



## FAQ

### JUMPSTARTERS

#### HOW DO WEEGO JUMPSTARTERS WORK?

Weego jump starters are designed for use with 12V vehicle batteries, they are not compatible with 6V, 24V, 48V or other voltage starting systems. Weego jump starters replace jumper cables, heavy jump boxes, and roadside assistance by jump starting your dead battery in your car, boat, truck, motorcycle, and so on. Weego's contain a lithium-ion battery like the one in your cell phone, which is why they are so small and powerful.

#### ARE WEEGO JUMPSTARTERS SAFE?

Using a Weego is one of the safest ways to jump your vehicle. Our jump starters were made with your safety and protection in mind, and our high-performance jump starters have a safety in place for every possible issue and mistake we could possibly think of.

#### HOW DO I JUMPSTART WITH MY WEEGO JUMPSTARTER?

It's simple – in just four easy steps you'll be back on the go:

1. Plug the Smarty Clamps into the Jump Starter pack.
2. Connect the cables to your battery (blue indicators will light up) by clamping: Red (+) to Red (+) and Black (-) to Black (-).
3. Look for the Green LED.
  - **BYPASS FEATURE:**  
If you see no light or a flashing Green LED, press BYPASS button until Green LED goes solid.
4. Get in your vehicle and start your engine.
5. Unplug the cable from your Jump Starter pack and remove the cable from your battery.

#### WHICH WEEGO IS BEST FOR MY VEHICLE?

Weego Jump Starters can be used on gas and diesel engines as follows:

- Model # 44.1 & 44S Jump Starter: Up to 7L gas engines/3.5L diesel engines\*
- Model # 66.1 & 70 Jump Starter: All gas engines/5L diesel engines\*
- Model # 120 Jump Starter: All gas engines/up to 15L diesel\*

\* Engine size in Liters & is approximate; power requirement will vary for each vehicle.

NOTE: Extreme cold temperatures affect battery performance. If you operate in these conditions for any length of time, consider the next-largest Weego.

## **CAN I JUMP A HYBRID OR ELECTRIC VEHICLE?**

**Hybrid Vehicles** – Weego products can be used on the 12V lead-acid or lithium-ion starting battery, as you would with a gasoline vehicle starting system.

**Electric Vehicles** – A Weego jump starter can be used to power a depleted 12V lead-acid or lithium-ion accessory battery, you will have to consult with your dealer service team for proper steps needed on your specific make & model EV.

## **HOW MANY TIMES WILL THE WEEGO JUMPSTART MY VEHICLE?**

There's no one answer to this question, but in general you'll get several jumps out of each full charge. How many, exactly, depends on:

- The size of the engines you're jumping
- The charge left in your vehicle's battery
- The condition of your vehicle's battery
- The temperature outside
- And so on...

## **HOW LONG DOES A WEEGO'S CHARGE LAST IN STORAGE?**

Weego's only lose about 0.5-2% of their charge per month sitting still. That's very low compared to a lead-acids 5-15% charge loss per month.

## **HOW LONG DOES IT TAKE TO FULLY CHARGE THE WEEGO?**

Charge times depend on which model you have.

- Model # 44S: Approximately 2.5 hours
- Model # 44.1: Approximately 3 hours
- Model # 66.1: Approximately 3 hours
- Model # 70: Approximately 3.5 hours
- Model # 120: Approximately 6 hours

## **CAN I TAKE MY WEEGO ON AN AIRPLANE?**

All Weego products have been through a myriad of tests to ensure they're safe during all modes of transportation, including airplanes. Weego 44s/44.1/66.1 and 70 are all well within the limit. Model 120 (118.4Wh) is not allowed on commercial flights and requires special clearances for cargo flights. Note, that all lithium-ion batteries are required to be stored in carry-on luggage! In addition, you should always make sure your Weego unit is stored so that the ports don't contact other loose items in your bag.

## **WHAT IS THE LIFESPAN OF WEEGO PRODUCTS?**

Weego 44s/44.1/66.1/70 and 120 have a lifespan of 1,000 cycles – that's a full charge and full discharge per cycle, which will last you anywhere from 3-5 years, depending on how often you use it and how well you take care of your battery.

## **WHERE SHOULD I STORE MY WEEGO WHEN I'M NOT USING IT?**

It's always best to store your Weego in a dry location at room temperature. This is to help prolong the batteries' lifespan.

NEVER store your Weego, or any battery of any kind, in a place where temperatures can exceed 140°F (60°C), as this poses a safety risk. This could be in a closed car on a hot summer day, where temperatures can reach well past our recommended limit. Treat your Jump Starter as if you would your phone or tablet. Would you leave those in your hot car?

### **WHAT HAPPENS IF I ACCIDENTALLY CONNECT THE CLAMPS TO THE WRONG BATTERY TERMINALS?**

Weego 44s/44.1/66.1/70 and 120 will beep at you until you correct the clamps and place them on the proper terminals. In addition, you wouldn't be allowed to jump if the clamps weren't properly connected.

### **ARE THE WEEGOS WATERPROOF?**

Models 44s, 44.1, 66.1, 70, and 120 are all IP65 rated when the hinged door is shut. When the hinged door is open be sure not to get moisture into the exposed ports!

### **WHAT IS DETECTO-MATIC™ CHARGING?**

This is our super-fast USB charging technology. It's designed to charge your USB device at the fastest-possible charge that it will accept. Many new USB devices, like Samsung & iPhone cell phones, have a built-in fast-charging technology to which our Detect-O-Matic™ is compatible.

### **WILL MY WEEGO WORK IN THE COLD? IS IT OK TO EXPOSE IT TO HEAT?**

#### **Cold Temperature:**

- All batteries, lead acid or Lithium Ion are adversely affected by sub-zero temperatures, which is why sometimes battery blankets or warmers are used on lead acid batteries in vehicles up in the northern climates of USA & Canada.
- Under normal low temperature circumstances the Weego products will work as designed, normal operating temperature is -4°F to 114°F. This is the range that most Lithium-Ion Batteries will function "normally". Once you get to outside temperatures, hitting sub-zero, the efficiency of these batteries is impacted. You can experience the Jump Starter not able to provide 100% capacity until it warms up. Once you start using the Jump Starter it will warm up with every attempted jump so you will get more power as it warms. Which is why to be safe we recommend that under extreme cold conditions you store the Weego inside where the temperatures are warmer, and it can be ready to go when needed.

#### **Hot Temperature:**

- Weego products will work as designed in the normal operating temperature range of -4°F to 114°F. This is the range that most lithium-ion batteries will function "normally". Exposing a Weego to high temperatures can pose an extreme safety risk. We always recommend you store your Weego at room temperature. The inside of a vehicle on a hot summer day can reach above 140°F, which is not safe for any lithium-ion battery, not just Weego products.

All lithium-ion batteries have recommended temperature ranges for different scenarios - there's one for using your product, one for recharging your product and one for storing your product. All should be adhered to, to ensure the safety, longevity and/or performance of your Weego:

	<b>Optimal Range</b>	
<b>For <u>USING</u> your Weego:</b>	-4 °F to 114 °F -20 °C to 46 °C	<i>Extreme-low temps will hinder performance, while high temps pose a safety risk.</i>
<b>For <u>RECHARGING</u> your Weego:</b>	32 °F to 114 °F 0 °C to 46 °C	<i>Lower than 32 °F produces a slow charge, while higher than 114 °F poses a safety risk.</i>
<b>For <u>STORING</u> your Weego:</b>	-4 °F to 140 °F* -20 °C to 60 °C*	<i>When not in use, storing your Weego within this range retains its longevity. At high temps your battery ages much faster.</i>

**\*DO NOT store your Weego in any location in which the temperature can exceed 140 °F (ie. inside an enclosed vehicle on a hot day).**

*To further elaborate . . .*

**Cold temperatures** freeze the chemicals inside *all* batteries (including cell phone batteries) and hinder their performance (or stop it all together). Moving your battery to room temperature, such as inside your home, reverses the effects.

**Hot temperatures** are never good for *any* battery, be it your Weego, cell phone, tablet, etc. – they can diminish the lifespan of your battery, or worse, pose a safety risk to you and your device.

# TROUBLESHOOTING

## I FOLLOWED ALL THE NECESSARY STEPS BUT MY VEHICLE IS STILL UNABLE TO START. NOW WHAT?

There are several factors that could lead to a failed jump start. See the below list of what we've identified to be common culprits; if the problem persists, get in touch with us through [support@myweego.com](mailto:support@myweego.com)

- **Clamp connection quality (between clamps and battery):** a poor or minimal connection between Weego clamps and vehicle battery could result in a failed jump start – even if the light is green, it's still good practice to ensure your making maximum contact with the terminals and to dig the clamps into the vehicle battery.
- **Properly connected clamps (between clamps and jump box):** If your Weego clamps are not responding when connected to a vehicle battery, assure the blue connector is fully seated (see image). This will allow for proper communication between the Jump Box and the smarty clamps sensors.

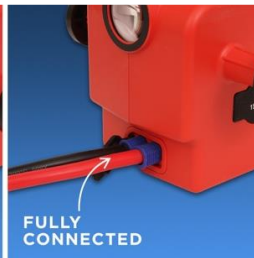
**Weego N44s**



**Weego N70**



**Weego C120**



**Weego 44.1 & 66.1**



- **Dirty battery terminals:** build-up blocks power from easily traveling from your Weego to your vehicle's battery.
- **Low-Charged Weego:** it's always best to work with full power on your Weego if you can. Our jump starters perform better at 100% charge than they do at 20% charge, especially when jumping larger engines.
- **Vehicle-specific compatibility issues:** occasionally we come across a vehicle that has unique power demands that a smaller model cannot fulfill, even though it's within our recommended engine range. In addition, vehicles with heavier electronics can sometimes create issues when jumping with a Weego.
- **Ambient temperatures:** below-freezing temperatures greatly hinder a jump start as it freezes the vehicle and the Weego battery (if it was stored at ambient temperature, too). A frozen engine needs more power than usual to start, and a frozen battery supplies less power. It's a lose-lose that could result in a failed jump.

- **Low Voltage Battery & BYPASS Feature**

- **Low vehicle battery voltage:** The Weego initially sees a weak but adequate charge in the vehicle to jump start, but as soon as the engine turns over the vehicle battery voltage drops to near zero volts.
- **BYPASS Feature:** Weego allows for low vehicle battery voltage conditions with an override feature called BYPASS. Pressing the BYPASS button will allow power to the clamps so you can proceed with the jump-starting attempt.

**BYPASS on 44s & 70:**



○ **SEE REVERSE No Light/Flashing Green Light**

Either you have a poor connection, or your battery voltage is near 0 volts. Press the **BYPASS\*** button, when **SOLID GREEN** light is on, start engine.

**Note:** If you cannot complete the jump the system voltage of your vehicle may not be compatible with your Weego 44s or 70 (for 12V vehicles only).

*\*Using BYPASS feature will override safety features.*

**BYPASS on 120:**



**Bypass Button**

○ **No Light/Flashing Green Light**

Either you have a poor connection, or your battery voltage is near 0 volts. Press the **BYPASS\*** button, when **SOLID GREEN** light is on, start engine.

**Note:** If you cannot complete the jump the system voltage of your vehicle may not be compatible with your Weego 120 (for 12V vehicles only).

*\*Using BYPASS feature will override safety features.*

- **Stratified battery:** A stratified battery will measure a healthy voltage (~12.6V) at first, but as soon as you go to start the engine the voltage can drop to below 1V, triggering the Weego to cut off power. A battery becomes stratified when it's been sitting around for months, and/or when it's only driven short distances (less than 15 minutes) for an extended time. You may need a new battery.

**MY UNIT WON'T POWER ON/CHARGE/CHARGE PAST A FEW LIGHTS.**

If your unit won't power on, won't take a charge OR won't charge past a few lights then it's been over discharged. This can happen if the unit is left ON, or if an engine pulled the Weego battery past a certain limit during a jump start.

Please reach out to [support@myweego.com](mailto:support@myweego.com) to let them know about this issue – we'll receive and test the over discharged Weego, then determine if we can repair it or if it needs to be fully replaced.

## **MY UNIT WON'T TURN ON AFTER I HAVE USED IT TO JUMPSTART MY VEHICLE.**

### **For models 44.1 & 66.1**

If Weego will not power on after a jump start, it needs to be connected to a charger to “reset” – this action only requires a few seconds on the charger.

- Connect Weego to provided wall charger
- If on the road, connect Weego to DC charger provided (cigarette charger) – even if your car battery is dead, it will still have enough power to reset your Weego.
- Please note: It is normal for the LED battery indicator lights on your unit to flash when you plug your unit into the charger.

### **For models 44s, 70 & 120**

Please reach out to [support@myweego.com](mailto:support@myweego.com) to let them know about this issue.

## **JUMPING LITHIUM-ION BATTERIES**

Our products are primarily for jumping lead-acid batteries but can also be used with Lithium-Ion vehicle batteries. We highly recommend consulting with your dealer service team to ensure jump starting is performed as directed by the battery manufacturer.

## **JUMPING GEL/AGM BATTERIES**

Our products are intended for jumping all lead-acid batteries, which includes varieties like GEL or AGM.

## **JUMPING HYBRID OR ELECTRIC VEHICLES**

**Hybrid Vehicles** – Our products can be used on the 12V lead-acid or lithium-ion starting battery, as you would with a gasoline vehicle starting system.

**Electric Vehicles** – A Weego jump starter can be used to power a depleted 12V lead-acid or lithium-ion accessory battery, you will have to consult with your dealer service team for proper steps needed on your specific make & model EV.

## **CPAP MACHINES**

### **For models 44.1/66.1/70 & 120**

You can connect to your CPAP via our 12V DC adapter, but the CPAP adapter must be 12V and pull no more than 10A (120W total). We have not done any testing on CPAP machines and each one is different; therefore, we cannot guarantee any run durations and suggest you do a test run to ensure that the machine can work throughout the night.

## **CAN I USE MY WEEGO AS A TRICKLE CHARGER?**

Weego jump starters are not meant to be used as trickle chargers and will not function as such. They are strictly jump starters, designed for momentary high-output bursts of power.