# **AiHome Manual**

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# 1. Relevant instructions in this manual

This manual describes in detail the precautions, installation methods and operating instructions of the smart phone monitoring system (AiHome) of AISWEI New Energy Technology (Jiangsu) Co., Ltd. The technical parameters described in this document apply to the current version of the product. We reserve the right to change the content of this manual due to the adoption of new functions and improvements. This description is subject to change without notice. Please contact AISWEI New Energy Technology (Jiangsu) Co., Ltd. to confirm the latest version.

#### 1.1. Scope of application

This manual applies to AISWEI New Energy Technology (Jiangsu) Co., Ltd. Smart Phone Monitoring System (AiHome), which refers to the photovoltaic system installed with AISWEI New Energy Technology (Jiangsu) Co., Ltd. inverters and monitoring equipment. This manual assumes that the Aihome APP has been installed on the user's smartphone.

#### 1.2. Use crowd

The users of this manual are authorized experienced installers and end users who have installed AiHome APP for them by experienced installers. Please read this manual carefully before setting up your AiHome APP energy storage photovoltaic power plant.

### 2. AiHome APP

AiHome is a smart phone terminal application provided by AISWEI New Energy Technology (Jiangsu) Co., Ltd. to users. The monitoring equipment of AISWEI New Energy Technology (Jiangsu) Co., Ltd. transmits working data to the cloud platform AisweiCloud via the Internet so that users can remotely monitor the energy storage power station through a mobile phone terminal.

You can enter our company's website to download the AiHome application through the link:

#### https://www.solplanet.net



Before registering an account, you need to have an email address or mobile phone number that can be used normally.

The process of using the photovoltaic monitoring system of AISWEI New Energy Technology (Jiangsu) Co., Ltd. is as follows:



Before using the photovoltaic monitoring system, please ensure that you have an inverter and monitor from AISWEI New Energy Technology (Jiangsu) Co., Ltd.

#### 2.1. Account registration

Users who use the AiHome APP for the first time need to register an account on the APP or the AisweiCloud website (www.aisweicloud.com). After the user registers and creates the power station, he can build the power station and monitor the operation information of the power station.

Step 1: Download the installed AiHome APP, and open the APP ,as shown in Figure 2-1-1.





Step 2: Click the "Register a new accout" button in Figure 2-1-1 to enter the registration page, as shown in Figure 2-1-2.



Figure 2-1-2

Step 3 (1): Register by email (as shown in Figure 2-1-2): Enter the available email address and set the login password (the password length is 6-20 digits, and the upper and lower case letters can be A(a)-Z(z) And numbers 0-9).

Step 3 (2): Register with a mobile phone (as shown in Figure 2-1-2): Enter the available mobile phone number, click "Send Verification Code", enter the verification code, and set the login password (the length of the password is 6-20 digits, available in English Letter case A(a)-Z(z) and numbers 0-9).

Step 4 (1): Register via email: After completing the registration, AisweiCloud will send an activation email to activate your AisweiCloud account according to the information in the email. If you did not receive the activation email in your inbox, please look in the spam box.

Step 4 (2): Register via mobile phone: After filling in the mobile phone number, AisweiCloud will send a verification SMS. After the verification code is correct, you can use your AisweiCloud account.



1. If you have not received the email from AisweiCloud, the reasons may be:

a. This email is defined as spam. Please check if the mail is in the spam box. If the email sent by AisweiCloud is defined as spam, please add the AisweiCloud email address to your whitelist to prevent subsequent emails from being defined as spam.AisweiCloud uses an Alibaba Cloud proxy server to send emails, if you have not received emails, Please contact customer service staff.

b. The email address you opened may not be the email address you filled in during registration. Please confirm whether it is sent to your other mailbox. If you fill in an unknown email address when registering, please register again.

2. If you have not received the SMS from AisweiCloud, the reasons may be:

a. Maybe the mobile phone number you are using is not the one you filled in during registration. Please confirm whether it is sent to your other mobile phone number. If you fill in an unknown mobile phone number when registering, please register again.

#### 2.2. Create an energy storage power station

First, you need to prepare a router that can be connected to the Internet, and the energy storage machine will be configured on the router during the process of creating an energy storage power station. After the configuration is complete, the energy storage machine can connect to the cloud platform, and then upload the data to the cloud through the network, and you can see the data on AiHome.



Step 1: First power on the energy storage device and turn on the wireless network of the mobile phone. You must be able to see the "AISWEI-XXXX" network as shown in Figure 2-2-2, XXXX is the last four digits of SN on the shell of the energy storage machine, as shown in Figure 2-2-3. This network is the hotspot of the energy storage machine. Make sure that the network appears before you can perform the following operations.



Figure 2-2-3

Step 2: Open the AiHome APP and log in with the registered account, enter the mobile phone or email address, and password in the specified location, and then click the "Login" button, as shown in Figure 2-2-4



Figure 2-2-4

Step 3: After successfully logging in, you will enter the APP homepage. Since you have not created an energy storage power station before, the homepage is shown in Figure 2-2-5.

| 6:41 PM   | & 😇 📶 4G 🚥                                    |
|---|---|
| Unbuilt station >   |   |
| 1948 - C  | CARLON COMP.                                  |
|   |   |
| AlHome creates a smart home lil<br>era. Only need to connect an AIS | le for you in the new energy<br>WEI inverter. |
| Browne products   | Addition                                      |
| Browse products   | Add device                                    |
|   |   |
|   |   |
| 2021-03-30  |   |
| Electricity generation today  |   |
| kWh   |   |
|   |   |
| Self use rate 0%  |   |
| Electricity consumption today                                       |   |
| kWh   |   |
|   |   |
| Self supply rate 0%   |   |
| Current battery power (SOC)   |   |
| %   |   |
|   |   |
| charge -kWh Coscharge   | ~ •   |
| Dverview Energy   | Device center Mine                            |
|   |   |



Step 4: Click the "ADD device" button to enter the page for creating power plants, and then click the "START COONFIGURATION" button, as shown in Figure 2-2-6.



Figure 2-2-6

Step 5: Click "SCAN CODE", and then point the camera at the QR code on the shell of

the energy storage device, and then the device serial number will appear in the input box, click "CONFIRM".



Figure 2-2-7

Step 6: Click "Choose network", select the router you want the energy storage device to connect to. The router must support a 2.4GHz network. After selecting the router, enter the router's password, and then click "CONFIRM".

Next, the energy storage will automatically connect to the router. The connection process takes about a few minutes. Do not perform any operations during the entire connection until you see "100%", indicating that the connection has been successful, and then click "NEXT STEP".



Figure 2-2-8

Step 7: Click the button under "Choose battery", and then enter the page for selecting battery model as shown in Figure 2-2-9. First select the battery manufacturer under "Battery brand", and then select the battery model under "Battery model". The model must be selected according to the actual battery used, and the wrong model will not be used. The battery models currently compatible with energy storage devices are: PYLON's US2000,AISWEI's ASW 2.5S-LB-G1, ASW2.5-LB-G1, ASW5.0-LB-G1, ASW7.5-LB-G1, ASW10.0-LB-G1. It is recommended to use the PYLON US2000 battery, and we will support more battery models in the future. If the battery model you are using is not among the above models, please contact us to confirm whether the battery can be used.

| 7:01 PM        |                               | 7:01 PM       | & ti 🖬 🕿 🐵    |
|----------------|-------------------------------|---------------|---------------|
| <              | Battery settings              | < Cho         | ose battery   |
|                |                               | Battery brand | Battery model |
| Choose battery | CIICK                         | PYLON         | US2000        |
| Factory:F      | PYLON Model:US2000            | DYNESS        |               |
| Number (group  | )                             |               |               |
|                | 1 💮                           | BAD           |               |
| Choose workin  | g mode                        | LG            |               |
| Spontane       | eous use mode                 | AISWEI        |               |
| Priority: load | d – battery – grid            | -             |               |
| Backup e       | energy mode                   |               |               |
| Priority, batt | tery – load – grid            |               |               |
| Custom r       | mode                          |               |               |
| Custom bat     | tery charge-discharge time    |               |               |
| Off-grid r     | node                          |               |               |
| Priority: Toac | d - battery                   |               | click         |
| Mains ele      | ectricity charging mode       |               |               |
| Use this mo    | de when charging is activated |               | CONFIRM       |
| -              | 6                             |               |               |



Step 8: Click "-" and "+" to input the number of batteries, as shown in Figure 2-2-10.

| 7:01 PM             | & T 11 🤶 I                |
|---------------------|---------------------------|
| < в                 | attery settings           |
|                     |                           |
| Choose battery      |                           |
| choose battery      |                           |
| Factory:PYLO        | N Model:US2000            |
| Number (group)      | ose number                |
| 0*                  |                           |
| $\bigcirc$          |                           |
| Choose working mo   | de                        |
|                     | <b>\</b>                  |
| Priority load b     | use mode<br>attery grid   |
|                     |                           |
| Backup energ        | gy mode                   |
| Priority: battery - | load grid                 |
|                     |                           |
| Custom mod          | e                         |
| Custom battery c    | narge-discharge time      |
| Off-grid mode       | P                         |
| Priority: load b    | attery                    |
|                     |                           |
| Mains electri       | city charging mode        |
| Use this mode wh    | ien charging is activated |
|                     |                           |
|                     |                           |

Figure 2-2-10

Step 9: Select the working mode under "Choose working mode", as shown in Figure 2-2-11, and then click "CONFIRM" to confirm the settings of the entire page. The meaning of each working mode is as follows.

The spontaneous use mode is to first meet the local load demand and try to generate electricity without going online. The load and power priority are as follows:

Load priority: load>battery> GRID

Power priority: PV>battery> GRID

The backup power supply mode is that the battery is used as a backup power supply, and the battery energy is not used under normal conditions. Only when the power grid is cut off, the battery acts as a backup power source to provide energy to the load. The load and power priority are as follows:

Load priority: battery>load> GRID

Power priority: PV> GRID

The custom mode is that users can perform energy management according to their own needs. On AiHome, you can set up regular daily charging and discharging. At other times, the energy storage machine works in a spontaneous self-use mode. Please refer to "2.3.3.2 Battery Settings" for specific settings.

Off-grid mode is to directly use the off-grid function of the inverter to supply power to the load.



Figure 2-2-11

Step 10: This page is used to set the anti-backflow function. Anti-backflow is to limit the grid-connected power of the energy storage machine, which needs to be set according to the requirements of the local power grid company. If the grid company does not require it,

the anti-backflow can be set to the maximum value. Click the switch under "Enable switch" to enable or disable the meter, as shown in Figure 2-2-12. If you want to use the antibackflow function, the switch must be turned on. There is no order in terms of operation to operate this switch and install a real electricity meter with the energy storage machine.

| \ E                 |                              |      |
|---------------------|------------------------------|------|
| Enable switch       | click                        |      |
|                     | Start/stop electricity meter | •    |
| Target power        |                              |      |
| 0<br>Electricity me | W 500                        | 00 w |
| Factory             | ESTRON Model:ESTRON230       | >    |
|                     | CONFIRM                      |      |
|                     |                              |      |

Figure 2-2-12

Step 11: Slide the slider under "Target power" to adjust the anti-backflow value, as shown in Figure 2-2-13.

| 7:02 PM  | & to 🖬 🗢 💷              |
|--|-------------------------|
| < Elect  | ricity meter settings   |
|  |                         |
| Enable switch                                  |                         |
| Start,<br>moni                                 | /stop electricity meter |
| Target power                                   |                         |
| o<br>Ad<br>Electricity meter m<br>Factory:ESTF | 1850                    |
|  | CONFIRM                 |
|  |                         |
|  |                         |
|  |                         |

Figure 2-2-13

Step 12: Click the button under "Electricity meter model" to enter the page for selecting an electricity meter.

The energy storage machine is currently compatible with ESTRON Technology's smart meter. The meter model is shown in Figure 2-2-14. Choose the model according to the actual meter used. It is recommended to use the ESTRON230 meter.

| 7:02 PM                      | 2014 † OD       | 7:0      | 02 PM                 | & 5 11 🗢 ID             |
|------------------------------|-----------------|----------|-----------------------|-------------------------|
| < Electricity r              | neter settings  |          | Select of             | electricity meter       |
|                              |                 | Ele      | ectricity meter brand | Electricity meter model |
| Enable switch                |                 |          | ESTRON                | ESTRON630 ct            |
| Start/stop ele<br>monitoring | ectricity meter |          |                       | ESTRON630 de            |
| Target power                 |                 |          |                       | ESTRON230               |
| 0                            |                 |          |                       | ESTRON220               |
| 01                           | 850             | <u> </u> |                       | ESTRON120               |
| 0                            | W 5000 w        |          |                       | HU TAI                  |
| Electricity meter model      | click           |          |                       |                         |
| Factory:ESTRON Mo            | del:ESTRON230   |          |                       |                         |
| со                           | NFIRM           |          |                       |                         |
|                              |                 |          |                       |                         |
|                              |                 |          |                       | CONFIRM                 |
|                              |                 |          |                       |                         |

#### Figure 2-2-14

Step 13: Select the meter manufacturer under "Electricity meter brand", select the meter model under "Electricity meter model", and then click "CONFIRM" to confirm the settings.



Figure 2-2-15

Step 14: After returning to the page shown in Figure 2-2-16, click "CONFIRM" to confirm all the settings on this page.

| 7:02 PM                           | \$\C`````````````````````````````````` |
|-----------------------------------|--|
| < Electricity meter               | settings                               |
|                                   |  |
| Enable switch                     |  |
| Start/stop electricity monitoring | meter                                  |
| Target power                      |  |
| - 1850<br>v                       | ↔<br>5000 w                            |
| Electricity meter model           |  |
| Factory:ESTRON Model:EST          | RON230 >                               |
|                                   |  |
| CONFIRM                           |  |
| click                             | <b>&lt;</b>                            |



Step 15: Select safety regulations, and then click "Confirm" to confirm the settings.



Figure 2-2-17

Step 16: Click the button to start the energy storage machine, and the process of creating an energy storage power station ends here.



Figure 2-2-18

Step 17: After successful configuration according to the above steps, the home page of the app is shown in Figure 2-2-19. The monitor will automatically connect to the router to access the cloud server and collect and upload data. The data will be displayed on the AiHome page.

| 7:03 PM  | & T 1 🕿 🕤     |
|--|---------------|
| B121020B0017 >   |               |
| Battery status<br>Work mode<br>Spontaneous use mode ><br>Device status<br>Normal |               |
|  |               |
| 2021-03-30   | Sand          |
| Electricity generation today<br>kWh<br>Self use rate 0%                          |               |
| Electricity consumption today  |               |
| kWh  |               |
| Self supply rate D%  |               |
| Current battery power (SOC)  |               |
| %  |               |
| Charge -kWh Discharge  | -awa          |
| Conview Energy   | Device center |
| Figure   | 2-2-19        |

# 2.3 Browse energy storage power stations

# 2.3.1 Overview

1. Click the button at the top left of the homepage, and then click "Manage Power Station" to enter the management power station page, where you can rename the power station and reset the location of the power station.



Figure 2-3-1

2 . Click the "work mode" button to set the work mode.



Figure 2-3-2

- 3. The data on the page is shown in Figure 2-3-3
  - a. "battery status" shows the battery level.

b. "Device status" shows whether the device is online.Green means online,and red means offline.

c. This area displays the energy storage power station's today's power generation, self use rate, today's electricity consumption, self supply rate, current battery power, charging capacity, discharge capacity, buying electricity today, and selling electricity today.

The self use rate indicates the ratio of the photovoltaic energy used by the local load to the total photovoltaic power generation.

The self supply rate indicates the ratio of the photovoltaic energy used by the local load to the total energy used by the local load.



Figure 2-3-3

#### 2.3.2 Energy

This page mainly displays the current energy flow, staying on this page for 1 minute will refresh the data.



# 2.3.3 Device center

### 2.3.3.1 Switch and data

a. This button is used to switch the energy storage machine.

b. The meaning here is the current charging power of the battery or the power discharging the battery.

c. The meaning here is the current power to buy or sell electricity from the grid

| •••• A 🕤 .all 46= 💷                         |
|---|
| ter a                                       |
| Electricity meter<br>Selling<br>electricity |
| ×   |
| s >   |
| 3   |
| e center Mine                               |
|   |

#### 2.3.3.2 Battery settings

Click "Battery Settings" to enter the battery settings page. For how to set it, please refer to steps 7-9 of "2.2 Create Energy Storage Power Station". Here is how to modify the parameters in the custom mode. The user defines the charging and discharging time in the custom mode. Click "Settings" to enter the setting page of custom mode.

| 3:50 PM & 전 344G   | 3:50 PM                 |  | 8 5 344G . E  | 7:29 PM                                | ቢ & 🖯 🖬 46. መ                   |
|--|-------------------------|--|---------------|--|---------------------------------|
| Device center  | <                       | Battery settings   |               | < Cust                                 | om mode                         |
| AISWEI energy storage inverter                               | Choose batte            | ery  |               | Default schedule V                     | 0                               |
| Inverter Electricity meter                                   | Factor                  | PYLON Model:US2000   | >             | Charge-discharge power setting         | 10                              |
| 941.00 W<br>Discharging → 930.00 W<br>Selling<br>electricity | - Number (gro           | up)  |               | Charging power                         | 2500 W                          |
|  |                         | 1  | ۲             | Discharge power                        | 2500 W                          |
| L see click  | Choose work             | ing mode   |               | Charge-discharge pow<br>of the battery | er uses the maximum rated power |
| Battery settings CITCK                                       | Sponta<br>Priority: k   | neous use mode<br>bad – battery – grid                       |               | Charge-discharge                       | schedule setting                |
| Safety regulation settings                                   |                         |  |               |  |                                 |
| Anti-backflow setting  | > Backup<br>Priority: b | energy mode<br>attery load grid                              |               |  |                                 |
|  | Custom b                | n mode<br>hattery charge-discharge time Se                   | :K<br>ttings> |  |                                 |
|  | Off-gric<br>Priority: k | f mode<br>aad battery  |               |  |                                 |
|  | Mains<br>Use this r     | electricity charging mode<br>node when charging is activated |               |  |                                 |
| Derivary Direct center M                                     |                         | CONFIRM  |               | c                                      | DNFIRM                          |

Figure 2-3-6

Step 1. There is a default schedule in the app. To customize a schedule, you need to create a new schedule. Click the drop-down button next to "default schedule", click "Create a custom schedule", enter the schedule name, and finally click "CONFIRM".





Step 2. In the case of ticking "Use the maximum rated power of the battery for charging and discharging power", the charging and discharging power defaults to 2500w, and the charging and discharging power refers to the battery's charging and discharging power. To modify the charge and discharge power, you need to uncheck it first, and then click the value to modify the power value.

| 7:29 PM                               |                      | id 4G (50)  |
|---------------------------------------|----------------------|-------------|
| < Cus                                 | stom mode            |             |
| Default schedule 🔻                    |                      | 0           |
| Charge-discharge power se             | tting                |             |
| Charging power                        | click-               | NO0 W       |
| Discharge power                       |                      | 2500 W      |
| Charge discharge po<br>of the battery | wer uses the maximum | rated power |
| Charge-discharg                       | e schedule setting   | >           |
|                                       |                      |             |
|                                       | CONFIRM              |             |



Step 3. Click "charge-discharge schedule setting" to set the charge-discharge schedule

| 7:29 PM                   |                                     | 3 "311 4G - 380 |
|---------------------------|-------------------------------------|-----------------|
| <                         | Custom mode                         |                 |
| Default sched             | ule 🔻                               | 1               |
| Charge-discharg           | e power setting                     |                 |
| Charging pow              | er                                  | 2500 W          |
| Discharge pov             | wer                                 | 2500 W          |
| Charge-dis<br>of the batt | charge power uses the maximi<br>ery | um rated power  |
| Charge                    | -discharge bedule setting           | 5               |
|                           |                                     |                 |
|                           | CONFIRM                             |                 |

Figure 2-3-9 Step 4. Click the button to select the charging and discharging time of a certain day from

| Monday to Sunday for setting Cl  | ick "   | Ò "to                 | conv the s          | chedule f       | rom on | a dav to | another  |
|----------------------------------|---------|-----------------------|---------------------|-----------------|--------|----------|----------|
| wonday to Sunday for Setting. Cl | 3:51 PM | 10                    |                     | 14G. @          |        | c uay to | another. |
|                                  | <       | 默认                    | <sup>\计划</sup> CliC | <del>(+</del> ) |        |          |          |
|                                  | Monday  | Charge 🛑<br>Disch     |                     | <b>→</b>        |        |          |          |
|                                  | Tuesd   | Charge 🗲              | 3Hour<br>3Hour      | >               |        |          |          |
|                                  | Wedn    | Charge 🛑<br>Disch     | 2Hour<br>2Hour      | >               |        |          |          |
|                                  | Thurs   | Charge 🛑              | 3Hour<br>3Hour      | >               |        |          |          |
|                                  | Friday  | Charge 🛑<br>Disch     | 2Hour<br>2Hour      | >               |        |          |          |
|                                  | Saturd  | Charge Charge         | 3Hour<br>3Hour      | >               |        |          |          |
|                                  | Sunday  | Charge 🛑<br>Disch., 🛑 | 2Hour<br>2Hour      | >               |        |          |          |
|                                  |         |                       |                     |                 |        |          |          |
|                                  |         |                       |                     |                 |        |          |          |
|                                  |         |                       |                     |                 |        |          |          |

Figure 2-3-10

Step 5. Click the "Charge" or "Discharge" button to modify the charging and discharging time period. Click "ADDED CHARGE-DISCHARGE TIME PERIOD" to add a charging and discharging time period. There can only be 3 groups of charging time periods and 3 groups of discharging time periods at most.

| 3:51 PM  |             | •         | & ত 7114       | G 💷 |
|----------|-------------|-----------|----------------|-----|
| <        | Schedule    | overvie   | ew             |     |
| Monday   |             |           |                |     |
| Charge   | 2Hour       |           |                |     |
| Schedule | 2100        |           | clic           | k   |
| 0 C      | harge       | 11:00 -   | 13:00          | >   |
|          | ischarge    | 16:00 - 1 | 18:00          | 5   |
|          |             |           |                |     |
| ADDED    | CHARGE-DIS( |           | k<br>TIME PERI | DD  |

Figure 2-3-11

Step 6. After returning to the custom mode setting page, click "CONFIRM" to save the modified settings.

| 3:51 PM                               | … 总 创 篇(I4G。(                 | 80  |
|---------------------------------------|-------------------------------|-----|
| < Cu                                  | stom mode                     |     |
| 默认计划 ▼                                |                               | 0   |
| Charge-discharge power se             | tting                         |     |
| Charging power                        |                               | W.  |
| Discharge power                       |                               | W.  |
| Charge-discharge po<br>of the battery | ower uses the maximum rated p | owe |
| Charge-discharg                       | e schedule setting            | 3   |
|                                       | alick                         |     |
| (                                     | пск                           |     |
|                                       | •                             |     |

Figure 2-3-12

#### 2.3.3.3 Safety settings

On the device center page, click "Safety regulation settings" to set the safety regulation. For how to set the safety regulation, please refer to step 15 of "2.2 Creating an Energy Storage Power Station".

#### 2.3.3.4 Anti-backflow setting

On the device center page, click "Anti-backflow setting" to set the anti-backflow setting. For how to set the anti-backflow setting, please refer to steps 10-14 of "2.2 Creating an Energy Storage Power Station".

### 2.3.4 Mine

#### 2.3.4.1 User page

Click "User page" to modify personal information, and click "Portrait" and "nickname" to modify the avatar and nickname.

| I9 AM                     | ··· 2                          | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1       | 9:21 AM                      | ይ 🖯 🕍 4G= 🕨    |
|---------------------------|--------------------------------|---|------------------------------|----------------|
| - 1111                    |                                |   | < Ed                         | it information |
| 1 power statio            |                                | User page >                                 | Make personal information pu | ble            |
|                           | CHC                            |   | Avatar                       |                |
| 0.16 ¥<br>Ving money Emis | 0.16 Kg<br>sion reduction c To | <b>7</b><br>0.20 kWh<br>fal value of energy | Nickname                     | 1111 >         |
| Energy storage            | e weekly report                |   |                              |                |
| 🔄 Message push            | ĉ.                             | 3.  |                              |                |
| Setting                   |                                | 2   |                              |                |
| About us                  |                                | >   |                              |                |
| Contact us                |                                | >   |                              |                |
| Malfunction an            | d feedback                     |   |                              |                |

#### 2.3.4.2 Energy storage weekly report

Click "Energy storage weekly report" to enter the Energy storage weekly report page. On this page you can see the cumulative output, last week's output, cumulative revenue, last week's revenue, cumulative CO2 emission reduction, CO2 emission reduction this week, and last week Yield.

| 2:20 PM  | Ø 15 1214G. @                       | 2:04 PM                         | 🖧 😇 🖼 4G- 🕮   |
|--|-------------------------------------|---------------------------------|---|
|  |                                     | < Energy storage                | e weekly report                                     |
| 1 power station                                | User page 7                         | 0.00 kWh<br>Total<br>production | 0.00 kWh<br>Production of<br>last week              |
| 0 x 0 xg<br>Saving money Emission reduction c. | 0.00 kith<br>Total value of energy. | 0 ¥<br>Total earning            | 0.00 ¥<br>Earning of last<br>week                   |
| Energy storage weekly repo                     | ort N                               | 0Kg<br>Total CO,<br>reduction   | 0.00 T<br>CO <sub>2</sub> reduction<br>of this week |
| Setting  | > _ ,                               | Production of last wee          | ek  |
| About us                                       | 2                                   | •                               |   |
| 🌜 Contact us                                   | 5                                   | 2021-03-30                      | 0.00kWh   |
| Malfunction and feedback                       | 2                                   | 2021-04-01                      | 0.00kwh   |
|  |                                     | 2021-04-02                      | 0.00kWh   |
|  |                                     |                                 |   |
|  |                                     |                                 |   |
|  | center Mare                         |                                 |   |
| 1999-1999-1999-1999-1999-1999-1999-199         | Figure 2                            | 2-3-13                          |   |

# 2.3.4.3 Message push

Click "Message push" to enter the Message push page, where all the switch suggestions are turned on.

| 20 PM                             | 点 (1) 12d 4G。(22)     | 2:16 PM             | & ♡ ‰14G 🖅 |
|-----------------------------------|-----------------------|---------------------|------------|
| 1111                              | User page >           | < Messa             | ige push   |
| 1 power station                   |                       | Accept push         | -          |
|                                   | 4                     | Device message push |            |
| 0 x 0 Kg                          | 0.00 km               | Malfunction         | -          |
| Saving money Emission reduction c | Total value of energy | Security            |            |
| Energy storage weekly repo        | click                 | System Natice       |            |
| Message push                      | N 5                   | General notice      | -          |
| Setting                           | >                     | Service feedback    |            |
| S About us                        | 2                     |                     |            |
| S Contact us                      | >                     |                     |            |
| Malfunction and feedback          | 5                     |                     |            |
|                                   |                       |                     |            |
|                                   |                       |                     |            |
|                                   |                       |                     |            |
|                                   |                       |                     |            |
| review Energy Device of           | anter Mirre           |                     |            |
|                                   | Figure                | 2-3-14              |            |

#### 2.3.4.4 Setting

Click "Setting" to enter the Setting page, which has 5 buttons.

| 2 |
|---|
| > |
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| > |
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|   |

Figure 2-3-15

Click "Account security settings", after entering the page, you can reset your phone and email.



#### Figure 2-3-16

Click "Change password", after entering the page, you can reset the password.



Figure 2-3-17

Click "Clear cache" to clear the cache.



Figure 2-3-18

Click "Check for update" to check whether the app is the latest version.

| 2:30 PM                   | <b>…</b> 足 🗑 淵 4G 🐵 |
|---------------------------|---------------------|
| < Setting                 |                     |
| Privacy and security      |                     |
| Account security settings | >                   |
| Change password           | >                   |
| APP related settings      |                     |
| Clear cache               | 1.419M >            |
| About                     | 1.0.0 >             |
| Check for updates         | >                   |
|                           | click               |
|                           |                     |
| LOG OUT                   |                     |



Click "LOG OUT" to log out of the current account.

| 2:30 PM               | 总 🖯 📶 4G - C | Ħ |
|-----------------------|--------------|---|
| <                     | Setting      |   |
| Privacy and security  |              |   |
| Account security sett | ings         | > |
| Change password       |              | > |
| APP related settings  |              |   |
| Clear cache           | 1.419M       | 2 |
| About                 | 1.0.0        | 5 |
| Check for updates     |              | 5 |
|                       |              |   |
|                       |              |   |
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|                       |              |   |
|                       |              |   |
|                       | click        |   |
|                       |              |   |
|                       |              |   |
| L                     |              | _ |

Figure 2-3-20

#### 2.3.4.4 About us

Click "About us", you can see a brief introduction of our company.



Figure 2-3-21

#### 2.3.4.5 Contact us

Click "Contact us" to find our company's contact information.

|                                    |                        | 1 01                          | ontact up            |
|------------------------------------|------------------------|-------------------------------|----------------------|
| 1111                               | User page >            |                               |                      |
| 1 power station                    |                        | China                         |                      |
|                                    |                        | Service Email: service.ch     | ina@aiswei-tech.com  |
| . P.                               | 4                      | Sales Email: sales.china      | @aiswel-tech.com     |
|                                    | 0.00                   | Phone: 400-801-9996           |                      |
| Savioo money Emission reduction c. | Total value of energy. |                               |                      |
|                                    |                        | Australia                     |                      |
|                                    |                        | Service Email: service.au     | @aiswei-tech.com     |
| Energy storage weekly repo         | rt 🤉                   | Sales Email: sales au@a       | iswei-tech.com       |
|                                    |                        | Phone: +0061 390-988-6        | 574                  |
| Message push                       | <i>&gt;</i>            |                               |                      |
| Sa carrier                         |                        | Europe                        |                      |
| Setting                            | ~                      | Service Email: service et     | @aiswei-tech.com     |
|                                    |                        | Sales Email: sales eu@a       | iswei-tech.com       |
| About us                           | 2                      | Phone: <u>+48 134-926-109</u> | (PL)                 |
| 📞 Contact us                       | click                  | Phone: +31 208-004-844        | (NL)                 |
|                                    |                        | Taiwan, China                 |                      |
| Malfunction and feedback           |                        | Service Email: service.ta     | iwan@aiswei-tech.com |
|                                    |                        | Sales Email: sales.row@       | aiswei-tech.com      |
|                                    |                        | Phone: +00886 8090892         | 212                  |
|                                    |                        | ROW                           |                      |
|                                    |                        | Service Email: service.ro     | w@aiswei-tech.com    |
|                                    |                        | Sales Email: sales.row@       | aiswei-tech.com      |
|                                    |                        | Phone:                        |                      |
|                                    |                        |                               |                      |

Figure 2-3-22

#### 2.3.4.6 Malfunction and feedback

Click "Malfunction and feedback", on this page you can give user feedback to our APP.Edit the information you need feedback in the text box.Click the "+" button to upload the picture needed for feedback.Click "submit feedback" After the button, we will receive your feedback information.

| 2:20 PM                    | 及 🕤 🕍 4G. ②  | 3:07 PM 요 당 漏(4G, ④ (19)   |
|----------------------------|--|--|
| 1111<br>1 power station    | User page >  | Malfunction and feedback  Base elements  |
|                            | 9           0.00 kWh           Total value of energy | Problem type APP malfunction > Person reporting for repair Contact number  |
| Energy storage weekly repo | rt >   | Please describe your problem   |
| Message push               | ><br>>   | decrar to provoe por while sector arente arene, present<br>decrar by your provoe from in as much detail as possible<br>(not less than 10 words). |
| About us                   | >  | 0/120  |
| Contact us                 | >  | Upload image   |
| ~                          | lick   | <b>1</b>   |
|                            |  | SUBMIT FEEDBACK  |
| Creaview Energy Device     | centor Are   |  |

Figure 2-3-23

# 3. Contact us

If you encounter technical problems related to our products, please contact SMA (China) Service Department. We need you to provide the following information so that we can provide you with the necessary support:

-Monitoring equipment model (AiCom/ AiCom WiFi/ ComBox/ AiManager/WIFISTICK) -Monitoring equipment serial number -Error message description

-APP client version number

You can contact our regional service department during working hours: Australia Phone: +61 390 988 673 Email: service.au@aiswei-tech.com Address: 40th Floor, 140 William Street, Melbourne, Victoria, Australia Zip code: 3000

Greater China

Tel: +86-400-801-9996 (Mainland)/ +886 809 089 212 (Taiwan) Email: service.china@aiswei-tech.com Address: No. 198, Xiangyang Road, Suzhou City, Jiangsu Province, China Zip code: 215011

European region Phone: +31 208 004 844 (Netherlands)/+48 134 926 109 (Poland) Email: service.eu@aiswei-tech.com Address.: Muiderstraat 9/G, Amsterdam, Netherlands Post Code: 1011

other areas Email: service.row@aiswei-tech.com