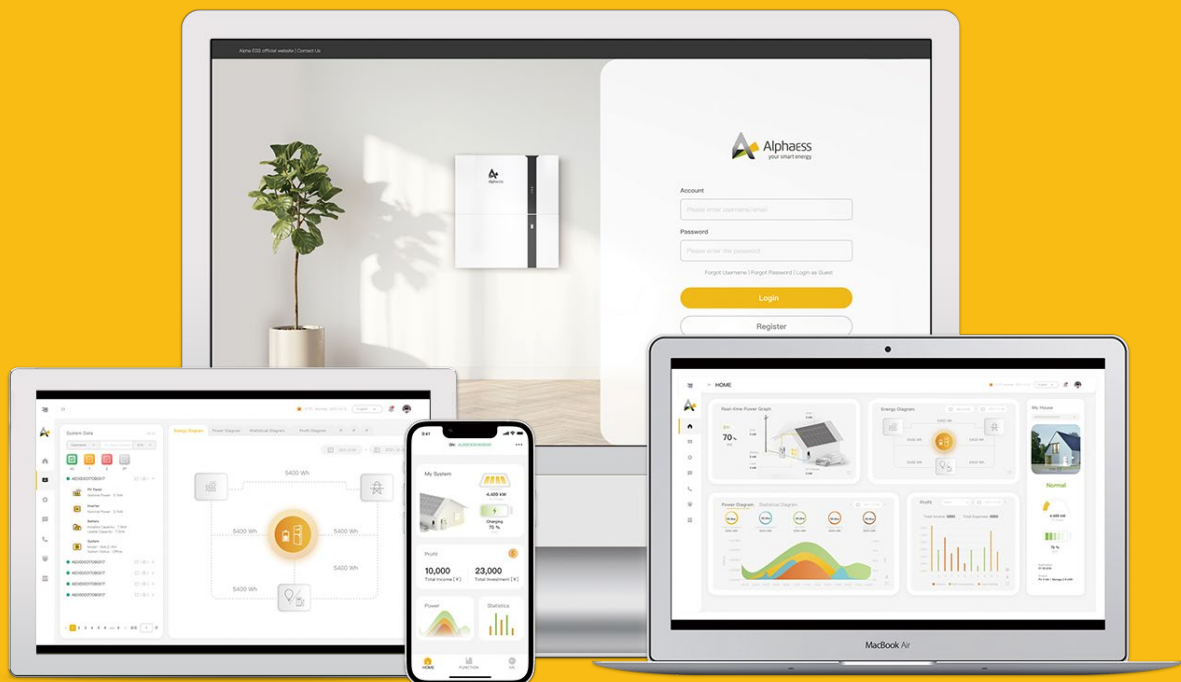


AlphaCloud Online Monitoring Installers User Manual



COPYRIGHT STATEMENT

This manual is under the copyright of Alpha ESS Co., Ltd. with all rights reserved. Please keep the manual properly and operate in strict accordance with all safety and operating instructions in this manual. Please do not operate the product before reading through the manual.

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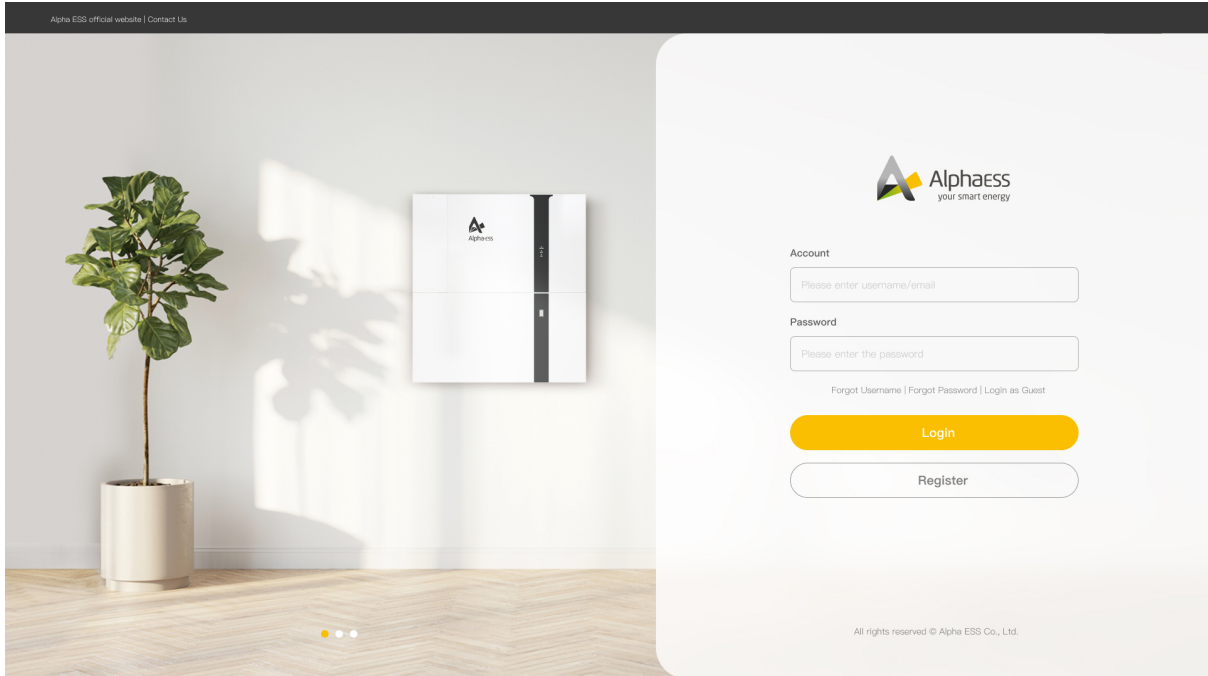
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1. Login Interface

1.1. Login



Input your username and password, then click "Log in" to jump to the home page. There would be a prompt after failed login.

Users who haven't yet registered need to click "Register" to go to the registration page, see section 1.2.

Click "Imprint" to check the contact information on AlphaESS official website

Click "Privacy Policy" to check it

Click "Login as Guest" to check the functions of AlphaCloud

1.2. Register

User registration

* User Type * License

Installer Please enter the License

* Username * Zip Code

someone@example.com Please enter your zip code

* Password * Confirm Password


Please enter the password Please confirm the password

Language * Contact Person

中文 Please enter a contact

* Country / Region Province/State City/Town

Please select your cou... Please select your provin... Please select your city

Address Contact Number 

Please enter your address Please enter your phone number

Agree to the above terms [《Terms and Conditions》](#) and [《Privacy Policy》](#)

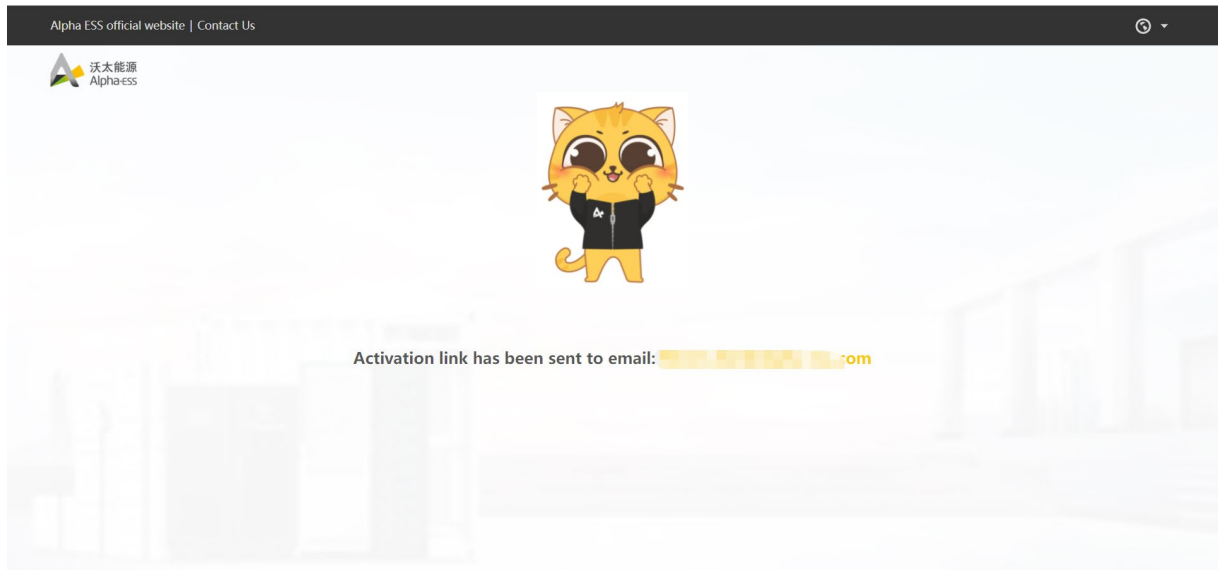
Back
Submit

Fields with a "*" mark are required to be filled, and the contents you fill must consist with the facts. There are 2 types of registered users: end users and installers. Please select it according to the actual situation. Then you can select whether you accept auto upgrade or not. Then Click "Log in" to go to the login page.

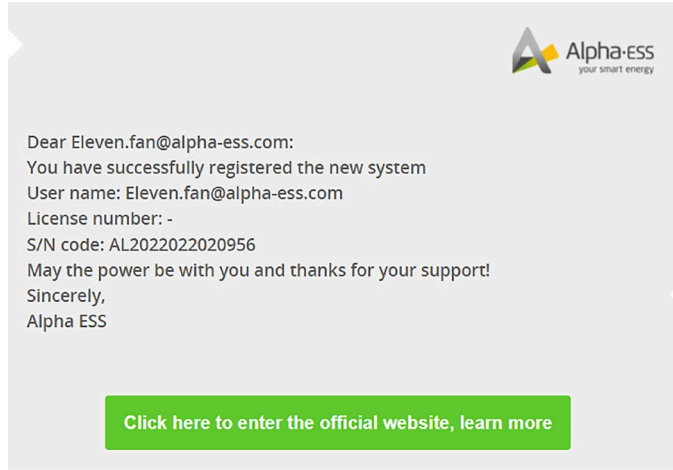
When register the username, you must to use your email address which must be valid. If the email address is not able to receive email, you will not successfully register your account.

You can select the language in the upper right corner of the page. Chinese, English and German are available at present.

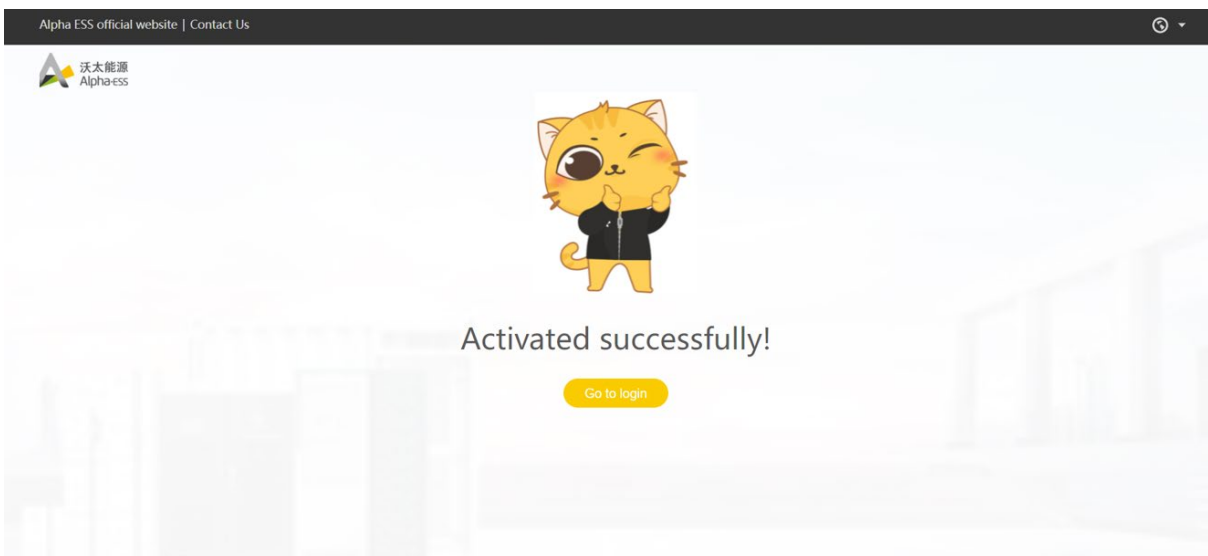
Click "Sign Up Now", a registration activation Email will be sent to your Email address, as shown below:




At the same time you will receive an activation email, as shown below:



Click the activation link and it would indicate successful account activation and automatically redirect you to the login page



Then, a successful registration email will be sent to your mailbox, as shown below:



Dear Eleven.fan@alpha-ess.com:
You have successfully registered the new system
User name:
License number: -
S/N code:
May the power be with you and thanks for your support!
Sincerely,
Alpha ESS

[Click here to enter the official website, learn more](#)



1.3. Forgot Password

If you have forgotten your password, please click "Forgot Password" on the login page.

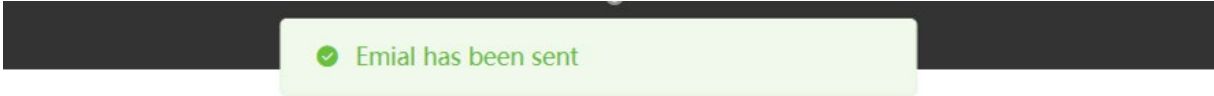
Forgot Password

* Username

* Verification code

[Imprint](#) [Privacy Policy](#)

If you forget the password, you need to input your email address when you register the account. Please click "Get verification code", then the code will send to your email box.



Forgot Password

* Username

* Verification code

The verification code has been sent to the mailbox: Eleven.fan*****, please pay attention to check it.

[Imprint](#) [Privacy Policy](#)

When you pass the verification, you need to input your new password, then submit it to finish the password change

Reset Password

* New Password

* Confirm Password

[Imprint](#) [Privacy Policy](#)

Click "Back" to jump to the login page.

Click "Imprint" to check the contact information on AlphaESS official website

Click "Privacy Policy" to check it

1.4. Forgot Username

If you have forgotten your username, please click "Forgot Username" on the login page.

Forgot Username

*** User Type**

Installer

*** License**

[Imprint](#) [Privacy Policy](#)

After submitting the required information, an email to retrieve your username will be sent to your mailbox.

Click "Back" to jump to the login page.

Click "Imprint" to check the contact information on AlphaESS official website

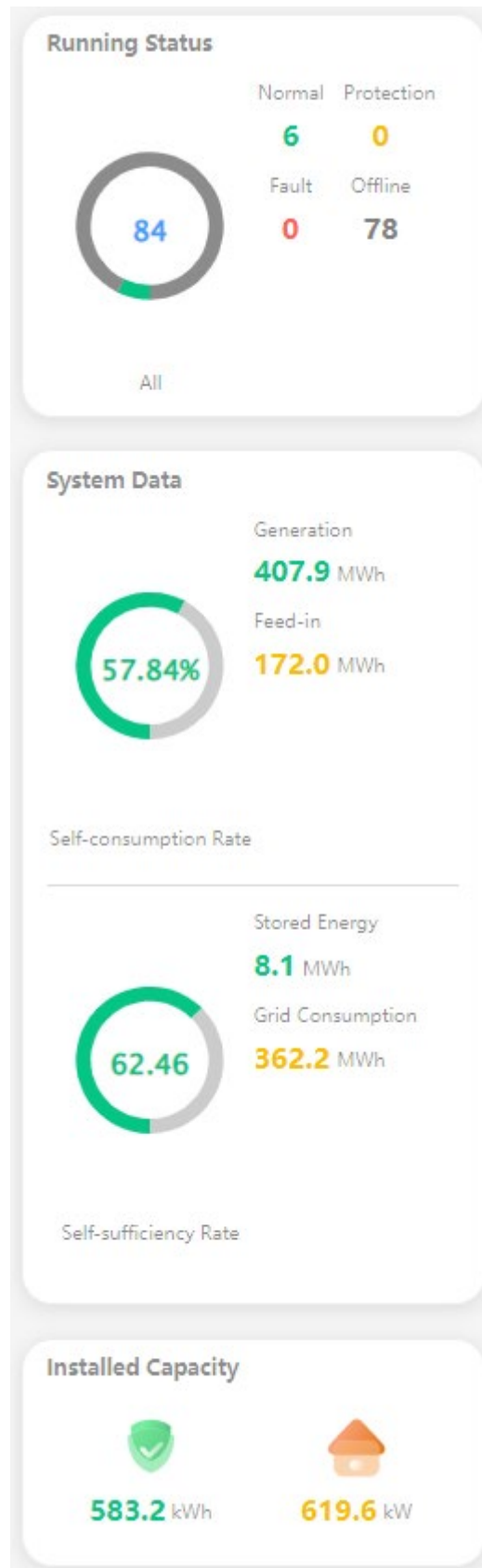
Click "Privacy Policy" to check it

2. Homepage

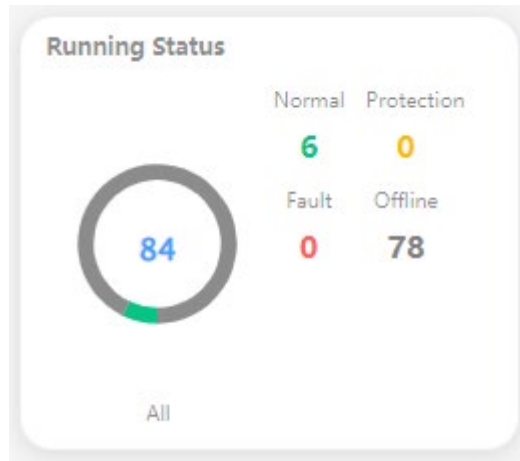
2.1. Overview

The homepage provides an overview of the information.

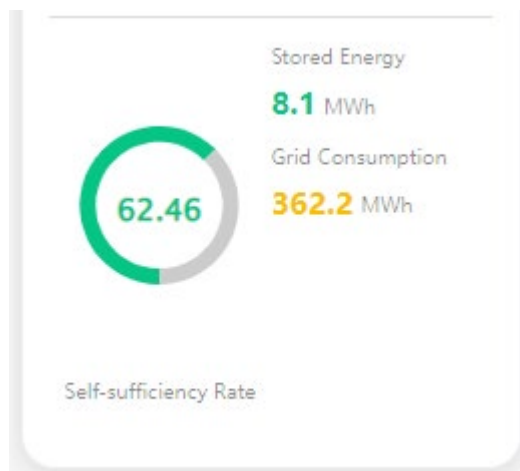
From left to right: running status, system data (including self-consumption rate, self-sufficiency rate), installed capacity.



Four running status: Normal, Protection, Fault, Offline



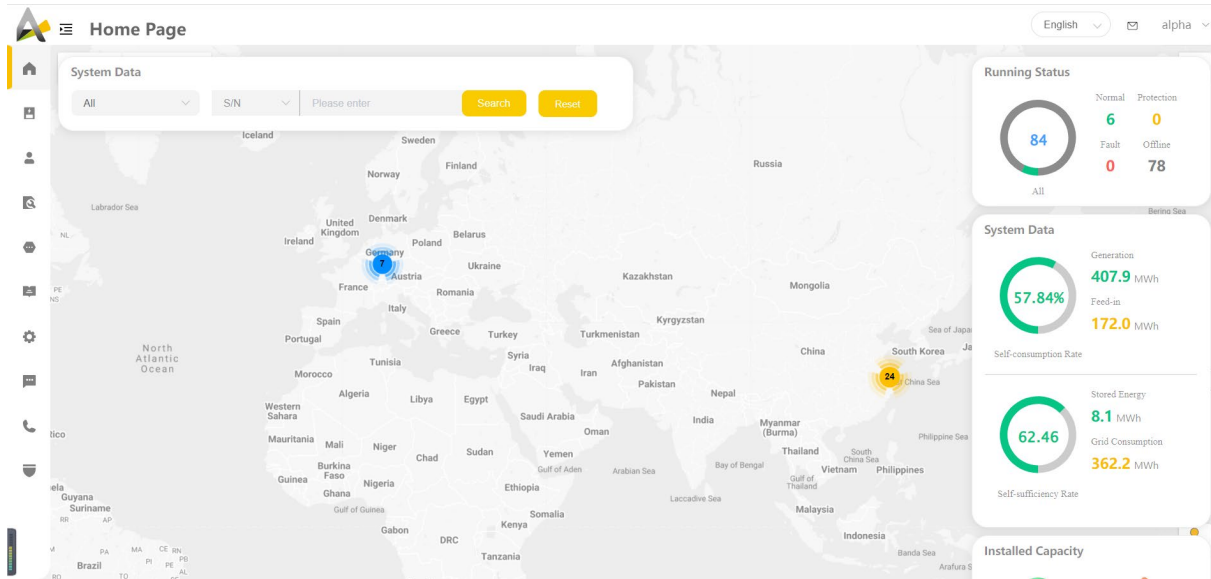
System data: Self-consumption Rate is calculated by (total PV generation - total electricity sold to grid) / total PV generation



Installed capacity shows installed capacity of the batteries and rated power of the inverter

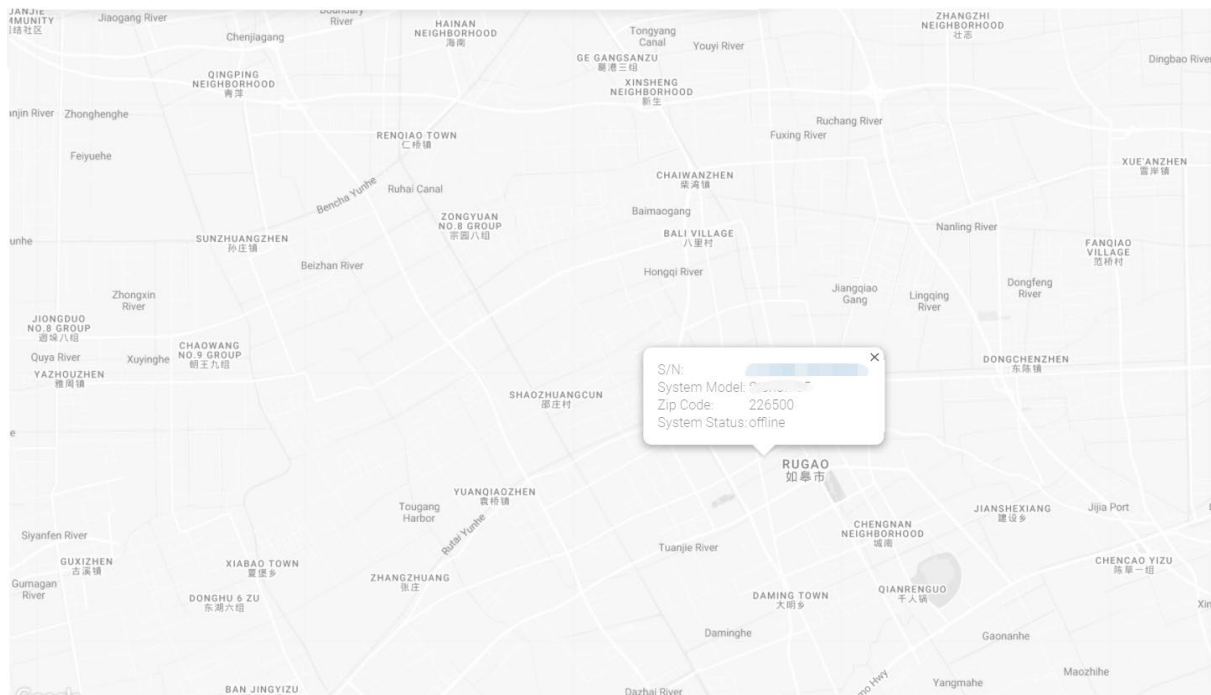


2.2. Map



The icons in the map show distribution information of end users.

Right-click the icon, then a message prompt panel will show up. Click the S/N to jump to a new page of system data (see 2.3).

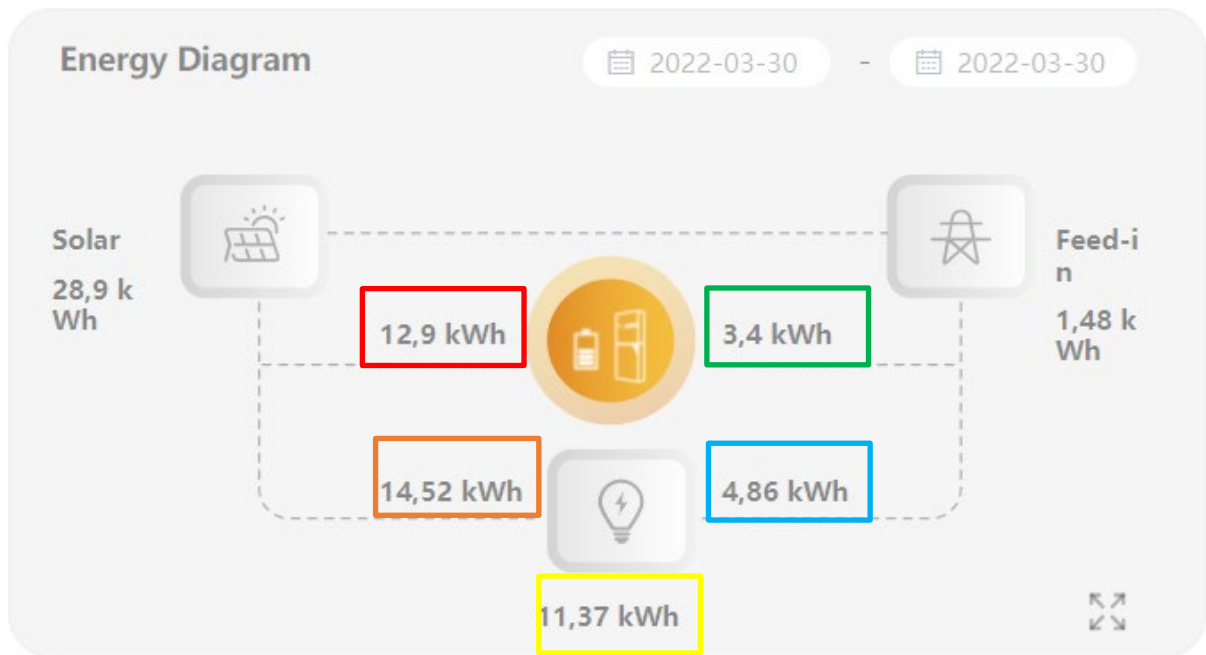


3. List of Storage Systems

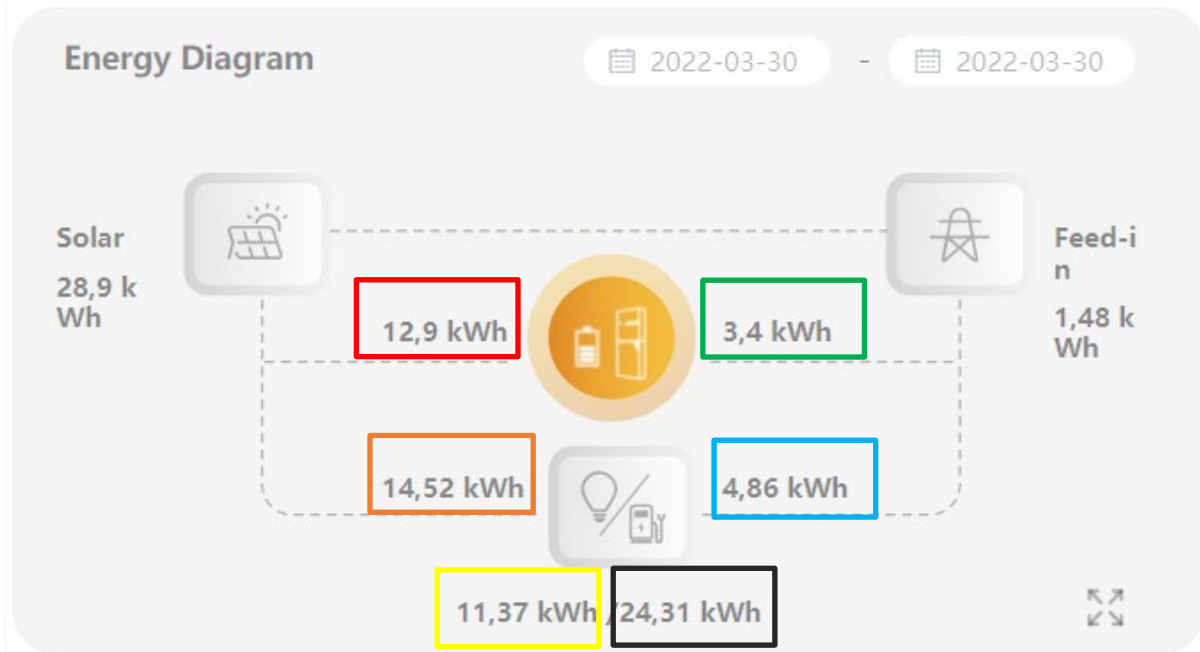
3.1. System Info

3.1.1. Energy Flow Charts

The image below shows energy flow chart of the energy storage system without an EV-charger installed.



The image below shows the energy flow chart of the energy storage system with an EV-charger installed:



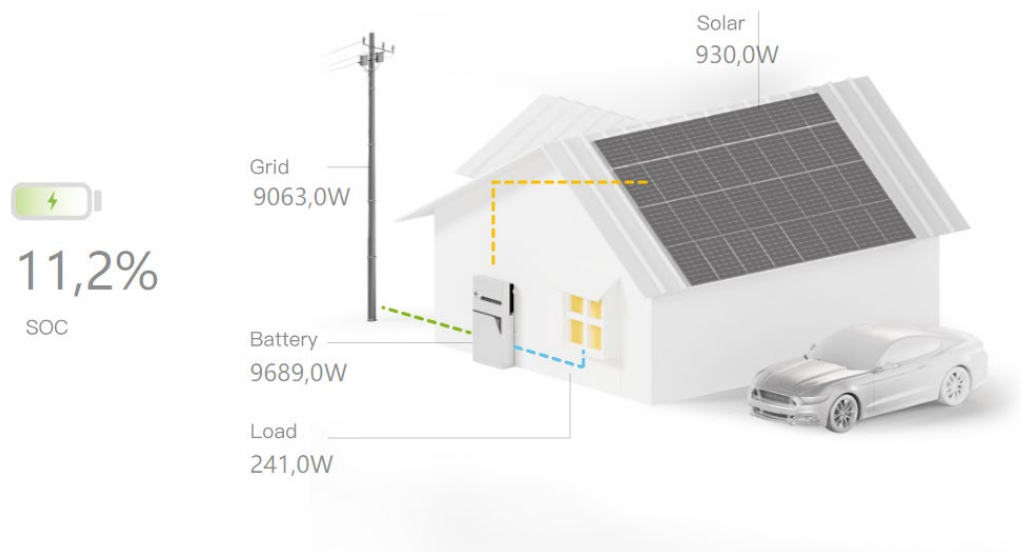
The above figure shows the total energy flow, which can be queried according to the start time and end time.

Description:

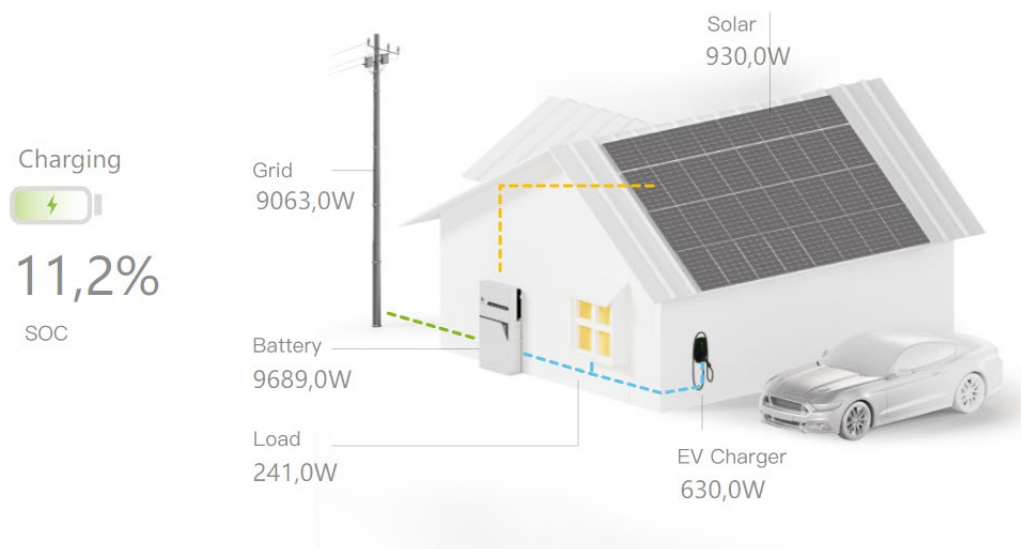
- i. Solar(28.9kWh): Total energy from PV generation.
- ii. Feed-in (1.48kWh): Total energy feed-in to grid.
- iii. Red box 12.9kWh: Energy charging battery from PV.
- iv. Green box 3.4kWh: Energy charging battery from the grid.
- v. Orange box 14.524 kWh: Load consumption supplied by PV.
- vi. Cyan box 4.86kWh: Load consumption supplied by the grid.
- vii. Yellow box 11.37kWh: Total load consumption.
- viii. Black box 24.31kWh:Consumption of EV-charger.

3.1.2. Real-time Power Map

The image below shows the real-time power map of the energy storage system without an EV-charger installed:



The image below shows the real-time power map of the energy storage system with an EV-charger installed:



PS: Only SMILE series products have this function.

The above figure shows the real-time power map (if the system supports the latest features).

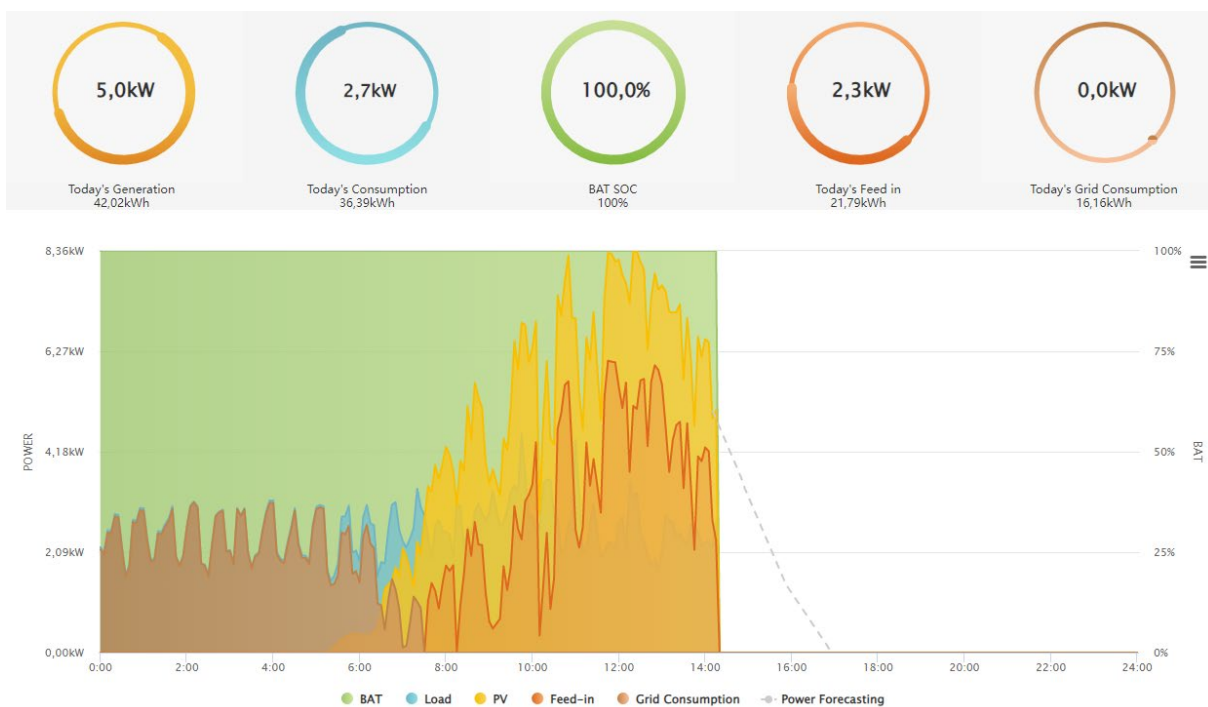
Description:

i. 930.0 W : Real-time power generated by PV.

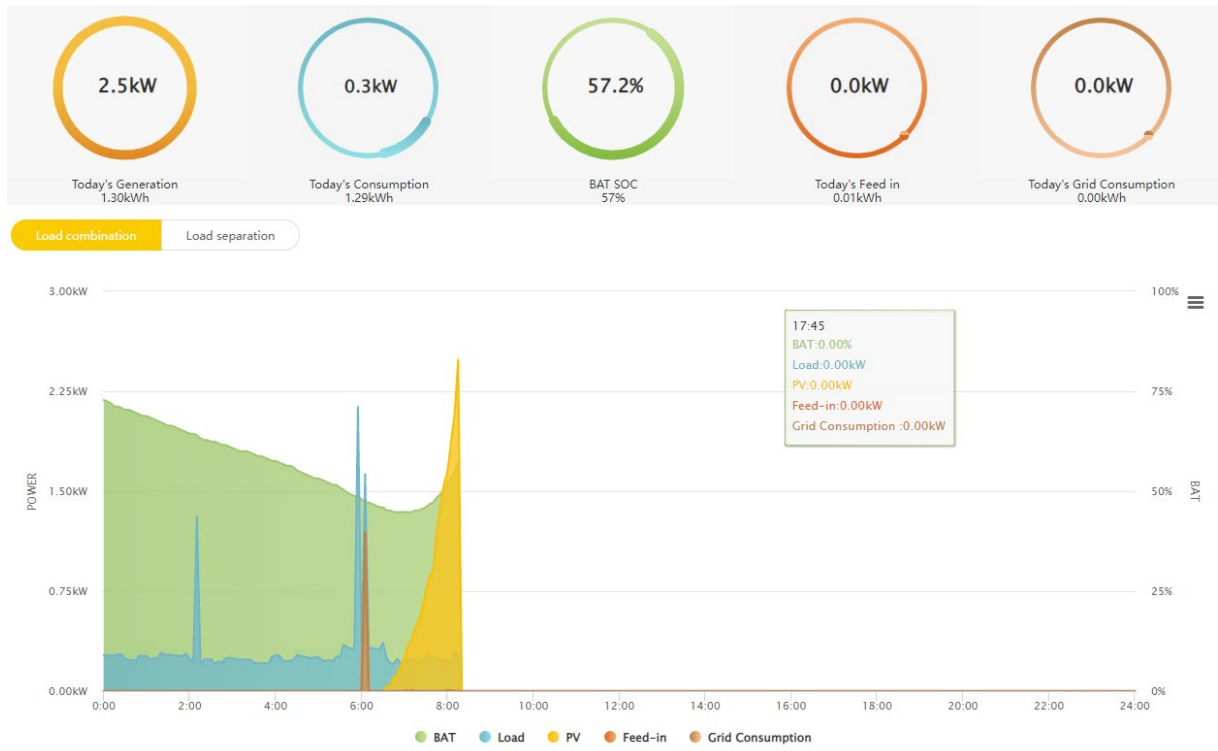
- ii. 9063.0 W: Real-time power feed in to the grid.
- iii. 9689.0 W: Real-time power charging or discharging to or from the battery.
- iv. 241.0W: Real-time load power.
- v. 11.2 % (SOC): remaining battery capacity.
- vi. 63.0W: Load consumption from EV-charger.

3.2. Power Diagram

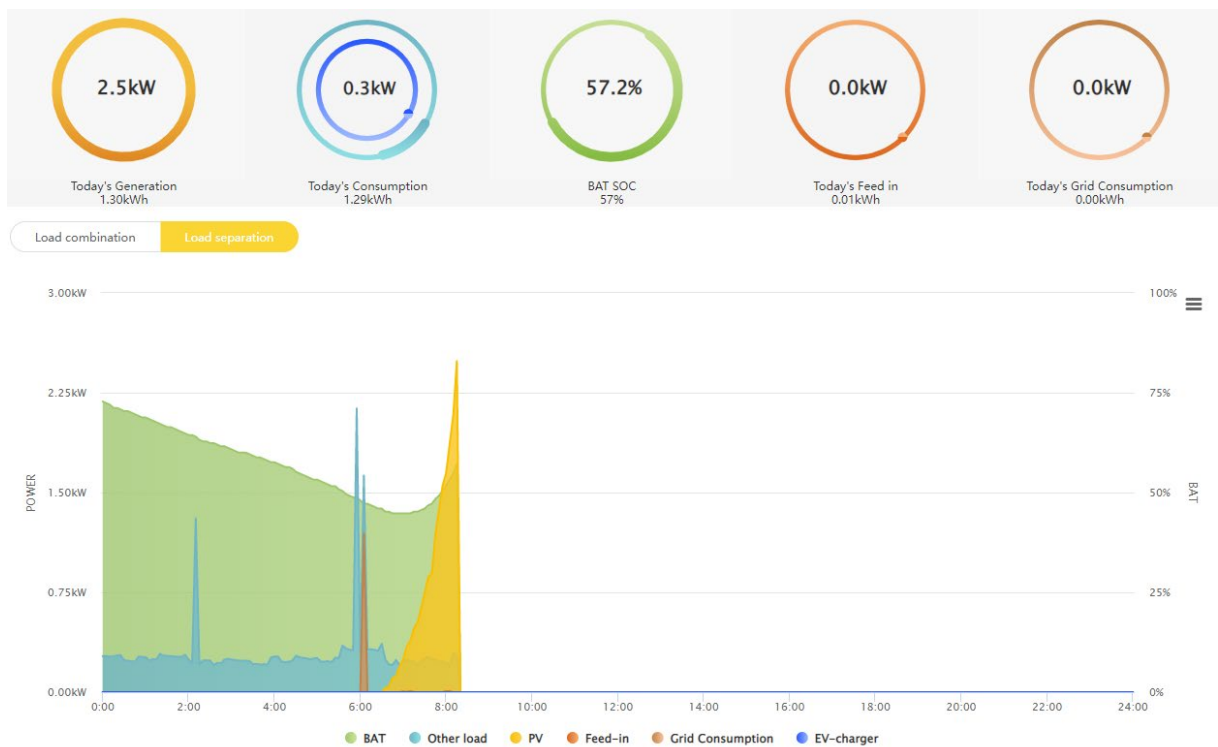
The image below shows the power diagram of the energy storage system without an EV-charger installed:



The image below shows the power diagram of the energy storage system with an EV-charger installed:



Click on "Load combination" to see the power diagram where the user loads and the EV-charger loads are combined into a total load:



Click the power diagram on the home page to view the power map for a specific time period as shown in the above figure.

Description:

Yellow (PV): Power generated from PV

Dark Blue (Load): Load consumption

Cyan (Battery): SOC (battery remaining capacity)

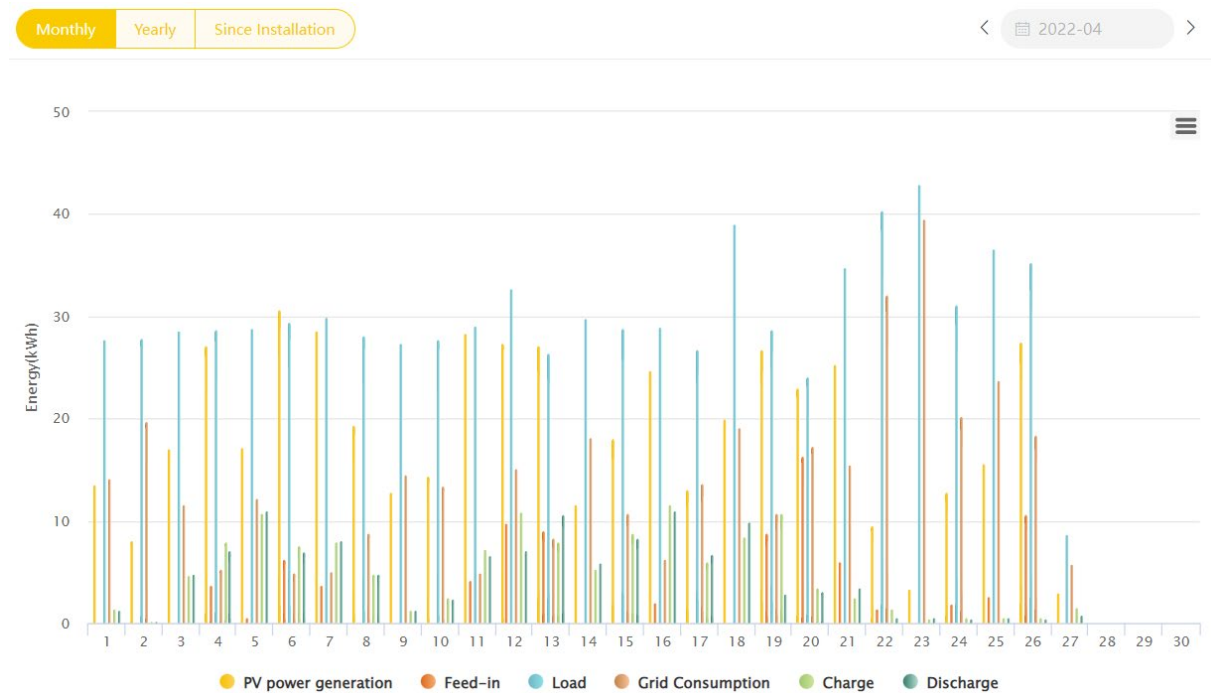
Orange (Feed-in): Power feed in to the grid

Blue Purple (Grid consumption): Power supplied by the grid

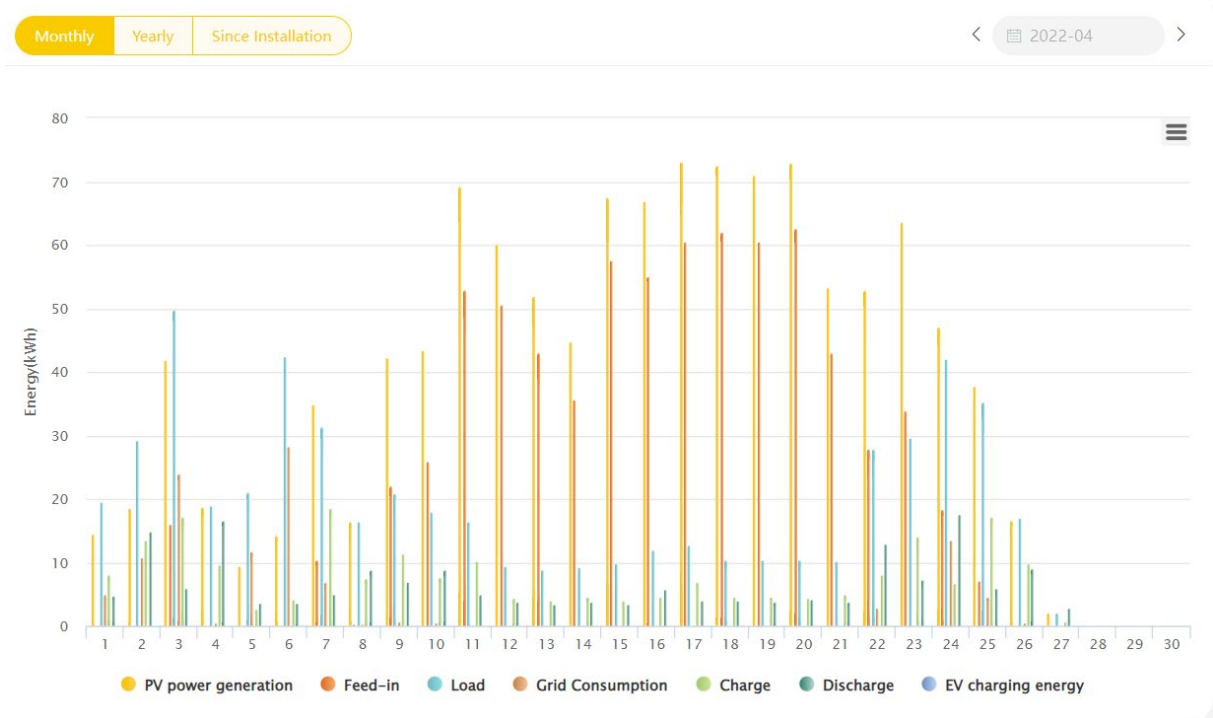
Users can set the date in the upper right corner to check the power data of a certain day. The diagram of a certain period can be zoomed in.

3.3. Statistical Diagram

The image below shows the statistical diagram of the energy storage system without an EV-charger installed:



The image below shows the income graph of your energy storage system with an EV-charger installed:



Click to check the S/N account. Click the home page graph to view the chart on a specific time period.

Description:

Three ways to calculate by month, by year, or since the day of installation.

PV power generation: Total energy generated by PV

Feed-in: Total energy feed in to the grid

Load: Total load consumption

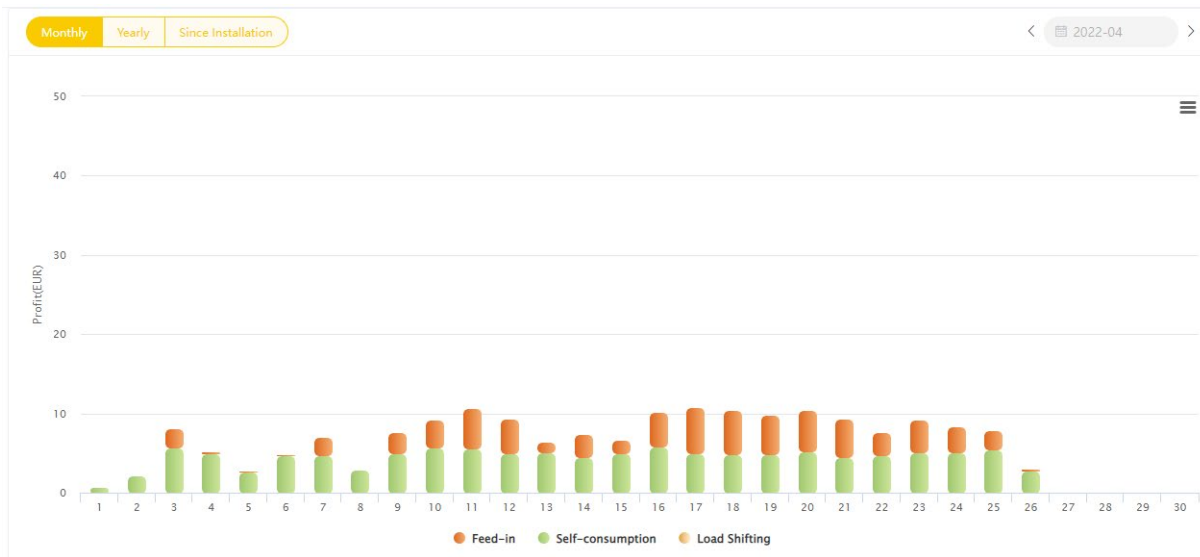
Grid Consumption: Energy consumption from the grid

Charge: Total energy charging the battery

Discharge: Total energy discharging from the battery

EV charging energy: Total energy charging the EV.

3.4. Profit Diagram



Click to check the S/N account. Click the home profit diagram to view the profit for a specific period.

Description:

The income chart can also be calculated monthly, yearly, or from the day of installation.

Total Income: Total income from the benefit of the system

Total Investment: Total investment cost (this value can be set by the customer);

Progress bar is the ratio of total income to total cost

Feed-in: Income from energy feed in to the grid, if there is a feed-in tariff

Self-consumption: income from PV generation

Load shifting: income from charging the battery at low electricity price and use it at high electricity price, if there is different electricity tariff in one day

3.5. System Setup

3.5.1. Basic Information

Basic Information ▼

S/N	License	Last Updated
<input type="text"/>	<input type="text"/>	2021-12-29 05:47:18
* Zip Code	Contact Person	* Country
<input type="text"/>	<input type="text"/>	<input type="text"/>
Province/State	City/Town	* Currencies
<input type="text"/>	<input type="text"/>	<input type="text"/>

Fields with a "*" mark are required to be filled. Grey fields are default, and all white blank fields need to be filled.

3.5.2. Inverter Information

Inverter Information ▼

Model	PV Installed Capacity	Rated Output Power [kW]	Inverter SN
SMILE-SP7.6-INV	5.69	4.59	35048ESU15400102
PV installed capacity on the side of PV inverter [kWp]	PV Installed Capacity On the Side of the Energy Storage System [kWp]	Safety	Regional application standard
5	5	VDE0126-50Hz	Default

Above figure shows the basic information of the inverter. Grey fields are default, and all white blank fields need to be filled.

3.5.3. Battery Information

Battery Information ▼

1st Battery SN	2nd Battery SN	3rd Battery SN
1503090271	<input type="text"/>	<input type="text"/>
4th Battery SN	5th Battery SN	6th Battery SN
<input type="text"/>	<input type="text"/>	<input type="text"/>
Installed Battery Capacity [kWh]	Battery Model	Battery Usable Percentage [%]
7.5	SMILE-BAT-8.2PHA	80
ControlBox/BMU	<input type="text"/>	
15020		

Above figure shows the basic information of batteries. Max. 6 batteries for residential systems and max. 18 batteries for commercial systems.

3.5.4. Meter Information

Meter Information ∨

Grid Meter

Meter CT CT

CT

Meter CT Ratio:

Meter Model:

PV side meter

Meter CT CT

CT

Meter CT Ratio:

Meter Model:

Grid Meter:

When the system is connected to the grid, grid meter should be set.

If the grid meter is installed, please select Meter for grid side. If this meter is a CT meter and the CT ratio is not 1, please select CT below and input the Meter CT Ratio. Meter Model cannot be set, it would be sent automatically by EMS. If this meter is not a CT meter or the CT ratio is 1, please do not select CT below. On the grid side, if only a CT is installed, please select CT for grid side.

PV meter:

When the system is installed with a PV inverter, PV meter should be set.

If the PV meter is installed, please select Meter for PV side. If this meter is a CT meter and the CT ratio is not 1, please select CT below and input the Meter CT Ratio. Meter Model cannot be set, it would be sent automatically by EMS. If this meter is not a CT meter or the CT ratio is 1, please do not select CT below. On the PV side, if only a CT is installed, please select CT for PV side

3.5.5. Software Information

Software Information ▼

BMS Firmware Version	Inverter Firmware Version	EMS Firmware Version
<input type="text" value="V3.25"/>	<input type="text" value="V03T"/>	<input type="text" value="V3.03.0"/>
BackupBox Firmware Version	BMU Software Version Number	Top BMU Version
<input type="text" value="1.0.0"/>	<input type="text"/>	<input type="text"/>
ISO Version	Inverter Slave Firmware	
<input type="text"/>	<input type="text"/>	

Above figure shows the basic information of software, it is not able to be set.

3.5.6. Electricity Tariff Information

Electricity Tariff Information

* Purchase Tariff 0	From	To
<input type="text" value="0"/>	<input type="text" value="00:00"/>	<input type="text" value="00:59"/>
* Purchase Tariff 1	From	To
<input type="text" value="0"/>	<input type="text" value="00:00"/>	<input type="text" value="00:59"/>
* Purchase Tariff 2	From	To
<input type="text" value="0"/>	<input type="text" value="00:00"/>	<input type="text" value="00:59"/>
* Purchase Tariff 3	From	To
<input type="text" value="0"/>	<input type="text" value="00:00"/>	<input type="text" value="00:59"/>
* Purchase Tariff 4	From	To
<input type="text" value="0"/>	<input type="text" value="00:00"/>	<input type="text" value="00:59"/>
* Purchase Tariff 5	From	To
<input type="text" value="0"/>	<input type="text" value="00:00"/>	<input type="text" value="00:59"/>
* Purchase Tariff 6	From	To
<input type="text" value="0"/>	<input type="text" value="00:00"/>	<input type="text" value="00:59"/>
* Purchase Tariff 7	From	To
<input type="text" value="0"/>	<input type="text" value="00:00"/>	<input type="text" value="00:59"/>
* Feed-in Tariff		
<input type="text" value="0"/>		

On this page, you can set electricity tariff, tariff period, feed-in tariff, then click "save".

3.5.7. Charge/Discharge Settings

Charging / Discharging Setting ▼ Enable Grid Charging BatteryCharging Period 1 Charging Period 2

Charging Stops at SOC [%]

 Enable Battery Discharge Time ControlDischarging Period 1 Discharging Period 2

Discharging Cutoff SOC [%]

The main function of the charge and discharge setting is to set the charging and discharging time period of the system at the on-grid situation. Users should pay attention to the SOC value to prevent over charging and over discharging of the battery.

3.5.8. Backup Box

Backup_Box ▼ Enable Backup Box

L1 Priority

L1 Priority Triggering SOC Value

L2 Priority

L2 Priority Triggering SOC Value

L3 Priority

L3 Priority Triggering SOC Value

Set the priority of each load if a backup box is used.

3.5.9. EV Charger

EV-Charger

Household current setup

 A

Charging mode

 Green charge Max. power charge i

EV-charger SN

 Abnormal

EV-Charger activation

EV-Charger priority

Charging period1

-

Charging period2

-

Here, the EV-Charger option will only appear when selecting the SN of your system with an EV-charger installed.

Household current Setup: Set the incoming current.

Currently enable button, EV charger priority, fixed charging time period 1 and 2 can only be set by end users. Charging status will be displayed.

3.5.10. Generator Control

Generator Control

Generator

Generator Rated Power(W)	<input type="text" value="15000"/>	Percentage of Diesel Generator Available Power(%)	<input type="text" value="80"/>	Frequency Setting	<input type="text" value="50Hz"/>
<input type="radio"/> SOC Control ⓘ <input checked="" type="radio"/> Time Control ⓘ <input type="radio"/> Manual Mode ⓘ					
Start SOC Range [%]	<input type="text" value="10"/>	To	<input type="text" value="100"/>		
Time Range	<input type="text" value="03:00"/>		<input type="text" value="00:00"/>		
<input checked="" type="checkbox"/> Battery Charging Power Mode ⓘ <input type="checkbox"/> Generator Rated Power Mode ⓘ					
Battery Charging Power Mode	<input type="text" value="3000"/>	W			

There are three diesel generator control modes:

SOC mode: In this mode, please set a SOC range. When the SOC of the battery is lower than the lower limit of the SOC range, the diesel generator would be turned on; when the battery SOC is higher than the upper limit of the SOC range, the diesel generator would be turned off.

Time period mode: In this mode, please set the start time and a shutdown time of the diesel generator. When the local time is in this period, the diesel generator would be on; when the local time is not in this period, the diesel generator would not be turned on .

Manual mode: If you select this mode, the diesel generator is always on.

There are two generator charging modes, one is based on the generator rated power mode, and the other is based on battery charging power mode.

Generator rated power mode: In this mode, the inverter's power absorbed from the diesel generator = diesel generator rated power * percentage of diesel generator available power - load side power of the inverter - the PV side power of the inverter. If the calculation is negative, the inverter will not absorb power from the diesel generator.

Battery charging power mode: In this mode, the inverter's power absorbed from the diesel generator = the set battery charging power value, but if the value (diesel generator rated power * percentage of diesel generator available power - load side power of the inverter) is less than the set battery charging power value, the inverter will absorb power from the diesel generator according to the value (the rated power of the diesel generator * percentage of diesel generator available power - the load side power of the inverter).

3.5.11. Commercial & Industrial System Information

Commercial & Industrial System Information ▼

Off-grid: SOC for Load Disconnecting(%) <input style="width: 80%;" type="text" value="11"/>	Off-grid: SOC for Load Reconnecting(%) <input style="width: 80%;" type="text" value="30"/>	AC Power Supply Mode <input style="width: 90%;" type="text" value="Diesel Generator"/> ▼
STS <input checked="" type="checkbox"/>	SOC Automatic Calibration <input checked="" type="checkbox"/>	Diesel Generator turned on before PCS Shutdown <input type="checkbox"/>
SOC Directional Calibration <input checked="" type="checkbox"/>	Maximum Charging Power from Grid(kW) <input style="width: 80%;" type="text" value="30,7"/>	Maximum Power through Meter(kW) <input style="width: 80%;" type="text" value="45,5"/>
		PCS Model <input style="width: 90%;" type="text" value="Storion-T100"/> ▼

This option is only available on commercial energy storage systems, whose EMS version is above V5.03.47.

Installers can setup the commercial & industrial system here.

3.5.12. Meter Offset Setting

Meter Offset Setting

Meter Offset Available

Meter Offset Power(kW)

23.5

Period1 - Start

00:00

Period1 - End

00:00

Period2 - Start

00:00

Period2 - End

00:00

This option is only available on commercial energy storage systems, whose EMS version is above V5.03.47.

This mode is only effective in on-grid mode. When the function is enabled, the EMS will determine if the current time point is in the set time periods, if so, the EMS will regulate the AC side output power of the PCS according to the set power value, so that the electricity can be absorbed from the grid or feed in to the grid, which will be reflected in the grid meter power value; if the current time point is not in the set time periods, the EMS will execute the self-generation mode or TOU charging/discharging mode.

3.5.13. Peak Shaving and Valley Filling

Peak Shaving and Valley Filling

Peak Shaving and Valley Filling

Difference kW

15.4

Peak Value kW

220.5

Period1 - Start

00:00

Period1 - End

00:00

Period2 - Start

00:00

Period2 - End

00:00

Valley Value kW

10.4

Period1 - Start

00:00

Period1 - End

00:00

Period2 - Start

00:00

Period2 - End

00:00

The peak-shaving and valley-filling function is only available on commercial energy storage systems, whose EMS version is above V5.03.47. The setting parameters include enable button, difference, peak value, start time and end time of peak shaving period 1, start time and end time of peak shaving period 2, valley value, start time and end time of valley filling period 1, start time and end time of valley filling period 2.

When the function is enabled, if the current time point is in peak-shaving time period or valley-filling time period, the system executes peak-shaving and valley-filling logic, if not, the system executes other logic (self-consumption or time period charge and discharge control).

This mode is only effective in on-grid mode. The EMS first determines whether the function is enabled or not, if so, it determines whether it is effective in the specified time period, which includes the sets of peak shaving time periods and the sets of valley filling time periods, the system will enter the peak shaving and valley filling logic when it is in any of these time periods.

During the peak shaving time period, if the absorbing power of the meter is greater than the peak value, the system will discharge the energy and cut the absorbing power of the meter to the value of peak minus difference.

If the load power is not higher enough to trigger peak shaving and it lasts for 1 minute, then the AC side power of the system would be 0. Triggering peak shaving means that when the system does not discharge, the absorbing power of the meter is more than the peak value.

During the valley filling time period, if the absorbing power of the meter is less than the valley value, the system will be charged and increase the absorbing electric power of the meter to the value of valley plus difference. If the load power is not small enough to trigger valley filling and it lasts for 1 minute, then the AC side power of the system will be 0. Triggering valley filling means that when the system does not charge from the grid, the absorbing power of the meter is less than the valley value.

3.5.14. Aux Contact Settings

Aux contact settings is only for the end user, whose energy storage system has aux contact function and who uses a device with dry contact connected correctly with the system. Currently aux contact function is only available on SMILE systems.

Under aux contact function, the UPS mode should be disabled.

After wiring, the aux contact function can be set on the server.

1. Click "System Setup" and click "AUX Contact Setting", then the following interface appears:

AUX Contact Settings ▼

AUX Contact

ON/OFF

Control Mode

Start Time0

End time 0

Start Time1

End time 1

Date Selection

 Monday Tuesday Wednesday Thursday Friday Saturday Sunday

UPS Mode

SOC Setting

 %

Switch ON

Feed in: > W

Switch OFF

Feed in: < W

Note: The feed-in power of switch-on should be more than that of switch-off.

Delay

 Minutes

Duration

 Minutes

Pause

 Minutes

Minutes to wait before switching on/off

After switching on, do not switch off in the given time.

After switching off, do not switch on in the given time.

2. Select AUX 1 or AUX 2 in AUX Contact Channel. Two devices can be controlled totally.

AUX Contact

3. Set "enable" if the function for the chosen channel is available.

4. Set the Control Mode. There are 3 modes for the AUX contact: On, Off and Auto.

a. Control Mode On

Set the time and date of switching on. You can set one or two time periods. In the set time periods, the Aux Contact will be switched on automatically, otherwise it doesn't work.

Control Mode From To From To

AUTO [clock icon] [clock icon] [clock icon] [clock icon]

Date Selection

Mon Tue Wed Thu Fri Sat Sun

If the two periods are overlapped, only the first period will be active. In this mode the normal self-consumption logic will be executed.

b. Control Mode Off

Set the time and date of switching off. You can set one or two time periods. In the set periods the Aux Contact will be switched off automatically. If you don't set the period, this function doesn't work.

Control Mode Start Time0 End time 0 Start Time1 End time 1

Select [clock icon] [clock icon] [clock icon] [clock icon]

Date Selection

Monday Tuesday Wednesday Thursday Friday Saturday Sunday

If the two periods are overlapped, only the first period will be active. In this mode the normal self-consumption logic will be executed.

c. Control Mode Auto

It means the Aux contact will be switched automatically on or off according to following logic.

Under Auto Mode, the period control function doesn't work. In this mode the following further specifications should be set.

c.1 set the SOC to activate. Three modes available:

SOC Setting

>= 60.5 %

1. "≥", means when SOC ≥ given value, it works.
2. "≤", means when SOC ≤ given value, it works.
3. "disable", means the Aux contact control is not related to the SOC value.

c.2 set surplus energy range, means the feed-in condition.

Set the feed-in power values, see figure below.

When the feed-in power > left given value, the Aux contact will be switched on.

When the feed-in power < right given value, the Aux contact will be switched off (or back to the initial situation).

Switch ON Feed-in > W Switch OFF Feed-in < W

Note:The feed-in power of switch-on should be more than that of switch-off.

c.3 set the delay, duration and pause time to prevent too frequent switch on and off.

Delay Minutes Duration Minutes Pause Minutes

Minutes to wait before switching on/off

After switching on, do not switch off in the given time.

After switching off, do not switch on in the given time.

Delay

The Aux contact will work (be switched on/off) after the given time only if some conditions are fulfilled.

Duration

After the Aux contact being switched on, it will not be switched off before the given time passed.

Pause

After the Aux contact being switched off, it will not be switched on before the given time passed

In this mode the normal self-consumption logic will be executed.

3.5.15. Other Information

Other Information ▼

Equipment working mode <input type="text" value="Normal Mode"/>	Allow Automatic Updates <input type="text" value="Yes"/>	Update Config Time <input type="text"/>	AC/DC/Hybrid <input type="text" value="DC"/>
Max. Feed-in Rate [%] <input type="text" value="70"/>	Meter Phase <input type="text" value="0"/>	EMS Set Function Mode <input type="text" value="Select"/>	Backupbox SN <input type="text"/>
Super-Kabelbox Seriennummer (S/N) <input type="text"/>	Power Source <input type="text"/>	EMS Language <input type="text" value="Select"/>	
Time Zone <input type="text" value="(UTC+08:00) Beijing, Chongqing, Hong Kong, Urumqi"/>	EMS Firmware Version Number <input type="text"/>	Inverter Hardware Version Number <input type="text"/>	
Network Type <input type="text"/>	WiFi Module SN <input type="text"/>	WiFi Module Software version number <input type="text"/>	WiFi Module hardware version number <input type="text"/>
Data Upload Frequency <input type="text" value="300[s]"/>	Allow Charge and Discharge Control <input type="text" value="Select"/>	Automatic time adjustment <input type="text" value="Time adjustment by tir"/>	

Other information is displayed here, grey fields are default, white blank fields are able to be edited.

3.6. Installation Record

Installation Record

* S/N:	* Verification Code	* License:
<input type="text" value="ALB001002552154"/>	<input type="text"/>	<input type="text" value="ALPHA0001123456"/>
* Installation Date	* Customer Full Name	* State
<input type="text" value="2022-03-03"/>	<input type="text" value="wuu"/>	<input type="text" value="Select"/>
* Suburb(NMI)	* PostCode	
<input type="text"/>	<input type="text"/>	
Remark		
<input style="width: 100%; height: 30px;" type="text"/>		
<input type="button" value="Select Files"/>		

Click the S/N you want to view and click the homepage installation record, as shown in the above picture, the fields with "*" are required to be filled in.

3.7. Running Log

Running Logs

Log type	Keyword	
<input type="text" value="Select"/>	<input type="text" value="Please enter key words"/>	<input type="button" value="Search"/>

Sequence Number	Time	Log
1	2022-03-29 14:56:36	User: PeterPeters login; P4: 2y714Px4OSKRmlpaVNqFLA==
2	2022-03-28 17:01:39	User: PeterPeters login; P4: iPzV+qYs0rNRCZzf4U+ytQ==
3	2022-03-27 19:36:20	User: PeterPeters login; P4: 1cl2TTUDXR44ZnQsypO+hQ==
4	2022-03-26 22:02:09	User: PeterPeters login; P4: 1cl2TTUDXR44rNUEZq5Qjw==
5	2022-03-25 20:45:13	User: PeterPeters login; P4: 9EIEFylmrMpk7hPqQWhrpw==
6	2022-03-24 21:48:47	User: PeterPeters login; P4: 1cl2TTUDXR6UDGcXyeU/jA==
7	2022-03-23 22:11:08	User: PeterPeters login; P4: 1cl2TTUDXR6UDGcXyeU/jA==
8	2022-03-22 21:49:02	User: PeterPeters login; P4: AOCQ+FxT+WZ/DeNnS/EqtQ==
9	2022-03-19 19:39:34	User: PeterPeters login; P4: AOCQ+FxT+WZ/DeNnS/EqtQ==
10	2022-03-18 20:11:52	User: PeterPeters login; P4: AOCQ+FxT+WZ/DeNnS/EqtQ==

< 1 2 3 4 5 6 ... 310 >
Go to

Click the S/N you want to view and click the homepage running log, as shown in the above picture. Select the log type and input the keyword.

3.8. Data Analysis

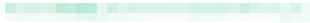


Click the S/N you want to check, and then click data analysis on the homepage to check the tracking curve for a specific time period.

3.9. Warranty

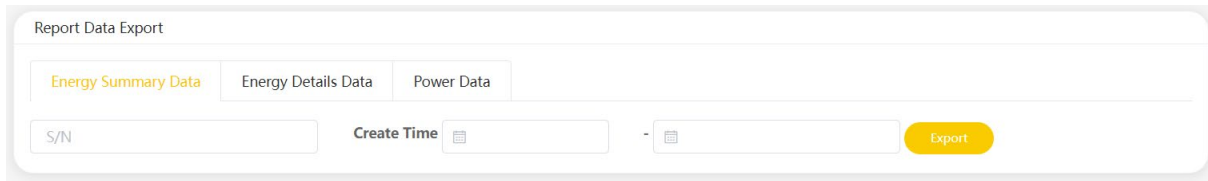
Currently this page is only available for installers who are located in Germany, Austria, Switzerland, for other countries, it will not be displayed.

End-user's product name, start and expiration date of the standard warranty will be displayed. If the end-user has bought an extended warranty, it can be downloaded [here](#).

Warranty Start Time	2022-03-23
Delivery Note	
Inverter	SMILE-T10-HV-INV
Standard Warranty Expiration Time	2027-03-23
Inverter Extended Warranty Code	<input type="text" value="Enter the inverter extended warranty code"/>
Extended Warranty Expiration Time	2022-03-30
Battery	SMILE-BAT-8.2PHA
Battery Product Standard Warranty Expiration Time	2027-03-23
Battery Performance Standard Warranty Expiration Time	2022-03-30
Battery Extended Warranty Code	<input type="text" value="Enter the battery extension code"/>
Extended Warranty Expiration Time	2022-03-30
Download inverter extended warranty Download battery performance extended warranty	

4. Communication Data Management

4.1. Report Data Export

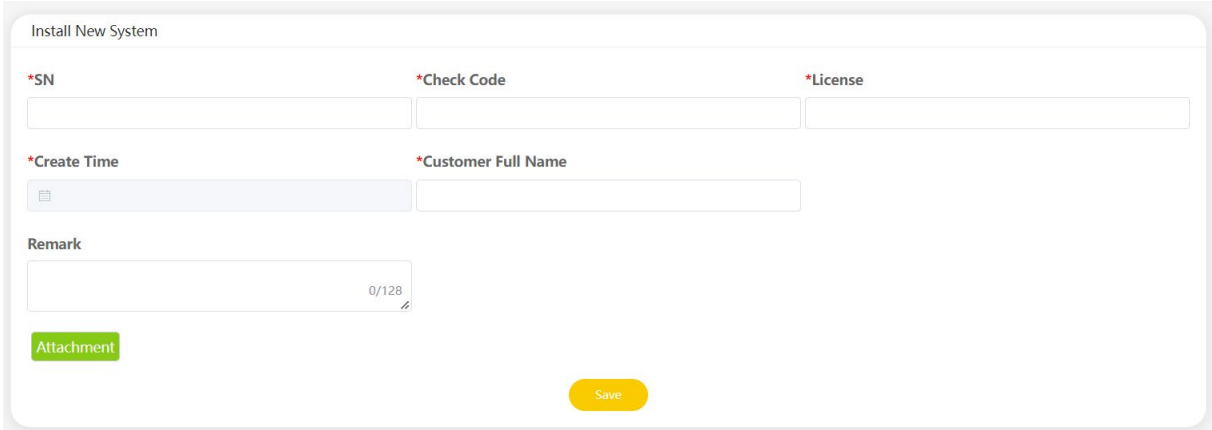


The screenshot displays a web interface titled "Report Data Export". It features three tabs: "Energy Summary Data" (highlighted in yellow), "Energy Details Data", and "Power Data". Below the tabs, there is a form with three input fields: "S/N" (containing the text "S/N"), "Create Time" (with a calendar icon), and a date range field (with a minus sign and a calendar icon). A yellow "Export" button is positioned to the right of the date range field.

As shown in the figure above, the energy summary data, energy details data, and power data of the system can be exported.

5. Storage System Maintenance

5.1. Install New System



Install New System

*SN *Check Code *License

*Create Time *Customer Full Name

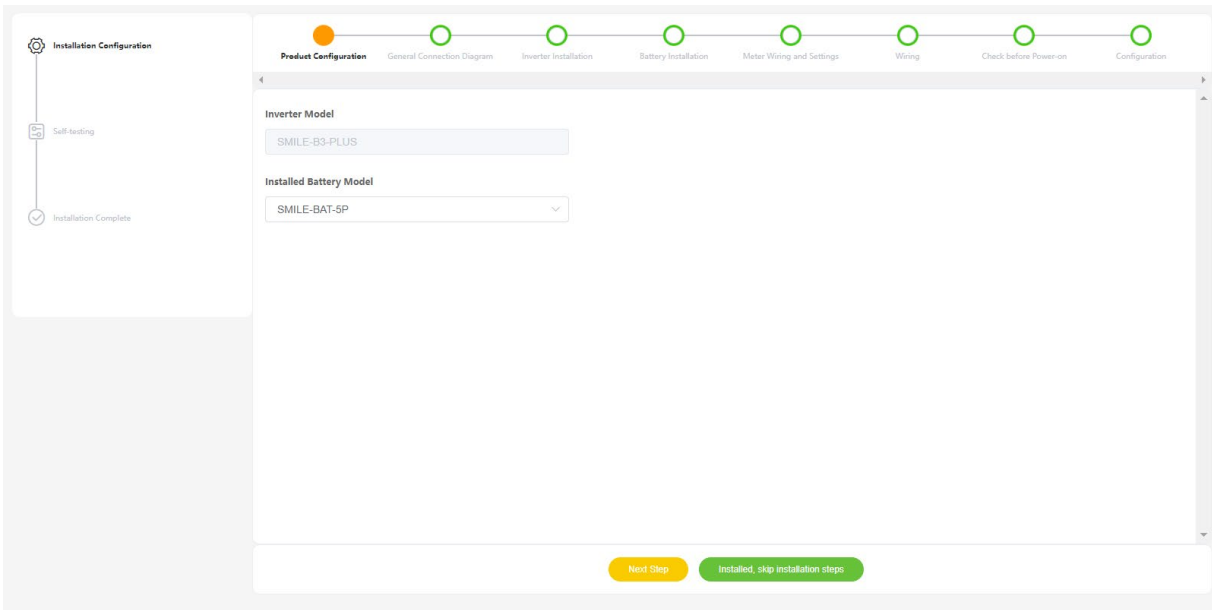
Remark 0/128

Attachment

Save

Enter S/N, check code, license, create time, customer full name, contact number, address, and click the save button. Fields with "*" mark are required to be filled. Click the Browse button to select the attachment you want to add.

Click "Save" to go to the Installation Configuration page. Select the Installed Battery Model for your current product.



Installation Configuration

Self-testing

Installation Complete

Product Configuration General Connection Diagram Inverter Installation Battery Installation Meter Wiring and Settings Wiring Check before Power-on Configuration

Inverter Model
SMILE-B3-PLUS

Installed Battery Model
SMILE-BAT-5P

Next Step Installed, skip installation steps

Click "Next Step" to see the quick installation steps, which include General Connection Diagram, Inverter Installation, Battery Installation, Meter Wiring and Settings, Wiring and Check before Power-on.

Click "Installed, skip installation steps" to go to configuration page. Please set the relevant parameter correctly to ensure the system successful operation.

Work Mode ⓘ **Time Zone Setting**

AC For the energy storage system with a hybrid inverter with PV panels. (UTC+08:00) Beijing, Chongqing, Hong Kong, Urumq ▼

PV Installed Capacity on the Side of the Energy Storage

System[kWp] AC coupling work mode: Refers to a newly installed photovoltaic system. There is an on-grid PV inverter on site and the PV panels are connected to the PV inverter only, not directly connected to the inverter. DC coupling work mode: Refers to that there is an on-grid PV inverter on-site, and there are PV panels directly connected to the inverter.

PV Installed Capacity on the Side of PV Inverter[kWp] DC coupling work mode: Refers to that there is no PV inverter on-site, and there are PV panels directly connected to the inverter. (NOT available to connect with PV panels.)

On-grid Settings

Grid Regulation **Max. Feed-in Rate[%]**

VDE0126-50Hz ▼ 70

Meter Settings

Grid Meter

Meter CT CT **CT-ratio** 1

PV Side Meter

Meter CT CT **CT-ratio** 1

Click "Previous Step" to go backward.

Click "Next Step" to start Self-testing. Currently not all products are able to self-test.

☰ **Storage System Maintenance** English ▼ ⓧ Log Out

🔧 Installation Configuration

🔍 **Self-testing**

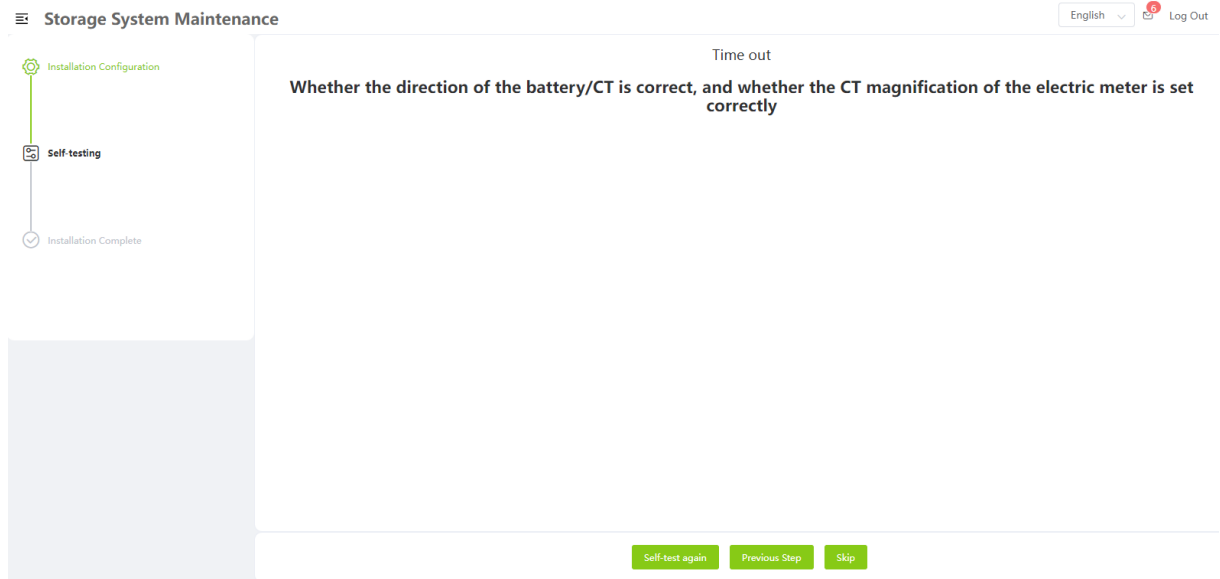
✅ Installation Complete

Self-testing, please wait...

Whether the direction of the battery/CT is correct, and whether the CT magnification of the electric meter is set correctly

[Previous Step](#)

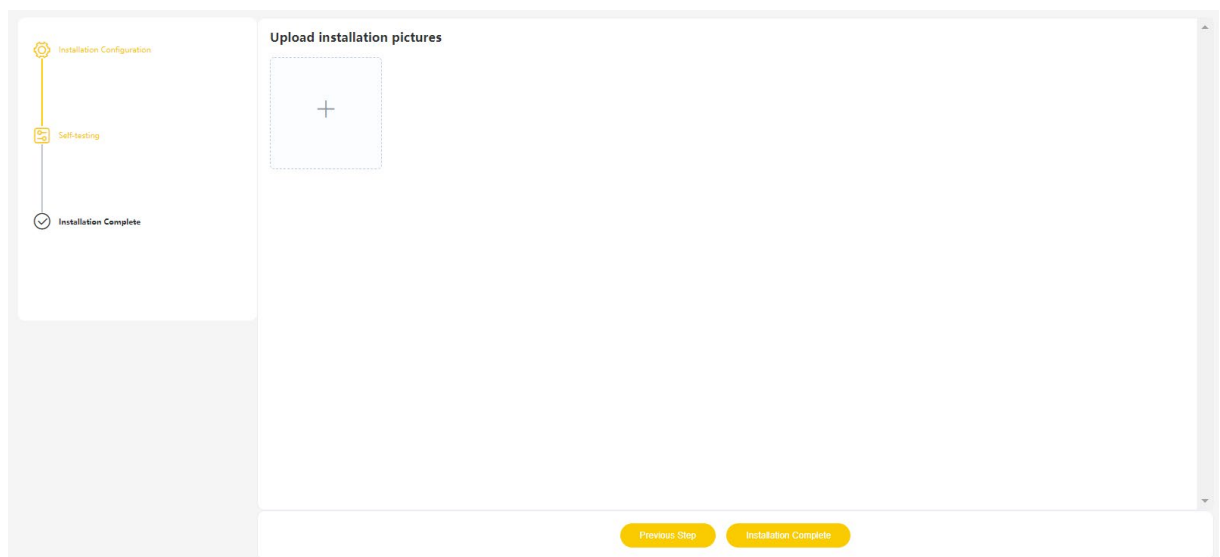
In case of time out, self-testing will be skipped.



Click " Self-test again" to repeat the test.

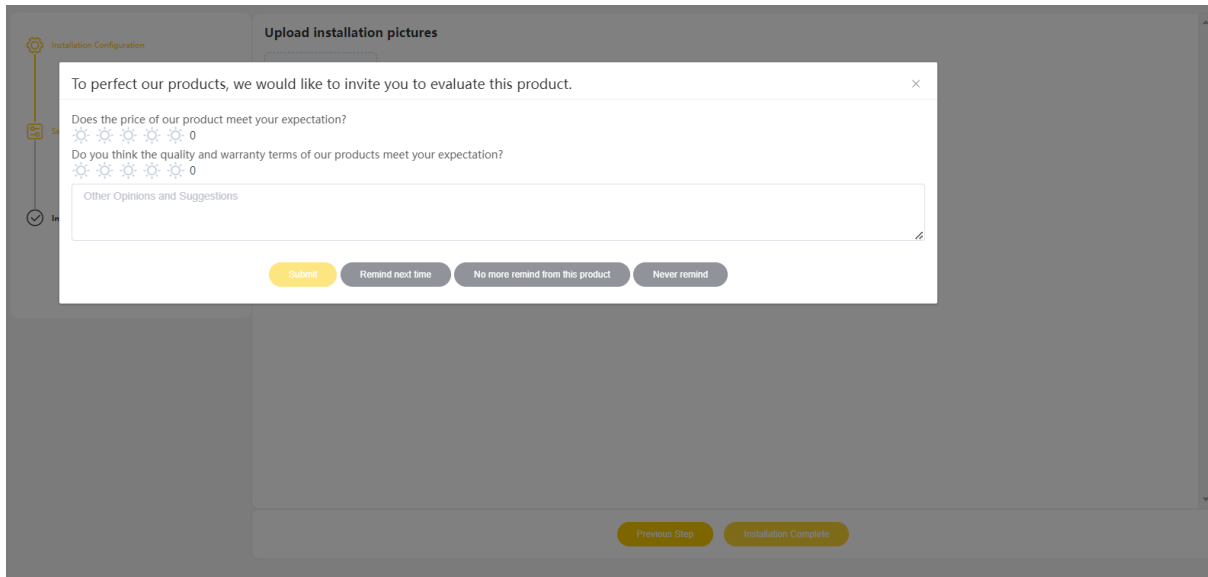
Click "Previous Step" to go back to the starting page and do the configuration again.

Click "Skip" to go to upload installation picture page.



Click "Previous Step" to self-test again.

Click "Installation Complete", a product satisfaction survey page pops up automatically.



The screenshot shows a modal window titled "Upload installation pictures" with a close button (X) in the top right corner. The main text reads: "To perfect our products, we would like to invite you to evaluate this product." Below this, there are two survey questions, each with a 5-star rating system (0 stars selected):

- Does the price of our product meet your expectation?
- Do you think the quality and warranty terms of our products meet your expectation?

Below the questions is a text input field labeled "Other Opinions and Suggestions". At the bottom of the modal, there are four buttons: "Submit" (yellow), "Remind next time" (grey), "No more remind from this product" (grey), and "Never remind" (grey). The background of the page shows a progress bar with icons for "Installation Configuration" and "Installation Complete", and two buttons at the bottom: "Previous Step" and "Installation Complete".

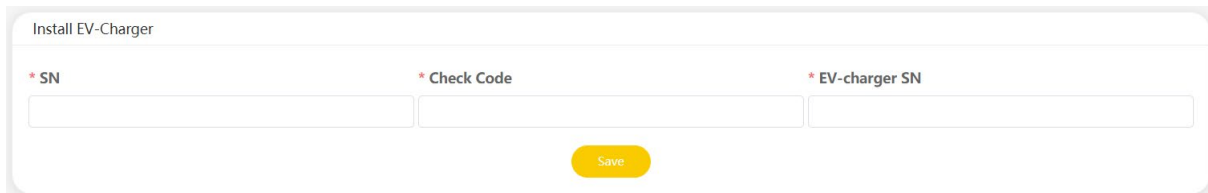
Click "Submit" to submit your satisfaction survey results.

Click "Remind next time", this prompt will appear next time when the installer completes another installation.

Click "No more remind from this product", no prompt for the same product will appear next time.

Click "Never remind", no prompts will appear in the future.

5.2. Install EV-Charger



The screenshot shows a form titled "Install EV-Charger". It contains three input fields, each with a red asterisk indicating a required field:

- * SN
- * Check Code
- * EV-charger SN

Below the input fields is a yellow "Save" button.

Enter energy system S/N, check code, EV-charger SN. Currently only one EV-charger can be installed.

After being installed, it will be added to the system list.

EV-Charger ▼

Household current setup

A

Charging mode

Green charge
 Max. power charge i

EV-charger SN

Charging connector disconnected

EV-Charger activation

EV-Charger priority

Charging period1

-

Charging period2

-

5.3. Installation Record

Installation Record Search

Sequence Number	SN	Service Provider No.	Installation Personnel	Installation Date	Customer Full Name	Remark
1	ALA001023284858	ALPHA0001123456		2022-03-30 00:00:00		
2	AL3002020200828	ALPHA0001123456		2022-03-28 00:00:00		
3	AL0001020011135	ALPHA0001123456		2022-03-25 00:00:00		
4	AL4001019000000	ALPHA0001123456		2022-03-17 00:00:00		
5	AL202202022312	ALPHA0001123456		2022-03-11 00:00:00		
6	AL202202022311	ALPHA0001123456		2022-03-11 00:00:00		
7	AL202202022313	ALPHA0001123456		2022-03-11 00:00:00		
8	AL202103284858556	ALPHA0001123456		2022-03-01 00:00:00		
9	ALA00103284858	ALPHA0001123456		2022-03-01 00:00:00		
10	AL202201291056	ALPHA0001123456		2022-02-04 00:00:00		

< 1 2 3 4 5 6 ... 18 >
Go to

The installation records can be queried by system S/N and a certain period of time (fuzzy queries available). The records can be downloaded.

5.4. System Failure Check

The screenshot shows a web interface titled "System Failure Check". At the top, there are search filters: "SN" (with a text input), "Time Occurred" (with two date pickers set to 2022-03-02 and 2022-03-30), and "Fault Category" (with a dropdown menu set to "All"). There are "Search" and "Export" buttons. Below the filters is a table with the following columns: Sequence Number, SN, Fault Category, Fault Information, Error Code, Status, and Level. The table contains 10 rows, all with "INV Comms Fault" in the Fault Information column. A pagination bar at the bottom shows page 1 of 114.

System failures can be queried based on multiple conditional screening criteria. The query results can be exported in an excel file.

5.5. Associate Additional System

Associate Additional System

* License

* SN

* Check code

* Username

To associate a new system, first enter user license, S/N, username. Click "Save" to associate the new system.

6. Other Information

6.1. System Information Summary

System Information Summary

Country / Region	SN	License	INV
<input type="text" value="[All]"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Create Date (Start date)	Complete Time	Running Status	Work Mode
<input type="text"/>	<input type="text"/>	ALL	Normal Mode
Servicer	Zip Code	Usage time [start time]	Complete Time
<input type="text" value="All"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Search
Export

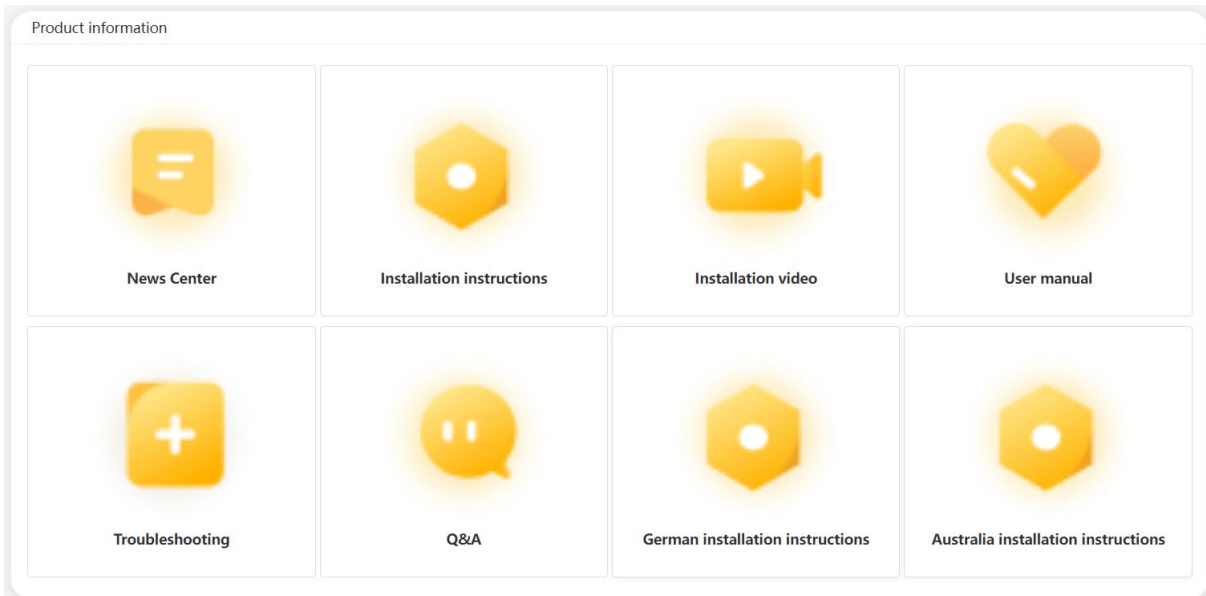
Sequence Number	Country / Region	SN	Customer Full Name	Zip Code	Running Status	BMS
1	Australia (Australia)	██████████		22222	offline	
2	Germany	██████████		22222	offline	V0.00
3	Germany	██████████		22222	offline	
4	China	██████████		215000333	offline	
5		██████████		111111111	offline	V1.91
6	China	██████████		215000333	offline	V2.39
7	China	██████████		22222	offline	
8	Germany	██████████	██████████	255238	offline	

< 1 2 3 4 5 6 ... 38 >
Go to

Enter country/region, S/N, license No., INV, create date, complete time, running status, work mode, servicer and zip code to check the required information. You can export the query results in an excel file by clicking the Export button in the green box.

7. Document Center

7.1. Product Information



This is where new information is updated from time to time and where end users can view the News Center, Installation instructions, Installation video, User manual, Q&A, German installation instructions and Australia installation instructions. The German installation instructions are only applicable to users whose system is installed in German. Australia installation instructions are only applicable to users whose system is installed in Australia.

Click on one of them to see the relevant content.

Product information/Installation instructions

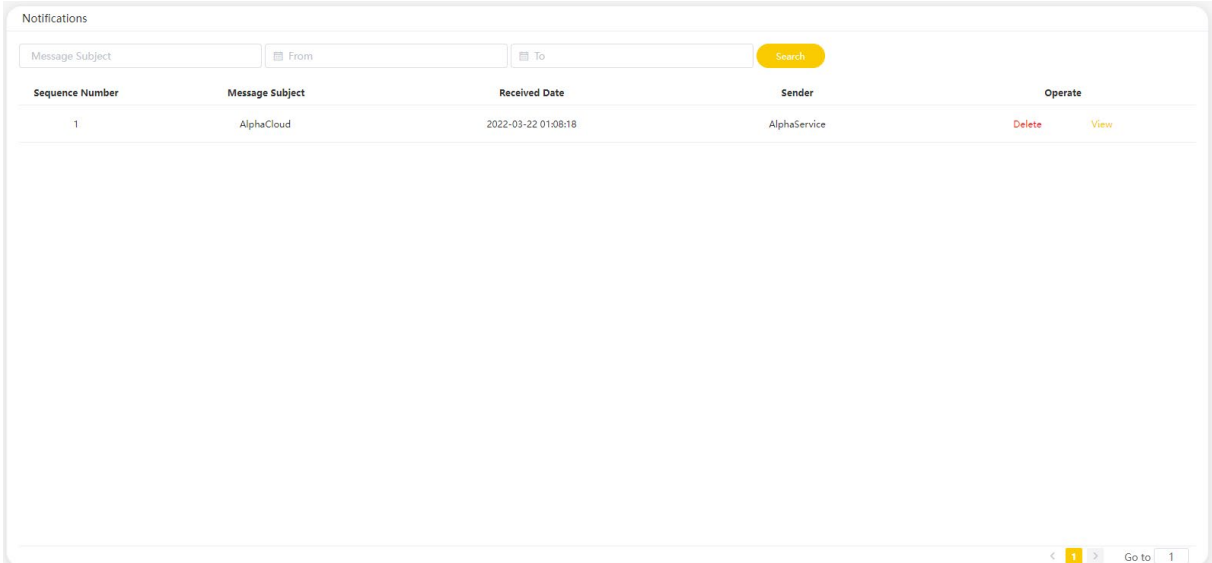
Product number

serial Number	Product number	Document Name
1	/	User Manual_EN_Modbus RTU and TCP
2	/	DTSU666-100 40mA With CT Meter Wiring, Configuration & Settings EN
3	/	DTSU666-3x230 5(80)A (WO CT) Meter Wiring, Configuration & Settings EN
4	/	ACR10R Meter Wiring, Configuration & Settings_Manual_EN
5	SMILE-B3-PLUS	Quick Installation Guide_EN_SMILE-BAT-5P
6	/	User_Guide_EN_AUX_Contact_SMILE_Series
7	SMILE-B3	Installation & Operation Manual_EN_SMILE-B3_J
8	SMILE-B3	Installation & Operation Manual_EN_SMILE-B3_T

< 1 2 > Go to 1

8. Basic Settings

8.1. Notifications

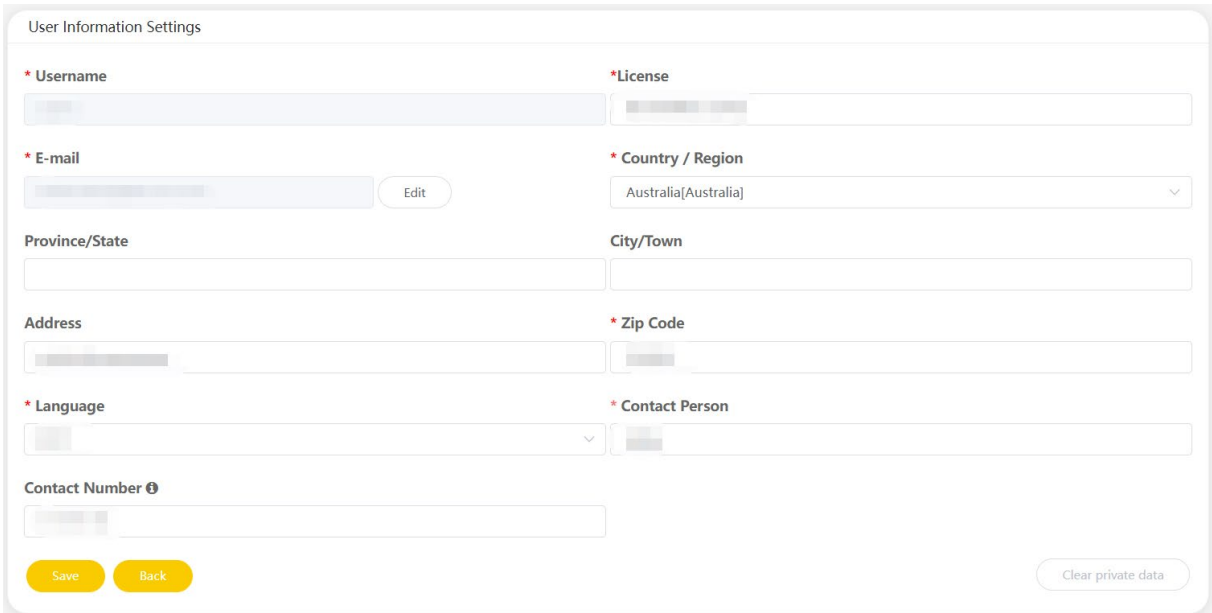


Sequence Number	Message Subject	Received Date	Sender	Operate
1	AlphaCloud	2022-03-22 01:08:18	AlphaService	Delete View

Enter the message subject, start time, and end time to search for message.

Click "Delete" or "View" to manage the messages.

8.2. User Information Settings



User Information Settings

* Username

* License

* E-mail Edit

* Country / Region

Province/State

City/Town

Address

* Zip Code

* Language

* Contact Person

Contact Number ⓘ

Save Back Clear private data

Enter country/region, province/state, city/town, address, zip code, language, contact person, contact number, click "Save" to save user information.

If you need to change your email address, please click "Edit" and input your new email address. Then, the system will send you a verification code to the new email address. The change is successfully completed when you pass the verification. At the

same time, the system will send a notice email to inform you that you have successfully changed the email address.

Modify email ×

*** New email address**

*** Verification code**

If you click "Clear private data", the system will delete the all settings including email, address, contact number and all information in customer complaints you created. If you click this , please reset your email. If you do not reset the email, the function of "Forget Username" and "Forget Password" will not available.

Click "Back" to return to the homepage.

8.3. Change Password

Change Password

*** Old Password**

*** New Password**
*** Confirm new password**

Enter the old password and a new password twice, then click "Save" to change password.

9. Customer Feedback

9.1. Complaints

9.1.1. Create Complaint

Before submit, please click “Please confirm that you have obtained his/her consent, initiate a customer complaint for him/her, and fill in his/her contact information. After that the AlphaESS staff will contact the device user based on your consent and provide after-sales service.”

* is required information。 fill in the form and click "Submit" to submit your complaint, Alpha after-sales service will deal with your complaint issues. If necessary, you will be contacted via the Contact Number or e-mail you have filled in.

Create a complaint

*Title

*Question Type

Inverter

*Description

*S/N

*E-mail

Contact Number

AttachmentNote: Maximum 80M, up to 3 file can be uploaded, support most video, audio, picture formats

Select Files

Please confirm that you have obtained his/her consent, initiate a customer complaint for him/her, and fill in his/her contact information. After that the AlphaESS staff will contact the device user based on your consent and provide after-sales service.

Click the submit button and you will agree that your data will be used to process your request. For more information and withdrawal instructions, please refer to [\[Privacy Policy\]](#)

Submit Back

9.1.2. Customer Complaint List

Click Customer Complaint List, you can see the history of the complaints you have submitted.

Customer Complaint List

Keyword All +4 Progress of customer complaints

Sequence Number	Customer Complaint Number	Title	Create Time	Creator	S/N	Question Type	Progress of customer complaints	Comp
1	164841	[Redacted]	2021-11-11 08:13:01	[Redacted]	[Redacted]	Battery	Installer has come on site	<input type="button" value="Proc"/>

Go to

Click Customer Complain Number, here you can see the details and the progress of your complaint, and other actions.

Customer Complaint Details [Back](#)

Title
[Redacted]

Creator: [Redacted] Create Time: 2021-11-11 08:13:01

S/N [Redacted] **Complaint History**

Country / Region China **Zip Code** 2150000

Question Type Battery **License** [Redacted]

E-mail [Redacted] **Contact Number** [Redacted]

Last Updated
2022-02-18 10:24:41

Description
[Redacted]

Recipient [Redacted] **Acception Date** 2021-11-12 08:07:03

Complaint Status [Click to view the progress of customer complaint](#)

This is the complaint status.

Complaint Status [Click to view the progress of customer complaint](#)

Newly Created

2022-02-17 01:36:00

21.5sec

Processing

2022-02-17 01:36:22

Evaluation Operate

Evaluation: you can evaluate the ticket in advance.

Operate: There are two type of operation, "Comment" and "Remind". "Comment" is used to submit a message and the Alpha after-sales team will be the first to receive your message and reply to it, "Remind" is used to push the after-sales team to deal with it, when you click "Remind" the Alpha after-sales team will be the first to receive your reminder and give priority to your customer complaint.

9.2. Product Suggestion

9.2.1. Add Product Suggestion

Add Product Suggestion

* Title * Device Type

Inverter

* Product suggestion content

Attachment1

Attachment2

Attachment3

Submit anonymously

Click the submit button and you will agree that your data will be used to process your request. For more information and withdrawal instructions, please refer to [\[Privacy Policy\]](#)

Submit

Click Add Product Suggestion, *Required fields, the Alpha product team will receive your suggestion when you click 'Submit'.

9.2.2. Product Suggestion List

Product Suggestion List

Keyword - 2022-02-28 - 2022-03-30 Search Export

Sequence Number	Title	Device Type	Create Time	Attachment
1	23123123	Battery	2022-03-23 07:38:32	Attachment1

< 1 > Go to 1

Click "Product Suggestion List" to find out the record of your suggestions.

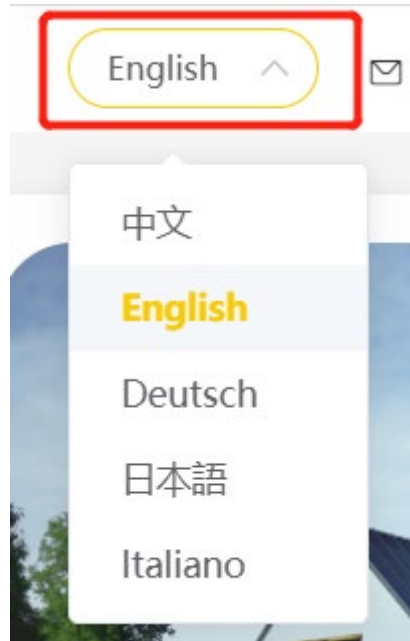
10. Imprint

Click "Imprint" to find out "Imprint".

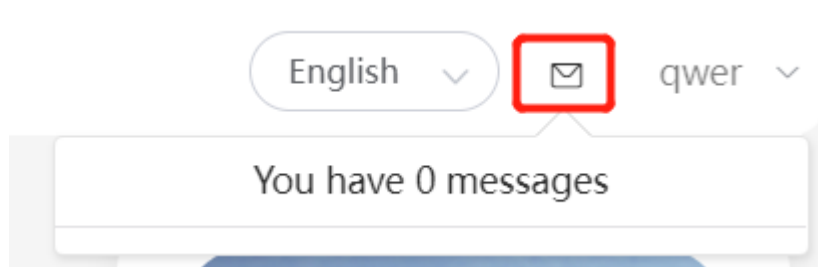
11. Privacy Policy

Click "Privacy Policy" to check out Alpha ESS's "Privacy Policy".

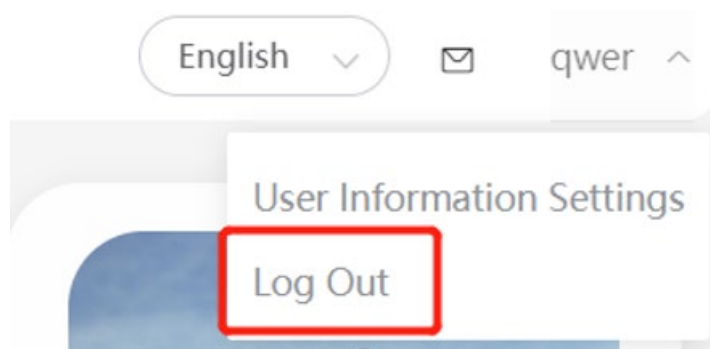
12. Select Language and Logout



Click the drop-down list in the red box to select the language including Chinese, English, Deutsch, Japanese, Italiano.

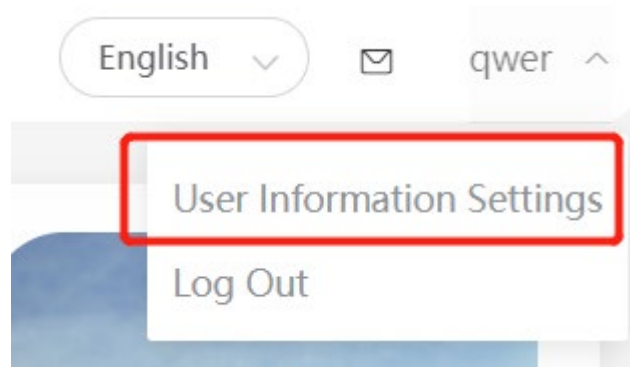


Click on the mailbox to see the current unread system messages.



Log out:

Click your user name and click log out






Edit user's information:


Click your user name and click 'User Information Settings'

 @AlphaEnergyStorageSystem  @AlphaESS  @alpha_ess  @AlphaESS  www.alpha-ess.com


Alpha ESS Co., Ltd.

 +86 513 806 068 91
 info@alpha-ess.com
 www.alpha-ess.com
 JiuHua Road 888, High-Tech Industrial Development
Zone 226300 Nantong City, Jiangsu Province




Alpha ESS Suzhou Co., Ltd.

 +86 512 6828 7609
 info@alpha-ess.com
 www.alpha-ess.com
 Building 10-A, Canal Town Industrial Park,
99 Taihu E Rd, Wuzhong District, Suzhou 215000




Alpha ESS Europe GmbH

 +49 610 3459 1601
 europe@alpha-ess.de
 www.alpha-ess.de
 Paul-Ehrlich-Strasse 1a 63225 Langen




Alpha ESS Australia Pty. Ltd.

 +61 1300 968 933
 australia@alpha-ess.com
 www.alpha-ess.com.au
 Unit 1, 2 Ralph Street Alexandria NSW 2015



Alpha ESS Italy S.r.l.

 +39 599 239 50
 info@alpha-ess.it
 www.alpha-ess.it
 Via Loda,17-41013 Castelfranco Emilia(MO)



Alpha ESS Korea Co., Ltd

 +82 64 721 2004
 korea@alpha-ess.com
 2F, 19-4, Nohyeong 11-gil, Jeju-si, Jeju-do,
Republic of Korea



Alpha ESS UK Co., Ltd

 uk@alpha-ess.com
 Drake House, Long Street, Dursley, gl11 4hh

Alpha ESS International Pte. Ltd.

 Singapore@alpha-ess.com
 Blk 55 Ayer Rajah Crescent #01-01, Singapore
139949

Alpha ESS USA, Inc.

 USA@alpha-ess.com
 638 S Ahwanee Ter Sunnyvale, California,
94085 United States of America