

Frequently Asked Questions

Below You will find a number of our most frequently asked questions.

1. What does the display on my charge controller tell me?

All Zamp Solar charge controllers (except for our 8-Amp charge controller) have a large digital display that shows you the following information:

- **Charging Voltage:** The voltage going from the solar panel to the battery
- **Current Amperage:** The amperage going from the solar panel to the battery
- **Cumulative AmpHours:** The cumulative AmpHours generated over the past day
- **Charging Status:** At the top of the display is a bar. The solid portion of the bar indicates what percentage of the battery is charged while the flashing portion of the bar shows what percentage remains to be charged.
- **“BT1”:** Indicates that a battery bank (one or more batteries wired together) is detected.
- **Solar Panel Symbol:** Indicates that a solar panel is connected
- **Error Codes:** Error Codes begin with a b, p or o and help troubleshoot issues with the system. Please refer to your product manual to decode specific error codes.

2. How do I install your Omni-Mount Feet (ZS-MF-US)?

Installation is actually pretty simple. Follow the link below to find step-by-step installation instructions.

3. Can I connect two charge controllers to the same battery bank (e.g. combine a roof mount system and a portable kit)?

Yes, two independent charge controllers can be connected directly to the battery **as long as both controllers are set to the same battery**

type. The charge controllers will not work properly if wired in series, one to the other.

4. Is the solar port reverse polarity?

No, but they are different from other brands of solar ports because all of our SAE plugs are polarity-protected for safety reasons. That means the positive pin on all of our SAE plugs is set back and covered to prevent accidental contact that could damage your panel, short your battery, or give you a pretty nasty shock. So, because of the polarity protection on our plugs, Zamp Solar ports are only compatible with Zamp Solar SAE plugs.

5. What does the b01/601 error on my charge controller mean?

This common error code means the charge controller can't see the battery bank. The most common cause of this is a bad connection between the charge controller and the battery bank. We put together this handy troubleshooting document to help you fix it.

6. Why are your portable kits more expensive than the other brands on the market?

- Our products are designed and handcrafted in the United States with the highest quality materials available on the market. Every single panel is signed by the person who assembled it at our headquarters in Bend, Oregon.
- Our solar products are built to last. We have a 25-year output warranty—the best in the industry—because we stand by our product. Every detail of our solar products is designed to make sure your solar investment goes the distance with you.
- Our products are made with locally sourced materials whenever possible. In an effort to support our local economy and create U.S. jobs, we source from Oregon whenever possible (for example, the aluminum for our panel frames is sourced in Oregon). If we can't find something in the Pacific Northwest we try to source it from the U.S. (most of our cables and wiring is made in Chicago). The materials we do source internationally are the best in the world.
- Our products are innovative. We nerd out on the science of trying to make the most innovative, most efficient, and most durable off-grid solar products ever... because these are the products that fuel our lives too.

Solar is an investment... buy it once and buy it right. As the saying goes: *you get what you pay for.*

7. Why isn't my solar system charging my battery?

When a solar system isn't working, the most common culprit is a wiring problem. Our troubleshooting document can help you identify the disconnect and get it fixed. If you're still having issues.

8. What batteries should I use?

Any type of 12-volt deep cycle battery (lithium, gel, AGM, conventional lead-acid (wet), and calcium) will work with your Zamp Solar system. If you choose to go with two 6-volt batteries, make sure that you use two of them wired in series to create a 12-volt battery bank.

9. What size kit do I need to power my RV?

Everybody's needs are different, but we can certainly provide some insight into what size solar kit typically works for various sizes of RVs.

10. I have a Zamp Solar Ready sticker on the side of my RV, what does that mean?

If an RV is "solar ready," it means that the RV came pre-wired for our solar products with either a 3-port roof cap, a single port roof cap, or a side-wall port. However, each manufacturer does it slightly differently—some include full wiring, while others only wire from the roof to the batteries.

- 1.If your RV came with a Zamp Solar sidewall port, all you need to do is pick one of our portable solar kits and plug it in. That's it!
- 2.If your RV came equipped with a solar port roof cap (single or triple) *and* a charge controller, you'll just need to choose one of our roof mount expansion kits, mount the panel(s), and plug them into the solar port roof cap.
- 3.If your RV came equipped with a solar port roof cap but *not* a charge controller, you'll need to get one of our roof mount expansion kits **AND** a charge controller. Then you'll need to mount your panels, wire your charge controller, and plug in to the solar port roof cap.