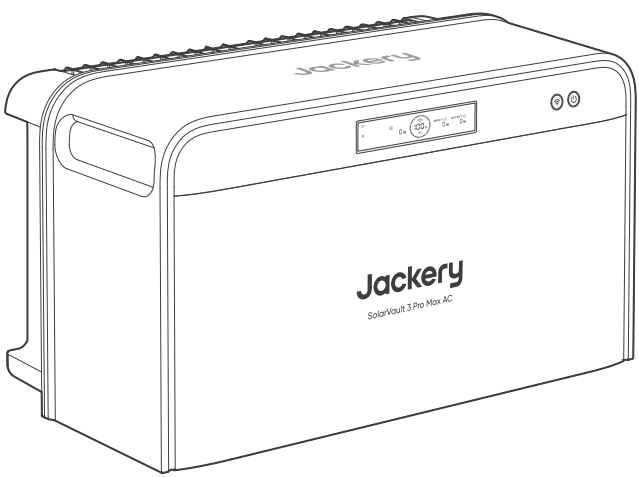
Jackery



USER MANUAL

Jackery SolarVault 3 Pro Max AC

CONTACT US:

hello.eu@jackery.com

JS3-2500PMB-GY

DE

Herzlichen Glückwunsch zu Ihrem neuen Jackery SolarVault 3 Pro Max AC. Bitte lesen Sie dieses Handbuch, insbesondere die entsprechenden Vorsichtsmaßnahmen, sorgfältig durch, bevor Sie das Produkt verwenden, um eine ordnungsgemäße Verwendung zu gewährleisten. Bewahren Sie dieses Handbuch zum Nachschlagen an einem leicht zugänglichen Ort auf.
In Übereinstimmung mit den Gesetzen und Vorschriften liegt das Recht auf die endgültige Auslegung dieses Dokuments und aller zugehörigen Dokumente zu diesem Produkt beim Unternehmen. Obwohl alle Anstrengungen unternommen wurden, die Richtigkeit dieses Handbuchs zu gewährleisten, übernimmt Jackery keine Verantwortung für etwaige Fehler. Bitte beachten Sie, dass im Falle einer Aktualisierung, Überarbeitung oder Beendigung keine weiteren Benachrichtigungen erfolgen. Für die neueste Version der Produktanleitungen besuchen Sie support.jackery.com.
* Die Zahlen dienen nur zu Referenzzwecken. Bitte beachten Sie das tatsächliche Produkt.

KUNDENDIENST

Lebenslanger technischer Support hello.eu@jackery.com

KONTAKTIEREN SIE UNS

Wenn Sie Fragen oder Kommentare zu unseren Produkten haben, senden Sie bitte eine E-Mail an hello.eu@jackery.com. Wir werden Ihnen so schnell wie möglich antworten. Wenn es ein qualitätsbezogenes Problem mit dem Produkt gibt, können Sie eine Ersatzlieferung oder Rückerstattung beantragen, indem Sie ein Antragsformular auf support.jackery.com einreichen.

FR

Félicitations d'avoir fait l'acquisition du nouveau Jackery SolarVault 3 Pro Max AC. Veuillez lire attentivement ce manuel avant d'utiliser le produit, en particulier les précautions à prendre pour garantir une utilisation correcte. Conservez ce manuel dans un endroit accessible pour pouvoir le consulter fréquemment.
Conformément aux lois et règlements, le droit d'interprétation finale de ce document et de tous les documents relatifs à ce produit est réservé à notre Société. Bien que tous les efforts aient été faits pour garantir l'exactitude de ce manuel, Jackery décline toute responsabilité en cas d'erreurs éventuelles. Veuillez noter qu'aucune notification supplémentaire ne sera fournie dans le cas où le manuel est mis à jour, est révisé ou prend fin. Pour obtenir les derniers documents, rendez-vous sur support.jackery.com.
Les illustrations sont fournies à titre indicatif ; seul le produit réel fait foi.

SERVICE CLIENT

Assistance technique à vie hello.eu@jackery.com

CONTACTEZ-NOUS

Pour toute demande ou commentaire concernant nos produits, veuillez envoyer un email à hello.eu@jackery.com, et nous vous répondrons dans les plus brefs délais. En cas de problème de qualité avec le produit, vous pouvez demander un remplacement ou un remboursement en soumettant un formulaire de demande sur support.jackery.com.

NL

Gefeliciteerd met uw nieuwe Jackery SolarVault 3 Pro Max AC! Lees deze handleiding goed door voordat u het product gebruikt. Neem vooral de relevante voorzorgsmaatregelen door om een correct gebruik te garanderen. Bewaar deze handleiding zodat u hem altijd bij de hand hebt.
Volgens de wet en regels heeft het bedrijf het laatste woord over de interpretatie van dit document en alle andere documenten die bij dit product horen. Hoewel alle moeite is gedaan om de nauwkeurigheid van deze handleiding te waarborgen, aanvaardt Jackery geen aansprakelijkheid voor eventuele fouten die kunnen voorkomen. Houd er rekening mee dat er geen verdere meldingen worden gegeven bij updates, revisies of beëindiging. Bezoek support.jackery.com voor de nieuwste versie van de producthandleidingen.
* De afbeeldingen zijn alleen voor referentiedoeleinden. Raadpleeg het werkelijke product.

KLANTENSERVICE

Levenslange technische ondersteuning hello.eu@jackery.com

NEEM CONTACT MET ONS OP

Stuur uw vragen of opmerkingen over onze producten naar hello.eu@jackery.com, we zullen u zo snel mogelijk beantwoorden. Als er sprake is van een kwaliteitsprobleem met het product, kunt u een vervangend product of terugbetaling aanvragen door een aanvraagformulier in te vullen op support.jackery.com.

EN

Congratulations on your new Jackery SolarVault 3 Pro Max AC. Please read this manual carefully before using the product, particularly the relevant precautions to ensure proper use. Keep this manual accessible for frequent reference.

In compliance with laws and regulations, the right of final interpretation of this document and all related documents of this product resides with the Company. Although every effort has been made to ensure the accuracy of this manual, Jackery assumes no responsibility for any errors that may appear. Please note that no further notifications will be given in case of any update, revision, or termination. For the latest version of the product manuals, visit support.jackery.com.

* The figures are for reference purposes only. Please refer to the actual product.

CUSTOMER SERVICE

Lifetime technical support hello.eu@jackery.com

CONTACT US

For any inquiries or comments concerning our products, please send an email to hello.eu@jackery.com, and we will respond to you as soon as possible. If there is any quality-related issue with the product, you may request a replacement or refund by submitting a request form at support.jackery.com.

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SAFETY PRECAUTIONS

The basic safety precautions should be followed when using this product, including:

- Please read all instructions before using this product.
- Close supervision is required when using this product near children to reduce the risk.
- Electric shock risk may occur if accessories are recommended or sold by non-professional product manufacturers.
- When the product is not in use, please power it off.
- Do not dismantle the product, which may lead to unpredictable risks such as fire, explosion, or electric shock.
- Do not use the product through damaged cords, plugs, or output cables, which may cause electric shock.
- Charge the product in a well-ventilated area.
- Please put the product in a ventilated and dry place to avoid rain and water that may cause electric shock.
- Do not expose the product to fire or high temperature (under direct sunlight or in vehicles under high heat), which may cause accidents such as fire and explosion.

MEANING OF SYMBOLS

Symbol	Meaning
⚠ WARNING	Hazardous practices that may result in severe injury, death, and/or property damage.
⚠ CAUTION	Hazardous practices that may result in personal injury and/or property damage.
NOTE	Hazardous practices that may result in equipment damage, data loss, performance deterioration, or unanticipated results.
TIP	Supplements the important information or operation tips in the text.

WARNING SYMBOLS

	Keep away from children.		Do not dismantle the product.
	Read the user manual before operation.		Keep the product away from fire.
	Caution, hot surface.		Risk of electric shock. Wait 5 minutes for energy discharge before handling.

Li-ion	This symbol indicates that a lithium-ion (Li-ion) battery is inside the product andshould be disposed of or recycled properly.
	This symbol indicates that the product shall not be disposed of as household waste,and should be delivered to a designated collection facility for recycling. Proper disposal and recycling can help protect the environment. For more information about the disposal and recycling of this product, contact your local community, disposal service, or dealer.
	Batteries and accumulators must not be disposed of with household waste. As a consumer, you are legally required to dispose of all batteries and accumulators at designated collection points, regardless of whether they contain hazardous substances. Please return used batteries and accumulators to a local collection point, recycling center, or to the retailer where they were purchased. Proper disposal ensures environmentally responsible recycling and prevents potential harm to human health and the environment.

DECLARATION OF CONFORMITY

CE	Jackery SolarVault 3 Pro Max AC (JS3-2500PMB-GY) with Bluetooth and Wi-Fi is in compliance with the essential requirements and other relevant provisions of the RED Directive 2014/53/EU. The full text of the EU Declaration of Conformity is available at the following address: https://eu.jackery.com/.

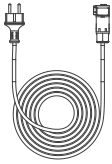
WHAT'S IN THE BOX

1



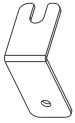
SolarVault 3 Pro Max AC

2



AC Cable

3



Interlocking Fasteners ×2

4



Screw ×2

5



User Manual

PRODUCT OVERVIEW

The SolarVault 3 Pro Max AC incorporates a bidirectional inverter and high-reliability batteries into a single unit. It is suitable for various home environments, including garages, balconies, courtyards, and terraces, offering users a green lifestyle experience across multiple scenarios.

● BIDIRECTIONAL AC GRID CONNECTIVITY

This feature allows the product to both supply power to and receive power from the household grid. In **AI Smart Mode** and **Self-Consumption** mode, it automatically manages energy flow based on your home energy plan — continuously powering home appliances. When the battery is low, the product can quickly recharge in **Custom** mode to ensure a sufficient power supply for emergencies.

● EPS/MICRO-INVERTER

An AC outlet **(AC Socket)** is provided on the product, capable of delivering up to **3680W** when on-grid and **2500W** (with at least one battery pack)when off-grid(with at least one battery pack). If a **balcony PV system** with a micro-inverter is already installed in your home, simply plug its connector into the AC outlet to integrate it with the Jackery Energy Storage Sysetm. The electricity from the AC outlet first powers your home, and any excess power is stored in the battery.

● STACKABLE EXPANSION

It supports stackable installation with up to 5 battery packs, providing energy capacities of 2.52, 5.04, 7.56, 10.08, 12.6, or 15.12 kWh per tower.

● REMOTE/LOCAL CONTROL

The product supports both remote and local control. After the product is connected to a Wi-Fi network or an Ethernet connection, its operating status can be monitored in real time, even when you are not on the same local network.

When the network connection is poor, you can manually switch to Bluetooth mode. In Bluetooth mode, the product's real-time power generation and consumption data can still be viewed; however, historical data cannot be accessed or refreshed.

● WORK MODE

The product supports four work modes that can be set in the Jackery app: Custom Mode, Self-Consumption, Tariff Mode, and AI Smart Mode.

● STANDBY STATE

If the product receives no PV input or have no ongoing home energy plan within 10 minutes, it automatically enters the **Standby** state to minimize its power consumption. You can also manually enable the product to enter the Standby state in the app.

In the **Standby** state, the product stops power output but remains powered on, allowing you to continue viewing its status information.

You can disable the Auto Standby function in the app to prevent the product from automatically entering the Standby state.

● PRE-HEATING

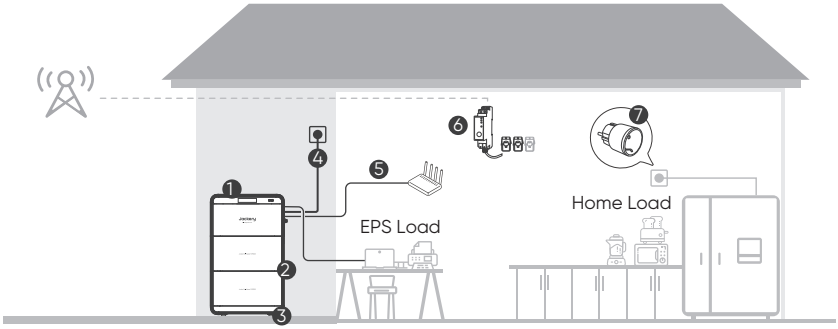
The SolarVault 3 Pro Max AC operates most efficiently within an ambient temperature range of 15°C to 30°C. When the ambient temperature drops below 0°C, the product automatically activates battery pre-heating before charging, and its LCD screen displays the pre-heating icon.

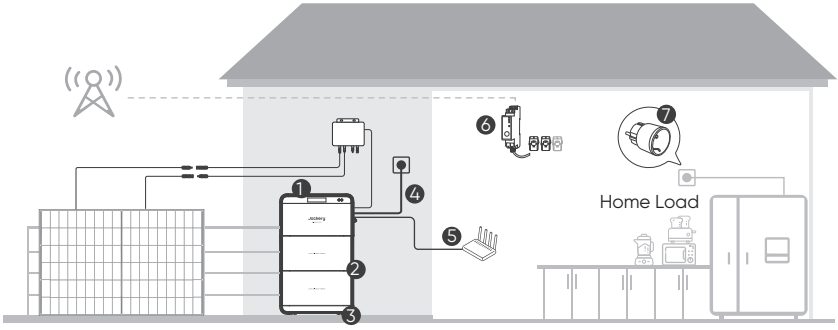
During this process, the product draws power from the PV system, the grid, or its own battery to optimize the charging conditions. The duration of the heating process varies with the ambient temperature and the battery SOC. Charging begins only after pre-heating is complete.

FIRE SUPPRESSION SYSTEM

Condensed aerosol fire suppression is integrated into the product to proactively prevent potential fire hazards. After activation, the fire suppression system releases the coolant and aerosol inside the product within one second. This enables multiple fire-extinguishing mechanisms to work synergistically, effectively suppressing fire ignition and spread, ensuring the long-term and reliable operation of the energy storage product.

HOME ENERGY STORAGE SYSETM



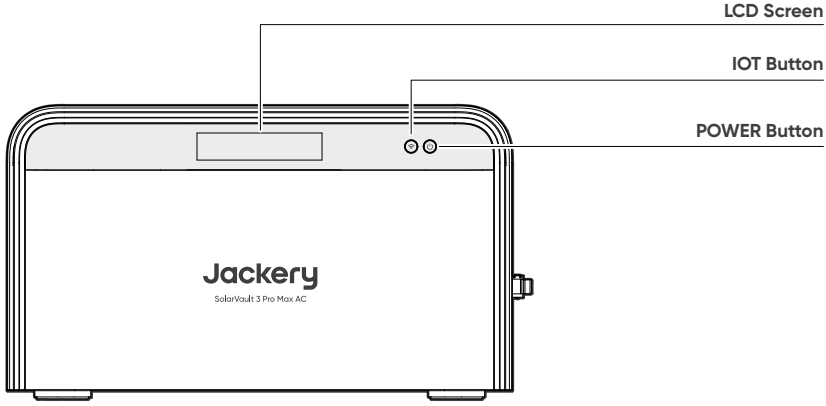


①	**SolarVault 3 Pro Max AC**	SolarVault 3 Pro Max AC is the core product of the system.
②	**SolarVault 3 BP2500 (Sold separately)**	At most 5 battery packs can be stacked in a single tower. Refer to "Installation".
③	**SolarVault 3 Base (Sold separately)**	Used to support the battery pack and the SolarVault 3 Pro Max AC to facilitate movement.

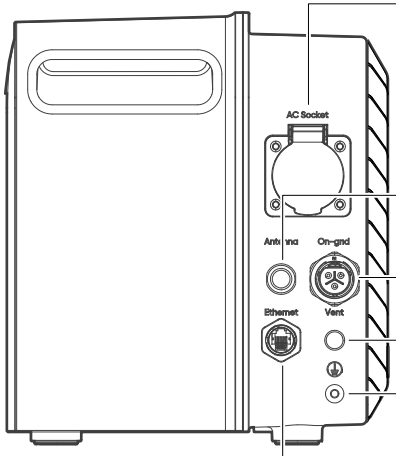
④	**AC Cable**	Used to connect the SolarVault 3 Pro Max AC to the power grid. Refer to "Connect to Grid". If needed, the **Jackery AC Cable (10m)** and **H07RN-F Connection AC Cable 10m (1.5 mm²)** are available for separate purchase on our website.
⑤	**Jackery Waterproof Ethernet Cable(10m) (Sold separately)**	SolarVault 3 Pro Max AC supports Ethernet communication with a home router. If necessary, you can purchase this network cable separately for a wired connection.
⑥	**Meter Reader/Smart Energy Meter (Sold separately)**	It monitors household power consumption and communicates with the Jackery app to optimize energy usage via a wireless network. The following options are available for separate purchase on our website, and you can choose one based on your needs. • Jackery Smart Meter 1P • Jackery Smart Meter 3P • Shelly Pro 3EM 120A • Shelly Pro EM-50 • Jackery Smart Meter TIC Reader • Jackery Smart Meter D0 Reader • Jackery Smart Meter P1 Reader For installation instructions, refer to the device's User Manual. For adding it to the system, refer to the Jackery App User Manual.
⑦	**Jackery Smart Plug (Sold separately)**	It controls and monitors device power consumption and communicates with the Jackery app to optimize energy usage. Up to eight smart plugs can be bound to the system. For adding it to the system, refer to the Jackery App User Manual.

COMPONENTS

Front View



Right View



AC Input/Output (AC Socket)
230V~50Hz, 10.9A Max, 2500W Max

Wi-Fi Antenna

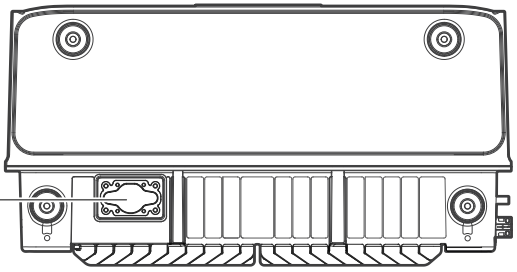
AC Input/Output (On-Grid)

Vent

Earth Terminal
Connect to the earth for protection

COM Port (Ethernet)
Connect to a home router for wired communications

Bottom View



Battery Expansion Port
Connect to a battery pack
32.5V~46.8V, 76A Max

CAUTION	Do not touch any contacts in these AC and DC ports, or those connected to them, under any circumstances, due to the risk of electrical shock in the running state.

BUTTON CONTROL

Buttons	Operation	Function
Power	3s Hold for over 3 seconds	To turn the system on/off
	Press once (when the product is on)	To turn the LCD screen on/off
	Press twice (when the LCD screen is shortly on)	To turn the LCD screen steady on
IoT	Hold for over 6 seconds	To reset the Wi-Fi settings of the product
Power + IoT	Hold for over 3 seconds	To enable/disable the AC socket output

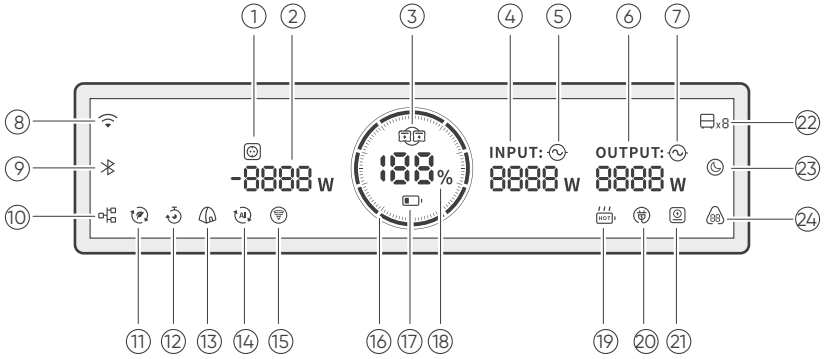
LED INDICATION

LED	Behavior	Product Status
Power	Steady On	Product powered on; AC Socket port activated
	Blinks	Product powered on; AC Socket port deactivated
	Off	Product powered off
IoT	Steady On	Wi-Fi/Bluetooth enabled and paired
	Blinks	Wi-Fi/Bluetooth enabled but not paired
	Off	Wi-Fi/Bluetooth disabled

LCD CONTROL

LCD State	How to Turn On	How to Turn Off
Shortly On (Turns off automatically after **2 minutes** of inactivity (sleep mode))	• Micro-inverter or grid connected • Product powered on • Press **POWER** or IoT button	Press **POWER** button
Steady On (Turns off automatically after **2 hours** of inactivity)	Press **POWER** button twice when LCD is in Shortly On state	Press **POWER** button
Flash	The system encounters a fault	Press **POWER** button

LCD DISPLAY



①		**AC Socket**	On: The AC socket is enabled. Off: The AC socket is disabled.
②	8888 W	**AC Socket Power**	Displays the AC socket input/output power in watts. A minus symbol is displayed before the digits when the AC socket port is connected to a micro-inverter and power is input through the port.
③		**Parallel**	On: The parallel connection is set up successfully. Off: The parallel connection is not set up.
④	INPUT: 8888 W	**AC On-Grid Input Power**	Displays the AC On-Grid input power in watts.
⑤		**AC On-Grid Input Indicator**	The AC On-Grid port is connected to the grid.
⑥	OUTPUT: 8888	**AC On-Grid Output Power**	Displays the AC On-Grid output power in watts.
⑦		**AC On-Grid Output Indicator**	The AC On-Grid port is connected to the grid.
⑧		**Wi-Fi**	On: Wi-Fi connected. Blink: Ready to connect to Wi-Fi. Off: Wi-Fi disabled.
⑨		**Bluetooth**	On: Bluetooth connected. Blink: Ready to connect to Bluetooth. Off: Bluetooth disabled.
⑩		**Ethernet**	On: Ethernet connected. Off: Ethernet disconnected.

⑪		**Tariff Mode**	In this mode, the product automatically optimizes energy usage based on dynamic or custom electricity prices. It withdraws electricity when rates are low and feeds electricity back to the grid when rates are high, making it ideal for homes with fluctuating electricity prices. Outside the peak and off-peak periods, the product remains in standby.
⑫		**Custom Mode**	In this mode, the product charges/discharges according to the plan set in the app. Outside the scheduled periods, it follows the home energy plan. Use this mode if your system does not include a meter reader or smart energy meter for real-time home energy usage monitoring.
⑬		**Self-Consumption Mode**	In this mode, the product maximizes solar energy use and reduces reliance on grid electricity by prioritizing stored solar energy from the micro-inverter PV system, thereby lowering electricity costs. The SolarVault 3 Pro Max AC must be connected to both a micro-inverter and the grid simultaneously. This mode is enabled by default. You can switch the work mode in the app. Use this mode if your system includes a meter reader or smart energy meter.
⑭		**AI Smart Mode**	In this mode, the product adjusts solar generation, battery charging and discharging, and grid power consumption according to the dynamic electricity tariffs or the history power generation and consumption trends.
⑮		**Extreme Weather Warning**	On: Extreme weather warning is enabled. The product automatically identifies storms or other severe weather from weather forecasts and charges its battery to full when an alert is issued, ensuring backup power during outages. Off: Extreme weather warning is disabled.
⑯		**Battery Power Indicator**	While the product is charging, the orange circle around the battery percentage lights up in sequence. When charging other devices, the orange circle stays on.
⑰		**Low Battery Indicator**	On: The battery SOC is below 20%. Blink: The battery SOC is below 5%. Off: The battery SOC is not below 20% or the product is charging.
⑱		**Remaining Battery Percentage**	Displays the remaining battery percentage.
⑲		**Battery Pre-heating**	On: The product starts preheating its battery. Off: The product is not preheating its battery.
⑳		**Third-party Charging**	The product is charging its battery by drawing power from additional PV systems in your home.
㉑		**Smart Meter Indicator**	On: A smart meter is online. Off: No smart meter is added to the system, or the smart meter is offline.
㉒		**Battery Pack Indicator**	Displays the quantity of battery packs if any are connected.
㉓		**Standby**	The product enters the standby state. You can set it in the app to enter or exit the standby state.
㉔		**Fault code**	A product error has occurred. Please refer to the Troubleshooting section for details.

PRE-INSTALLATION

GENERAL PROCESS

To install and configure a complete home system, follow the procedures below.

①	**Prepare an installation site.**	Refer to "Site Preparation".
②	**(Optional) Stack battery packs.**	Refer to "Installation".
③	**Connect to the grid.**	Refer to "Connect to Grid".
④	**Connect to an AC load (EPS). Alternatively, connect to an existing micro-inverter.**	Refer to "Connect to AC Load" or "Connect to Micro-inverter".
⑤	**(Optional) Connect to a router.**	Refer to "Connect to Router (Ethernet Connection)".
⑥	**Turn on the SolarVault 3 Pro Max AC.**	Refer to "Operations".
⑦	**Configure on the Jackery app.**	Refer to the Jackery App User Manual.

SITE PREPARATION

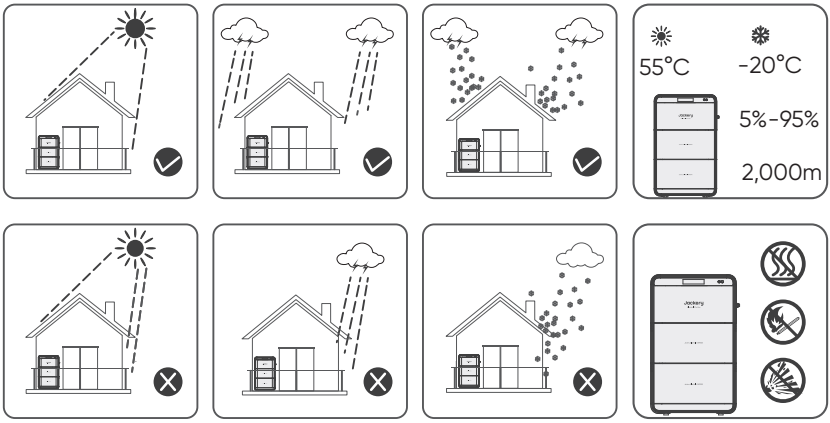
● Installation Location

Install in a dry, well-ventilated area on a stable, level surface. The floor should not be inclined by more than 5 degrees.

For long-term home use, ensure that the product is kept away from fire, direct sunshine, rain, or snow.

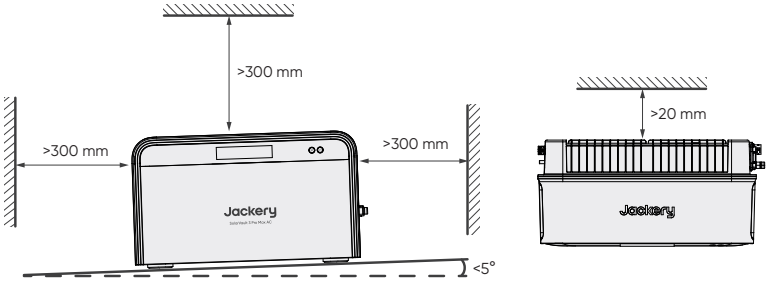
CAUTION

- Ensure that the product is out of the reach of children.
- To ensure the best operating status and prolonged service life, the ambient temperature and humidity should not be greater than 55°C and 95%.
- Do not use the product above 2000 m.
- Do not place the product near flammable materials.
- Do not put anything on the product. Do not cover the product.
- Do not install the inverter near the television antenna or any other antennas, antenna cables.



Installation Clearances

There should be enough space around the product for heat dissipation.



INTERNET ACCESS

To fully utilize the product's intelligent features, choose a location with internet access to keep the product connected to the Jackery App.

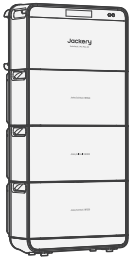
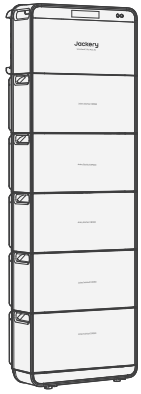
NOTE

- If your home Wi-Fi signal is weak or unavailable, consider installing a Wi-Fi repeater or extender to boost the signal.
- Ensure the antenna is unobstructed so the product can receive a strong signal.

INSTALLATION

This product supports capacity expansion by stacking up to 5 SolarVault 3 BP2500 units to meet your need for large power capacity. If you purchase SolarVault 3 BP2500 separately, read this chapter carefully to install it correctly with the SolarVault 3 Pro Max AC.

BATTERY SYSTEM

Jackery SolarVault 3 Pro Max AC			
Battery Pack	0	1	2
Energy	2520Wh	5040Wh	7560 Wh
Rated Charging Power	1800W	2500W	2500W
Rated Discharging Power	1600W	2500W	2500W
Jackery SolarVault 3 Pro Max AC			
Battery Pack	3	4	5
Energy	10080Wh	12600Wh	15120Wh
Rated Charging Power	2500W	2500W	2500W
Rated Discharging Power	2500W	2500W	2500W

WHAT YOU MIGHT NEED

You might need the following tools during the installation and wiring.


Level


Mark Pen


Tape Measure


Cross-head Screwdriver


Drill and Drill Bits


Hammer

Battery Pack List


Battery Pack


Wall Mounting Fasteners


Anchor Bolt


Screw



User Manual

Sold Separately

Base Pack List


Base



User Manual

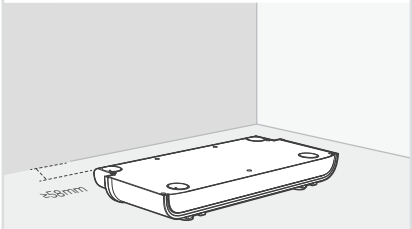
Sold Separately

STACKING INSTALLATION

CAUTION Keep the product powered off during installation.

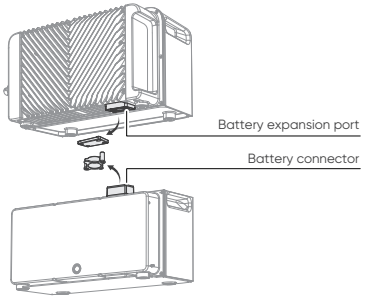
1. Place the SolarVault 3 Base (if you purchase one separately) or the bottom battery pack against the wall.

CAUTION
- The ground must be level, flat, or solid. Otherwise, the stack tower might fall, causing personnel injury.
- Put the battery pack on a stand if the place is easy to collect water.



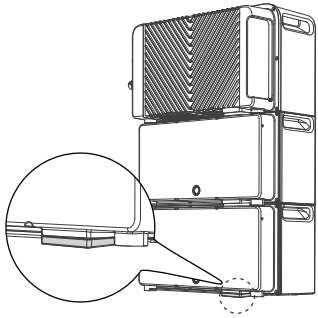
2. Remove the dustproof covers and bottom caps.

CAUTION Keep the bottom caps and dustproof covers safe for future separate storage.

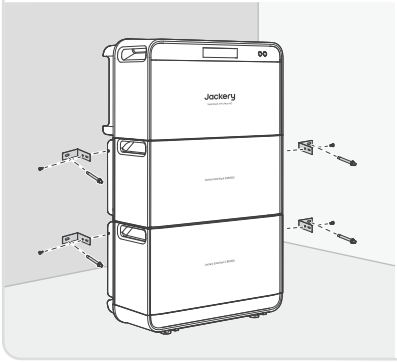


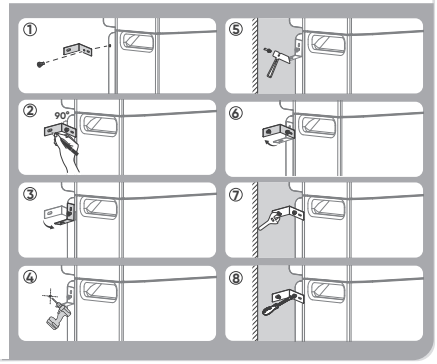
3 Stack battery packs and the SolarVault 3 Pro Max AC.
Align the battery expansion port with the battery connector to stack the battery packs and the SolarVault 3 Pro Max AC in sequence.

CAUTION	Keep the bottom cap of the bottom battery pack installed.

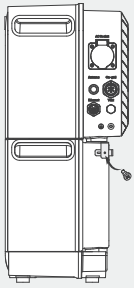


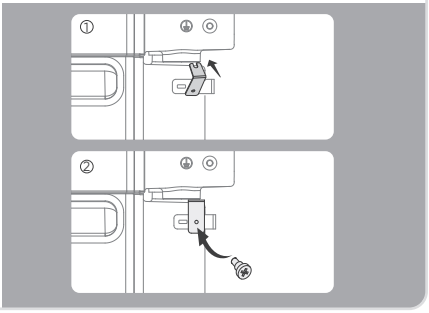
4 Mount the stack tower onto the wall.
Attach the wall-mounting fasteners to both sides of the battery packs.





5 Interconnect the SolarVault 3 Pro Max AC and its adjacent battery pack through interlocking fasteners.





The installation is completed.

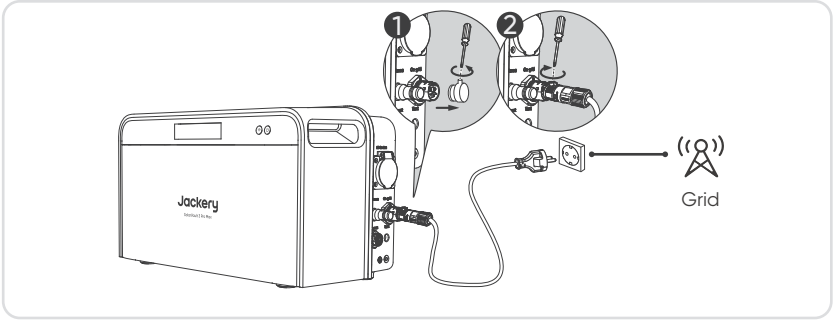
WIRING

CAUTION Keep the product powered off during wiring.

CONNECT TO GRID

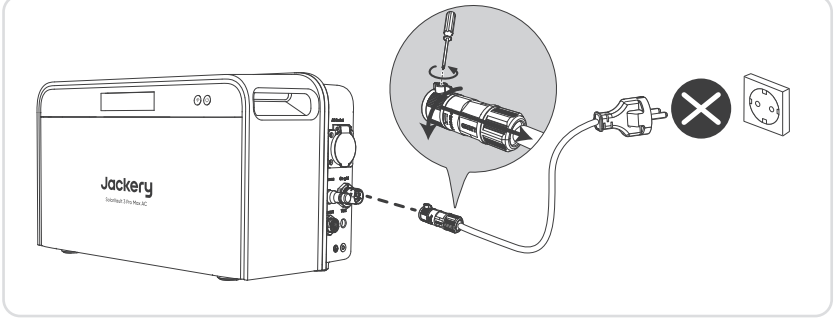
The product allows a permanent connection to the grid connection point of a building. Use a screwdriver to remove the connector's waterproof cover. Then use the AC cable included in the package to connect the On-Grid port with a wall socket.

If you need a higher output power, contact a licensed electrician to verify your circuit safety and ensure that the output power complies with your national and local safety standards. After the electrician's confirmation, you can apply to increase the output power to 2500W via the Jackery app.



CAUTION The SolarVault 3 Pro Max AC should be earthed when in use. Ensure that your home electricity circuit is properly earthed.

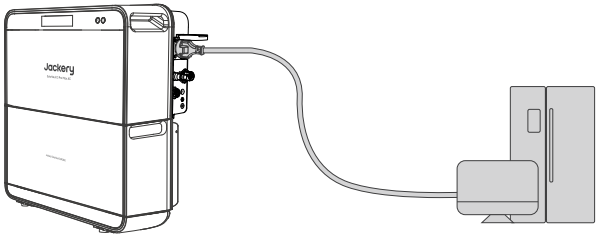
To remove the AC cable, perform the following operations:
1. Power off the product.
2. Use a screwdriver to loosen the screw.
3. Press the rotation part to the left and pull the connector out.
4. Put the connector's waterproof cover back.



CONNECT TO AC LOAD

Plug your electricity appliance into the AC Socket port directly.

CAUTION	To prevent electrical shock, do not use this port during rainy weather.



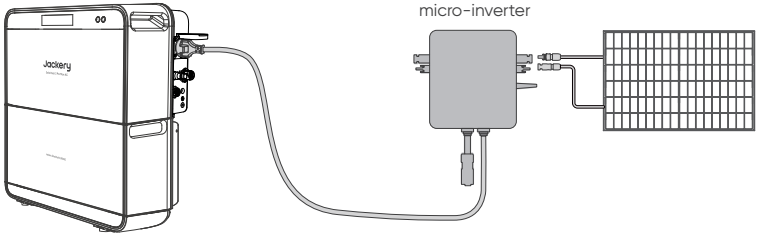
EPS: Emergency Power Supply

This port supports up to 3680W AC output (bypass mode) when operating on-grid and up to 2500W(with at least one battery pack)when operating off-grid. You can use this port to power your unit. In the event of a sudden loss of mains power, the SolarVault 3 Pro Max AC automatically switches to battery mode within 20 ms. This function offers backup power. It is not a professional UPS function, and does not support 0 ms switching.

CAUTION	• Do not connect to equipment with high uninterruptible power requirements, such as data servers and workstations. • Test the compatibility several times before use. • Do not use it to load more than one device at a time to avoid overload protection. Failure to follow these instructions may result in equipment failure or data loss, for which Jackery cannot be held responsible.

CONNECT TO MICRO-INVERTER

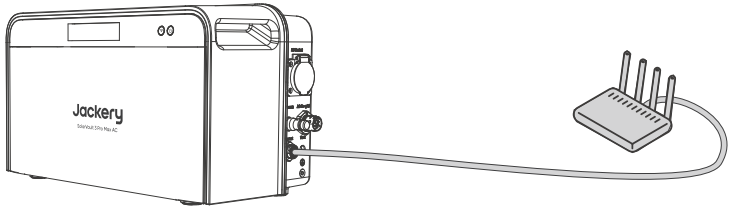
The AC Socket port is bidirectional. In addition to AC load, it can also connect to a micro-inverter for AC power input, provided it complies with local regulations. The port allows a maximum input power of 2500W(with at least one battery pack)when the product is off-grid and 3680W when the product is on-grid.



NOTE	• Only micro-inverters are supported for AC input through this port. Using other power sources, such as diesel generators, is strictly prohibited to prevent product damage or performance issues. • When the system operates in off-grid mode, the AC Socket port stops power input automatically if the battery SOC exceeds the upper limit.

CONNECT TO ROUTER (ETHERNET CONNECTION)

You can purchase a waterproof Ethernet cable to enable wired communications for this product if the Wi-Fi signal is poor or unavailable.

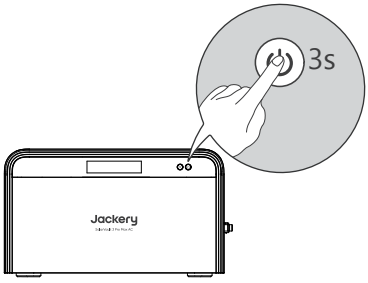


OPERATIONS

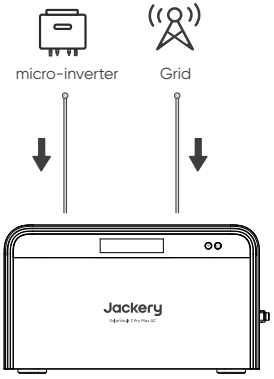
POWER ON/OFF

Power On

When the product is disconnected from any power sources, hold the POWER button for over 3 seconds until the indicators light up. The SolarVault 3 Pro Max AC is turned on.



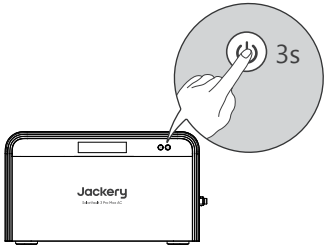
The product powers on once it receives power from micro-inverter or the grid.



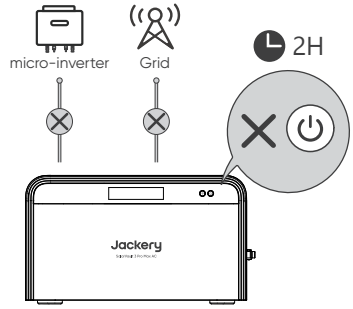
The SolarVault 3 Pro Max AC operates in self-consumption mode by default when powered on for the first time.

Power Off

Hold the POWER button for over 3 seconds, and the indicator turns off. The SolarVault 3 Pro Max AC is powered off.



When operating off-grid, the product automatically powers off after 2 hours of no power input or output.

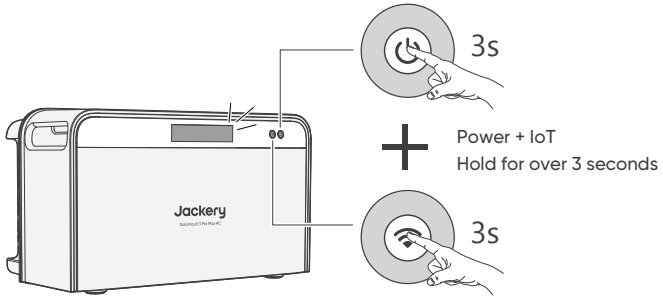


NOTE If the product is not used for an extended period, power it off and disconnect the AC cables. For how to store the product, refer to "Storage".

ENABLE/DISABLE AC SOCKET OUTPUT

Prerequisite: The product is powered on.

When the AC output power is below 25 W in an off-grid application, the port turns off automatically after 12 hours by default. You can set the port to turn off automatically after 2, 8, 12, or 24 hours, or disable the auto-off function in the app.



REGULAR MAINTENANCE

CAUTION Disconnect the product from external power sources and power it off before performing any maintenance.

CHECKING HEAT DISSIPATION

If the product regularly reduces its output power due to high temperatures, please improve its heat dissipation.

- Check whether the top and rear of the product are free from obstructions.
- Clean the heat sink of the product.

CHECKING CABLES AND CONNECTORS

Check for externally visible damage to the connectors and the cables annually. If there are any visible damages to the connectors or cables, replace them or contact Jackery customer support.

REGULAR FULLY CHARGING

If the battery has not been fully charged for a long time, the system will automatically perform a full charge once a month to extend battery life and improve the user experience.

STORAGE

Keep a dry, clean storage place with proper ventilation. Storage temperature and humidity:

- 1 month: -20 to 45°C (0-70%RH)
- 3 months: 0 to 45°C (0-70%RH)
- 12 months: 0 to 25°C (0-70%RH)

If this product is stored for 3 months - 6 months, perform regular manual maintenance by following these steps:

1. Open the Jackery app and enable Custom mode. Fully charge the battery and let it sit for 30 minutes.
2. Switch to Self-Consumption mode and set Home Energy Plan to 800W. Discharge the battery for approximately 75 minutes until the battery SOC reaches 60%.
3. Power off the product, disconnect all cables, and store the product in the recommended environment.

TROUBLESHOOTING

FAULT/ERROR CODE

If any of the following fault or error codes appear, follow the listed corrective actions to resolve the issue. If the fault persists, please contact Jackery Customer Support.

Error Code	Corrective Measures
F0	1. Verify that the ambient temperature is within the product's operating range. 2. Charge the product via an AC wall outlet until the fault disappears.
F1	1. Wait for the grid to normalize before charging the product via AC wall outlet. 2. Check whether the air intake and exhaust vents are blocked; ensure 30cm clearance on both sides of the product. 3. Check whether the wall outlet connected to the AC cable is properly grounded. 4. Place the product in a location that is not exposed to direct sunlight or high environment temperatures. 5. Disconnect all loads from the product. Keep the product idle and wait until the fault disappears. 6. Restart the product.
E1	Restart the product.
E2	Restart the product.
E3	Restart the product.
E4	Restart the product.
E5	Restart the product.
E6	Restart the product.
E7	Restart the product.

FAQ

The following table lists common issues you might encounter while using the product. For the latest FAQs, visit our official website.

Symptom	Rectification
Jackery is unable to pair the product with a network.	• Check whether the router has a 2.4 GHz network, as the product can only connect to a 2.4 GHz network. • Check whether the product has already been paired. If it has been paired, it must be unpaired before it can be paired again.
The product is offline on the Jackery App.	• Check whether the home network is faulty. If so, restart the router. • Check whether the home network has Internet access. If not, you can only use the local mode to view product information. • If the home network works properly but the App cannot display product information, contact your dealer or our technical support.
The product is off-grid and unable to discharge.	• Check whether the product SOC is below 10%. If its SOC is lower than 10%, it cannot discharge when off-grid. • Check whether the product has any other faults, such as overload or overtemperature. When the product has a fault, it cannot discharge.
The product is unable to operate after startup and reports an earthing fault.	Check whether the On-Grid port has an earthing connection and whether the earthing connection is in good condition. If the earthing connection is poor, the product cannot operate.
The product output power is low.	• Check whether the product is overheating, which may cause power limitations. • If neither of the above applies, contact your dealer or our technical support.
One battery pack fails to work in the system, and its SOC is lower than 5%.	1. Power off the system. 2. Wait 5 minutes and power it on. The system charges the battery pack with the lowest power automatically. 3. If the battery pack fails to restore after the restart operations, contact your dealer or our technical support.

SPECIFICATIONS

GENERAL INFO

Product Name	Jackery SolarVault 3 Pro Max AC		
Model No.	JS3-2500PMB-GY	JS3-2500PMB-GY-15	JS3-2500PMB-GY-25
Weight	25.5±0.5kg		
Dimensions	485 × 248 × 282 mm		
Ingress Protection Rating	IP65		
Pollution Degree	III		
Protection Class	I		
Overvoltage Category	II (DC); III (AC)		
Inverter Topology	Isolation		
Communications	Wi-Fi, Bluetooth, Ethernet		

BATTERY INFO

IEC Code	IFpR41/136[3P13S]M/-20+50/90
Cell Chemistry	$LiFePO_4$
Total Energy	2520Wh
Total Capacity	60.6Ah
Battery Rated Voltage	41.6Vd.c.
Battery Voltage Range	32.5-45.5Vd.c.
Charging/Discharging Current	46A/48.8 A Max.
Cycle Life	6000 Cycles, 90%DOD, ≥70%SOH

AC INPUT/OUTPUT (ON-GRID)

Max. AC Input Power	3680 W		
Max. AC Input Apparent Power	3680 VA		
Max. AC Input Current	16 A		
Max. AC Output Power	2500 W	1500W	800 W
Max. AC Output Apparent Power	2500 VA	1500VA	800 VA
Max. AC Output Current	10.9 A	6.5A	3.5 A
Grid Voltage/Frequency	L+N+PE, 230Va.c., 50Hz		
Power Factor Range	-0.8 to +0.8		
Max. AC Input Power in Bypass Mode	3680W		
Max. AC Input Current in Bypass Mode	16A		

AC INPUT/OUTPUT (AC SOCKET)

Max. AC Input Power	2500W[1]
Max. AC Input Apparent Power	2500VA
Max. AC Input Current	10.9A
Max. AC Output Power	2500W[2]
Max. AC Output Apparent Power	2500VA

Max. AC Output Current	10.9A
Operation Voltage	L+N+PE, 230Va.c., 50Hz
Power Factor Range	-0.8 to +0.8
Max. AC Output Power in Bypass Mode	3680W
Max. AC Output Current in Bypass Mode	16A

①: This port supports up to 2500W of input power when the product is connected to one or more battery packs. Without an external battery pack, the internal battery supports up to 1800W of input power through this AC port.

②: This port delivers up to 2500W when the product is connected to one or more battery packs. Without an external battery pack, the internal battery supplies up to 1600W through this AC outlet.

● ENVIRONMENTAL REQUIREMENTS

Operating Temperature	-20°C to 55°C
Operating Humidity	5% to 95% RH

WARRANTY

For details about product warranty, visit eu.Jackery.com.

APPENDIX NETWORK CONFIGURATION INSTRUCTIONS

Bluetooth Low Energy (BLE) Status: When the product is not connected to a network, BLE broadcasting and BLE services are automatically enabled to allow Bluetooth network configuration.

Note: During BLE configuration, ensure that your network environment is stable and follow the instructions to complete the setup.

Port 68 is used by the SolarVault 3 Pro Max AC to send DHCP requests to the server, allowing it to obtain an IP address and essential network configuration. This ensures proper network connectivity.

Port 1883 is used for the MQTT protocol, enabling the SolarVault 3 Pro Max AC to publish and subscribe to messages in communication with IoT devices.

Port 67 is used by the DHCP server to assign IP addresses and configuration details to IoT devices, supporting efficient IP management and network allocation.

APP CONTROL

After completing the installation and electrical connection, connect your SolarVault 3 Pro Max AC to the Jackery app. Then, you can manage your system remotely. For details, refer to the Jackery app user manual.

Search for "Jackery" in Google Play or App Store to install the App. After that, you can register and log in.

Available on the App Store

GET IT ON Google Play

Jackery

Alternatively, scan the QR code below to download and install the App.

Zum Zugriff auf Dokumentation / App / Support bitte scannen
Scannez pour accéder à la documentation / l'application / l'assistance
Scan om toegang te krijgen tot documentatie / app / ondersteuning
Scan this code for Documentation / App / Support

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Manufacturer: Shenzhen Hello Tech Energy Co., Ltd.

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