

GP4000 Jump Starter Troubleshooting Guide

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This guide helps customers check the basic use conditions before and during jump-starting. Please follow the steps below if the jump starter does not start the vehicle, charges slowly, or cannot be used as expected.

1. Before Jump-Starting

Before attempting to jump start a vehicle, please check the following:

- ☐ The jump starter has sufficient battery power.
- ☐ The jump starter has been charged before first use.
- ☐ The vehicle is a compatible 12V vehicle.
- ☐ The vehicle is within the recommended application range.
- ☐ The red clamp is connected to the positive (+) battery terminal.
- ☐ The black clamp is connected to the negative (-) battery terminal.
- ☐ The clamps are firmly connected to clean battery terminals.
- ☐ The battery terminals are not loose, dirty, or heavily oxidized.
- ☐ The device shows the correct ready/status indication before starting.

2. If the Vehicle Does Not Start

If the vehicle does not start after connecting the jump starter, please check the following before trying again:

1. Check the jump starter battery level.

If the battery level is low, recharge the jump starter before use.

2. Check the clamp connection.

Make sure the red clamp is connected to the positive (+) terminal and the black clamp is connected to the negative (-) terminal. Make sure both clamps are firmly attached.

3. Check the battery terminals.

Dirty, oxidized, or loose battery terminals may affect the connection. Clean or secure the terminals if necessary before trying again.

4. Check the vehicle battery condition.

If the vehicle battery is deeply discharged, aged, or damaged, the vehicle may not start successfully.

5. Check the vehicle starting system.

If the vehicle has another starting system issue, the jump-start result may be affected.

6. Follow the device status indication.

Wait for the correct ready/status indication before starting the vehicle.

7. Allow intervals between attempts.

If the vehicle does not start on the first attempt, wait for the recommended interval before trying again.

3. If Charging Is Slow

If the jump starter charges slowly or the charging progress is not as expected, please check the following:

1. Use a suitable USB-C charger.

A low-power charger may result in a longer charging time.

2. Check the charging cable.

Make sure the cable is properly connected and in good condition.

3. Check the charging port.

Make sure the charging port is clean and free from obstruction.

4. Allow enough charging time.

Charging time may vary depending on the charger, cable, and remaining battery level of the unit.

4. If the Unit Does Not Power On

If the unit does not power on, please check the following:

1. Charge the unit.

Connect the unit to a suitable charger and allow it to charge for enough time.

2. Check the charging cable and charger.

Try another compatible charging cable or charger if available.

3. Check the battery level display.

After charging, press the power button and check whether the battery level or screen display appears.

5. When to Contact Customer Support

Please contact customer support if the issue continues after completing the above checks.

When contacting support, please provide the following information if available:

- ☐ Order ID
- ☐ Photos or videos showing the product screen/status indication
- ☐ Photos showing the clamp connection to the vehicle battery
- ☐ Vehicle model and battery type
- ☐ Description of the charging method and charger used
- ☐ Description of the issue encountered