stop working. The leftmost green LED and the rightmost red LED will flash alternately until credit is added.

When you observe this alert, top up credit now.



WARRANTY INFORMATION

ZOLA offers the longest warranty of 5 years against any manufacturing defects for the core system.

ZOLA FLEX MAX Core System: 5 Year Warranty

- FLEX MAX Power Box
- FLEX MAX Solar Panel
- ZOLA Lights
- FLEX Light Switches



ZOLA FLEX MAX Accessories: 1 Year Warranty

- FLEX MAX Inverter
- FLEX MAX Wall charger
- FLEX USB Charger
- FLEX Splitter



ZOLA FLEX MAX Appliances:

- ZOLA Fan
- ZOLA Boombox
- ZOLA TVs



Please note that the ZOLA warranty is for protection against manufacturing defect. Any damage caused by the customer is not covered under warranty.

Do not open any of the devices as this will void the warranty.
If you have a problem with your device you can reach out to your nearest service provider.



WWW.ZOLAELECTRIC.COM | CUSTOMERSERVICE@ZOLAELECTRIC.COM



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