# Goal Zero Portable Solar Power Frequently Asked Questions

## How long does it take the Sherpa 50 battery to fully recharge?

From the wall outlet it takes about 1 hour. Charging the Sherpa 50 battery in combination with Nomad 13.5 solar panel would take about 4 hours (rated) to fully charge from the sun. In real life conditions, it will take more like 6-8 hours to fully recharge from the sun. Then you have 50 watt hours of power to go. In other words, you can run one of our Estrella or Light-A-Lights lights for about 17 hours!

## How long will it take the Sherpa 120 battery to fully recharge?

From the wall outlet it takes about 1 hour. Charging the Sherpa 120 battery in combination with the Nomad 27 solar panel would take about 4 hours (rated) to fully charge from the sun. In real life conditions, it will take more like 6-8 hours to fully recharge from the sun. Then you have 120 watt hours of power to go. In other words, you can run you laptop for an additional 2-6 hours!

## How long will it take the Scout 150 battery to fully recharge?

From the wall outlet it takes about 1 hour. Charging the Scout 150 battery in combination with the 30M Solar briefcase would take about 5 hours (rated) to fully charge from the sun. In real life conditions, it will take more like 6-8 hours to fully recharge from the sun. Then you have 150 watt hours of power to go. In other words, you can run you laptop for an additional 2-6 hours!

## What can you charge with the batteries and for how long?

It is up to you really. You can use the formula (Watt Hours/ Watt Usage = Time). For instance, (150 watt hours / 50 watts = 3 hours)

## How do I figure out the amount of watts my device uses?

To find out the amount of watts your device uses, simply multiply the Amps times the Volts. (Amperes x Volts = Watts) This information is usually found on the wall charging cord of the device or possibly somewhere on your device. You may have to look up your device online and find the technical specifications or read it in the device's product manual.

## Can the batteries be used while recharging?

Yes.

## Do you make a solar power kit to meet any possible application?

Yes - almost. We have tried to keep our gear simple to use and able to power any sort of device you may want to keep juiced up for any application giving you the freedom to walk away from the outlet. Some examples of this gear are phones, cameras, video cameras, GPS, lights, laptops, netbooks, portable game players, portable DVD players, ipad, ipods, satellite phone, fan, air mattress, CPAP devices, hunting devices, photo equipment batteries, flashlights, portable speakers, small portable TV, trickle charge your ATV/boat battery, etc, etc, etc. Devices that provide heat or sudden bursts of energy are not guaranteed to perform with our systems.

## What happens if the solar panel or battery gets wet?

GOAL ZERO products are made to withstand rugged environments. The solar panels are completely weather resistant - tried and tested. We have actually let the Nomad 13.5 sit in a river for hours with no ill effects. The batteries are also very weather resistant - if you do get splashed or caught in a downpour, just make sure the ports are completely dry before plugging any device

## Do your solar panels store any power?

No. Our solar panels are made to collect the power from the sun which you are then able to recharge your device directly (Nomad 7) or recharge a GOAL ZERO battery.

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## Why can't I get my solar panel to charge my battery from the sun?

Getting a proper angle to the sun is very important to get the best efficiency. Proper angling will give you 50-60% efficiency. Cloudy conditions reflect a lot of sunlight back into the atmosphere. We over compensate on our calculations so most batteries will charge in a day. Make sure your panel is pointed at an approximate 45 degree angle to the sun.

## Can I charge my battery with solar panels on a cloudy day?

Our panels work most effectively in sunny conditions but you will still get some charge on a cloudy day just plan on a little more time to recharge your battery.

## Can I charge a device while charging my battery?

Absolutely.

## Do your solar panels have blocking diodes?

Yes, all of our panels have blocking diodes in place so the panels do not drain the power from the devices they are supposed to be charging.

## My Nomad 7 solar panel is not charging my device. What can I try?

In order to get the best charge from the sun, open up the panel BEFORE plugging your device in.

## My Nomad 7 solar panel is not charging my iPhone. What can I try?

We are the first to admit that Apple products are very picky about how they get charged, but absolutely our products can do it in the right conditions. For the Nomad 7 Solar Panel, make sure it is opened and pointed directly at full sun, before connecting an iPhone cable. Be wary of cheap knock-off or extension cables, as we've seen cases where they don't work. And be aware that these devices may not charge in cloudy, overcast, or indoor conditions, because there simply isn't enough power to harvest. The iPhone may discontinue charging if the sunlight gets blocked, even briefly. Never hesitate to contact us directly, if you are having any problems at all.

## I just opened up my Scout 150 (Escape 150) and plugged it in to charge, I don't get the scrolling "charging indicator". The light on the charger is green but there is nothing on the indicator itself.

Your Scout 150 (Escape 150) is working perfectly. There is no backlight on the monitor because this would unnecessarily drain power from the battery. Because your Scout (Escape) is currently fully charged, nothing will happen when you plug it in to recharge. After you have used some of the power stored in your Scout 150 (Escape 150), you will notice the monitor drop from full as you use the stored electricity. At this point, plug in the solar panel or wall charger and you will see the monitor scroll while recharging until full again.

## Although the Scout 150 (Escape 150) and Extreme 350 have a lot of reserve power, is it ok to deep-discharge them on a frequent basis?

Both battery packs have a cycle-life of 500-800 cycles when used this way, but you may get more life from them if you try not to discharge them beyond 50% before fully recharging them. Discharging beyond 50% is considered a deep-discharge.

## I'm not near any AC power, nor do I have a lot of daylight left for a full solar recharge. What should I do?

Try to recharge the batteries to 75% at least, and then fully recharge as soon as you can - within a day or so.

## My batteries are in storage for my next adventure, and I'll be recharging them every 5 months or so. Is there anything else I can do?

Just be sure that when you store them, they are fully-charged to begin with.