

# STARLINK & ECOFLOW

**OFF-GRID COMMUNICATIONS KIT**

# USER GUIDE



## **Contents**

- **Kit Use Expectations**
- **Kit Components**
- **Starlink Account Activation**
- **Monthly Service Activation & Deactivation**
- **EcoFlow Battery Care & Maintenance**
- **Best Practices for Severe Weather Use**
- **Starlink & EcoFlow Field Test Instructions**
- **Field Exercise & Maintenance Logs**
- **Copy of Starlink & EcoFlow Equipment Agreement**

## Kit Components

- **EcoFlow River 2 Max Portable Battery**
- **160-Watt Portable EcoFlow Solar Panel**
- **EcoFlow Carrying Pack**
- **Starlink Standard Kit**
  - Standard Starlink with Kickstand
  - Gen 3 Router
  - Gen 3 Starlink Cable (15 m or 49.2 ft)
  - AC Power Cable (1.5 m or 4.92 ft)
  - Power Supply Unit
- **Starlink Hard Case**
- **User Manual & Maintenance Log**

## Recommended Supplies to Keep With Kit

- **Tent or tarp** for protection from elements
- **Foldable table** to keep equipment off the ground
- **Electrical tape or painters tape** for organization

## App Downloads

**STARLINK**



**ECOFLOW**



# Kit Use Expectations

ALOHA KĀKOU,

We are pleased to provide your organization with a **Starlink and EcoFlow off-grid communication kit** to support disaster response efforts. This kit is designed for use during emergencies when power, internet, and cellular service may be down, and is a **critical asset** for maintaining connectivity, enabling our network to coordinate disaster feeding operations effectively.

While we are providing the equipment at no cost, **your organization will be responsible for setting up and managing its own Starlink account and covering the monthly service fee.** The **service may be paused and reactivated at any time** based on your organization's needs.

Given the **tremendous value this equipment provides to the broader community**, we ask that you follow these **best practices** to ensure that your team is comfortable using the equipment and that it remains in **good working condition**:

- **BATTERY MAINTENANCE:** If you do not plan on using the battery regularly, please perform battery maintenance at least once every three months (instructions to follow).
- **STARLINK ACTIVATION & TRAINING:** Please activate the Starlink service for a minimum of two non-consecutive months per year to allow for training and field testing.

If the cost of the two months of service presents a significant barrier for your organization, please **reach out to our Agency Relations team**, and we will do our best to explore solutions.

This equipment was generously gifted by the Stupski Foundation for the purpose of strengthening disaster feeding services for our community. Should your partnership with the Hawai'i Foodbank end, you will be responsible for returning the equipment so we can reallocate it to another Agency Partner who can support this important work.

To ensure the continued reliability of this resource, we ask that all equipment be returned in good working condition, free of damage beyond normal wear and tear. This includes:

- All components of the Starlink kit (dish, router, power supply, and cables) and EcoFlow equipment (battery, solar panels, carry case, and cables) along with their accessories and carrying cases must be included to allow for immediate redeployment.
- The battery should be functional and properly maintained to ensure it holds a charge.
- The Starlink dish and router should be free of physical damage and able to connect as intended.

Proper care of this equipment helps us serve our communities when they need us most.

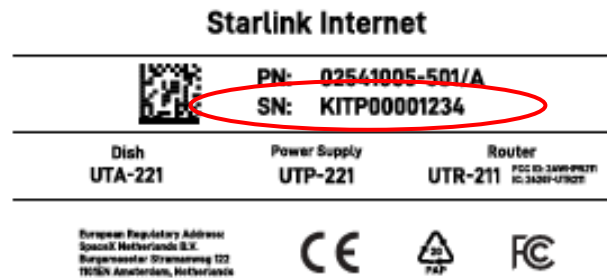
**Mahalo nui for your dedication to serving our community through both blue and gray skies.** We are honored to do this work alongside you.

KE ALOHA,

**The Hawai'i Foodbank Team**

## Starlink Account Activation

1. Go to [starlink.com/activate](https://starlink.com/activate)
2. Enter your Starlink Identifier Number (Kit Serial Number or Starlink Serial Number).
  - a. You can find the **Kit Serial Number (SN)** on the **shipping label**, see below:



- b. You can find the **Starlink Serial Number** on the **back of the Starlink equipment** near the connector port (ex. SN: 2ABC000000000000)
3. Follow the instructions to set up a **new account** or **add the kit to an existing account**.
  4. Add **Hawai'i Foodbank** as an **Admin User** on your Starlink Account. \*

Go to **Settings > Add User** and fill out the following:

First Name: Hawaii

Last Name: Foodbank

Phone Number: (808) 836-3600

Email: [agencyrelations@hawaiifoodbank.org](mailto:agencyrelations@hawaiifoodbank.org)

Role: Admin

**\* Why add Hawai'i Foodbank as an Admin User on your Account?** This acts as a backup if your organization discontinues Starlink service, returns the equipment, or if the account admin leaves without transferring access. It ensures the equipment can be reactivated despite any changes or staff turnover, maintaining the value of this resources to this

**⚠ Important:** Upon first setting up your Starlink account, you will be charged for the first month of data **unless you pause your data service while setting up your account**. Visit [Starlink Help Center](https://starlink.com/help-center) for more information.

## Monthly Service Activation & Deactivation

1. Log into your **Starlink Account** at [starlink.com/account/home](https://starlink.com/account/home).
2. In the **Service Plan** or **Your Starlinks** section, click "**MANAGE**".
3. Click "**PAUSE SERVICE**" to suspend service and stop monthly charges. Click "**RESUME SERVICE**" to re-activate service.

**Note:** Reactivating your service may incur an additional fee. Check the [Starlink Help Center](https://starlink.com/help-center) for updated costs.

# EcoFlow Battery Care & Maintenance

**⚠ Warranty Alert:** To maintain warranty coverage, the EcoFlow battery must be used or maintained **at least every 6 months**. Follow the steps below **every 3 months** to ensure longevity.

## Storage Guidelines

- Store in a cool, **dry place** between **68°F ~ 86°F (20°C ~ 30°C)**.
- Avoid **exposure to water, intense heat, or sharp objects**.
- Do not store in temperatures **above 112°F (45°C) or below 15°F (-10°C)**.

## Battery Health Maintenance (Every 3 Months)

To protect the long-term health of the battery, discharge the battery every three months.

1. Drain the battery completely (until it reaches 0%), then
2. Fully recharge the battery (100%), lastly
3. Discharge it to 60%

# Best Practices for Severe Weather Use

## Protecting the EcoFlow Portable Solar Generator Equipment

### EcoFlow Battery - KEEP DRY

The EcoFlow River 2 Pro is **not** waterproof or water-resistant. Exposure to rain, puddles, or high humidity can cause malfunctions, short-circuiting, or permanent damage.

To keep the battery safe when using it in the field during wet conditions:

**Keep the battery (a.k.a. power station) off the ground** to prevent contact with wet grass, mud, or running or pooling water.

**Keep the battery under a canopy, tent, or other shelter** to protect it from rain and shade it from direct sun.

#### Recommended equipment:

A plastic pallet, cooler, dry crate, foldable table etc. to provide an elevated flat surface where you can set up the battery

A tent or other canopy

EcoFlow Backpack (provided)

### EcoFlow Portable Solar Panel

EcoFlow 160W solar panels are IP67-rated (water-resistant), so they can withstand light rain but should not be submerged or exposed to extended, heavy downpours.

#### If using in rain:

- Tilt panels so water drains off
- Wipe them down after use to prevent long-term wear or corrosion
- Avoid pooling water near cable connectors

#### Avoid use in:

- Thunderstorms or lightning storms (to prevent electrical surges via solar panels)
- Saltwater spray areas (like coastal zones during a storm)

#### Recommended equipment:

- Solar panel extension cables (to set up panels in sunny areas while keeping the power station protected under cover)
- Dry cloth or microfiber towel (for drying panels or cleaning off dirt & moisture)

## Protecting the Starlink Equipment

### Starlink Dish - Weather-Resistant, Not Invincible

The Starlink dish is designed for outdoor use and can withstand rain, snow, and sun. However:

- Avoid areas prone to flooding, falling debris, or salt spray.
- Do not submerge the base or dish
- Secure the dish during high winds to prevent it from being knocked over or blown away.

**Note:** The Starlink dish is IP54-rated, meaning it is protected from limited dust ingress and splashing water, but not from full immersion.

### Starlink Router and Power Equipment - KEEP DRY!

These components are not waterproof and must remain dry.

If outdoor use is necessary:

- Place equipment on an elevated surface (like the EcoFlow battery)
- Keep equipment under a tent, canopy, or other shelter (like the EcoFlow battery)

### Starlink Cable Management

- Use cable clips, hooks, or Velcro wraps to keep cables elevated and out of puddles.
- Starlink cables are rugged, but excessive exposure to water at connectors may lead to signal or power issues.



# Starlink & EcoFlow Field Test Instructions

To ensure readiness, test the Starlink and EcoFlow equipment at least twice a year (ideally every 3 months). Field tests should be conducted alongside regular battery maintenance.

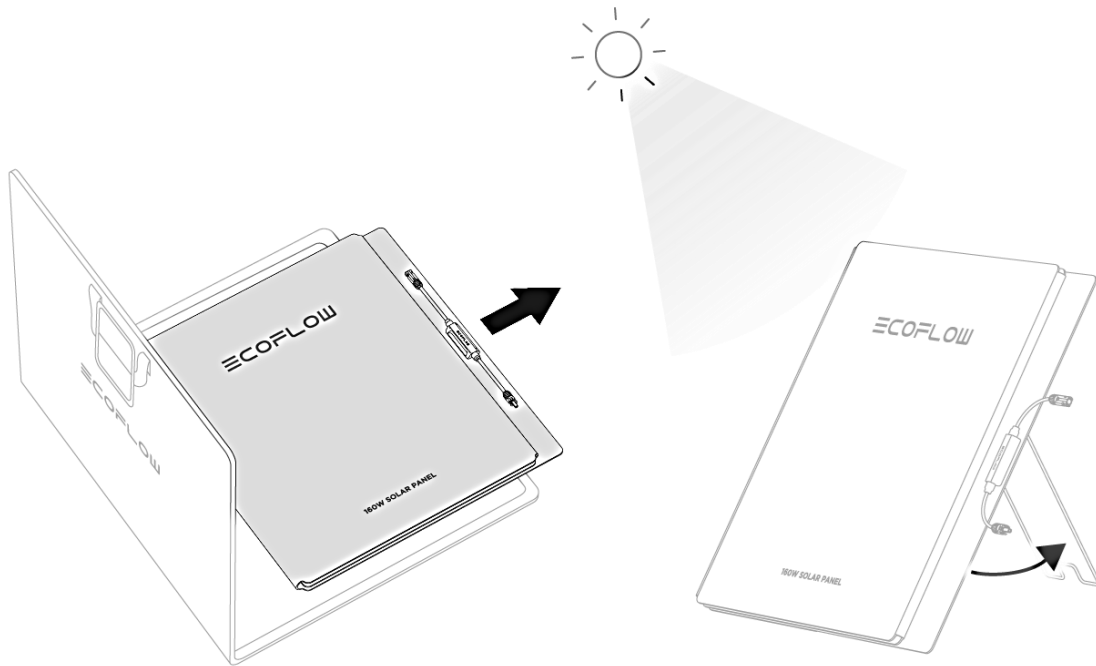
## Pre-Exercise Checklist

- ☐ Make sure all kit components are present and working.
- ☐ Select a field-test location that has clear access to the sky (no obstructions like trees or buildings)
- ☐ Ensure a flat, stable surface is available for equipment setup.
- ☐ Starlink service is activated for testing.

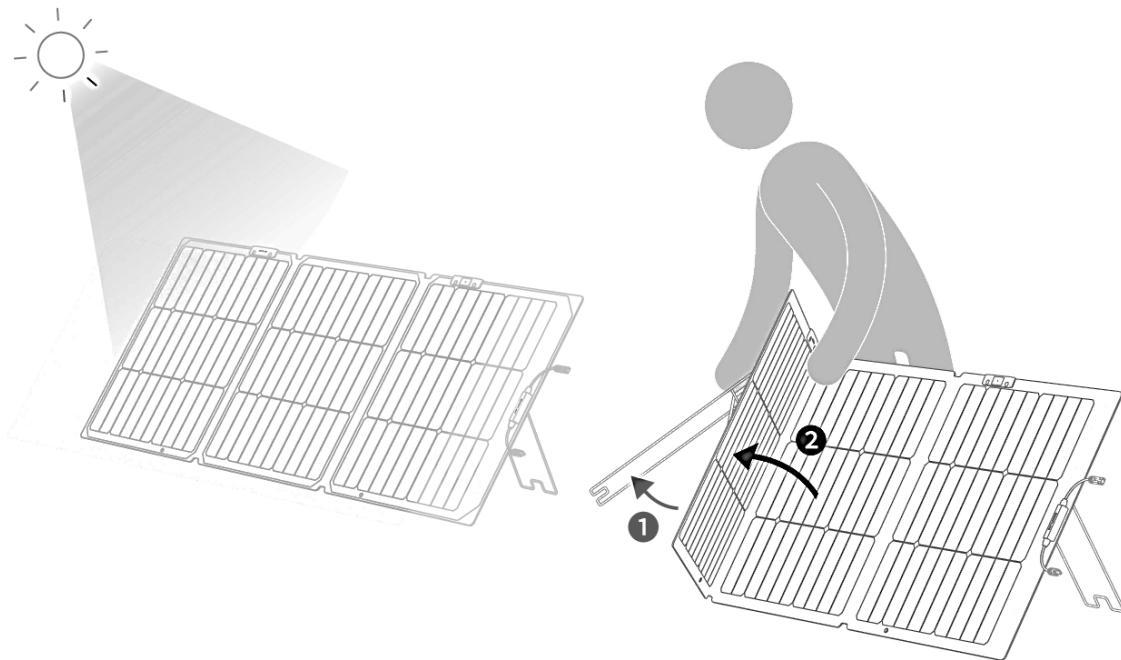
## Setup

### 1. Setup the EcoFlow Solar Panels

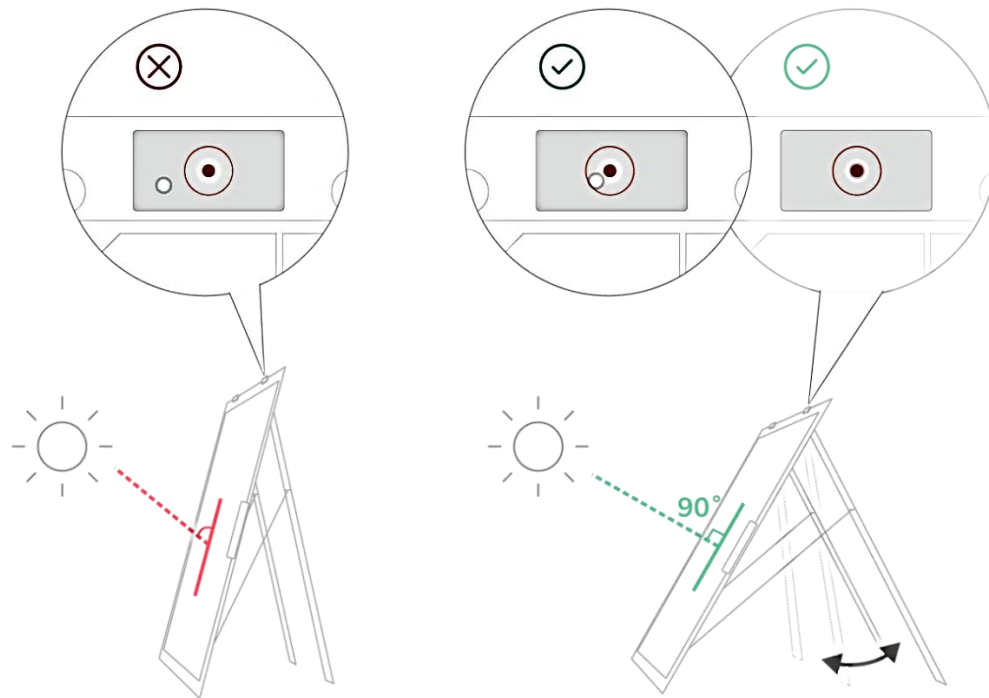
- ☐ Lay the solar panel flat and take it out of the case. Face the junction box to the sun and unfold the bracket to place the panel.



- ☐ **Unfold the 160-Watt solar panel** and position them to maximize sunlight exposure.

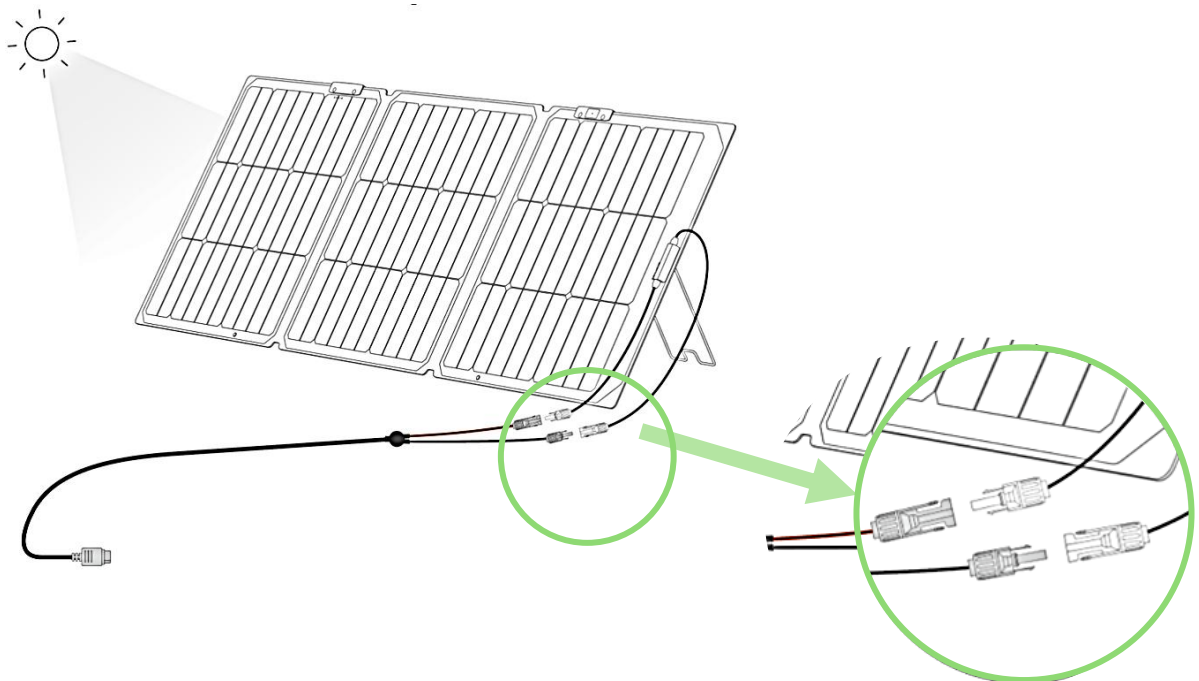


- ❑ **Check the dot shadow on the solar angle guide** to adjust the brackets, and let the shadow hit as close to the center as possible.

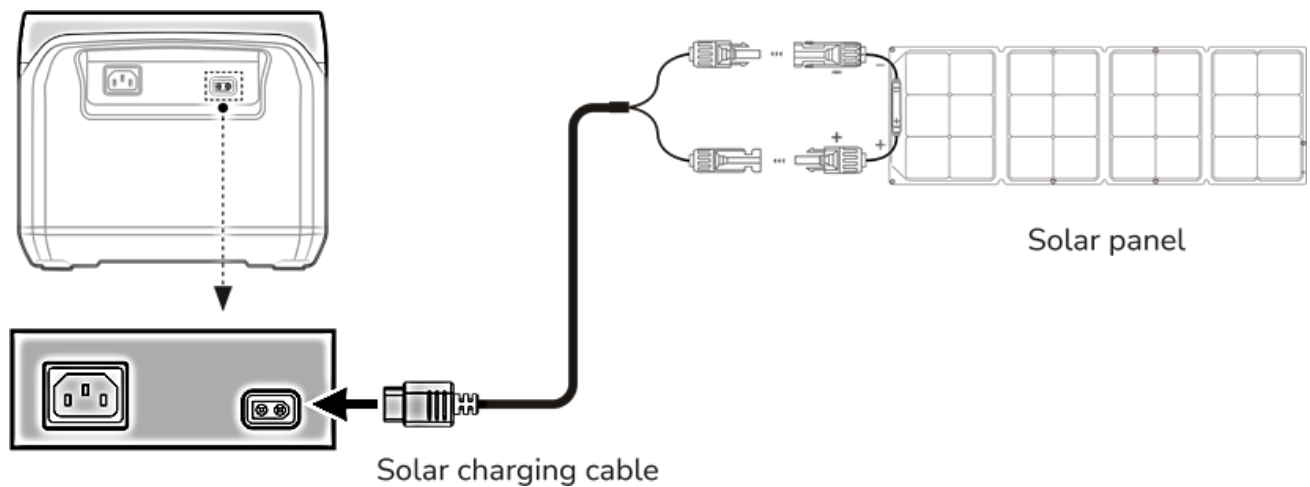


## 2. Connect the Solar Panel to the EcoFlow Battery

- ❑ When the panel is in place, **connect the output cable to the connectors of the solar panel** to the XT60i charging cable (included in the box) by connecting male connectors to female ones. Do not connect the output connectors of the panel to each other; this will cause a short circuit.



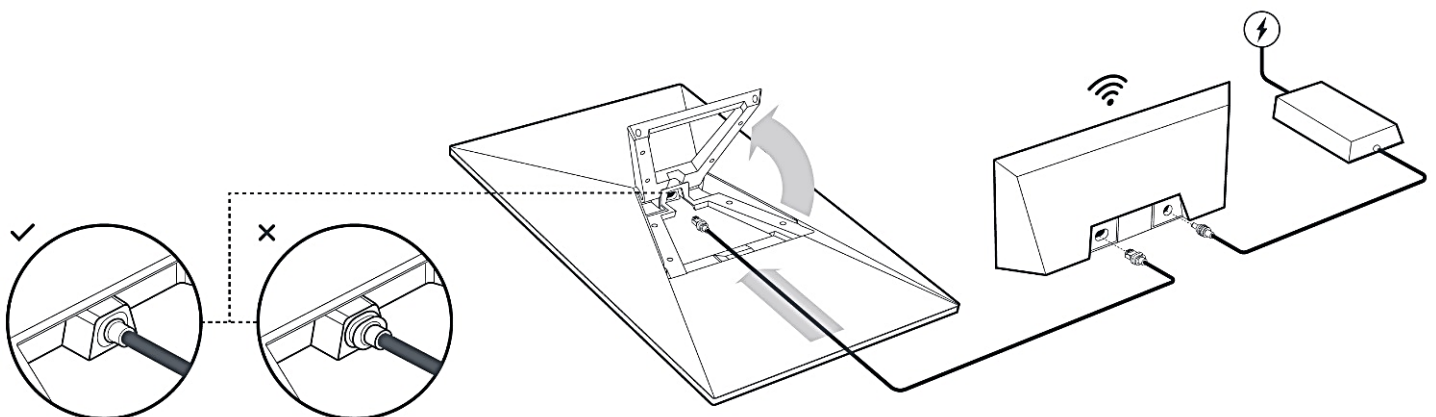
- ❑ Connect the solar charging cable to the corresponding port on the back of the battery.



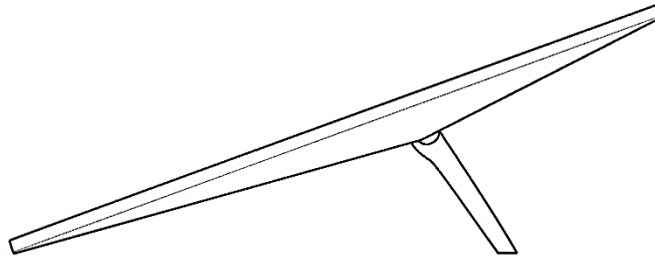
- ❑ **Turn on the EcoFlow Battery.** The battery will now be charging.

### 3. Set up the Starlink Kit

- ❑ Bring the Starlink case to a spot with an unobstructed view of the sky.
- ❑ Remove all Starlink equipment from its case.
- ❑ Lift the kickstand and plug one end of the provided Starlink cable into your Starlink. Make sure the cable locking feature is facing up, and the Starlink cable is sitting flush inside your Starlink. Then, route the other end of the Starlink cable to your router, and plug it into port #1, as indicated with the Starlink symbol on the back of the router with the cable locking feature facing down.
- ❑ Next, plug the power cable into the EcoFlow battery, and the other end into the router.



- ❑ **Position the Starlink dish** to rest on the kickstand. Make sure the dish has a clear view of the sky so it can stay connected with satellites as they move overhead.
  - Objects that obstruct the connection between your Starlink and the satellite, such as a tree branch, pole, or roof, will cause service interruptions. Use the Starlink app to help adjust the orientation of the dish to maximize satellite connection.



- ❑ Once connected, wait for the Starlink system to establish a connection (indicated by a solid white light on the router). *For troubleshooting, use the Starlink app.*

The light of the router determines the status of the router, as defined below:

Flashing White Light	Trying to connect. The light will turn solid white when setup is complete and the router is connected to the internet, or solid red if the router cannot get a connection to the internet in 20 minutes.
Solid White Light	Connected to internet. Will turn off after 1 hour.
No Light	No power to router. With good connection, the light will turn off after 1 hour.
Red Light	Not connected to the internet,
Violet Light	Router is in bypass mode. Will turn off after 1 hour. Factory reset required to exit bypass mode

#### 4. Get Connected to the Internet

- ☐ Connect to the STARLINK network from your device Wi-Fi settings. 'STARLINK' is the router's default Wi-Fi network name (SSID).
- ☐ To secure your Starlink Wi-Fi network, use the Starlink App to rename your Starlink Wi-Fi network and create a Wi-Fi password. Open the Starlink App > Settings > Router > enter desired Wi-Fi network name and password > Save.

**NOTE YOUR STARLINK NETWORK NAME AND PASSWORD HERE:**

<b>NETWORK NAME:</b>	
<b>NETWORK PASSWORD:</b>	

#### TAKE IT FOR A TEST DRIVE

- ☐ Using a laptop, tablet, or phone, connect to your Starlink Wi-Fi network.
- ☐ Practice making video calls, searching the internet, or using other cloud-based platforms you normally use for your day-to-day work.
- ☐ Monitor the EcoFlow Battery charge level and replenish power using solar panels as needed.

#### SHUTDOWN PROCEDURE

- ☐ Power off all connected devices.
- ☐ Disconnect the Starlink dish, router, and power supply and pack them inside the case.
- ☐ Fold and store the solar panel in its case.
- ☐ Power down the EcoFlow Battery and pack it in its carry case.

#### POST-EXERCISE CHECKLIST

- ☐ Inspect all equipment for wear, damage, or missing components. Inventory the kit and take note of any technical issues you experienced.
- ☐ Clean components as needed.
- ☐ Complete any battery maintenance actions as specified by the maintenance guide.
- ☐ Record the exercise and battery recharge levels in the attached maintenance log.

## Starlink & EcoFlow Field Exercise & Maintenance Log

Date:		Name:			
<b>Equipment Exercised</b>		<b>EcoFlow Maintenance Protocol</b>			
EcoFlow Battery	Y / N	<b>Step</b>	<b>Action</b>	<b>Completed</b>	<b>Charge Level (%)</b>
EcoFlow Solar Pannel	Y / N	1	Battery Drain (target = empty)	Y / N	
Starlink Kit	Y / N	2	Battery Charge (target = full)	Y / N	
Starlink Activated?	Y / N	3	Final Discharge (target = 60%)	Y / N	
<b>Notes:</b>					

Date:		Name:			
<b>Equipment Exercised</b>		<b>EcoFlow Maintenance Protocol</b>			
EcoFlow Battery	Y / N	<b>Step</b>	<b>Action</b>	<b>Completed</b>	<b>Charge Level (%)</b>
EcoFlow Solar Pannel	Y / N	1	Battery Drain (target = empty)	Y / N	
Starlink Kit	Y / N	2	Battery Charge (target = full)	Y / N	
Starlink Activated?	Y / N	3	Final Discharge (target = 60%)	Y / N	
<b>Notes:</b>					

Date:		Name:			
<b>Equipment Exercised</b>		<b>EcoFlow Maintenance Protocol</b>			
EcoFlow Battery	Y / N	<b>Step</b>	<b>Action</b>	<b>Completed</b>	<b>Charge Level (%)</b>
EcoFlow Solar Pannel	Y / N	1	Battery Drain (target = empty)	Y / N	
Starlink Kit	Y / N	2	Battery Charge (target = full)	Y / N	
Starlink Activated?	Y / N	3	Final Discharge (target = 60%)	Y / N	
<b>Notes:</b>					

## Starlink & EcoFlow Field Exercise & Maintenance Log

Date:		Name:			
<b>Equipment Exercised</b>		<b>EcoFlow Maintenance Protocol</b>			
EcoFlow Battery	Y / N	<b>Step</b>	<b>Action</b>	<b>Completed</b>	<b>Charge Level (%)</b>
EcoFlow Solar Pannel	Y / N	1	Battery Drain (target = empty)	Y / N	
Starlink Kit	Y / N	2	Battery Charge (target = full)	Y / N	
Starlink Activated?	Y / N	3	Final Discharge (target = 60%)	Y / N	
<b>Notes:</b>					

Date:		Name:			
<b>Equipment Exercised</b>		<b>EcoFlow Maintenance Protocol</b>			
EcoFlow Battery	Y / N	<b>Step</b>	<b>Action</b>	<b>Completed</b>	<b>Charge Level (%)</b>
EcoFlow Solar Pannel	Y / N	1	Battery Drain (target = empty)	Y / N	
Starlink Kit	Y / N	2	Battery Charge (target = full)	Y / N	
Starlink Activated?	Y / N	3	Final Discharge (target = 60%)	Y / N	
<b>Notes:</b>					

Date:		Name:			
<b>Equipment Exercised</b>		<b>EcoFlow Maintenance Protocol</b>			
EcoFlow Battery	Y / N	<b>Step</b>	<b>Action</b>	<b>Completed</b>	<b>Charge Level (%)</b>
EcoFlow Solar Pannel	Y / N	1	Battery Drain (target = empty)	Y / N	
Starlink Kit	Y / N	2	Battery Charge (target = full)	Y / N	
Starlink Activated?	Y / N	3	Final Discharge (target = 60%)	Y / N	
<b>Notes:</b>					





# HAWAII FOODBANK

## STARLINK & ECOFLOW EQUIPMENT AGREEMENT

Our organization acknowledges that, as an Agency Partner of Hawai'i Foodbank, Inc., we are receiving this equipment to ensure backup communication capabilities in the event of power, internet, or cellular network failures. We understand that this equipment is intended to assist Hawai'i Foodbank, Inc. in coordinating and delivering feeding services to the broader community during disaster.

**By signing this agreement, we acknowledge and agree to the following:**

- We are responsible for ensuring that Starlink equipment is stored in a secure and safe location. This includes:
  - Keeping the equipment in a dry, temperature-controlled environment to prevent any potential damage.
  - Limiting access to the storage area to authorized personnel only to maintain the integrity and security of the equipment.
- We are entrusted to use and maintain the Starlink and EcoFlow equipment in good working condition, free of damage beyond normal wear and tear. This includes ensuring:
  - The battery is functional and properly maintained to ensure it holds a charge.
  - The Starlink dish and router are free of physical damage and able to connect as intended.
- We understand the Kit Use Expectations and agree to return the equipment to Hawai'i Foodbank, Inc. if regular maintenance and field testing are not performed as described. Upon return, we will ensure:
  - All components and accessories (Starlink dish, router, EcoFlow battery, cables, and carrying cases) are accounted for and included to allow for immediate redeployment.
- We will add Hawai'i Foodbank as an "Admin User" on our Starlink account (see User Guide for instructions). This ensures we can reactivate and deploy the equipment if it is returned or if there are unexpected changes in account ownership.
- If technical issues or equipment failures occur, we will notify the Hawai'i Foodbank team immediately so they can address the issue promptly.
- In the event of loss or theft, we will report the incident to law enforcement within 24-48 hours and notify Hawai'i Foodbank, Inc. as soon as possible.
- Our organization is responsible for covering any monthly service charges associated with the Starlink account.

**AGENCY PARTNER**

Agency Name: \_\_\_\_\_ Account Number: \_\_\_\_\_

Authorizing Signature \_\_\_\_\_  
(Executive Director, Board President, Sr. Pastor, Feeding Program Manager)

Print Name \_\_\_\_\_

Title: \_\_\_\_\_ Date: \_\_\_\_\_

---

**HAWAI'I FOODBANK, INC.**

Authorizing Signature \_\_\_\_\_  
(Hawai'i Foodbank Representative, Director, Vice President, President)

Print Name \_\_\_\_\_

Title: \_\_\_\_\_ Date: \_\_\_\_\_