elekeeper App User manual

Document Version Release Date V3.0 March 8, 2025

Overview

This document describes the common procedures for elekeeper App.

Audience

This document is applicable to elekeeper plant distributor, installer, and owner users.

Revision History

Date	Document	Revision Description
	Version	
November 1,	V1.0	First release
2022		
December 16,	V1.1	Updated screenshots
2022		
April 23, 2023	V1.2	Updated new version of UI screenshots
January 8,	V2.0	Updated the new brand elekeeper and new
2024		functions
March 8,2025	V3.0	Updated some new functions

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1 Introduction to elekeeper

elekeeper is an intelligent energy management system that integrates energy production, battery, charging, and consumption. It supports real-time monitoring of energy production, battery, charging, consumption, and device operating data and provides functions such as AI saving, safety diagnosis, energy dispatching, and intelligent service.

2 Downloading and Installing the App

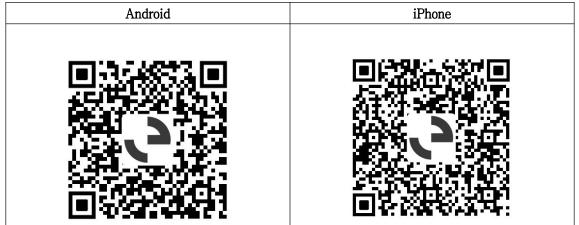
2.1 Mobile Phone and Network Requirements

Mobile phone operating system requirements: Android 5.0, iOS 11.0, or higher To ensure stability of App functions, it is strongly recommended to use a mobile phone with Android 8.0, iOS 13.0, or higher while the mobile phone supports connection to the Internet.

2.2 Installation Methods

Method 1: Downloading and installation through the application market

Android users: Search, download, and install elekeeper through the application market. iPhone users: Search, download, and install elekeeper through the application market.



Method 2: Downloading and installation by scanning the QR code

3 Selecting a Network Node

Network nodes include Chinese node, European node, and international node (except Europe and China).

After you open the App, the system automatically locates the corresponding network node according to the mobile phone IP address. You can perform switchover through Network Node in 'more items' at top right corner of the login page.

	Language Network Node
	Local Connection
Select a node	
e system will connect to the server for e corresponding region, please select e correct one.	Username/Email Username/Email
Ochinese Node Applicable for users in mainland China	Password Please enter the password
European Node Applicable for users in Europe	Register Eorgot Password?
International Node Applicable for users in North America, South America, Africa, Oceania, and other countries and regions in Asia	Login
Help Confirm	Visitor Demo

4 Obtaining Account and Password

4.1 Owner User

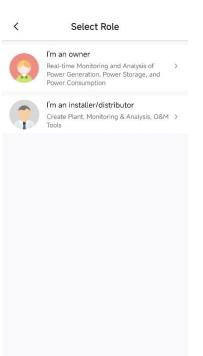
You are recommended to contact an installer who will register an account for you (You need to provide a username, email, or mobile phone number). Your password will be emailed to owner after successful registration. You can also choose to register an account by yourself.

The procedures are as follows:

① Click Sign up.

		•
رم	l.ªkeeper	
E-Mail		
Enter your e		~
Password Enter passwo	ord	
Sign up	Forgot pa	assword
	Login	
	Visitor Demo	

② Click I'm an owner.



3 Enter registration information.

<	Register	
Role Type		
Owner		
Username		
Please enter		
Country/Region		
Please select		>
Time Zone		
Please select		>
Email 🛈		
Please enter a	valid Email	
Password ①		
Please enter		אועל
Agree «User Reg i	istration Agreement》	
Agree «Owner Pr	rivacy Policy》	
	email notifications 《New F on》Information on new pr r news	
Cor	nfirm Registration	

4.2 Distributor/Installer User

If your company has registered an account, contact your company's administrator who will register a subaccount in the system. Otherwise, click Sign up to register an account by yourself.

The procedures are as follows:

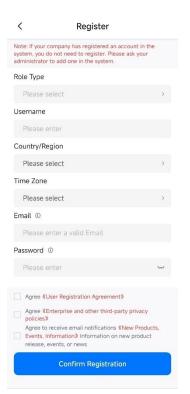
1 Click Sign up.

•••
vivkeeper
E-Mail Enter your email
Password Enter password
Sign up Forgot password?
Login
Visitor Demo
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② Click I'm an installer/distributor.



③ Enter registration information.

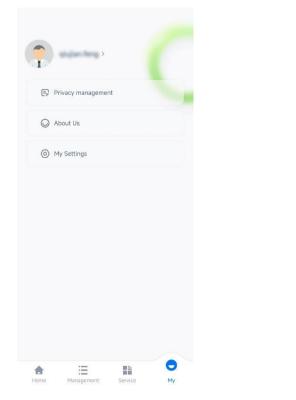


5 Logging in to and Logging Out of the App

Log in to the App.

<u>ر</u> مار	€¢	eper	
E-Mail			
Enter your er	nail		~
Password			
Enter passwo	ord		
Sign up		Forgot p	assword?
	Lo	gin	
	Lo	gin	
		gin • Demo	

Log out of the App.



Personal Information > Language English System Units > Clear Cache 337.84KB Check Update V2.6.0.1 Cancel Account >
System Units > Clear Cache 337.84KB > Check Update V2.6.0.1 >
Clear Cache 337.84KB > Check Update V2.6.0.1 >
Check Update V2.6.0.1 >
Cancel Account >
Sign out

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On 'My page', click My Settings and Sign out.

6 I'm a Visitor

A visitor user can click 'Visitor Demo' on the login page. After selecting a role that you want to experience (Enterprise is a distributor or installer; owner is an end user), enter the demo system to experience it.

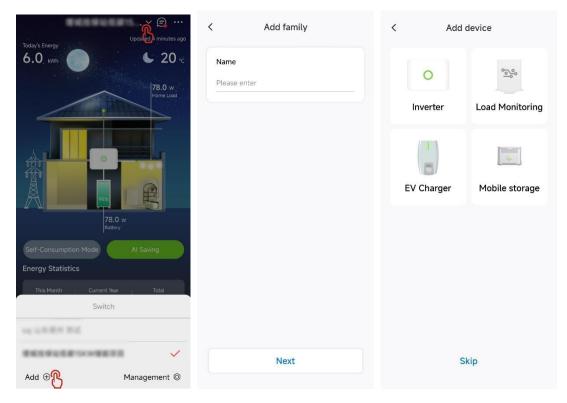
•••	÷
www.	Enterprise
	Country/Region
E-Mail	
Enter your email 👻	* 💄 Username
Password	A Mobile Phone Number
Enter password	
Sign up Forgot password?	• Industry V
	🏦 Company
Login	• Email
Visitor Demo	Email verification code Send
8	Agree to receive email notifications 《New Products, Events, Information》 Information
	Enter

7 I'm an Owner

An owner user can monitor operating status of the plant and achieve plant/device management, energy management, analysis reports, and after-sales services through elekeeper App.

7.1 Creating a Plant

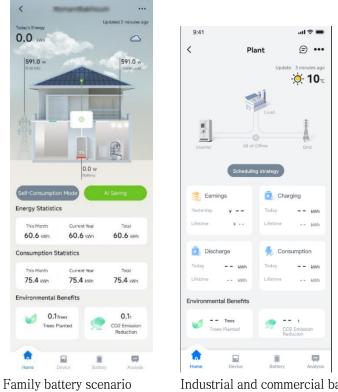
On Home page, click plant switching button at the top. Click Add in the plant list. Enter plant (family) name. Select a device type to be added, enter or scan device SN, and click +. Enter information such as plant capacity, plant type, country/region, plant time zone, and detailed address. Create a plant.



< Add	< Complete site inform
	* Name
Please enter the SN	Please enter the name
Supports inverter SN/SEC Module SN/EMS	SN * Country/Region
EMS module	Please select 2
SN	Plant Time Zone
Inverter	Please select >
SN	Detailed Address
	Please enter the detailed address
	* Use Туре
	Industrial and Commercial Roof ~
	* Is photovoltaic installed
	Yes ~
	* Capacity ③
	0.0 kWp
	Number of Components
	Please enter
	PV Panel Azimuth ©
	Please enter
	PV Panel Inclination ©
Next	Please enter
	Previous Create Plant

7.2 Energy Management

On the Home page, you can query the overview of the plant including real-time operating status, energy flow direction, energy production, battery, charging, consumption statistics, earnings, and environmental benefits. App also supports setting device working mode and AI Saving function.



Industrial and commercial battery scenario

Basic plant information: Today's generated energy, device working state, energy production, battery,

charging, and consumption powers, and energy flow chart of plant.

Device working mode: App supports setting the UPS, self-consumption mode, time-of-use mode, back-up mode, and TOU mode.

Self-consumption mode: Power generated by PV plant is first supplied to load. Remaining power is used to charge the battery and then sold to the grid.

Time-of-use mode: Set charging and discharging of the battery according to rate difference during peak and valley periods of local power grid.

Back-up mode: Preferentially keep battery in fully charged state. Discharge battery only when mains supply is abnormal.

AI saving function: Enable/Disable this function and set geographic location and rate (fixed, time-of-use, and dynamic) of the plant.

(Notes: 1. The system will use power generation forecast and load forecast data to make a simulated calculation according to rate to automatically generate a series of battery charging and discharging strategy instructions with the aim of minimum electricity cost.2. The system will automatically set inverter according to strategy instructions to achieve the objective of minimum electricity cost.3. After Scheduling strategy function is enabled, it indicates you agree the system controls your inverter. If you don't want the system to control your inverter, disable this function.)

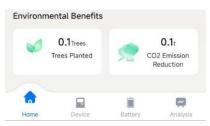
Energy statistics: This month's/Current year's/Total energy generated.

Consumption statistics: This month's/Current year's/Total consumption.

Outage protection: App supports enabling/disabling battery back-up mode. After this function is enabled, you can set outage time in advance. The system will fully charge the battery in advance before outage so battery can be used by the load after outage.



Environmental benefits: Environmental benefits are equivalent to Trees Planted and CO2 Emission Reduction.



7.2.1 Plant Switchover and Editing

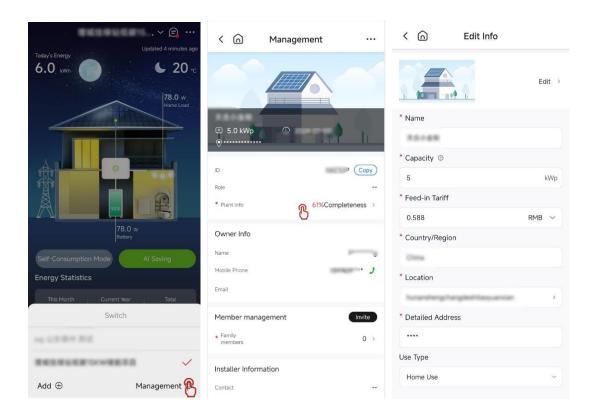
Plant switchover: If an owner user installs and adds multiple plants, click drop-down arrow at the top to unfold the "plant list" for plant switchover.



In "plant list", click Management and select a plant to query plant, owner, installer, and device information. Click Plant Info Completeness to edit basic plant information.

Click … at top right corner of Management page to "delete" a plant.(You must enter account and password to confirm identity).

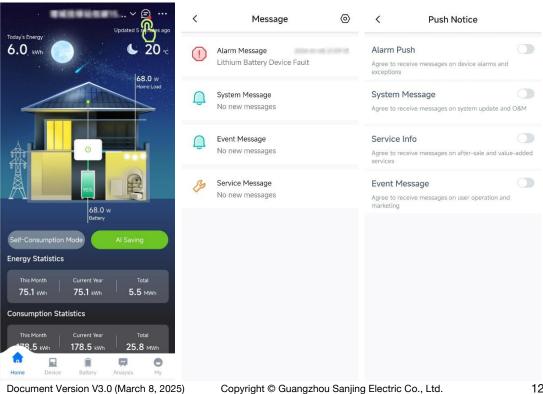
You can also quickly enter plant management page by clicking … at top right corner of the Home page > Management.



7.2.2 Message

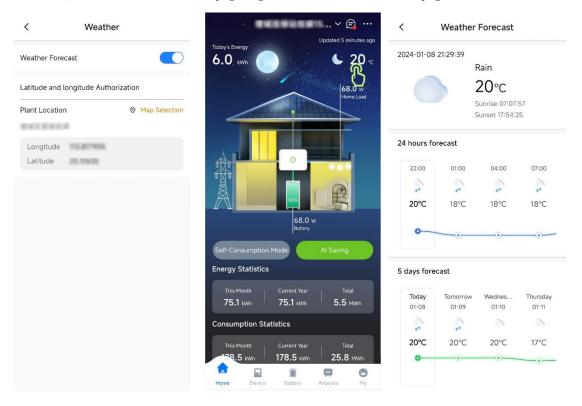
Click Message at top bar of Home page to query alarm, system, event, and service messages, as shown in the figure.

Click Setting button at top right corner of Message to set enabling/disabling the message push function.



7.2.3 Weather

Click "…" at top right corner of Home page > Weather to set whether to enable the Weather Forecast function and query the authorized location of longitude and latitude of the plant. After Weather Forecast function is enabled, the App supports real-time update of weather. At the same time, click the weather icon on page to go to Weather Forecast detail page.



For the energy flow chart on Home page, App supports automatic switchover of dynamic effects of weather according to real-time weather.

The following are screenshots of weather effects on a sunny day, cloudy day, rainy day, and at night.









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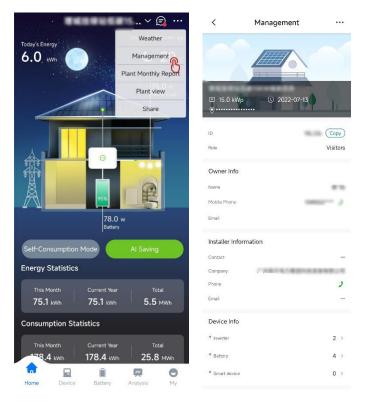
7.2.4 Management

Click "…" at top right corner of Home page > Management to query information about overview, owner, installer, and device of selected plant.

Click the Plant Info Completeness field to edit basic plant information.

Select a specific device in 'Device Info' field to query detailed information about this device.

Click "…" at top right corner to "delete" a plant. (You must enter account and password to confirm identity).



7.2.5 Visitors Management

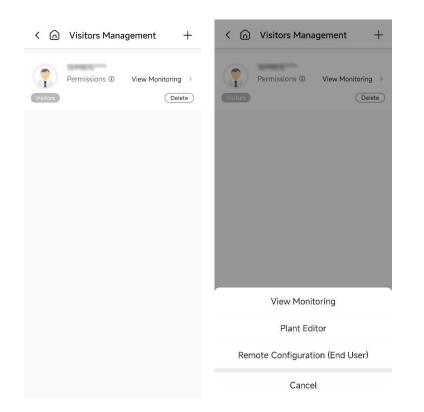
Click "…" at top right corner of Home page > Visitors Management. Enter user account/mobile phone number/email to add a plant visitor.

Visitors Permissions: (optional)

View Monitoring: Only supports viewing plant monitoring details.

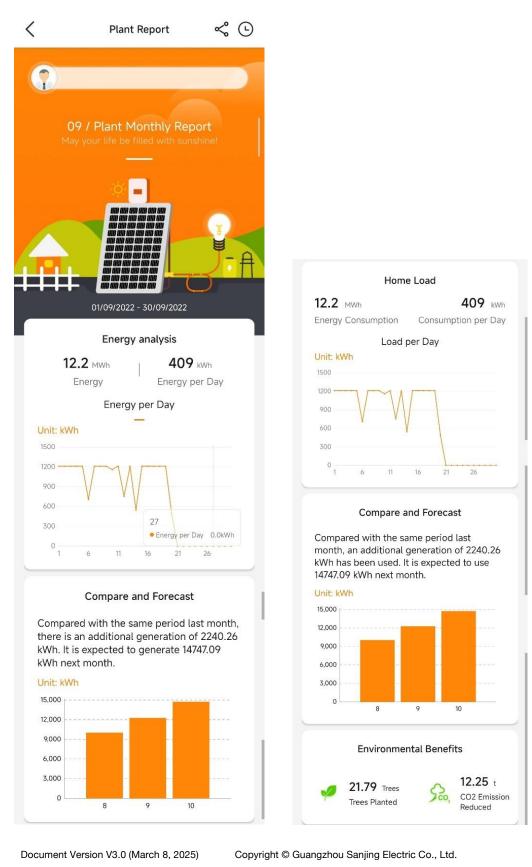
Plant Editor: You can view and modify a plant.

Remote Configuration (End User): You can view and modify a plant. You can also perform a remote connection to view data.



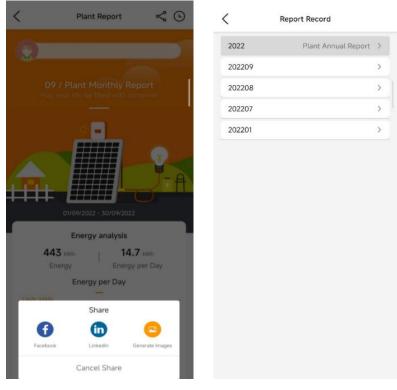
7.2.6 Plant Monthly Report

Click " … " at top right corner of Home page > Plant Monthly Report to view a plant monthly report, including energy analysis, energy comparison and forecast analysis, load analysis, load comparison and forecast analysis, and other analyses.



Click \checkmark at top right corner of Plant Monthly Report page to share a monthly report.

Click \bigcirc at top right corner of Plant Monthly Report page to query more annual and monthly reports.



7.2.7 Plant View

Click "…" at top right corner of Home page > Plant View to view the PV connection and layout, and real-time electrical parameter data (power, current, and voltage) of the plant.

< 6	Plant	view				
Q Please enter the device SN						
All 1	Normal 1	e Alarm O	Offline 0			
	SN:E1					
P: 0W I: 0A U: 0.00V PV1	P: 0W I: 0A U: 0.00V PV2	P: 0W I: 0A U: 0.60V PV3				

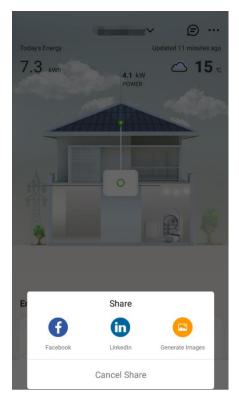
7.2.8 Plant Map

Click " \cdots " at top right corner of Home page > Plant Map to view geographical location of the plant.



7.2.9 Share

Click "…" at top right corner of Home page > 'Share' to share energy production, battery, charging, and consumption information of the plant to platforms such as Facebook and Linkedin.



7.3 Device

On Device page, you can add, delete, query, and edit device information and query device alarm messages.

<	Device	<u>ö</u> 🕀	<	Inverter Details		<	Device	Ó	Ð
All Inverte	r Collector		Real-time Status		Normal	All Inverte	er Collector		
Normal		Q •••	Current Power		2543.0 W	Normal	APROPERTY AND INCOME.	9	•••
0	Current Power: 1131.0 W Production Today: 0.7 kWh		Alarm		>	o	Current Powe Production Tod		
	Total Energy Generated: 2.7 Warranty Date: 2033-01-09		🔴 Urgent Alarm	Important Alarm	🥮 General Alarm		Total Energy Generate Warranty Date	-	
			0	0	0				
			Model		10-08-12				
			Rated Power		10.0 kW				
			Alias	+0121036	2210630052				
			Plant	******					
			Inverter SN	+27243622488	Сору	-	Select device		
			Module SN	M64106222708	Сору				
			Module Firmwan Version	9	+ 327		Inverter		
			Display Board Version		+ 240		Mobile storage		
			Control Board Version		+6.212		EV Charger		
			Device Owner	CH814182H			EMS		
			PV Info						
Home	Device Battery	Analysis		638.90 V 2.4 A	1533.0 W		Cancel		
	Version V3.0 (Ma		5) Co	pyright © Guang	zbou Soniin	- Electric Co	Itd		2

7.3.1 Remote Setting

Click \bigcirc on Device page to quickly connect to the device to perform remote setting/operation and maintenance. (Alternatively, enter device SN under My page \rightarrow Remote Configuration \rightarrow Cloud Connection to do above).

	Device	à	•	Remote Configuration	Û	K Cor	nection Method
 Normal 	Current Power	1372.0 W	P R	Cloud Connection		Please select a co	nnection method
0	Production Today Total Energy Generated Warranty Date	0.6 kWh 2.7 MWh	-	2 Device maintenance	>	Bluetooth	WiFi Cloud Connection
Normal			Q	🚊 Initial Setting	>		
 Normal 	Current Power Production Today	1986.0 W 0.4 kWh	÷.	Battery	>		
<u> </u>	Total Energy Generated Warranty Date	3.0 MWh	.	S Protection parameters	>		
				Feature parameters	>		
				Power adjustment	>		
				Vorking modes	>		
				Export limitation setting	>		
•			0				
	and the second	nalysis	My				

7.3.2 Adding a Device

Click + at top right corner of Device page. Select a device type to be added. Enter and scan device SN, or search a device via Bluetooth.

<	Device	<u>à</u> 0
All Inver	ter Collector	
Normal	Current Powe Production Tod	Q ····
	Total Energy Generate Warranty Date	
6	Select device	
	Inverter	
	Mobile storage	
	EV Charger	
	EMS	
	Cancel	

7.3.2.1 Adding inverter

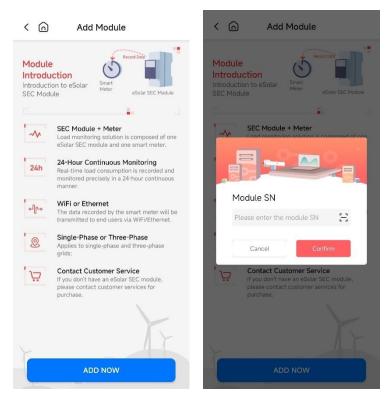
Select Inverter type. Enter or scan inverter SN, and enter access component power and inverter alias. Click Save.

<	Add Inverter	
* Inverter S	5N	
Please ei	nter the inverter SN	Ξ
* Access C	omponent Power	
Please e	enter	kWp
Inverter Ali	as	
Please e	enter	
	Save	

7.3.2.2 Adding communication module

Choose to add a "communication module" device. Click ADD NOW. Enter or scan the SN. ClickDocument Version V3.0 (March 8, 2025)Copyright © Guangzhou Sanjing Electric Co., Ltd.22

Confirm.



7.3.2.3 Adding Smart Plug

Choose to add smart plug devices, then click next step, and complete network configuration after Bluetooth connection.

K Device 🛕 (< n Add device	<
All Inverter	Please connect the smart plug to the power supply and wait for the indicator light to flash	at
Normal Current Power: 0.0 W Production Today: 0.0 kWh Toda Elreng Generated: 0.0 kWh Warranty Date: Today's equivalent hours: 0h	fast, or long press the on/off button for 3 seconds until the indicator light flashes fast to enter the distribution state.	
, Select device		Turned on
Inverter		0.001 6.475 0 Today's consu Cumulative us Power
Mobile storage		(kWh) (kWh) (W)
EV Charger		Same Data →
Communication Module		⑦ Timer settings >
Smart plug		Connection Method
Third party device	Next	Data update time: 2025-03-14 22:08:42
Cancel		

7.3.2.4 Adding Third party device

Choose to add a "third-party device" category device, then select "brand", and follow the prompts to complete the addition

7.3.3 Device Alarm

Click alarm prompt icon at top right corner of Device page to query a device alarm message including alarm state, level, time, and solution.

Device	🚊 <table-cell-rows> <</table-cell-rows>	Alarm Message	· \7=	< 6	Alarm Details
Normal		Battery EVch	anger Air co	Event:	Grid Lost
Current Power 1372. Production Today 0.6 kV	Wh	Closed		State:	Not processed
Iotal Energy Generated 2.7 M		oltage 10 min. Average O	vervoltage.	Level:	🥚 General
	State	Not Processed This is the name of a pow	ver station	Inverter SN:	(a) (a) (a) (b) (b) (b) (b) (b) (b) (b) (b) (b) (b
Normal	Inverter SM			Plant:	
Current Power 1986. Production Today 0.4 kV	Wh Update tin	2021/07/02 12:12:12		Start Time:	2024-01-08 18:08:35
Total Energy Generated 5.0 M	IWh .			Updated on:	2024-01-09 07:36:14
	Grid V State	oltage 10 min. Average O	vervoltage.	Alarm Cause:	inselse cannot delect grid vollage
	Plant Inverter St Device SN		ver station	Solution	of it and disc. check for tripped
	• Grid V State Plant	e 2021/07/02 12:12:12 Voltage 10 min. Average O Not Processed This is the name of a pow		culture are free culture are free found, fairs are to grid, 5. Fifte wa	R2 site, and check F the number R2 connected, 1. F no problems are a R2 solid, and economic to the ming periods, planes context poor spoketure's service context
	Inverter SN Device SN Update tin	e 2021/07/02 12:12:12		Event Record	>
				Processing Rec	cord >
	Grid V State Plant	Oltage 10 min. Average O Not Processed This is the name of a pow			
Home Device Battery Analysis	O	Mannually Close A	I		

7.3.4 Device Details

On Device page, select a device from device list to query details of this device, including real-time status, current power, energy statistics, and device parameters.

	Device	Ó	Ð	< 6	Inverter Details	s	Curve Analysi	
Normal	-		ø	Real-time Status		Normal	۲ (۵ ات 2024-01-09)	Parameter
Norma	Current Power	1372.0 W	-	Current Power		10098.0 W	Unit :W	
0	Production Today Total Energy Generated	0.6 kWh 2.7 MWh		current offer		10070.0 11	10000	
R	Warranty Date	2.7 1919911	8	Alarm		>	8000	/
0				_			6000	(
Normal	H2T210362210E00	062	P	Urgent Alarm	Important Alarm	General Alarm	4000	
	Current Power Production Today	1986.0 W 0.4 kWh		0	0	U	2000	
0	Total Energy Generated	3.0 MWh		Energy Statisti			0	1
	Warranty Date	100.00		Energy Statistic	25		07:40 07:47 07:50 08:20 08:50	09:20 09:50
				Today	Current Month	Total	07:40	0 10:0
				6.5 kWh	594.3 kWh	1.5 MWh		
							Energy Statistics	Ę
				Model				
				Rated Power			Week Month Year	Total
				Alias			2024-01-03 - 2024-01-0	19 🕥
				Plant			Unit :kWh	
				Inverter SN		Сору		
				Module SN		-	80	
				Module Firmw			60	
				Version			50	
				Display Board Version			30	
1				Control Board Version			20	
		~	•	The function of the second sec				

Click "…" at top right corner of Device Details page to edit and modify device information or delete device (You must enter login password to confirm identity).

< 6	Inverter Details		< 6	Inverter Detail	s
Real-time Status		Edit Info	Real-time Status	5	Normal
Current Power	De	elete Inverter	Current Power		10098.0 W
Alarm		>	Alarm		>
lurgent Alarm	Important Alarm	🥮 General Alarm	🔵 Urgent Alarm	n 🛑 Important Alarm	General Alarm
0	0	0	0	0	0
Energy Statist	tics		Enen		
Today	Current Month	Total	F	Please enter your le password	ogin
6.5 kWh	594.3 kWh	1.5 MWh	6		Vh
Model		No. 254 12:52	Mod C.	ancel Co	onfirm -32
Rated Power		25.0 kW	Rated Power		25.0 kW
Alias	Rec(253.2	549C28096 >	Alias	Notices	
Plant	ARROWED IN		Plant	*****	
Inverter SN	REPAIRS	Сору	Inverter SN	MACON LOW	Сору
Module SN	MARGINE	Сору	Module SN	MARGINE	Сору
Module Firmwar Version	e	+ 252	Module Firmwar Version	re	4.00
Display Board Version		-4.75	Display Board Version		16.75
Control Board		-1.000	Control Board		

7.4 Battery

On Battery page, you can query information about remaining capacity, power, and temperature of battery, set device working mode, and query battery SOC analysis and battery details (battery cluster,

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battery SN, model, software version, and state).

< Batt	tery	<	!S	< 🍙 🛛 Battery	y Cluster
8	2,%	Working Modes ③ Self-consumption mode Try to use photovoltaic and batter much as possible to power the loa dependence on the power grid.		Battery Cluster Model Number of Batteries BMS Software Version BMS Hardware Version	82-00 - 1 - 1 - 1
Char 16.79 Estimated to be fully cha Battery Power 558.0 w	kWh	Al Saving ⑦ Once enabled, Al will automaticall scheduling strategies to minimize costs.		Battery1 SN Model BAT Software Version State	Expand > v1.09 Charging
Battery Temperature 22.0 ∘c	SOH GOOD	Outage Guard ③		Battery2	Expand >
Working Modes Self-consumption m	node			Model BAT Software Version State	v1.09 Charging
Battery Level G Battery Info Number of Batterie	s: 4			Battery3 SN Model BAT Software Version	Expand >
Home Device	Battery Analysis			State	Charging

Battery analysis: You can view battery SOC trend.

< 🍙 Battery Level Graph

Battery	/ Level						2
0		7	2024	-01-09			0
Unit :%							
80							
60							
40							
20							
00:00	00:50	02:30	04:10	05:50	07:30	09:1	0
00:00	0					0	10:10

7.5 Analysis

On the Analysis page, an owner user can query total/yearly/monthly/weekly/daily generated energy, consumption, import energy and export energy, as well as visual charts such as energy comparison charts. All visual charts support full-screen preview and sharing functions.

7.5.1 Chart Analysis for Grid-connected Plants

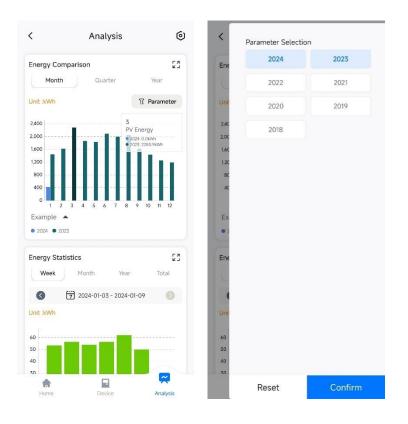
Curve analysis: The X-axis is time and Y-axis is user-defined parameter. Click Parameter to define multi-dimensional analysis parameters: AC output total power, energy curve, DC power, DC current, and DC voltage. User-defined analysis date is supported.

C Analysis	0	<	Recommend	lation An	alysis
Curve Analysis	23	Cui	AC Output Power		Energy Curve
	Parameter		DC Analy	sis	AC Analysis
Jnit :W		Unit	DC Power		
10:00 80 AC Output Total		80	PV1	PV2	PV3
Power: 5036.0W	\bigvee	60C	DC Current		
4000		400	PV1	PV2	PV3
0		200	DC Voltage		
07:20 07:30 08:10 08:50 09:3 07:20 0	30 10:10 0 10:20		PV1	PV2	PV3
0/20	0 10.20	07:	AC Voltage		
Energy Statistics	23	Ene	L1	L2	L3
Week Month Year	Total	L	AC Current		
2024-01-03 - 2024-01-09	0		L1	L2	L3
Jnit :kWh		Uni			
01/09 8 • PV Energy: 8.43kWh		8			
δ		6 -			
4		4 -			

Energy statistics: In curve analysis, select "Energy curve" parameter as the Y-axis to query generated energy curve graph.

Energy Statis	Anal		23
Week	Month	Year	Total
6 f	2024-01-0	3 - 2024-01-09	9 🔘
Unit :kWh			
30			
20			
10			
	1/04 01/05 01	/06 01/07 01/	
01/03 0	parison		01/09 53
0 01/03 0 Energy Comp Month			
Energy Com	parison	rter	23
Energy Com Month	parison	rter	23 Year
01/03 0 Energy Com Month Jnit skWh	parison	rter	23 Year
anas a Energy Comp Month Jnit :kWh	parison	rter	23 Year
Onvos o Energy Comp Month Jnit skWh	parison	rter	23 Year
Month	parison	rter	23 Year
01/03 0 Energy Com	parison	rter	23 Year

Energy comparison: The X-axis is time and Y-axis is generated energy. You can select year/quarter/month. Year-on-year/quarter-on-quarter/month-on-month comparison analysis and user-defined analysis time are supported.

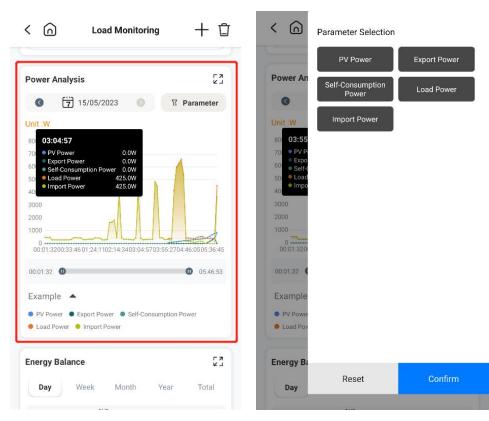


7.5.2 Load Monitoring Chart Analysis

Self-consumption/Self-sufficiency: Statistics of total/yearly/monthly/weekly/daily generated energy/export energy and consumption/import energy can be generated.

Model				eSolar SEC
Module SN			M5370G2	034000970
Firmware Version				v1.006.
Day	Week	Month	Year	Total
0	Ġ	3 15/05/202	23	
Energy: 0.5	7 kWh			
Self-Consum	ption: 0.49	kWh		
C				86.09
Export Energy	y: 0.08 kW	1		14.09
Energy Con	sumption	: <mark>5.8</mark> kWh		
Self-Sufficien	cy: 0.49 k\	Vh		
-				8.4%
Import Energ	y: <mark>5.31</mark> kW	h		
				91.69

Power analysis: The X-axis is time and Y-axis is power. Click Parameter to select PV power, export power, self-consumption power, load power, and import power. User-defined analysis time is supported.



Energy balance: The X-axis is time and Y-axis is energy. Energy includes PV energy, export energy, self-consumption energy, load consumption energy, and import energy. A histogram is used for comparative analysis. User-defined analysis time granularity (total/year/month/week/day) is supported.

00:01:32		05:46:53
Example 🔺		
• PV Power • E	xport Power 🛛 鱼 Self-Consumptio	on Power
Load Power	Import Power	
Energy Balanc	e	Г Л
Day W	/eek Month Yea	r Total
	ion month fea	Total
0	14/05/2023	0
Jnit :kWh		
	14/05/2023	
120	 PV Energy Export Energy 	124.38kWh 106.46kWh
80	 Self-Consumption En Load Consumption En 	
60	 Import Energy 	14.17kWh
40		
20		
0	14/05/2023	
Example 🔺	14/03/2023	

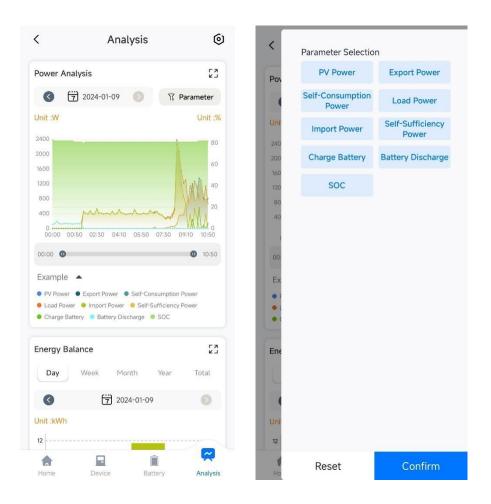
7.5.3 Chart Analysis for Energy Storage/AC-coupled Plants

Self-consumption/Self-sufficiency:

Statistics of total/yearly/monthly/weekly/daily generated energy/export energy and consumption/import energy can be generated.

		Analysis		
Day	Week	Month	Year	Total
Ø	6	2024-01-0	09	
Energy:	1.8 kWh			
Self-Cons	umption: 1.8	kWh		
_				100.0%
	umption: 1.8 ergy: 0.0 kW			0.0%
Export En	ergy: 0.0 kW		n	
Export En	ergy: 0.0 kW	h n: 6.8 kWł	n	
Export En	ergy: 0.0 kW Consumptio	h n: 6.8 kWł	'n	
Export En Energy (Self-Suffi	ergy: 0.0 kW Consumptio	h n: 6.8 kWi	'n	0.0%

Power analysis: The X-axis is time and Y-axis is power. Click Parameter to select PV power, export power, self-consumption power, load power, and import power. User-defined analysis time is supported.

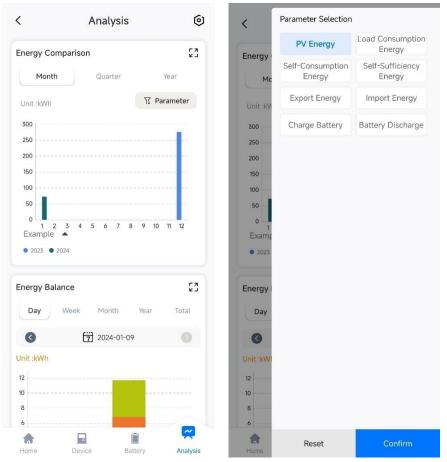


Energy balance: The X-axis is time and Y-axis is energy. Energy includes PV energy, export energy, self-consumption energy, load consumption energy, and import energy. A histogram is used for comparative analysis. User-defined analysis time granularity (total/year/month/week/day) is supported.

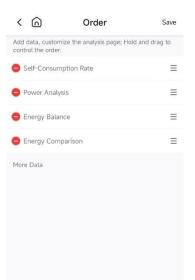


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Energy comparison: The X-axis is time and Y-axis is energy. You can select year/quarter/month. Year-on-year/quarter-on-quarter/month-on-month comparison analysis is supported.



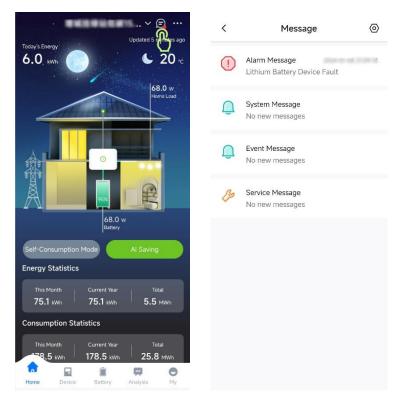
Click at top right corner of Analysis page to customize analysis charts of the page and their order, including self-consumption rate, energy comparison, energy balance, and power analysis.



7.6 Message Management

Click at top right corner of Home page to enter Message page.

On Message page, an owner user can query message push, including alarm, system, service, and event messages. Click Setting button at top right corner of Message to set enabling/disabling the message push function.



7.6.1 Alarm Messages

Alarm message list includes alarm messages that are to be processed, and have been processed and closed. Open an alarm event, and you can view information about the alarm level, object, time, cause, solution, event record, and processing record.

·) · · · · · · · · · · · · · · · · · ·	<	Event Record
hanger Air co		
Event: Grid Overcurren	Event No.:	4'
State: Not processed	Event Time:	2024-01-09 16:22:15
Vervoltage. Level: OVrgen	Event Info:	L1 Hardware Overcurren
Inverter SN:	Event and.	
Plant:		
Start Time:	Event No.:	42
Updated on:	Event Time:	2024-01-09 15:58:34
Venveltare	Event Info:	L2 Hardware Overcurren
Alarm Cause:		
wer station		
	Event No.:	43
Solution		
1) Please turn off the AC and DC switches and	Event Time:	2024-01-09 15:58:34
check if the AC cables are firmly connected.2) If no	Event Info:	L3 Hardware Overcurren
problems are found, turn on the AC switch and resta		
the inverter. If the error persists, please contact you		
installer or the manufacturer's service center.		
Event Record	>	
Processing Record	,	
Overvoltage.		
wer station		
n		

7.6.2 Other Messages

Include system, service, and event messages.

7.7 My Management

On My page, an owner user can edit personal information and use functions such as online customer service, remote configuration, warranty check, data top up, privacy management, and personal preference.

	beststarts (
F	Privacy management
ß	Online customer service
Ś	After-sales service
Ψ	Remote Configuration
\bigtriangledown	Warranty Check
8	My Achievement
œ۵	Data Top Up
Ľ	Help and Feedback
0	About Us
0	My Settings
Home	Device Analysis My
Docu	ment Version V3.0 (March 8, 202

7.7.1 Personal Information

On My page, click Personal Information or your profile photo to edit profile photo, username, nickname, password, bound email, country/region, time zone, and other information.(Note: Username can be modified only once a year.)

<	Personal Info	rmation		
			Edit	>
Username		(and a	an Cr	>
Nickname		Densities	an Ci	>
Password				>
Mobile Ph Number	one	-	,	>
Email				>

7.7.2 Privacy Management

On My page, click Privacy management to view agreement and policy documents and set system permission (location, camera, and Bluetooth), email push permission (whether to push relevant information to your email), message push permission, and authorization management.

< Privacy management		< Authorization manag
Agreement and policy	>	Personal Data Disclosure Go to authorize > Authorization
System permission	>	«Consent Form for Disclosure of Personal Data»
Email push	>	Personal Information Go to authorize > Authorization
Push Notice	>	《Consent Form for Authorized Processing of Personal Information》
Authorization management	Σ	Remote Operation Go to authorize > And maintenance Authorization «Personal Information Authorization Remote Operation And Maintenance Processing Consent Form»
		Scheduling Control Go to authorize > Authorization
		«Personal Information Authorization Scheduling Processing Consent Form»

7.7.3 Online Customer Service

On My page, click Online customer service to consult an intelligent/manual customer service person.

7.7.4 After-sales Service

On My page, click After-sales service to query information about after-sales service. For details, see elekeeper Intelligent Service User Manual.

Home	
Service in progress	Completed
	Completed
	Closed
No more	
	Service in progress

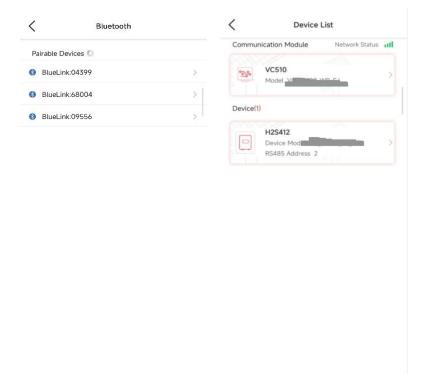
7.7.5 Remote Configuration

On My page, click Remote Configuration to perform remote configuration. Bluetooth, WiFi, and cloud connection methods are supported.

<	onnection Met	hod
Please select a co	nnection metho	od
Bluetooth	WiFi	Cloud Connection

Bluetooth: (Note: Please turn on inverter and mobile phone Bluetooth and ensure communication module connection is normal.)

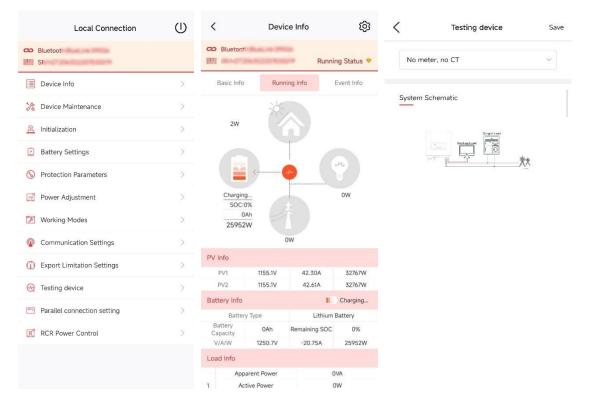
Select a pairable device via Bluetooth. Select the corresponding module to perform related settings.



Communication module settings: (Module mode settings, WiFi configuration, communication system settings, and network diagnosis)

Communicatio	~	Communication Module
odule SN		Module Mode Settings
510801		🛜 WiFi configuration
odule Model	WB-SJ	* WIFI configuration
oduct Code	N/A	Communication System Settings
mware Version	V0.8.3	Communication system settings
ardware Version	V1.0	Nakwad Disensaia
orking Modes	wifi	h Network Diagnosis
		G Restore Factory Settings
		(0) Restart Module
ct	up	
ddress	E8:31:CD:A5:A2:B0	
	60.215	
	255.255.255.0	
ay	10.10.60.1	
SSID	LW	
BSSID	36:E8:89	
Signal	-72dBm	

Inverter settings: (Device info, testing device, counter-current prevention settings, parallel connection settings, and debugging entry)



WiFi: (Please turn on inverter and mobile phone WiFi and ensure communication module connection is normal.)

Module WiFi name is generally "DTU:inverter: XXXXX". After setting and connection are successful, you can configure device information and perform battery and communication settings.

<	Connect to Module WiFi	Inverter WiFi to Router Connectio	Local Connection ()
	se enable WLAN to connect to the WiFi module Fi name of the module is similar to "DTU:inverter:XXXXX	SSID Password	WiFi:Inverter
	• -		Module has been connected with the router Reconfigure \geq
	10:24 & U = 0 Wi-Fi Wi-Fi	Network Name SAJ	Device Info
	DTU: inv(er :22581 Security Reinerdation The file of the security and the security regimendation	Router wiw Password	🎇 Device Maintenance >
	WIFI-005	DHCP	A Initialization
	WIFI-002 ₽ ≠ ① WIFI-002 ₽ ≠ ①		Battery Settings
		Set up successfully OK	S Protection Parameters
	Connected: WLW Conduct setting in the WiFi setting	UK	Power Adjustment
ĺ	Interface NEXT STEP		Working Modes >
L	Can't go to the next step? Click here	SAVE CONFIGURATIONS	Communication Settings
			() Export Limitation Settings

Cloud connection: Note: Currently, supported models include Sununo Plus series, SuntrioPlus series, Sunfree series, R series, C series, A series, H series, and SEC. Enter or scan inverter/SEC module SN.

	Connection Meth	hod
lease select	a connection metho	d
Bluetooth	WiFi	Cloud Connection
Note:		
following proc series, Sunfre H-series, SEC	nection is currently av ducts: Sununo Plus ser e series, R-series, C-s ; inection has a delay o	ries, Suntrio Plus eries, A- series,
Please enter	the SN of the invert	er or the SEC modu
		\$ ⊟
	NEXT STEP	

7.7.6 Warranty Check

On My page, click Warranty Check and enter or scan device SN to query information about device warranty.

Device warranty list:

K Warrant	ty Check
Q SN	Ξ
Warranty Status 🐱	Filter 🌾
Inverter	>
SN	R5X
Plant	
Device Warranty	Under Warranty
Warranty Years	66 Month(s)
End Date	20/12/2027
Inverter	>
SN	R5S2
Plant	Тони Драгова
Device Warranty	Under Warranty
Warranty Years	66 Month(s)
End Date	23/05/2026
AC Coupling Inverter	>
SN	ASS
Plant	
Device Warranty	Under Warranty
Warranty Years	66 Month(s)

Inverter warranty details:

K Warrant	y Details
Device Type	Inverter
Inverter SN	7360
Device Plant	-
Device Warranty	
Warranty Years	66.0 Month(s)
Warranty Start Date	20/06/2022
Warranty End Date	20/12/2027

Battery warranty details:

< w	arranty Details
Device Type	Battery
Inverter SN	the second second
Device Plant	and the second sec
Report Inverter	
evice Warranty	
Warranty Years	66.0 Month(s)
Warranty Start Date	19-04-2022
Warranty End Date	19-10-2027
Performance Warra	inty
Warranty Years	126.0 Month(s)
Warranty Start Date	19-04-2022
Warranty End Date	19-10-2032
Minimum Total Discharge	16.1MWh
Discharged Power	593.0kWh
First Report Time	28-09-2022 14:25:30

7.7.7 My Achievement

On My page, click My Achievement to query plant's achievement sheet including power generation achievement, export achievement, battery achievement, and environmental achievement. Achievement sheet can be shared to Facebook and Linkedin.

	•	~	Expo	ort Achievement	
7	h2test	•	(1-1) (1)	Total Export Average per Day594kWh	36.8 MWh
	My Plant's Achievement May your life be filled with su			Highest of the Day 16/09/2022	3.63 MWh
		1	Batte	ery Achievement	
		J-A		Total Energy Charged from PV Average per Day198kWh	12.2 MWh
Pow	er Generation Achievement				12.2 MWh
Pow		61 Day	E II	Average per Day198kWh Highest of the Day 25/08/2022	IZ.Z MWh
	er Generation Achievement Running Days	61 Day 12.2 MWh	E II	Average per Day198kWh Highest of the Day	IZ.Z MWh

7.7.8 Data Top Up

On My page, click Data Top Up to perform data top-up on IoT card.

7.7.9 Help and Feedback

On My page, click Help and Feedback to query FAQs and user manual and provide Feedback.

>	Q Enter			* Select Classi	fication	
>	All Categories			Data abnormal	Application abnormal	Translation abnormal
>	Inverter	Battery	SEC	Message abnormal	Function abnormal	UI/Interaction
	Top Questions			Other	Dynamic rate-related	Rate-related
	Series Solar Inver Categories: Inv SAJ Technical Tre H2&B2 energy st Categories: Inv SAJ Technical Tra Series Commerci	rter erter orage erter sining: How to Ir. al Solar Inverter	in >	Please descri	be your problem i	n at least 10
	the Meter & Make	e Export limita'				(0/3)
	Change the Grid	Compliance fo	v to >	more than 3 MB	up to 3 images	
	>	 All Categories Inverter Top Questions SAJ Technical Tra Series Solar Inver Categories: Inv SAJ Technical Tra H2&B2 energy st Categories: Inv SAJ Technical Tra H2&B2 energy st Categories: Inv SAJ Technical Tra Series Commerci Categories: Inv SAJ Technical Tra Series Commerci Categories: Inv SAJ H1 Technical Change the Grid 	All Categories All Categories Inverter Battery Top Questions SAJ Technical Training: How to Ins Series Solar Inverter Categories: Inverter SAJ Technical Training: How to Inst H2&B2 energy storage Categories: Inverter SAJ Technical Training: How to Inst H2&B2 energy storage Categories: Inverter SAJ Technical Training: How to Inst H2&B2 energy storage Categories: Inverter SAJ Technical Training: How to Inst H2&B2 energy storage Categories: Inverter . Technical Training: How to Inst Series Commercial Solar Inverter Categories: Inverter . Technical Training: How to Co the Meter & Make Export limita' Categories: Inverter	All Categories Inverter Battery Battery SEC Top Questions Series Solar Inverter SAJ Technical Training: How to Ins > Series Solar Inverter SAJ Technical Training: How to Inst > Series Commercial Solar Inverter > Series Commercial Solar Inverter > Categories: Inverter > Series Commercial Solar Inverter > Categories: Inverter > Series Commercial Solar Inverter > Categories: Inverter > SAJ HI Technical Training: How to Configure the Meter & Make Export limitatic Categories: Inverter > SAJ HI Technical Video Training: How to > SAJ HI Technical Video Training: How to >	All Categories Data Inverter Battery SAJ Technical Training: How to Ins SAJ Technical Training: How to Inst SAJ Technical Training: How to Inst SAJ Technical Training: How to Inst H2&B2 energy storage Categories: Inverter SAJ Technical Training: How to Inst SAJ Technical Training: How to Inst H2&B2 energy storage Categories: Inverter SAJ Technical Training: How to Inst SAJ Technical Training: How to Inst SAJ Technical Training: How to Inst Categories: Inverter SAJ Technical Training: How to Inst SAJ Technical Training: How to Configure Categories: Inverter SAJ H1 Technical Video Training: How to SAJ H1 Technical Video Training: How to SAJ H1 Technical Video Training: How to Supported formation Categories: Inverter	All Categories Data abnormal Application abnormal , MI Categories Inverter Battery SEC Inverter Battery SEC Message abnormal Application abnormal Top Questions Other Dynamic rate-related SAJ Technical Training: How to Inst > Series Solar Inverter Problem Description or Sugge Categories: Inverter SAJ Technical Training: How to Inst > Please describe your problem i characters, and upload screens necessary. SAJ Technical Training: How to Inst > Series Commercial Solar Inverter Please describe your problem I characters, and upload screens necessary. SAJ Technical Training: How to Inst > > + SAJ Technical Training: How to Inst > > SAJ Technical Training: How to Inst > > Series Commercial Solar Inverter > Categories: Inverter > SAJ Hi Technical Video Training: How to > SAJ Hi Technical Video Training: How to >

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7.7.10 About Us

On My page, click About Us to query system version, platform usage agreement, privacy agreement, and other information.

	About Us	
	د)	
	V2.6.0.1	
	rgy Management System that i eration, storage, and consump	
Platform U	sage Agreement	>
Owner Priv	vacy Policy	>
Summary o	of Privacy Agreement	>

7.7.11 My Settings

On My page, click My Settings to set personal preferences including language, system unit, and message push, and perform operations such as clearing a cache, checking an update, and canceling an account.

<	My Settings		
Personal Informat	ion		>
Language		English	>
System Units			>
Clear Cache		1.26MB	>
Check Update	X	/2.6.0.1	>
Cancel Account			>
	Sign out		

8 I'm a Distributor/Installer

A distributor/installer user can make statistics of plant/device operation information and perform device management, message management, service management, and remote operation and maintenance through elekeeper App.

8.1 Overview of Statistics

On Overview page, a distributor/installer user can query total energy generated, total installed capacity, daily/monthly/yearly energy generated, and operating status of various devices. Click to enter device detail page.



8.2 Message Management

On Alarm page, a distributor/installer user can view any alarm message, event record, processing record, recommended solution, and other information. Alarm messages are filtered in terms of to-be-processed, processed, closed, and urgent/important/general messages.

<	Alarm Message •	۲= <		Alarm Details	<	Event Record
nverter	Battery EVchanger	Air co		Grid Overcurrent		
Open(35)	Closed	State:		Not processed	Event No.:	41
					Event Time:	2024-01-09 16:22:15
	Itage 10 min. Average Overvoltage	e. Level:		Urgent	Event Info:	L1 Hardware Overcurrent
State	Not Processed This is the name of a power station	Inverte	r SN:	215 Act, 17m (act and a first)		
Inverter SN		Plant:		2585.888888305365429.5		
Device SN Update time	2021/07/02 12:12:12	Start T	'ime:	2024-07-08 15:58:34	Event No.:	42
opuate unie	2021/07/02 12:12:12	Update	ed on:	2024-01-05 10:02.30	Event Time:	2024-01-09 15:58:34
State	Itage 10 min. Average Overvoltage Not Processed	e. Alarm	Cause:	The subject current at proceeds accessible transfer forms	Event Info:	L2 Hardware Overcurrent
Plant Inverter SN	This is the name of a power station				Event No.:	43
Device SN	2021/07/02 12:12:12	Solutio	on		Event Time:	2024-01-09 15:58:34
	Itage 10 min. Average Overvoltage Not Processed This is the name of a power station	e. problem	if the A ms are erter. If	off the AC and DC switches and C cables are firmly connected.2) If no found, turn on the AC switch and restart the error persists, please contact your e manufacturer's service center.	Event Info:	L3 Hardware Overcurren
Inverter SN Device SN Update time	2021/07/02 12:12:12	Event	Recor	d >		
oporto tinto	LOLITON CLARKE	Proces	ssing F	Record >		
Grid Vol	Itage 10 min. Average Overvoltage	в.				
State	Not Processed					
Plant	This is the name of a power station					
	Mannually Close All					

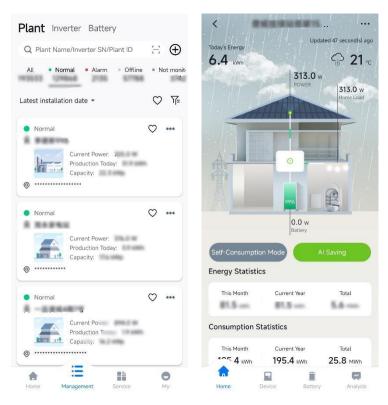
8.3 Integrated Management

On Management page, a distributor/installer user can manage plants, inverters, batteries and other devices.

8.3.1 Plant Management

On Management page, click the icon at top left corner to switch between device types.

Select Plant device to query information about overview, alarm, and power generation overview of all managed plants. Click a specific plant to view details such as generated energy, consumption, and environmental benefits of this plant.(Options in TAB field at bottom of the page are consistent with those of owner user).



8.3.2 Creating a Plant

Click + at top right corner. App supports creating a plant for me (I am the owner of the plant. After being created, the plant can be transferred to others) and creating a plant for the owner (Create an account and plant for the owner).

Creating a plant for me: Select Create Plant for Me. \rightarrow Enter device SN to add a device. \rightarrow Enter plant information. Finish creating a plant.

Plant Inverter Battery	<	Add	<	Complete site inform	
Q Plant Name/Inverter SN/Plant ID			* Name		
All Normal Alarm Offline I 4 2 0 2	Not monit 0 Supports inve	he SN 🗄		enter the name	
Latest installation date 🔹 📿	EMS module		* Count	ry/Region	
	SN		Please	select	>
 Normal Image: Second seco	••• Inverter		* Plant 1	Time Zone	
Current Power: 0.0 W Production Today: 0.0 kWh	SIV		Please	select	>
Capacity: 10.0 kWp			* Detaile	ed Address	
•			Please	enter the detailed address	0
Offline	•••		* Use Ty	pe	
Current Power: 0.0 W			Indust	rial and Commercial Roof	~
Production Today: 0.0 kWh Capacity: 3.9 kWp			* Is phot	tovoltaic installed	
			Yes		~
			* Capac	ity 💿	
Create Plant for Me			0.0		kWp
			Number	of Components	
Create Plant for Owner		Next	Please	enter	
Cancel				Previous Create Pla	ant

Creating a plant for owner: Select Create Plant for Owner. \rightarrow Select your customer or create a new plant for customer. \rightarrow Enter plant information. \rightarrow Enter device SN to bind a device. \rightarrow Finish creating a plant for owner.

<	My Customers	Q	<	Create Account	
	-	20/01/2024	Usernam	e	
	testing decirculate		Please	enter	
	Delete Create Plant	for Owner	Country/	Region	
			Please	select	>
			Time Zon	e	
			Please	select	>
			Email 🛈		
			Please	enter a valid Email	
			Password	1 0	
			Please	enter	
				Alternative per l'autoritation ann long va galattet er vens, norst a arteri pa arternativeten, "hele perfo atter, plana diser arteritation i den	
	Register the owner's account			Register	

8.3.3 Inverter Management

Select Inverter device to query information about overview, alarm, and power generation overview of bound inverters. Click a specific inverter to view details such as real-time status, power, generated energy, and device information of this inverter. On plant-device list, click + at top right corner to add a device.

lant Inv	/erter Battery			<	Inverter Details	5	<	Device	<u>Ö</u>	e
Q Inverter	SN	Ξ	\oplus	Real-time Status		Normal	All Invert	er Collector		
All • N	Normal • Alarm • Off	fline • Not	monit	Current Power		273.0 W	Normal	-	Q	•••
reated later	\sim than \sim		¶≟	Alarm		>	0	Current Powe Production Toda		
Normal			ē	🛑 Urgent Alarm	Important Alarm	🥮 General Alarm		Total Energy Generate Warranty Date		
Normal	Current Power Production Today	10.0 W 0.0 kWh	<u> </u>	0	0	0				
~	Total Energy Generated Warranty Date	0.0 kWh 		Model		10.100.12				
Normal	NORMAL COMPANY		ø	Rated Power		10.0 mW				
ritorinat	Current Power	1846.0 W		Alias	H012105.0					
0	Production Today Total Energy Generated	42.8 kWh 72.6 kWh		Plant	14.58					
_	Warranty Date	2023-02-20		Inverter SN	H07295423088	Сору		Select device		
Normal	2805415237180098		₽	Module SN	1641.033	Сору				
0	Current Power Production Today	1.3 W 60.6 kWh		Module Firmware Version		+.292		Inverter		
<u> </u>	Total Energy Generated Warranty Date	5.7 MWh 		Display Board Version		+ 256		Mobile storage		
Normal	122425027090		오	Control Board Version		+ 252		EV Charger		
0	Current Power Production Today Total Energy Generated	1.2 W 22.1 kWh 22.8 MWh		Device Owner	********	010		EMS		
		e		PV Info				Cancel		

8.3.3.1 Installation Diagnosis

Click on "Equipment" under the power station details, click on "..." in the upper right corner, and then click on "Install Diagnosis".

K Device 🙍 🕀	< Installation diagnosis
Normal Current Power: 0.0 W Production Today: 0.0 kWh Total Energy Generated: 0.0 kWh Warranty Date: 2033-09-23 Today's equivalent hours: 0h	7 sorts 20 Items One-click diagnosis
	Network → Version → Diagnosis → ⁽) ←
Installation diagnosis	Grid Diagnosis → Battery Diagnosis → A ↓
Mark as historical device	Meter Diagnosis > PV Diagnosis >
Edit Info	
Delete Inverter	System Settings →
Cancel	, marked and the second s

8.3.4 Battery Management

Select Battery device to query information about charging and discharging status and battery model of all bound batteries. Click a specific battery to view details such as real-time status, health, and battery model parameters of this battery.

Q Battery SI	N	ΞÐ		
Charging	Discharging Standt	Ū	Real-time Status	🏮 Discharging
0	10 7	63676	Battery SN	Сору
Created later t	han \checkmark	Υ <u>=</u>	Battery	Expand
		(Expand)	Battery Model	Expand
4	Model		BAT Software	1.0
	BAT Software Version	+1.09	Version BAT Hardware	
Discharging	Warranty Effective Data Expiration Time	2022-0-0	Version	1.0
provinar giring				
-	824296-227082719	(Expand)	Plant	· · · · · · · · · · · · · · · · · · ·
*	Model	80.52495	Report Inverter	· · · · · · · · · · · · · · · · · · ·
	BAT Software Version Warranty Effective Date	10.08	Under	2024 01 00 1/ 10:00
Discharging	Expiration Time	2021-01-01	Update	d on: 2024-01-09 16:10:00
	BARRAN BARRA			
*	Model	BLD 5.2-1955		
	BAT Software Version			
Discharging	Warranty Effective Date Expiration Time	1010.0		
33				
	:= 1			

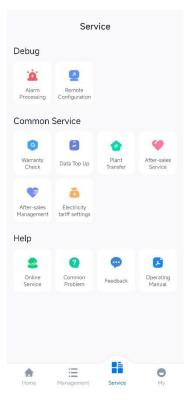
8.3.5 Data Calibration

In the upper right corner of the power station, click on "Data Calibration" to modify various daily, monthly, and annual electricity data.

	Weather				
ay's Energy	Management	SN		SN	
	POV Plant sharing	HSI 240 contraction of a	4	Haiz Saucaum	
8.4 kW Grid Info	Rate Plan Settings	Туре		Туре	
	Data Calibration	Please enter	~	Comsumption Energy	
	Plant Monthly Report			Data (Multiple Selection)	
1	O Plant view			Day Month	Year
*	Map			Lay Monor	tear
	Diagnostic report			Date	
	Share 8.6 kW Battery	PV generation		2025-03-13	34
Passive mode	Al Saving	Comsumption Energy		Energy	
ergy Statistics		Charging capacity		(me.)	kWI
	rrent Year Total	Discharging amount		Calibration	kW
0.0 kWh 0	0.0 kWh 0.0 kWh	Import Energy			
sumption Statisti	cs			Month	
	Irrent Year Total	Export Energy		Confirm	
a 👘 🖬	Î 🖾	Cancel		Confirm	

8.4 Service

On Service page, a distributor/installer user can perform functions such as alarm processing, remote configuration, warranty check, plant transfer, battery health analysis, after-sales service, and after-sales management.



8.4.1 Alarm Management

On Service page, click Alarm Processing to query information about alarm message, event record, processing record, and solution of all devices. Alarm messages are filtered in terms of to-be-processed, processed, closed, and urgent/important/general messages.

<	Alarm Message •	72	<	Alarm Details	<	Event Record
nverter	Battery EVchanger	Air co	-			
Open(35)	Closed		Event:	Grid Overcurrent	Event No.:	41
Open(35)	Closed		State:	Not processed	Event Time:	2024-01-09 16:22:15
Grid Vol	Itage 10 min. Average Overvoltag	je.	Level:	Urgent	Event Info:	I 1 Hardware Overcurren
State	Not Processed		Inverter SN:	PERCHARACINE >		Er hardhard overearen
Plant Inverter SN	This is the name of a power station		Plant:	DECEMBER DOLLARS		
Device SN			Start Time:	1000.00.00.00.00.00.00	Event No.:	42
Update time	2021/07/02 12:12:12			1004-0-04-0-08-04	Event Time:	2024-01-09 15:58:34
			Updated on:	2024-01-05 19:02.30	Event Info:	L2 Hardware Overcurrent
	Itage 10 min. Average Overvoltag	je.	Alarm Cause:	The subjust current at grid side-	Event into.	L2 Haldware Overcurrent
State	Not Processed This is the name of a power station			accessity must be bridge		
Inverter SN					Event No.:	43
Device SN			Solution		Event Time:	2024-01-09 15:58:34
Update time	2021/07/02 12:12:12			f the AC and DC switches and		
				cables are firmly connected.2) If no und, turn on the AC switch and restart	Event Info:	L3 Hardware Overcurren
State	Itage 10 min. Average Overvoltag	je.	the inverter. If the	e error persists, please contact your		
Plant	This is the name of a power station		installer or the n	nanufacturer's service center.		
Inverter SN						
Device SN	in the second se		Event Record	>		
Update time	2021/07/02 12:12:12					
			Processing Re-	cord >		
State	Itage 10 min. Average Overvoltag	je.				
Plant	This is the name of a power station					
	Mannually Close All					

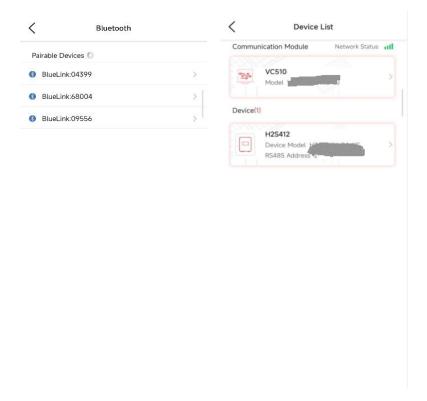
8.4.2 Remote Configuration

On Service page, click Remote Configuration to perform remote configuration. Bluetooth, WiFi, and cloud connection methods are supported.

< .	Connection Meth	od
Please select a	connection method	I
Bluetooth	WiFi	Cloud Connection

Bluetooth: (Note: Please turn on inverter and mobile phone Bluetooth and ensure communication module connection is normal.)

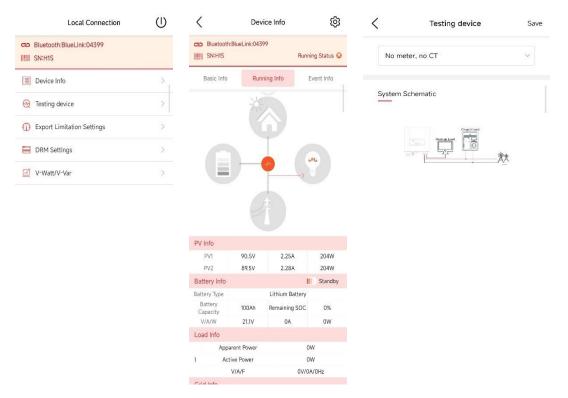
Select a pairable device via Bluetooth. Select the corresponding module to perform related settings.



Communication module settings: (Module mode settings, WiFi configuration, communication system settings, and network diagnosis)

odule SN		Module Mode Settings
2510801		WiFi configuration
odule Model	WB-SJ	• Will Connigulation
oduct Code	N/A	Communication System Settings
rmware Version	V0.8.3	
ardware Version	V1.0	h Network Diagnosis
orking Modes	wifi	
		G Restore Factory Settings
ct		(1) Restart Module
	up	
Address	E8:31:CD:A5:A2:B0	
	60.215	
	255.255.255.0	
ау	10.10.60.1	
SSID	LW	
BSSID	36:E8:89	
Signal	-72dBm	

Inverter settings: (Device info, testing device, counter-current prevention settings, parallel connection settings, and debugging entry)



WiFi: (Please turn on inverter and mobile phone WiFi and ensure communication module connection is normal.)

Module WiFi name is generally "DTU:inverter: XXXXX". After setting and connection are successful, you can configure device information and perform battery and communication settings.

<	Connect to Mod	ule WiFi	?		Local Connection	(\mathbb{I})
Please e	nable WLAN to connec	t to the WiFi i	nodule	രാ	WiFi:Inverter	
(The WiFi na	ame of the module is simila	r to "DTU:invert	ar:XXXXXXX	57	SN:HS2	
(•			Mod	lule has been connected with the router Reco	nfigure >
1	Wi-Fi	**=			Device Info	>
~	DTU: INV fer :22581 Security Remendation	÷ ()		28	Device Maintenance	>
Ţ	WIFI - 005	• • ()		A	Initialization	>
	WIFI - 001 WIFI - 002	4 7 () 4 7 ()		_		
	WIEI - 002	4 T ()		Ľ	Battery Settings	>
				\$	Protection Parameters	>
	Connected: Sec Conduct setting in the interface	Mathema Mathematica		<u>~</u>	Power Adjustment	>
	NEXT STEP	>		Þ	Working Modes	>
	Can't go to the next step	o? Click here		P	Communication Settings	>
				\odot	Testing device	>
				0	Export Limitation Settings	>

Cloud connection: Note: Currently, supported models include Sununo Plus series, SuntrioPlus series, Sunfree series, R series, C series, A series, H series, and SEC.

Enter or scan inverter/SEC module SN.

<	Connection Metho	d
Please select	a connection method	
Bluetooth	WiFi	Cloud Connection
Note:		
following proc series, Sunfre H-series, SEC	nection is currently avai Jucts: Sununo Plus serie e series, R-series, C-ser ; inection has a delay of a	s, Suntrio Plus ies, A- series,
Please enter	the SN of the inverter	or the SEC module
		<u>م</u>
	NEXT STEP	

8.4.3 Warranty Check

On Service page, click Warranty Check and enter or scan device SN to query information about device warranty.

Device warranty list:

Q SN		Э
Warranty Status 🗠		Filter 🌾
Inverter		>
SN	R5X	
Plant		
Device Warranty		Under Warranty
Warranty Years		66 Month(s)
End Date		20/12/2027
Inverter		>
SN	R5S2	
Plant		Тони Драгова
Device Warranty		Under Warranty
Warranty Years		66 Month(s)
End Date		23/05/2026
AC Coupling Inverter		>
SN	ASS	
Plant		
Device Warranty		Under Warranty
Warranty Years		66 Month(s)

Inverter warranty details:

Device Type	Inverter
inverter SN	7360
Device Plant	
evice Warranty	
Warranty Years	66.0 Month(s)
Warranty Start Date	20/06/2022
Warranty End Date	20/12/2027

Battery warranty details:

< Warran	ty Details
Device Type	Battery
Inverter SN	and the second second
Device Plant	in the second
Report Inverter	
Device Warranty	
Warranty Years	66.0 Month(s)
Warranty Start Date	19-04-2022
Warranty End Date	19-10-2027
Performance Warranty	
Warranty Years	126.0 Month(s)
Warranty Start Date	19-04-2022
Warranty End Date	19-10-2032
Minimum Total Discharge	16.1MWh

8.4.4 My Customers

On Service page, click My Customers to query customer information. List of my customers:

<	My Customers	щ с
0		19-04-2023
	Delete Create P	lant for Owner
0	California -	19-04-2023
	Delete Create P	lant for Owner
		16-04-2023
	Delete Create P	lant for Owner
6		12-04-2023
	Delete Create P	lant for Owner
	Register the owner's accou	nt

App supports creating a plant for an owner user. Click Create Plant for Owner. Enter SN. Enter plant name, plant type, and other information. Click Create Plant.

Create Plant for Owner	a . 1945	Please enter information	
Plant Owner		Plant Owner	
Please enter the SN	Ξ	* Plant Name	
Supports inverter SN/SEC Module SN		Please enter the name	
Device1	•	* Plant Capacity ①	
SN		10.0	kWp
Device Capacity ① 10	kWp		
		* Plant Type	
		Energy Storage Plant	
		* Country/Region	
		Please select	>
		* Plant Time Zone	
		Please select	>
Next Step		* Datailad Addrass	
		Previous Crea	te Plant

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Click Create Account and enter username, country/region, and other information to register an owner account.

<	Create Account	♥ 🕅 🖬 11:18
Username		
Please en	ter	
Country/Reg	ion	
Please se	lect	>
Time Zone		
Please se	lect	>
Email 🛈		
Please en	ter a valid Email	
Password @)	
Please en	ter	
	ined the user's authorization keep me updated on news, event	s and offers.
	Register	

8.4.5 Plant Transfer

On Service page, click Plant Transfer. You can select Transfer Plant Only or Transfer Ownership of Plant and Affiliated Equipment to transfer a plant.

<	Plant Transfer		<	Transfer Plant Only		<	Transfer Ownership of Pl
Trans	fer Plant Only	2	Step 1	. Select the plant(s) to be transferred		Step	o 1. Select the plant(s) to be transferred
			Plants to	be transferred have been selected		Plants t	to be transferred have been selected
Affili	fer Ownership of Plant and ated Equipment	×					
			Select the	Plant To Be Transferred		Select t	he Plant To Be Transferred
			Please se	lect or search for the plant to be transfering ${f Q}$	Ł	Please	select or search for the plant to be transfer
				Next Step			Next Step

8.4.6 Battery SOH

On Service page, click Battery SOH to query and analyze details such as battery SOH and battery model parameter.

Description of battery SOH calculation formula:

Good: SOH>=80%; normal: 60%< = SOH < 80%; loss: SOH< 60%

K Ba	ttery Health Anal	ysis 🛈	<	Battery Details	
1	٢	I.	Real-time Status		🔋 Standby
GOOD	NORMAL	WORSE	Battery SOH		Good
16234	9	517			
		-		ASS	
Battery Hea	lth Rate	97%	Battery SN		Сору
			Battery		Built-in
			Battery Model		
) Search		Ξ	BMS Software Version		v1.166
н ~			Battery Type	L	ithium Battery
ASS		Built-in >	Plant	SBS #11	
lodel			Report Inverter)4 >
1S Software Version	n	-			
ant		1.51	BMS Informatio	n	
ЭН		-	Battery SOC		15 %
			Battery Voltage		51.3 V
ASS		Built-in >	Battery Current		0 A
odel			Battery		18 °C
45 Software Version	n	-	Temperature		
arit		-	Cycle Times		431
ЭН		-	Updat	ed on: 26/10/2022 15:3	8:11
12					

8.4.7 After – sales Service

On Service page, click After – sales Service to query information about after-sales service. For details, see elekeeper Intelligent Service User Manual.

×		Home	
All	Pending	Service in progress	Completed
	e rter ce completed		Completed
	e rter ce closed		Closed
		No more	
		Fault Repair	

8.4.8 Rate Plan Settings

On Service page, click Rate Plan Settings to set import rate and export rate. Rate plan settings include enabling/disabling, rate plan name, utility providers, currency, and unit rate.

Enable Rate Plan Name Utility Providers Currency	 Please enter > Please enter > Please select currency >
Providers	
	Next

8.4.9 Online Customer Service

On Service page, click Online Customer Service to consult an intelligent/manual customer service person.

8.4.10 Common Problem

On Service page, click Common Problem to search a solution to any FAQ.

<	FAQ	
Q Enter		
All Categories		
12		
Inverter	Battery	SEC
Top Questions		
SAJ Technical Tr Series Solar Inve Categories: Inv		ar 54,180 >
SAJ Technical Tr energy s Categories: Inv		aroni >
SAJ Technical Tr Series Commerc Categories: Inv		ar SAUCE >
	l Training: How to (e Export limitatic verter	Configure >
SAJ H1 Technica Change the Grid Categories: Inv		ow to >

8.4.11 Feedback

On Service page, click Feedback to provide Feedback.

<	Feedback	
* Select Classif	ication	
Data abnormal	Application abnormal	Translation abnormal
Message abnormal	Function abnormal	UI/Interaction
Other	Dynamic rate-related	Rate-related
	be your problem ir d upload screensi	
+		(0/3)
Supported forma more than 3 MB:	ts: JPG, PNG, JPE up to 3 images	G, and BMP; no
	Submit Feedbac	k

8.4.12 Operating Manual

On Service page, click Operating Manual to query App user operating manual.

 Image: Constraint of the second of the se

8.5 My Management

8.5.1 Personal Information

On My page, click Personal Information and your profile photo to edit profile photo, username, nickname, password, bound email, country/region, time zone, and other information.(Note: Username can be modified only once a year.)

	< Personal Information
🕐 mining -	• • •
Privacy management	Username
O About Us	Company >
My Settings	Password >
	Mobile Phone > Number
	Email
Home Management Service My	

8.5.2 My Points

Click on 'My Points' to view the points earned. Click on the 'Points Mall' to redeem products with points.

	<		My Points	Rule
ComDemo001 >	Po	ints	🁋 Installatio	on Code
Y My Points NEW Apply for activation >				
E Privacy management	All	Obtain	Consume No More	
O About Us			NO More	
O My Settings				
Home Management Service My				

8.5.3 Privacy Management

On My page, click Privacy management to view agreement and policy documents and set system permission (location, camera, and Bluetooth), email push permission (whether to push relevant information to your email), message push permission, and authorization management.

< Privacy management		< Agreement and policy
Agreement and policy	>	《New Products, Events, Information》 >
System permission	>	«Platform Usage Agreement»
Email push	>	«Summary of Privacy Agreement»
Push Notice	>	«Privacy Policy»
		«Owner Privacy Policy»
		《User Registration Agreement》

8.5.4 About Us

On My page, click About Us to query system version, platform usage agreement, privacy agreement, and other information.

	V2.6.0.1	
	rgy Management System that in eration, storage, and consump	
Platform U	sage Agreement	>
Owner Priv	racy Policy	>
Summary c	of Privacy Agreement	>

8.5.5 My Settings

On My page, click My Settings to set personal preferences including language, system unit, and message push and perform operations such as clearing a cache, checking an update, and canceling an account.

<	My Settings		
Personal Informat	ion		>
Language		English	>
System Units			>
Clear Cache		2.34MB	>
Check Update		V2.6.0.1	>
Cancel Account			>
	Sign out		

9 Local Debugging

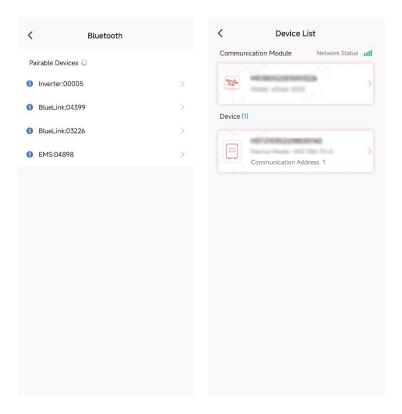
Click "…" at top right corner of Login page. Select Local Connection. Enter password 123456 to perform local debugging without any network. Debugging via Bluetooth and hotspot is supported.

•••		Connection Method
WELC Wetwork Node	WELCOME	Please select a connection method
Logi Decal	Login	Bluetooth WiFi
Username/Phone/Email	Username/Phone/Email	
Password		
	P Please enter the password	
Register Forgot Password?	R Cancel Confirm	
Login	Login	
Phone Login	Phone Login	
Visitor Demo	Visitor Demo	

9.1 Debugging via Bluetooth

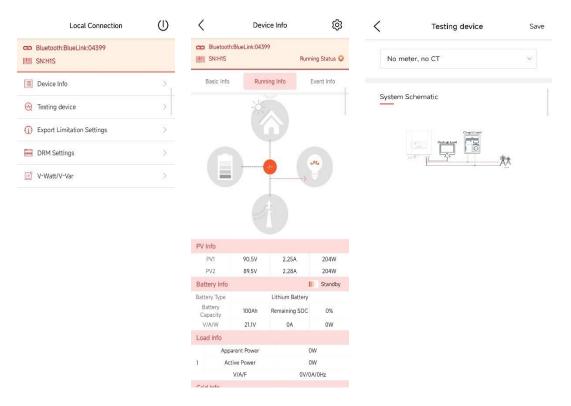
Note: Please turn on inverter and mobile phone Bluetooth and ensure communication module connection is normal.

Select a pairable device via Bluetooth. Select the corresponding module to perform related settings.



Communication module settings: (Module mode settings, WiFi configuration, communication system settings, and network diagnosis)

Inverter settings: (Device info, testing device, counter-current prevention settings, parallel connection settings, and debugging entry)



9.2 Debugging via Hotspot

(Note: Please turn on inverter and mobile phone WiFi and ensure communication module connection is normal.)

Module WiFi name is generally "DTU:inverter:XXXXX". After setting and connection are successful, you can configure device information and perform battery and communication settings.

Connect to	Module WiFi	?	Local Connection	Ú
Please enable WLAN to		dule	 WiFi:Inverter SN:HS2 	
• -	<u> </u>	1	odule has been connected with the rout	er Reconfigure >
	10:24 @ 0 =0 WI-FI	[Device Info	>
 DTU: inv(er :2 Security Refrest 	2581	4	S Device Maintenance	>
WIFI - 005 WIFI - 001		-	Initialization	>
WIFI - 002 WIFI - 002	a * () a ≈ ()	4	Battery Settings	>
source and	A = (0)	(Protection Parameters	>
Conduct setting	a: BB_ WLW in the WiFi setting erface	[Power Adjustment	>
	T STEP] [Vorking Modes	>
Can't go to the n	ext step? Click here	(Communication Settings	>
		(Testing device	>
		e	Export Limitation Settings	>

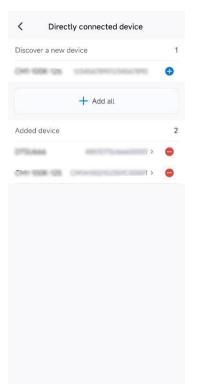
9.3 EMS and eManager Debugging via Bluetooth

On Service page (for distributor/installer role) or on My page (for terminal owner role), choose Remote Configuration > Bluetooth. Choose EMS or eManager to perform initialization settings or parameter debugging.

① Perform network configuration including connection mode (Ethernet, 4G, and WiFi), DHCP and IP address.

Network connection mode	Ethernet 🐱
DHCP (Dynamic Configuration)	
IP Address	10.00.00
Subnet Mask	166.208.206.1
Gateway	1.11.11
Network Diagnosis	>

② Add a device.



③ Set cable connection mode, device counter-current prevention, safety, and other parameters.

< Cable connection mode	Safety setting	C Diesel generator setting Save
Connection Method	National Grid Standard	External port for diesel engine
One Trease Place Hour Wite Helse 💿 🗸 🗸	Country	None
Please set the grid meter address to"1"	016 1	
System Schematic	Grid Compliance	
Solar InventerStorage Inventor	1873001	
	Device time	
	2024-01-20 16:42:35 AUTO TIME SYNC	
Save	Save	

After being set, network configuration, wiring method, safety setting, policy configuration, and other Document Version V3.0 (March 8, 2025) Copyright © Guangzhou Sanjing Electric Co., Ltd. 73

parameters in the EMS parameter setting list are sent in batch to each connected device through a module broadcast to implement the batch setting function. The Directly connected device list is used for parameter settings of a device. The More configuration list is used for module settings such as restoring factory settings and restarting device.

EMS		<	More configuration	
	>	Restore I	Factory Settings	
Network configuration	>	Restart t	he device	
Directly connected device 3	>			
Wiring Method	>			
Safety setting	>			
Policy configuration/Counter-current prevention/Requirement	>			
Diesel generator setting	>			
More configuration	>			

10 Reference Information

10.1 Weather Parameters

Parameter	Unit	Meaning
Temperature	°C / °F	Ambient temperature value in geographic location of the plant.
Sunrise time	HH:MM:SS	Time when circle center of the sun rises over eastern horizon.
Sunset time	HH:MM:SS	Time when circle center of the sun sets below western horizon.
Weather data	-	Specific state of atmosphere in a short period of time, such as
		sunny, cloudy, overcast, shower, thundershower, light rain,
		moderate rain, heavy rain, rainstorm, snow shower, and haze.

10.2 Environmental Benefit Parameters

Parameter	Unit	Meaning	Calculation Formula	
Trees	рс	Photovoltaic power generation under this plant is	1.773 * Total energy	
Planted		equivalent to CO ₂ emission absorbed by planted	generated/1000	
		new trees.		
CO 2	t	Photovoltaic power generation under this plant is	Carbon dioxide factor	
emission		equivalent to CO ₂ emission from fossil fuel.	* Total energy	
reduction			generated/1000	

10.3 Energy Parameters

Parameter	Unit	Meaning
Plant capacity	kWp	Total capacity of PV array actually installed in the plant.
PV power	kW	Total power of PV array.
PV energy	kWh	Total energy generated by PV array within the statistic period.
Inverter energy	kWh	PV plant output.
Total energy generated	kWh	Total power generation output of plant within the statistic period.
Consumption	kWh	Total load consumption within the statistic period.
Export energy	kWh	Energy fed by plant into the power grid within the statistic period.
Import energy	kWh	Energy imported from the power grid within the statistic period.
Self-consumption energy	kWh	Energy generated by PV plant for local use and not fed into the power grid.Consists of consumption (load consumption) and stored energy (battery charging).Note: Battery charging and discharging may cause an error.
Self-sufficiency energy	kWh	Energy from PV system consumed by load.Consists of consumption (load consumption) and stored energy (battery discharging).Note: Battery charging and discharging may cause

		an error.
Self-sufficiency	%	Proportion of energy generated by PV plant for local use and
rate		not fed into the power grid to energy imported from the power
		grid.
Load power	kW	Load consumed power.
Battery charging	kW	Battery charging and discharging power.
and discharging		
power		
PV earning	-	PV power generation earning.Consists of export earning and
		saving. A rate plan must be set.

10.4 Battery Parameters

Parameter	Unit	Meaning	
Battery power	Wh	Battery input or output power within unit time.	
Design capacity	kWh	Battery discharge capacity under certain conditions (discharging rate,	
		temperature, and cut-off voltage).	
Battery SOC	%	State of charge, used to reflect remaining capacity of battery.	
Battery voltage	V	Potential difference caused by chemical reaction of positive and	
		negative pole materials of battery.	
Battery current	А	Current provided by battery during normal operation.	
Battery	°C	Battery surface temperature.	
temperature			
Number of cycles	Cycle	When battery finishes a complete charging and discharging process,	
		number of cycles increases by 1.	
Battery health	%	Degree of battery health life span.	
rate			