GROWATT

User Guide

INFINITY 2000 PRO

Portable Power Station
User Manual

Contact us

www.growattportable.com

1. Keep it dry and do not place heavy objects on the INFINITY 2000 PRO.
2. Do not dismantle, punch, shake, hit, or burn it.
3. Recycle and place INFINITY 2000 PRO according to local policies.

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PACKAGE CONTENTS

INFINITY 2000 PRO
Portable Power Station

DC 5521 Output Cable

Car Charging Cable (Input)

Solar Charging Cable
(MC4-XT60 Input)

AC Charging Cable (Input)

User Manual & Quick Start Guide
& Warranty Card

IMPORTANT SAFETY INSTRUCTIONS

Please read the User Manual carefully before you use the product to ensure that you completely understand the product and can correctly use it. After reading, please keep the User Manual properly for future reference. If you use this product incorrectly, you risk significant injury to yourself or others, as well as product damage and property loss. Once you use this product, you are deemed to have understood, approved, and accepted all the terms and content of this document. Users promise to be responsible for their actions and all consequences arising therefrom. Growatt is not responsible for any damage caused by using the product not in accordance with the User Manual.

Subject to the laws and regulations, the company reserves the right of final interpretation of this document and all related documents of this product. Please visit Growatt's website for the latest product information. Updated, revised, or terminated without notice.

When using this product, it is critical to take the following precautions.

I. How to Use

1. Avoid exposing the product to water. Do not immerse the product in water or get it wet. Do not use the product in rain or humid environment, otherwise the battery may catch fire or explode.
2. The use of unofficial component is strictly prohibited. For replacement, please check the relevant purchase information on the Growatt official website. Growatt is not responsible for product accidents and malfunctions caused by the use of products not officially provided by Growatt.

3. Make sure the machine is turned off before installing or unplugging any modules of the machine. Do not unplug other modules when the machine power is on, otherwise the power interface may be damaged.
4. Do not use the product in an environment of strong static electricity or magnetic field, where abnormal operation may occur. Otherwise, it may cause the product to malfunction or serious damage.
5. If you accidentally drop the product into water while using it, please stay away from the product and keep it in a safe open area until the product is completely dry. The dried product should not be reused again and should be disposed of properly according to the disposal guide in this manual. If the product catches fire, it is recommended to use fire extinguishing equipment according to the following priorities: water, or fog, sand, fire blanket, dry powder, carbon dioxide fire extinguisher.
6. Do not use wires or other metal objects to cause product short circuit.
7. Do not hit the machine. Do not stack any heavy objects on the product.
8. If foreign matter is found on the interface, clean it with a dry cloth; otherwise, it will cause poor contact, resulting in energy loss or failure to charge.
9. Do not use the product after it has been hit by a strong force or dropped from a height.
10. When in use, power supply products will generate electromagnetic fields, which are likely to affect the normal operation of medical implants or personal medical equipment such as pacemakers, cochlear implants, hearing aids, defibrillators etc. If these types of medical equipment are being used, please contact the manufacturer to inquire about any restrictions on the use of such equipment. These measures are fundamental to ensure a safe distance between the medical implants (for example, pacemakers, cochlear implants, hearing aids defibrillators etc.) and this product while in use.
11. When charging, please place the machine on a ground with no flammable or combustible materials around it such as cement. Please keep an eye on the product when it is being charged to prevent accidents.
12. The operating environment temperature of this product is from -20°C (-4°F) to 45°C(113°F). Temperatures above 45°C(113 °F) can potentially cause batteries to catch fire or even explode, while temperatures below -20°C(-4 °F) can diminish product performance and prevent it from meeting normal use requirements. However, returning to a normal temperature can restore product functionality.
13. To reduce the risk of injury, close supervision is necessary when the product is used near children.
14. Do not put fingers or hands into the product.
15. 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.
16. To reduce risk of damage to the electric plug and cord, pull the plug rather than the cord when disconnecting the power pack.
17. 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.
18. Do not operate the power pack with a damaged cord or plug, or a damaged output cable.
19. 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.
20. To reduce the risk of electric shock, unplug the power pack form the outlet before attempting any instructed servicing.
21. WARNING – RISK OF EXPLOSIVE GASES.

    1) To reduce risk of battery explosion, follow these instructions and those published by battery manufacturer and manufacturer of any equipment you intend to use in vicinity of the battery. Review cautionary marking on these products and on engine.
22. 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.
23. When charging the internal battery, work in a well-ventilated area and do not restrict ventilation in any way.
24. 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.

25. 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.
26. Have servicing performed by a qualified repair person using only identical replacement parts. This will ensure that the safety of the product is maintained.

II. Storage and Transportation

1. Keep the INFINITY 2000 PRO out of the reach of children and pets. If your child accidentally swallows product parts, seek medical help right away.
2. If it prompts that the battery is too low after use, please charge it before storing it. Otherwise, long-term storage with low power may cause damage to the battery inside the product. If the machine's battery is seriously low and idle for too long, the battery will enter deep sleep mode. To wake the battery from deep sleep, please recharge the portable power station.
3. It is prohibited to place the machine near a heat source, such as in a car under direct sunlight, next to a fire source, or a heating stove.
4. It's important to keep the environment where the machine is stored dry. Never put the machine in water or in places where there's a possibility of water leakage. To prolong the battery life, when storing for a long time, make sure the power is between 30% and 80%. Turn off the main switch and keep the machine indoors. It's recommended to charge it to 80% every three months.
5. Never transport a machine with a battery charge higher than 30% by air.

III. Disposal Guide

1. Be sure to completely discharge the machine battery before placing the machine battery in the proper disposal location as per local rules and regulations. Batteries are hazardous chemicals and should not be disposed of in ordinary trash cans. Follow local laws and regulations for battery recycling and disposal.
2. If the product itself fails and the battery cannot be fully discharged, please do not dispose of the battery directly in the battery recycling box. Contact a professional battery recycling company for further processing.
3. Please dispose of overcharged batteries

FCC Warning

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Note: This equipment has been tested and found to comply with the limits for a Class A 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.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment.

This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

ISED Statement

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

(1) This device may not cause interference.

(2) This device must accept any interference, including interference that may cause undesired operation of the device.

The digital apparatus complies with Canadian CAN ICES-3 (B)/NMB-3(B).

This device meets the exemption from the routine evaluation limits in section 2.5 of RSS 102 and compliance with RSS 102 RF exposure, users can obtain Canadian

Information on RF exposure and compliance.

This equipment complies with Canada radiation exposure limits set forth for an uncontrolled environment.

This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

EU Declaration of conformity

With the scope of EU directives:

- 2014/53/EU Radio Equipment Compatibility EC Council Directive (RED)
- 2014/35/EU Low Voltage Directive (LVD)
- 2014/30/EU Electromagnetic Compatibility Directive (EMC)
- 2011/65/EU RoHS Directive and its amendment Directive 2015/863/EU
- REACH Substances of Very High Concern(SVHC) for authorization published by European Chemicals Agency(ECHA) on-(EC) No.1907/2006 concerning the REACH EU Directive. The Entire EU Declaration of Conformity can be found at www.growattportable.com

Shenzhen Growatt Power Technology Co., Ltd confirms that the Growatt Portable Power Station and accessories described in this document are in compliance with the above mentioned.

PORTS AND BUTTONS

1. DC Power Button/Indicator
2. Car Cigarette Lighter Output Port
3. DC5521 Output Port
4. Anderson Output Port
5. LCD Display
6. IOT Button (WiFi/Bluetooth)
7. Main Power Button/Indicator
8. Quiet Charge Button*
9. USB-A Fast Charge Output Port
10. USB-C Output Port
11. USB Power Button/Indicator
12. AC Power Button/Indicator
13. AC Outlet
14. TT30 Outlet
15. Expansion Battery Connection Port
16. AC Charging Port
17. AC Input Overload Protection Reset
18. Solar/Car Charging Port

*In Quiet Charge mode, you can achieve silent charging and the charging time will be extended.

LCD SCREEN

Note: Screen brightness (1. The screen brightness can be automatically adjusted 2. Change your screen brightness in the myGro app.)

	Indicator	Description
1	**Remaining Charge Time**	The remaining charge time is calculated by the system based on the current power consumption, accurate to 1 minute.
2	**Input Power**	The total AC and DC input power.
3	**AC Charging Indicator**	INFINITY 2000 PRO is being charged using the wall charger.
4	**Solar Charging Indicator**	INFINITY 2000 PRO is being charged using the solar panels.
5	**Car Charging Indicator**	INFINITY 2000 PRO is being charged using the car charger.
6	**Quiet Charging Indicator**	INFINITY 2000 PRO has enabled the QUIET CHARGE.
7	**Battery Level Indicator**	The battery level indicator flashes while charging.
8	**Remaining Battery Percentage**	Display the current remaining battery percentage in real-time. When the battery power drops below 5%, it should be recharged as soon as possible.
9	**Battery Protection Enabled**	This protection mark will appear when battery protection (lower discharge limit) is triggered.
10	**Number of Expansion Batteries Connected**	The number of connected expansion battery packs.
11	**Watt+ Enabled**	INFINITY 2000 PRO has enabled the Watt+ function.
12	**Bluetooth Connection Indicator**	The Bluetooth signal is currently on. This product can be connected to the myGro APP via Bluetooth and can be remotely controlled in the myGro APP.
13	**WiFi Connection Indicator**	The WiFi signal is currently on. This product can be connected to the myGro APP via WiFi and can be remotely controlled through the myGro APP.
14	**Firmware Upgrade Indicator**	INFINITY 2000 PRO firmware is currently being updated online.
15	**Fan Indicator**	The fan is running to cool the product.
16	**Output Power**	Display real-time INFINITY 2000 PRO total output power.
17	**Remaining Discharge Time**	Display the remaining load time.
18	**Errors Codes**	The machine experiences a warning or a fault.
19	**LoRa Indicator**	INFINITY 2000 PRO has enabled the RF function, reserved for future function development.
20	**DC 5521 & Car Cigarette Lighter Indicator**	When the DC 5521 port or Car Cigarette Lighter port is loaded, the icon lights up, and an alarm message appears if it is overloaded.

21	**USB-C Output Indicator**	INFINITY 2000 PRO is supplying power to external devices via USB-C port(s).
22	**System Alert**	The INFINITY 2000 PRO system is currently experiencing an abnormality, indicated by the flashing icon.
23	**USB-A Fast Charge Output Indicator**	INFINITY 2000 PRO is supplying power to external devices via USB-A port(s).
24	**Overload Warning**	INFINITY 2000 PRO is overloaded.
25	**Anderson Output Indicator**	INFINITY 2000 PRO is supplying power to external devices via the Anderson port.
26	**High Temperature Warning**	The temperature of INFINITY 2000 PRO is too high. Please place the product in an open area for cooling.
27	**Output Frequency**	Display the frequency of the current AC output port of INFINITY 2000 PRO, which can output two frequencies of 50Hz/60Hz.
28	**Low Temperature Warning**	The current battery temperature is low, and the charging efficiency will be reduced. Keep using the product, and the charging efficiency will return to normal as the temperature rises.
29	**AC Output Indicator**	INFINITY 2000 PRO supplies power to external devices via AC outlet(s).
30	**EPS Indicator**	The machine is currently in EPS mode, which provides an uninterruptible power supply to your devices. It needs to be connected to the mains power to activate this mode.

HOW TO USE

BASIC INSTRUCTION

Before use, please put the INFINITY 2000 PRO on clean and flat ground to ensure that the machine will not be in contact with liquid or tilted, and check whether there are foreign objects on the body.

Product ON/OFF

A) Short press the power button to turn on the INFINITY 2000 PRO.

B) Press and hold the power button for 3 seconds to shut down. You'll hear a prompt sound and see "OFF" displayed.

AC ON/OFF

C) C) Short press the AC power button to turn on the AC power. You will see the AC power indicator lights up, which means the AC output ports can be used. Short press the AC power button again, and you will see the AC power indicator lights off and the AC output will be turned off.

D) Press and hold the AC power button for 6 seconds to switch the AC frequency mode (50Hz/60Hz).

E) The total output power of the AC output ports is up to 2400W (across all ports). When the total output power exceeds the rated power, the product will trigger overload protection, cut off the AC output, and prompt an overload alarm. Unplugging the AC load will clear the alarm and restore normal AC output.

DC ON/OFF

F) Short press the DC power button to turn on the DC output ports (including car output, DC 5521 output, and Anderson output). You will hear a "beep" and see the DC power indicator light on.

G) To turn off the DC output power, briefly press the DC power button and see that the DC power indicator light goes out. When the output power of a single DC interface exceeds the following rated power, an overload alarm is triggered, the system will shut down, and the DC output will be cut off.

The maximum power output of the car cigarette lighter and DC 5521 output port is 132W when used simultaneously.

The maximum output power of the Anderson output port is 396W..

USB ON/OFF

H) Short press the USB power button to turn on USB-A fast charge and USB-C with a prompt sound. Short press the USB power button again to turn off the USB output.

I) The maximum output power of the USB-A fast charge port is 18W, and the maximum output power of the USB-C port is 100W. If the rated power is exceeded, the system will send out an alarm signal.

Use after Long-Term Storage

J) If your portable power station has not been used for more than 3 months, it is recommended to discharge it until the battery level is 0%, and then recharge it to 100% to avoid calibration errors after a long period of inactivity.

Others

K) Each output port has a standby time (If no output is detected within the set time, the output port will automatically shut down.). You can use the APP to view and change the standby time of each port and the entire machine.

HOW TO CHARGE

Notice Before Charging:

A) This product supports wall charging, solar panel charging, and car charging. It also supports AC and solar combine charging. In the combine charging mode, solar charging takes priority, and AC charging supplements.
B) This product supports simultaneous charging and discharging. It automatically activates EPS mode when connected to the AC input and output simultaneously, providing a highly stable power supply.
C) The AC power input voltage range is 100-120Vac. When the AC power input is overloaded, the circuit breaker will pop up to protect the battery from damage. If the circuit breaker pops up, press it back manually to allow normal charging.
D) Do not charge this product immediately after it is fully discharged. For the sake of battery life and safety, wait for 2-3 hours to cool down before charging. If you charge it immediately after discharge, a high temperature warning will be displayed, which is normal.

I) AC/VEHICLE CHARGING

The INFINITY 2000 PRO charging port is located on the sides of the product. The INFINITY 2000 PRO can be charged via AC power (AC input port) or a car cigarette lighter (XT60 port).

AC Charging

Vehicle Charging

II) SOLAR CHARGING

Users must follow instructions for proper machine connection. The company is not responsible for free maintenance if the machine is damaged due to improper connection outside of the instructions during the warranty period.

You can use up to six 200W solar panels (as shown in Figure Ⅰ) or eight 100W solar panels (as shown in Figure Ⅱ) to charge INFINITY 2000 PRO.

Six 200W Solar Panels

You can use the Solar Charging Cable to connect the Solar Connector on the solar panel and the XT60 port on the right side of the INFINITY 2000 PRO to supply power to the INFINITY 2000 PRO.

Figure I. 200W Solar Panels x 6

Eight 100W Solar Panels

When you need to connect 8 pieces of 100W solar panels, you can first connect 4 pieces of 100W solar panels together to form two modules. Then, as shown in Figure II, use the Solar Charging Cable and Solar Panel Parallel Cable (sold separately) to connect these two modules to the INFINITY 2000 PRO for charging.

Figure II. 100W Solar Panels x 8

ADVANCED FEATURES

EPS MODE

When using AC input, turn on the AC output and plug the loads into the AC ports, the EPS function will be automatically enabled.

EPS Instructions

Users can connect the INFINITY 2000 PRO to the power grid, and then connect electrical appliances to the AC output ports of INFINITY 2000 PRO. When the power grid is cut off, INFINITY 2000 PRO can continue to use battery energy to power electrical appliances and protect your equipment (as shown in the figure below). It should be noted that INFINITY 2000 PRO has an automatic AC turn-on function, that is, after a power outage, it supplies power through the EPS function until INFINITY 2000 PRO is exhausted. After sthe power outage ends, once the INFINITY 2000 PRO detects AC input, the AC output of INFINITY 2000 PRO will automatically turn on to re-power the electrical appliances. AC auto-on function is turned off by default. Use the myGro app to turn it on/off.

*This function is a non-professional UPS function and does not support 0ms switching. Please do not connect it to equipment that requires an uninterrupted power supply, or please test it multiple times to confirm whether it is compatible before using it. If you do not follow the instructions, Growatt does not assume any responsibility for the resulting equipment damage, server data loss and other failures or consequences.

***EPS is designed to support the use of electrical appliances with a power rating of 1800W or lower. Please do not use any other devices simultaneously during the operation to avoid OVERLOAD. It is important to note that our company will not be held responsible for any abnormal operations or data loss that may occur due to careless use.**

INFINITY 2000 PRO EXPANSION BATTERY

Users can connect up to one master unit and two INFINITY 2000 PRO Expansion Batteries to enable users to obtain more energy and meet users' needs for longer running times. It should be noted that this product can only be used with INFINITY 2000 PRO EXPANSION BATTERY.

Please note the following when using:

1. Before connecting INFINITY 2000 PRO to the EXPANSION BATTERY, to ensure user safety, it is recommended that both INFINITY 2000 PRO and the EXPANSION BATTERY be turned off. After connecting, just press the main power button of the master to turn on the entire system. If you accidentally connect a powered-on unit to a powered-off unit, the unit that is not turned on will be activated automatically.
2. After INFINITY 2000 PRO is connected to the EXPANSION BATTERY, confirm that the Number of Expansion Batteries Connected icon appears on the LCD screen of INFINITY 2000 PRO, which means the connection is successful.
3. When the master is connected to the expansion battery, all connected units will be charged and discharged equally.
4. When INFINITY 2000 PRO is connected to EXPANSION BATTERIES, shutting down the master unit will shut down the entire system.
5. It is not recommended that users directly connect or remove the EXPANSION BATTERY from INFINITY 2000 PRO during the charging and discharging process. If you connect or remove the EXPANSION BATTERY midway, it may cause damage to the machine or loads. Please shut down the machine first before operating.

WATT+ FUNCTION

Instructions for using the Watt+ function:

1. Watt+ is disabled by default. Use the myGro app to turn it on/off.
2. The Watt+ function is recommended for use with resistive loads, such as heating equipment. This function is not suitable for non-resistive loads (such as refrigerators), or loads with high voltage requirements or with voltage protection.
3. Usage restrictions: 1) This feature cannot be used in pass-through status; 2) Connecting multiple devices to the INFINITY 2000 PRO when using Watt+ has the potential to interfere with the regular operation of other AC loads. It is recommended to use only one AC load when enabling this function.
4. The Watt+ feature enables the INFINITY 2000 PRO to power 3400W (with a possible error of ±10%) appliances, while the actual maximum output remains at 2400W (the maximum output power allowed by the model).
5. Do not use electrical appliances with strict voltage requirements, or use them after adequate testing. Otherwise, it may trigger an overload warning or other system failures.

COLD STARTUP

When the battery temperature is -30~-20℃ (-22~-4℉) and connected to a solar panel under sunshine or AC input, the portable power station can automatically heat the battery to operating temperature for normal use.

Battery temperature	Remaining heating time/min
-30℃ (-22℉)	83
-25℃ (-13℉)	75
-20℃ (-4℉) (minimum discharging temperature)	65
-15℃ (5℉)	54
-10℃ (14℉)s	42
-5℃ (23℉)	29
0℃ (32℉) (minimum charging temperature)	15
5℃ (41℉)	0

***Notice:**

1. This remaining heating time is calculated under optimal charging efficiency and is for reference only. The heating function will stop after the battery temperature reaches 5℃ (41℉).
2. Remaining heating time: the time required to heat the current battery temperature to 5℃ (41℉). For example, if the current battery temperature is -20℃ (-4℉), the time required to heat to 5℃ (41℉) is 65 minutes.

COMBINE CHARGING MODE

This product supports combine charging to achieve faster charging speed, including the following modes:

1. TT30+PV
2. EV+PV
3. AC+PV

（1）When INFINITY 2000 PRO performs AC and solar charging at the same time, the maximum input power can reach 2300W,

（2）When the EXPANSION BATTERY is connected AC and solar charging are performed at the same time, and the expansion battery does not use the independent charging function, the maximum input power of INFINITY 2000 PRO entire system can reach 3000W,

*The maximum power of AC input is 1800W, and the maximum power of solar input is 1200W.

INFINITY 2000 PRO DETACHABLE TROLLEY

The INFINITY 2000 PRO can be used with a trolley to meet users' needs for easy transportation of the portable power station. (See the trolley manual for details)

APP CONFIGURATION

(I) Pair the product with the APP

When the product connects to the APP for the first time, it requires Bluetooth pairing for network configuration. Please get as close to the product as possible and make sure your phone is within the Bluetooth range of the device.

1. Download the "myGro" APP from the APP Store or Google Play. You can also download it from the Growatt official website (first-time use requires you to complete account registration on the APP according to the instructions).

MyGro APP on App Store

MyGro APP on Google Play

2. You can choose any of the following methods to connect the device:

Bluetooth Connection

a) Enter the "***Device***" page and click "***Bluetooth Connection***". Or select the "**+**" button at the top right of the page, and then select "***Bluetooth Connection***".

b) Turn on the device, which automatically turns on the WiFi Bluetooth function, sends Bluetooth and WiFi signals, and connects with your mobile device.

c) Follow the instructions on the APP to complete the remaining settings.

d) After completing the connection settings, you can remotely control your device via local connection via Bluetooth or remote connection via WiFi.

WiFi connection

a) Enter the "***Device***" page and click "***Add Device***". Or select the "**+**" button in the upper right corner of the page and then select "***WiFi Connection***"

b) Turn on the device, which automatically turns on the WiFi Bluetooth function, sends Bluetooth and WiFi signals, and connects with your mobile device.

c) Follow the instructions on the APP to complete the remaining settings.

(II) Re-pair the Product with a New Mobile Device

If the device is already tethered to a mobile device, you will need to unpair the product from the current device and then re-pair it to the new mobile device. After repairing, you can use your new mobile device to remotely control your product and unpair it from your existing device.

Method 1: Un-pair using APP

a) Go to ***Device*** select the product from the device list to enter the product details, and then click to enter the setting page.

b) Click ***Remove Device*** and confirm.

Method 2: Reset Bluetooth/WiFi to un-pair

a) Press and hold the IOT button on the device for 6 seconds until you hear a beep. The device pairing record is cleared successfully.

b) After successfully un-pairing the device, please login to the APP on the new mobile device to pair the device. (Please refer to the steps in ***I. Pairing the Product with Your Device***).

(III) Using Multiple Mobile Devices to Control the Product

If multiple users need to remotely control the product, the master account needs to authorize other myGro accounts to allow other mobile devices to control the product.

1. Go to ***Device***, select the product from the device list to enter the product details, and then click the to enter the setting page.
2. Select ***Share device***, enter the account ID of the device to be shared, and send a pairing invitation.
3. After the invited account accepts the invitation, the device is shared successfully.

* If the master account unpairs from the device, the associated shared account will be un-paired simultaneously and the device cannot be controlled remotely.

TECHNICAL SPECIFICATIONS

Basic Information	
Net Weight	≈51 lbs (≈23 kg)
Dimensions (L*W*H)	457*247*310mm（17.99*9.72*12.20in.）
Wi-Fi	Supported
Bluetooth	Supported
Input	
AC Input	100-120V~, 50/60Hz, 15A,1800W MAX
Vehicle Input	12-24V⎓, 8A MAX
Solar Input	12-60V⎓, 1200W MAX
Output	
AC Outlet（x4）+ TT30（x1）	120V~, 50/60Hz, 2400W MAX, TOTAL 2400W (PEAK 4800W)
USB-A Fast Charge（x4）	5V⎓, 2.4A; 9V⎓, 2A; 12V⎓, 1.5A; 18W MAX, TOTAL 72W
USB-C（x2）	5V/9V/12V/15V/20V⎓, 5A, 100W MAX, TOTAL 200W
Car Cigarette Lighter	13.2V⎓, 10A MAX
DC 5521 Port（x2）	13.2V⎓, 3A MAX, TOTAL 6A
Anderson Port	13.2V⎓, 30A MAX
Battery	
Capacity	2048Wh, 51.2V, 40Ah
Battery Material	LFP (Lithium Iron Phosphate)
Protection Types	Overheat Protection, Low Temperature Protection, Over-discharge Protection, Over-charge Protection, Overload Protection, Short Circuit Protection, Over Current Protection
Operating Temperature	
Optimal Operating Temperature	20~30℃/68~86℉
Charging Temperature	0~45℃/32~113℉
Discharge Temperature	-20~45℃/-4~113℉
Storage Temperature	-20~45℃/-4~113℉

FAQ

Can I take the INFINITY 2000 PRO on a plane?

No, you can't. This product is a lithium battery product. According to international air transport regulations, lithium battery products exceeding 100Wh cannot be carried on the plane.

Why does the INFINITY 2000 PRO not work properly when the total output power of the device is within the rated power of the INFINITY 2000 PRO?

First, please check whether the battery capacity of the product is too low and charge it sufficiently prior to use. Secondly, check if the surge power usage of the equipment exceeds the instantaneous peak power of the INFINITY 2000 PRO. If so, you should choose a Growatt model with a higher-rated power.

Why does the INFINITY 2000 PRO make noise when in use?

The product contains an air cooling system, and the built-in fan helps the product to dissipate heat. A slight noise when the product is in use is normal.

Will INFINITY 2000 PRO automatically shut down?

INFINITY 2000 PRO supports a power-saving function. By default, the LCD display will turn off after 2 minutes of inactivity, and will automatically shut down after another 1 hour of inactivity. You can change the automatic screen-off and automatic shutdown time via myGro APP.

How to clean the INFINITY 2000 PRO portable power station?

Use a dry, non-abrasive cloth to wipe. If deeper cleaning is needed, consider using specialized cleaning solutions for phone or computer screens. Avoid letting excessive liquid enter the device as this can damage the internal circuitry and pose safety risks.

What are the safety precautions and considerations for this device?

When using INFINITY 2000 PRO, please note its operational temperature range. Working outside of this range can decrease performance and potentially reduce the device's lifespan. The INFINITY 2000 PRO is not waterproof. Avoid immersing it in water as it will void the warranty. For added protection against water and dust, consider buying a protective cover.

How safe is this device?

INFINITY 2000 PRO is built with safety in mind and can be used both indoors and outdoors.

What is the recommended operational temperature for the device?

It's recommended to use the device within 0℃~45℃ (32℉~113℉). The optimal discharge temperature is 20°C~30°C (68℉~86℉), and the Optimal charging temperature is 10°C-28℃ (50℉~82.4 ℉).

Can the machine's battery be removed independently?

The battery of INFINITY 2000 PRO is embedded inside and cannot be moved.

Does the INFINITY 2000 PRO have a battery charging protection mechanism?

Yes, when charging exceeds 95%, the charging current will decrease due to the higher battery voltage. This protective measure ensures the battery's longevity and as a result, the time taken from this charge level to full charge will be longer.

APPENDIX 1: ERROR CODES

Indicator	Code	Problem	Solutions
AC	F01	Output Short Circuit	Output Short Circuit Please check if there is a problem with the output loads. Remove the loads to resume normal operation. If the problem persists, please contact Growatt Customer Service.
AC	F02	Product Over Temperature	Turn off the product and place it in an open area for 2-3 hours. After cooling, the product will continue to work normally.
AC OVERLOAD	F03	Product Overload	The INFINITY 2000 PRO is overloaded. Unplug part or all of the loads and keep the total output within 2400W to resume normal operation.
AC	F13	Inverter Low Temperature	Please move it to a warmer spot or connect it to AC/PV power before use.
	F14	System Failure	Restart the portable power station. If the problem persists after several attempts, please contact Growatt Customer Service.
	A01	Fan Blockage	Please check if the fan is blocked. If there is a blockage, please turn off the machine and remove the blockage, then restart the product to return to normal. If the problem persists, please contact Growatt Customer Service.
AC	A02	Inverter Over Temperature	Turn off the product and place it in an open area for 2-3 hours. After cooling, the product will continue to work normally.
AC OVERLOAD	A03	AC Overload	Unplug part or all of the loads and keep the total output within 2400W to resume normal operation. Long-term overload may cause product damage.
OVERLOAD	A06	USB-A Output Overload	Please check the output of your USB devices. Remove your USB device(s) if the output exceeds the maximum output of the USB port(s).
	A08	PV Over Temperature	Turn off the product and place it in an open area for 2-3 hours. After cooling, the product will continue to work normally.
	A09	Discharge Over Temperature	Turn off the product and place it in an open area for 2-3 hours. After cooling, the product will continue to work normally.
Recharging	A10	Charge Over Temperature	Turn off the product and place it in an open area for 2-3 hours. After cooling, the product will continue to work normally.
OVERLOAD	A12	Car Cigarette Lighter Output Port Overload	Please check the output of your devices. Remove your device if the output exceeds the maximum output of the Car Cigarette Lighter Output Port.
OVERLOAD	A24	USB-C Output Overload	Please check the output of your USB devices. Remove your USB device(s) if the output exceeds the maximum output of the USB port(s).
Recharging	A25	Charge Low Temperature	Please move it to a warmer spot or connect it to AC/PV power before use.
	A26	Discharge Low Temperature	Please move it to a warmer spot or connect it to AC/PV power before use.
AC	A27	Inverter Low Temperature	Please move it to a warmer spot or connect it to AC/PV power before use.
	A28	Anderson Over Temperature	Turn off the product and place it in an open area for 2-3 hours. After cooling, the product will continue to work normally.
OVERLOAD	A29	Anderson Overload	Please check the output of your Anderson devices. Remove your Anderson device(s) if the output exceeds the maximum output of the Anderson port(s).
OVERLOAD	A30	PV Over Current	Please check whether the input meets the specifications of solar charging. Remove the solar input to resume normal operation.

*Note: For other error codes, please contact Growatt Customer Service.

APPENDIX 2: TROUBLESHOOTING

Problem	Troubleshooting	Solutions
Unable to recharge INFINITY 2000 PRO	Check if the charging cable is plugged in properly	Double-check that the interface of the charging cable is in good contact.
	Please check whether the AC input overload protection button(next to the input ports) is in a pop-up state.	Press the overload protection button back
	None of the problems listed above were discovered.	Contact Growatt Customer Service.
INFINITY 2000 PRO is not powering my device	Check if the load(s) are plugged in properly.	Please make sure the load(s) are in good connection with the output port(s).
	Please check the AC/DC power indicators and see if the power is turned on.	Press the AC/DC power button to turn on the AC/DC output. You should see the AC/DC indicators light up once the output is turned on.
	Please check if the battery is too low.	Please recharge the INFINITY 2000 PRO using the provided power cable.
	Please check if the device's starting power exceeds the rated power of the INFINITY 2000 PRO.	Please choose a model with a higher-rated power.
	None of the problems listed above were discovered, but it still cannot be loaded.	Contact Growatt Customer Service.

APPENDIX 3: SMART PV FUNCTION

When used in combination with Growatt's photovoltaic inverters (MIC 600-3300TL-X, NEO 600-1000M-X), the Smart PV Function can be engaged, allowing INFINITY 2000 PRO to utilize excess energy generated by the photovoltaic inverter for charging. INFINITY 2000 PRO can be easily connected to the photovoltaic system without the need for professional installation. With the ShinePhone APP, the user can exercise intelligent control, setting the charging power and execution conditions according to their own needs, enabling INFINITY 2000 PRO to perform intelligent charging and discharging.