App User Manual

Update Instructions

Version Number

01

Update Date

2025-9-12

1. Download and install the app

1.1 Notice

- Mobile operating system requirements: Android 8.0, iOS 11.0 and above.

- To ensure the stability of all functions, it is recommended to use Android 8.0, iOS 11.0 and above versions of

- Mobile phone (iOS end point supports iPhone SE and later models, iPhone X and later models are recommended).

- The mobile phone supports Internet connection.

- The mobile phone supports WLAN functionality.

- The router supports the 2.4GHz wireless band, and the WLAN signal covers the location where the device is located.

1.2 Operation Steps

You can download the HanchuEss App by scanning the QR code on the website (https://www.hanchuess.com) or by visiting the website. You can also download the application from the App Store or Google Play.

Method 1: Download and install via the app store.

1. iOS system mobile phone users: Search for "**HanchuEss**" in the App Store

2. Android phone users: Search for "**HanchuEss**" on Google Play.

HanchuEss App icon：

Method 2: Scan the QR code to download and install.

IOS Download

Google Download

2. Registration and Sign in

2.1 Register

1. If you don't have an account, please click "sign up" to create a new account, as shown in the figure:

2. Go to the registration page and fill in the account info

   a. After filling out the registration information, click "**Get Verification Code**", as shown in the figure.

   Tip: Please contact your installer to obtain the Business Code

   b. We will send the verification code to the email address you provided during registration. After filling it in and submitting, the account will be created upon successful verification.

   Tip: If you are unable to register successfully, you can ask your installer to handle the entire process of device installation, account creation, and device network configuration for you in a one-stop manner

2.2 Sign in

1. After successfully creating an account, log in on the login page by entering your account ID and password.

2. To provide you with the basic functions of our products/services, you need to authorize and consent to the "**Privacy Policy**" and "**Terms and Conditions**". We are committed to strictly protecting users' information and will not disclose users' private information to third parties unless authorized by the user or required by law.
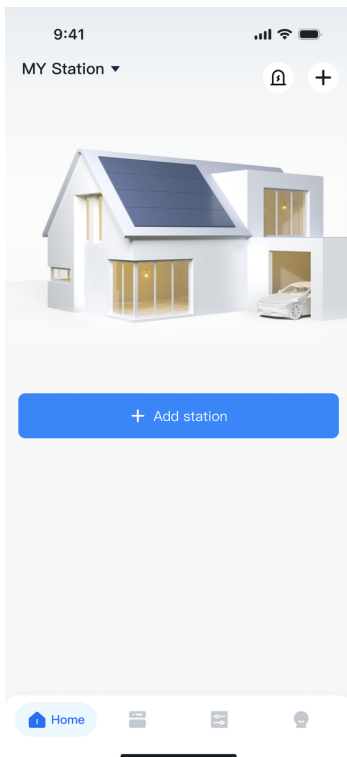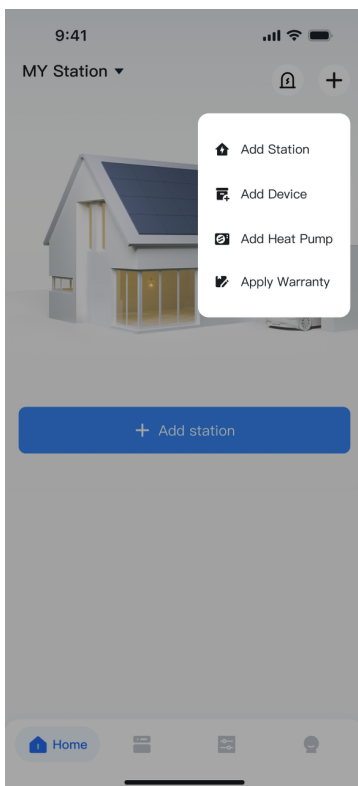

3. Add Station

3.1 Add

1. Click the " **Add Station** " button on the page, as shown in the figure.

2. Or click on the "+" icon and select " **Add Station** " as shown in the figure.

3.2 Fill in station information

1. If you are an end user, please fill in the following information and submit it

    a. Required fields: station name, country, postal code or region

    b. Optional fields: detailed address (for convenient after-sales services), equipment installation volume

2. If you are a distributor/installer, you can choose to create an account for your end users or for yourself

> Tip: If your end-user has already registered, simply search for their account and select it.

Tab	Function	Operation Instructions
Homepage	Create Station	1. Click "Add Station" on the page. 2. Fill in the station information.

		3. After successful submission and creation, you can return to the home page or enter the device network configuration process

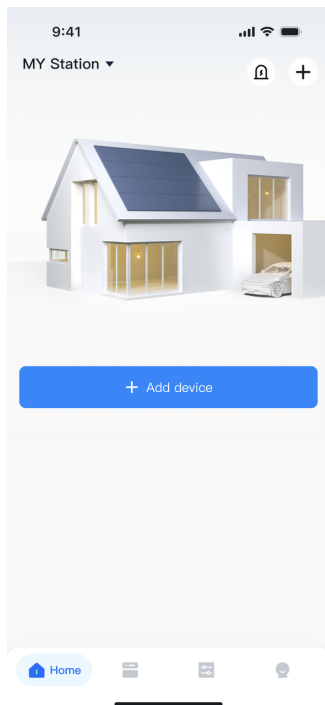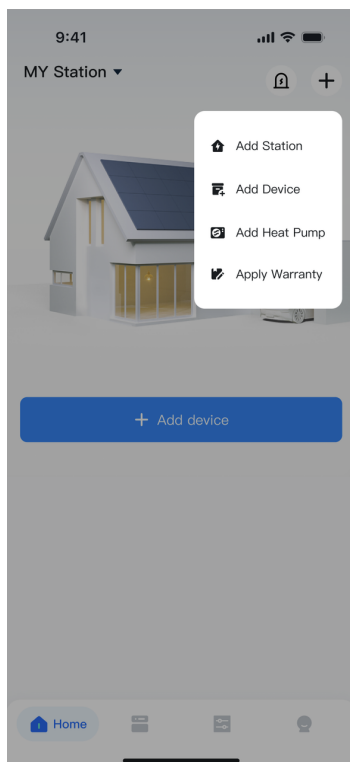# 4. Add Device

4.1 Search for devices

1. Add device entry

   a. Click the "**Add Device**" button on the pop-up window indicating successful station creation
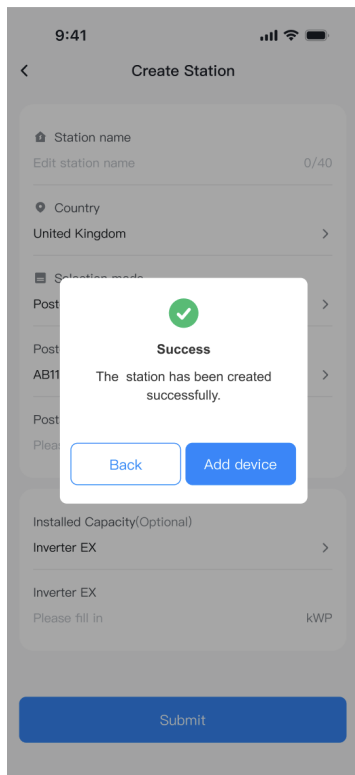
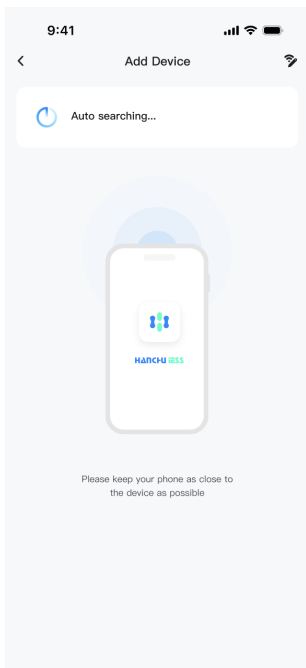   b. On the home page, click "**Add Device**"

c. Tap the "+" icon and select " **Add Device** "

2. Device recognition in progress, please keep Bluetooth enabled

4.2 Device Network Configuration

1. Search for devices

   a. Search for the device to be bound, select it, and then click "**Add**"
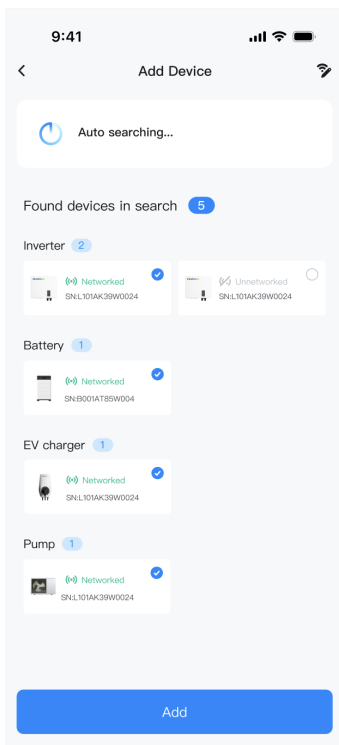
   b. When the device cannot be searched, click as prompted to enter the QR code scanning page

c. Scan the QR code to view the reason for the recognition failure

2. Correctly enter the Wi-Fi name and password of your location to enter network configuration

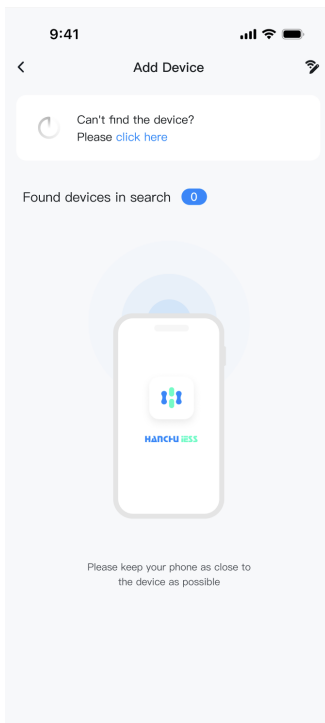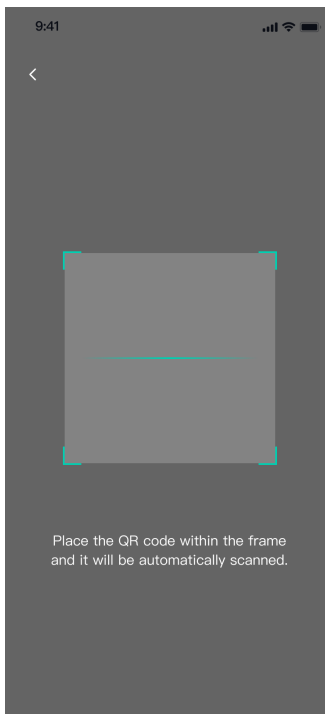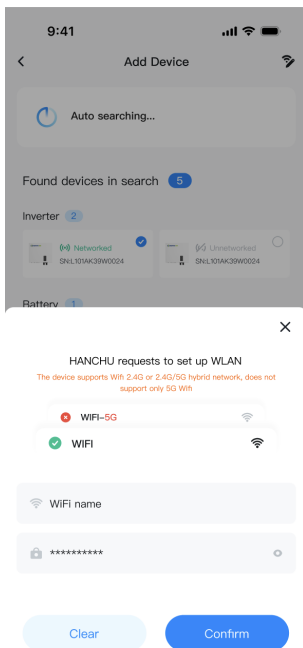3. After clicking "Confirm", enter the device network configuration page and wait for the network configuration to complete and return the result.
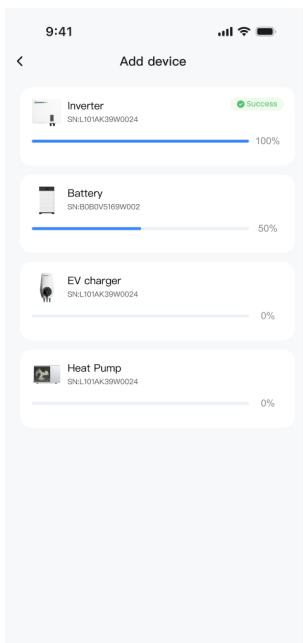
4.3 Binding completed

1. After successful network configuration, the binding is completed.

   a. When the successfully bound devices include an inverter, click "Inverter Settings" to enter local control for further settings, or click "Finish" to complete the binding and return to the home page.
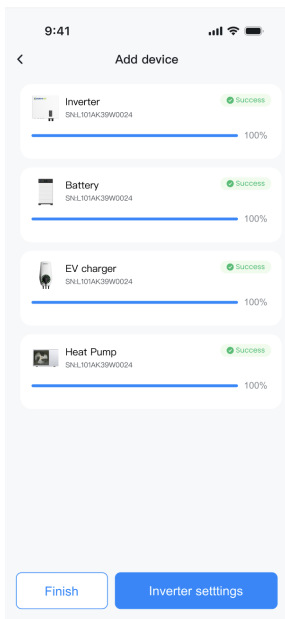
b. When the successfully bound devices do not include an inverter, click "Device List" to enter the cloud device list, or click "Finish" to complete the binding and return to the home page
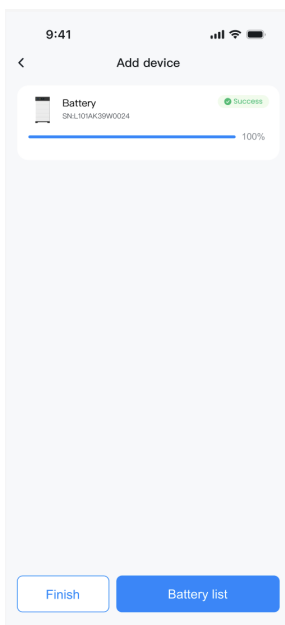
4.4 Binding failed

1. Some devices failed: click "Retry" to rebind, click "Cancel" to end the process, which will not affect successfully bound devices

2. All devices failed: click "Retry" to rebind, click "WiFi Settings" to re-enter WiFi information and then rebind
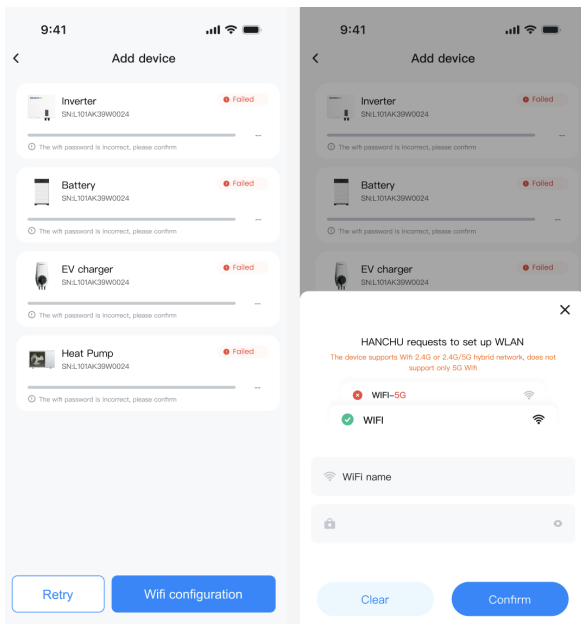
5. Homepage

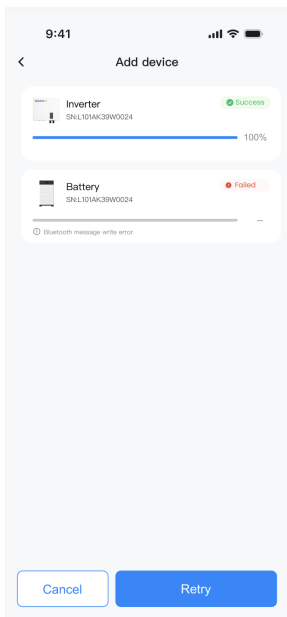|	Function	Operation Instructions
Homepage	Top Navigation	1. Station Management: Station Switching, Editing 2. Add: station, device, initiate quality assurance extension，SG-ready 3. Device Alarm: View device events under the station
	Energy Flow Diagram	1. Device energy flow status, battery device data 2. Weather 3. System operating mode

| | Function Area | 1. My scenario: Select the all-day intelligent strategy |
		2. One-click execution: Fast charging and discharging
		3. Energy analysis and energy independence rate
		4. Feed-in revenue and electricity price settings
		5. Summary of Environmental Contributions

5.1 Station Management

5.1.1 Station switching

- Click **" station name "**, select the desired station to complete the switch, click " **More** " to enter the station list page.
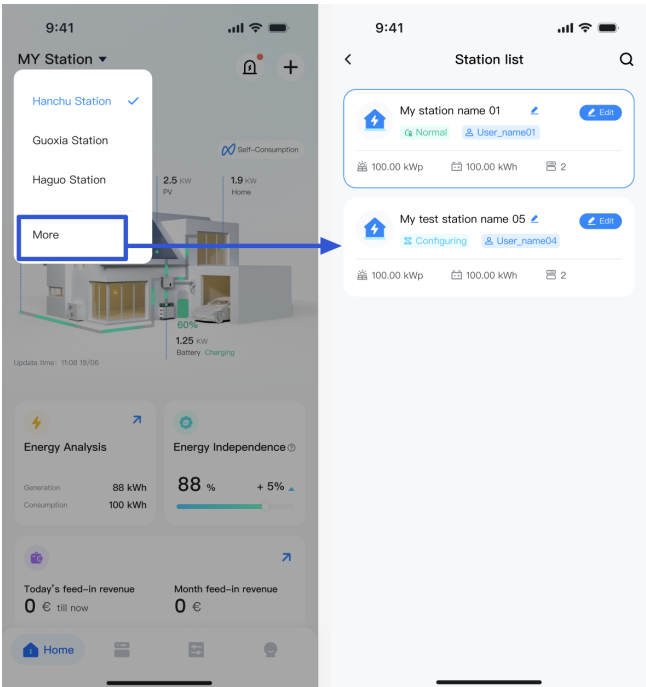
5.1.2 Station Search

- Enter the station list, click the **"Search"** icon, and you can search for stations by station name and device SN.
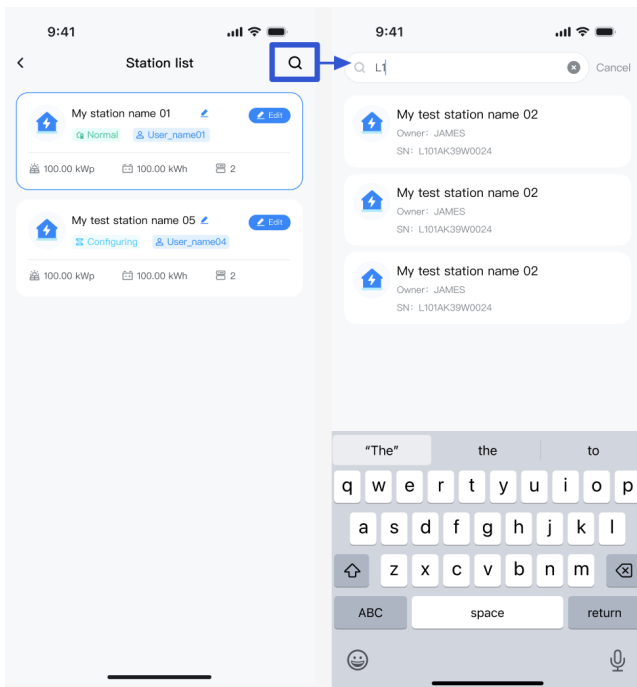
5.1.3 Station Editing

- Station Edit: Click the "**Edit**" button on the station card to update the station information

  Updating the region will lead to changes in electricity price products
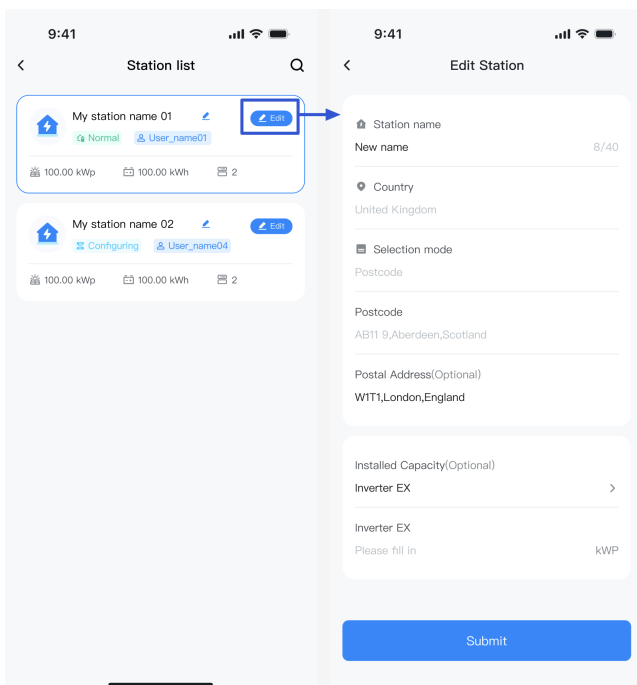
5.1.4 Add

- Click **the "+" to add**, which allows you to create stations, add equipment, add heat pumps, and apply for quality assurance, as shown in the figure.
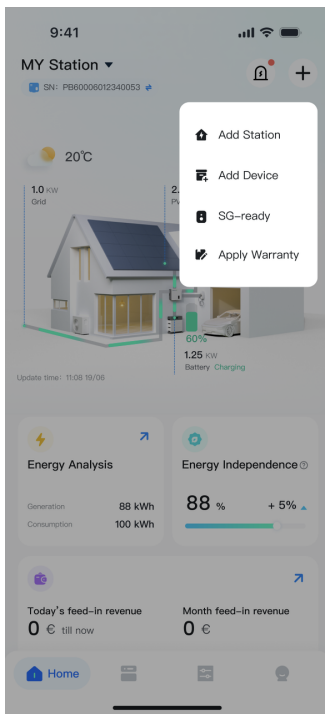
5.1.5 Device Alarm

- Click to view all event alarms of the equipment under this station
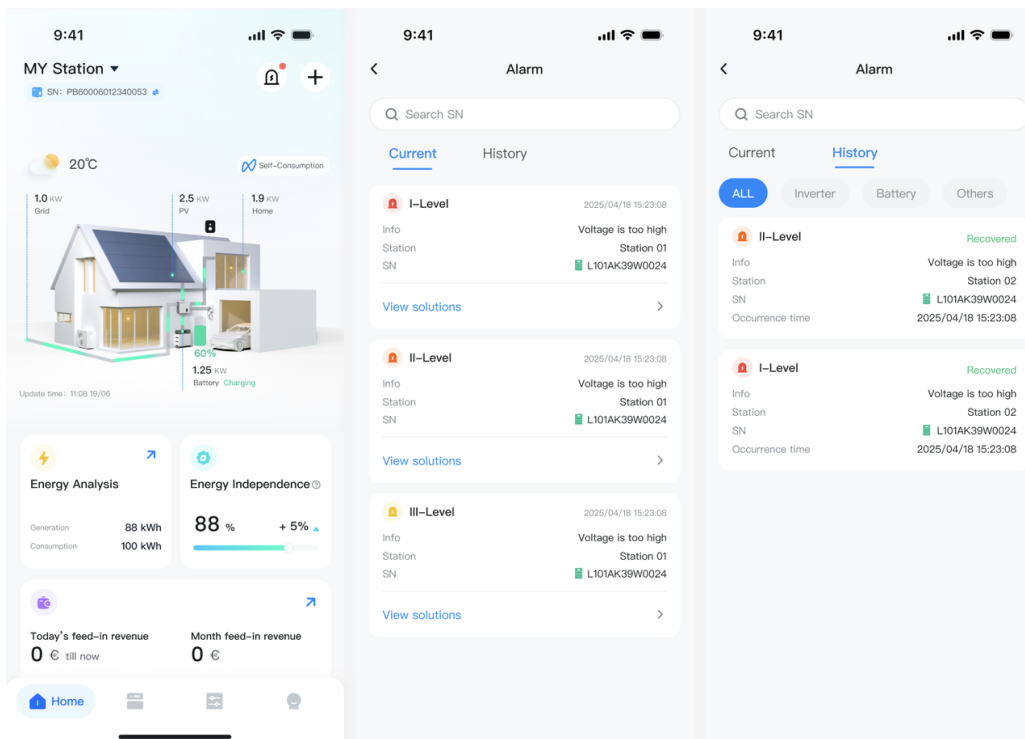
5.1.6 Inverter SN Switching

- When there are multiple inverters in the station, click**"SN"**to switch to the required device, as shown in the figure.

5.1.7 Working Mode

- Real-time display of the current system's operating mode and status

5.2 Energy flow scenario

5.2.1 Data

1. can view real-time data of devices such as grid, battery, load, photovoltaic, charging pile, etc.

2. SOC Display: Understand the real-time SOC status of the battery

5.2.2 Status

1. Understand the equipment status through the direction of energy flow

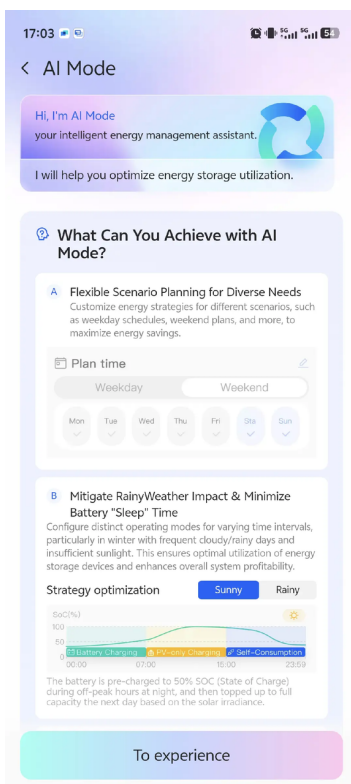2. Battery charging and discharging status display

5.2.3 Weather

1. Weather Conditions Display

5.3 Function Area

5.3.1 My Scene

1. Click "My Scene", enter "Hanchu AI", click "Experience" to start a customized intelligent strategy

2. When entering for the first time, you need to fill in the setup items

   - Inverter rated power
   - Photovoltaic installed capacity filled in by the station

- Battery Capacity

- Electricity price

3. After activation, perform settings, and calculate the average load consumption after running for 7 days

4. After setting and running, you can quickly turn on/off the strategy on the home page
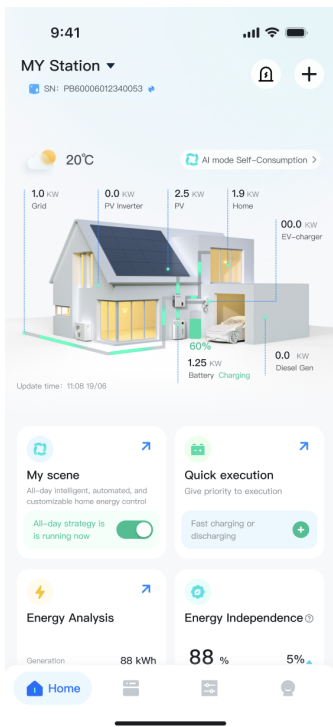
5.3.2 Quick Execution - Battery Charging and Discharging

a. Battery Charging/Discharging: Click "**Fast Charge/Discharge**", select charging/discharging, set the charging time, and start charging
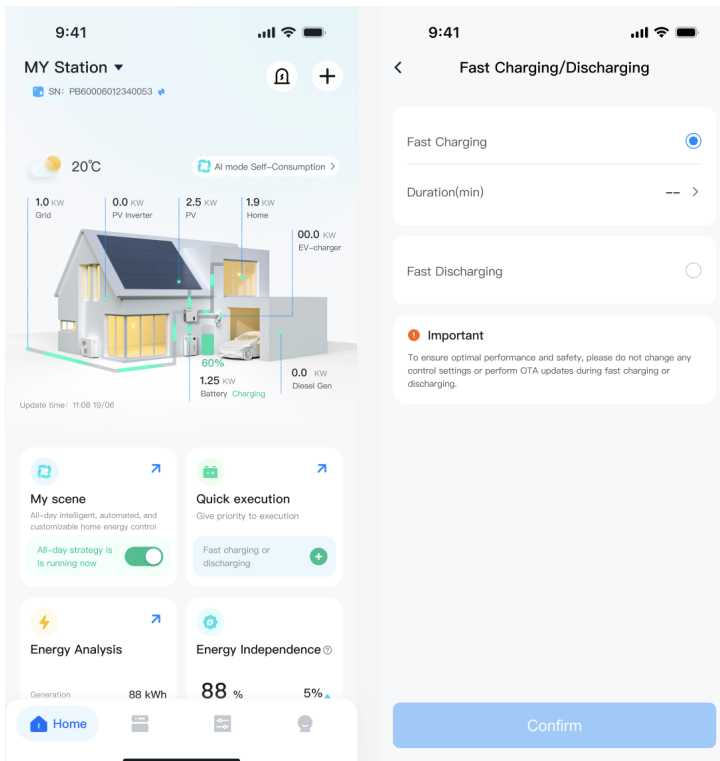
b. End charging: On the home page, click the "**Stop**" button on the card to immediately stop charging
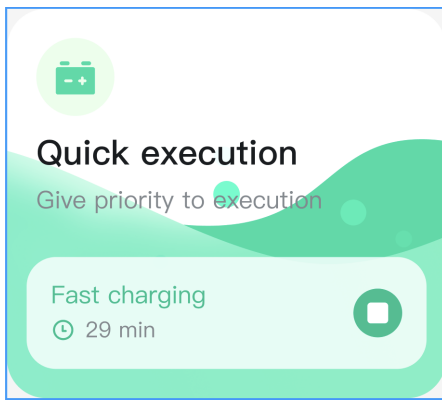
5.3.3 Energy Analysis

Click the **Energy Analysis** card to enter the Data Analysis page, where you can view various data indicators of the system according to four dimensions: day, month, year, and total.
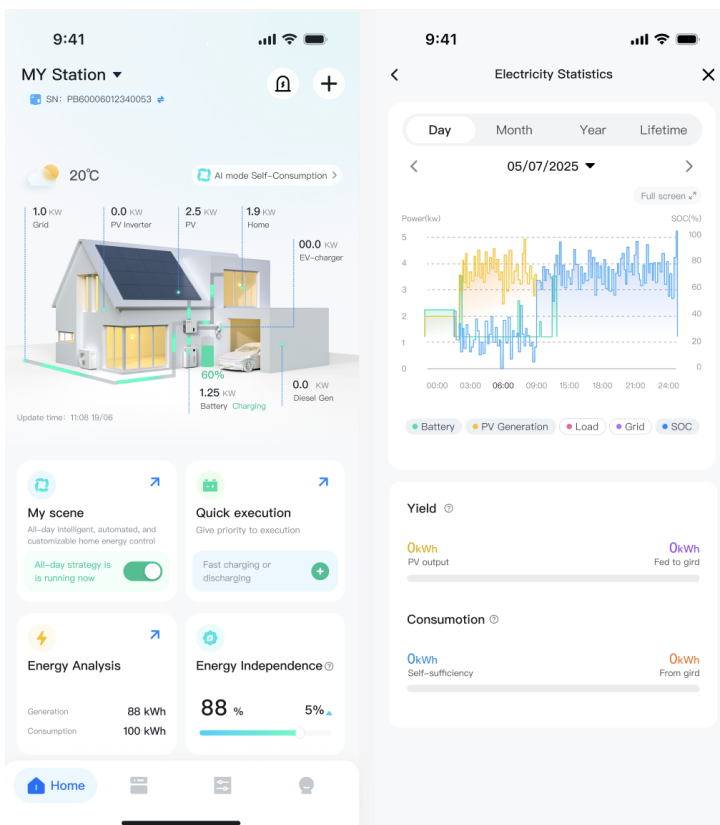
5.3.4 Energy Independence Rate

Display the current energy independence rate of the system, with the calculation formula being:Rate= PV generation/load Consumption*100%（Including bypass PV inverter）
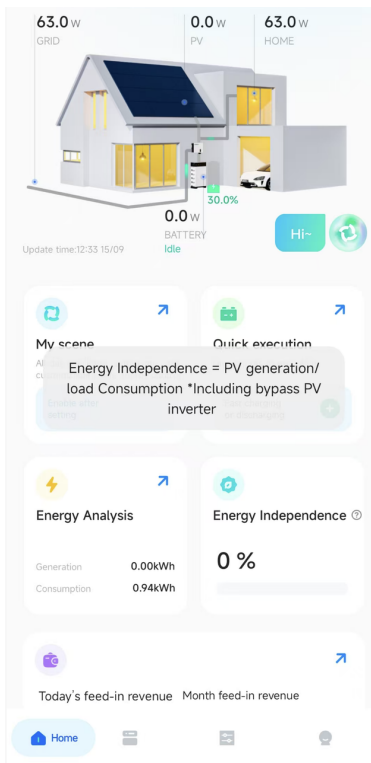
5.3.5 Revenue - View Grid Feed-in Revenue

- Click the "Electricity Price Settings" button, select a dynamic electricity price product, or set a fixed electricity price
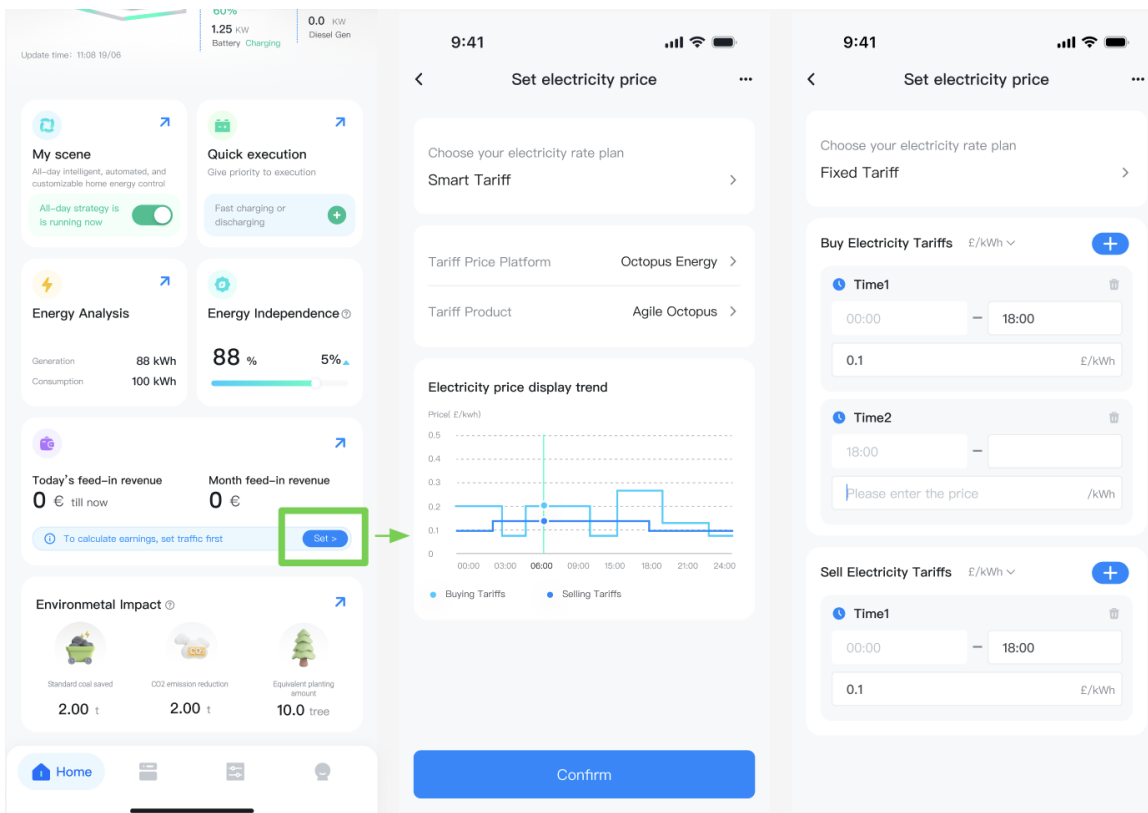
- Click on the revenue card to view grid feed-in revenue in weekly, monthly, annual, and total dimensions
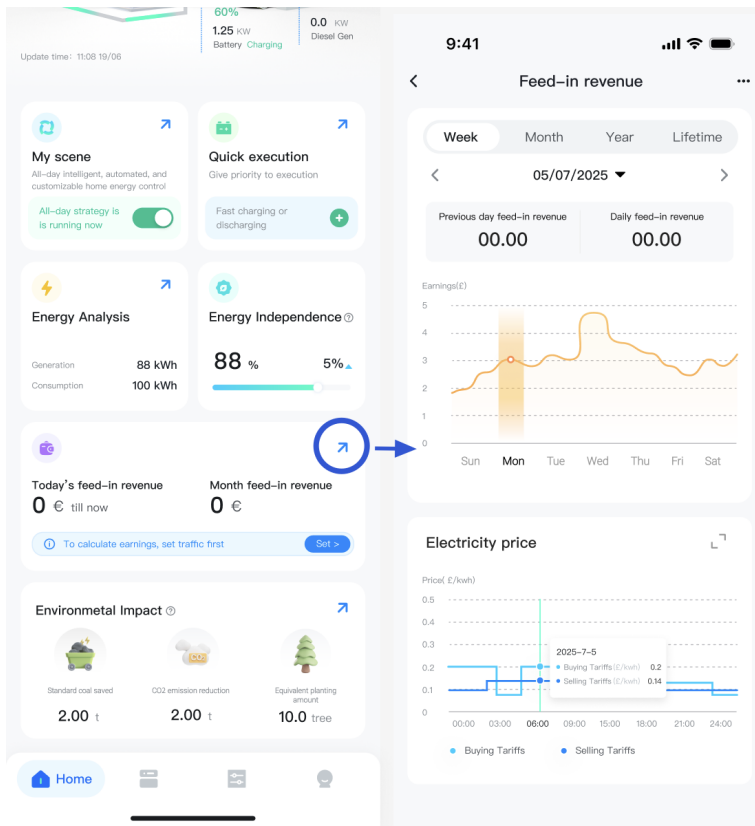
5.3.6 Environmental Contribution

Click the "Environmental Impact" card to view the positive environmental impact of the household after connecting to the system
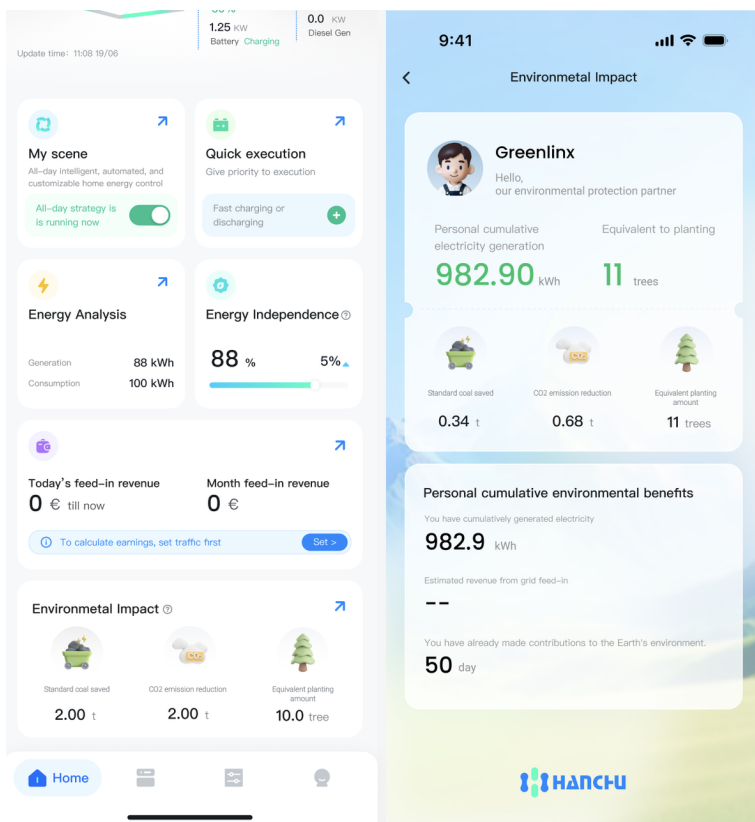
6. Device List

6.1 inverter

6.1.1 List

1. The list can display different models of devices and their quantities

2. Related information and data about "**SN, working mode, working status**" can be viewed in the device information

3. Click on any device to enter its details page
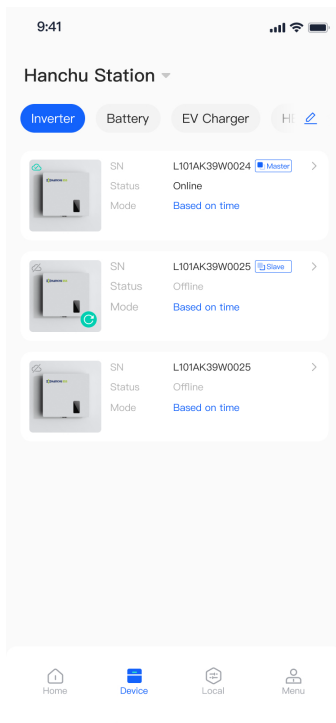
6.1.2 Unbind

- Click "Edit" to unbind the inverter, as shown in the figure.
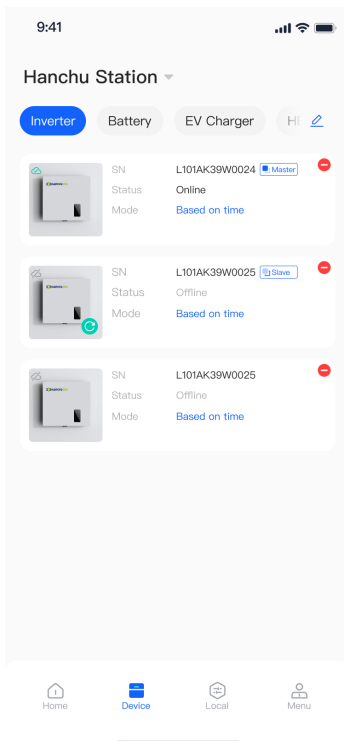
6.1.3 Details

The details page displays inverter **real-time, historical, and statistical** data

1. Real-time Data:

    a. Event Prompt: If the inverter has an event alarm, display the event level-related prompt

    b. Operating Mode: Displays the operating mode of the inverter

    c. Scene Diagram: Displays device scenarios

    d. Data: Display "**Grid, PV, Battery, Load, EPS**" data

    e. Click "**Control**" to enter the remote control page

    f. Quick Charge and Discharge: On the inverter details page, when the user clicks "Quick Charge and Discharge", a quick charge and discharge settings pop-up window appears. After clicking "Confirm", the charge and discharge effects and the remaining charge and discharge time are displayed.
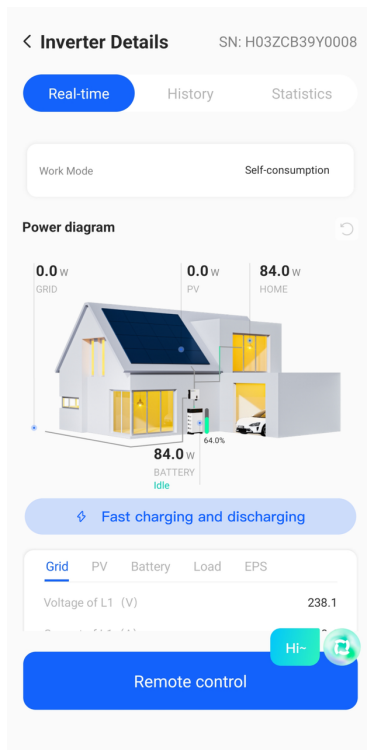
2. Historical Data:

    a. Switch the time to view the historical data of the day

    b. " **Photovoltaic power generation, load, battery discharge, grid feeding** " data

    c. "**Load, Generation, Battery, Grid**" Power, Battery SOC Data
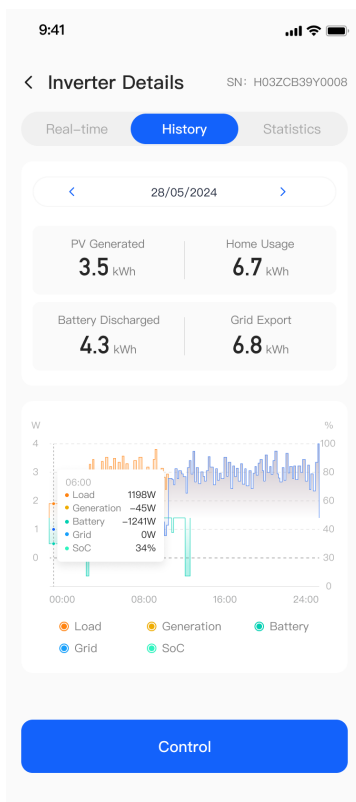
    d. Click "**Control**" to enter the remote control page

3. Statistical Data:

a. Monthly Statistical Data: Switch to the monthly dimension to view the data trend graphs of "**Load, Power Generation, Charging, Discharging, Grid Power Purchase, Grid Power Feed**"

b. Annual Statistical Data: Switch to the annual dimension to view the data trend graphs of **Load, Power Generation, Charging, Discharging, Grid Power Purchase, and Grid Power Feed**

c. Click "**Control**" to enter the remote control page

6.2 Battery

6.2.1 List

1. The list can display different models of devices and their quantities

2. Related information and data of "**SN, SoC, ADR, operating status, voltage, current**" can be viewed in the device information

3. Click on any device to enter its details page
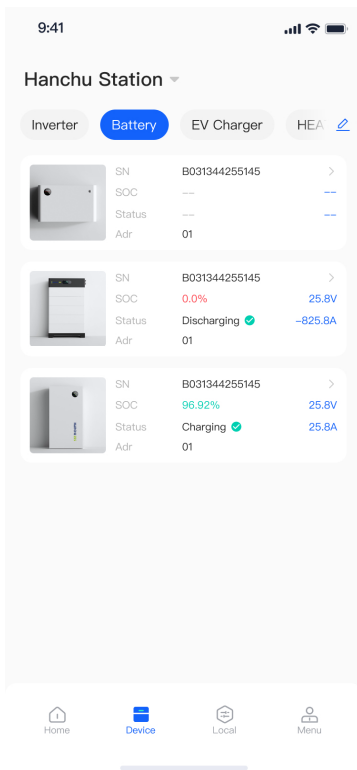
6.2.2 Unbind

- Click "**Edit**" to unbind the battery, as shown in the figure.

6.2.3 Details

Details Battery's " **Real-time, historical, statistical** " data

1. Real-time Data:

   a. Display the data of **battery status, voltage, SOC, power, current**

   b. Click "**Control**" to enter the remote control page
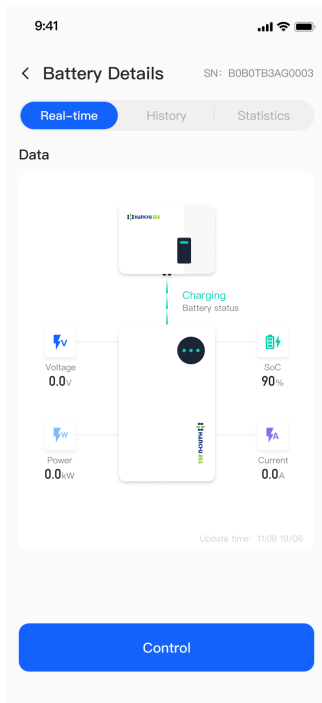
2. Historical Data:

   a. Switching the date can display the data of **battery charged and battery discharged for that day**
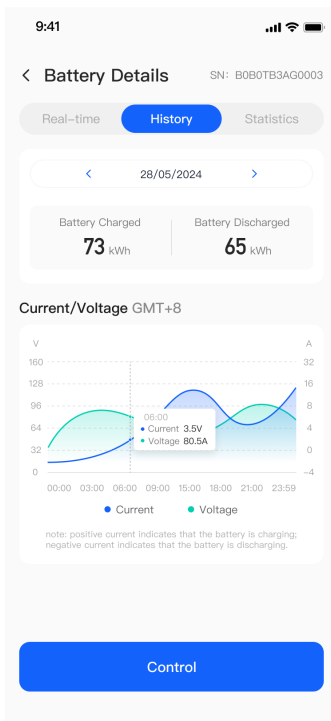
   b. Click "**Control**" to enter the remote control page

3. Statistical Data:

   a. Monthly Statistical Data: Switch to the monthly dimension to view the data of t**otal charge capacity, total discharge capacity, monthly charge capacity, and monthly discharge capacity**

b. Annual Statistical Data: Switch to the annual dimension to view the data of **total charge capacity, total discharge capacity, yearly charge capacity, and yearly discharge capacity**

c. Charge and Discharge Data Record
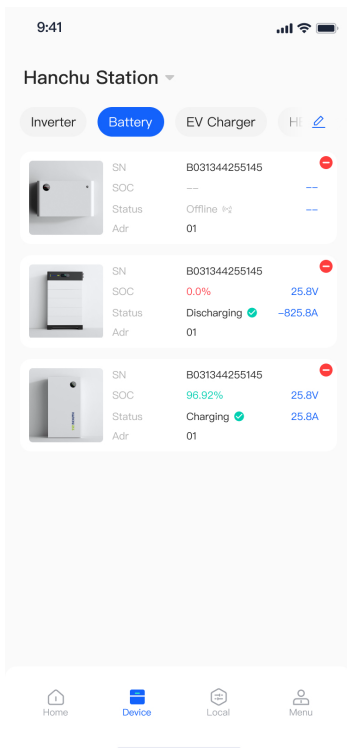
d. Click "**Control**" to enter the remote control page
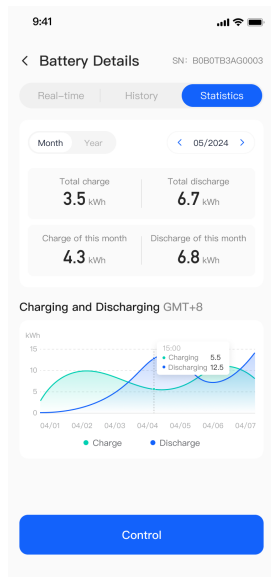
6.3 EV charger

1. The list can display different models of devices and their quantities

2. Related information and data about "**SN, working status, working mode**" can be viewed in the device information

3. Click on any device to enter its details page
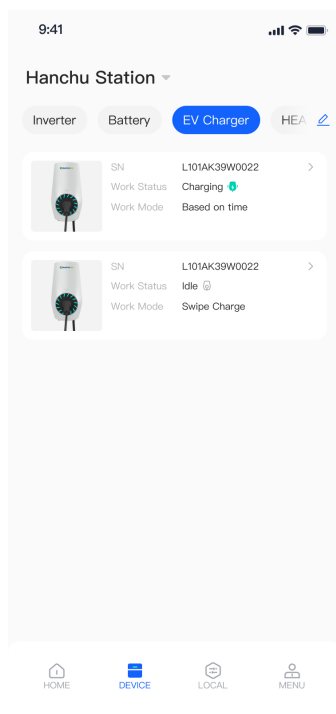
6.3.1 Unbind

- Click "**Edit**" to unbind the charging pile, as shown in the figure.
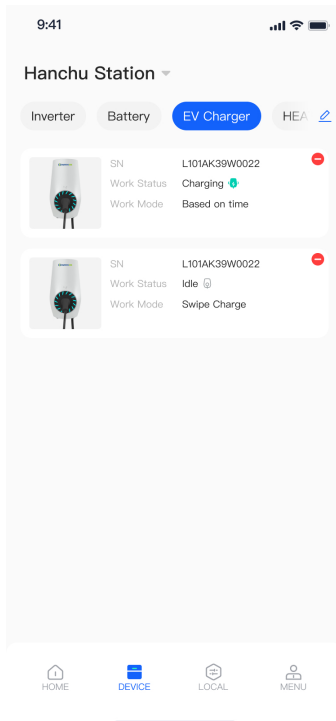
6.3.2 Details

The details page displays information related to the charging pile **network status, SN, charging information, settings**

1. Charging Pile Information:

   a. Charging Pile Status

   b. Charging Duration

   c. Charging Gun Status

   d. Charging Energy Selection

2. Data Display:

   a. Voltage

   b. Current

   c. Power

   d. Charge Amount

3. Electric Meter Information:

   a. Electric Meter Status

   b. Electric Meter Power

4. Working Mode:
    a. Charge by Swiping Card
    b. Plug and Play
    c. Scheduled Charging
5. Maximum Charging Current
6. Charging Record
    a. Click the record to enter the charging record page
7. Charging Pile Settings
    a. Click Settings to enter the settings page
8. Click "**Switch**" to turn charging on/off

6.4 Heat Pump

### 6.4.1 List

1. The list can display different models of devices and their quantities
2. Related information and data about "**SN, working mode, working status**" can be viewed in the device information
3. Click on any device to enter its details page
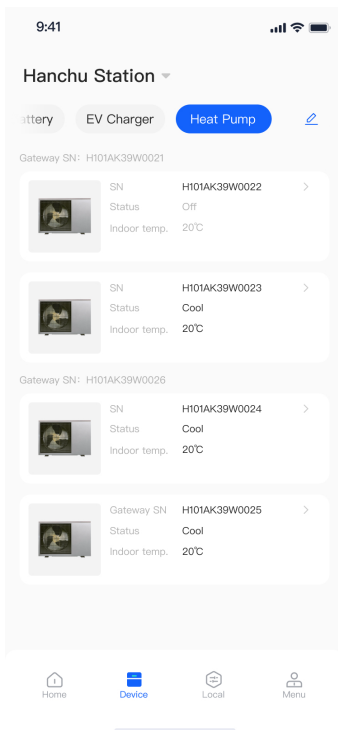
6.4.2 Unbind

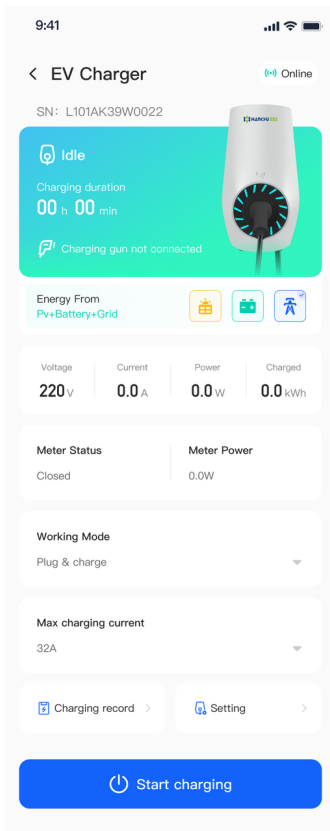• Click "Edit" to unbind the heat pump, as shown in the figure.
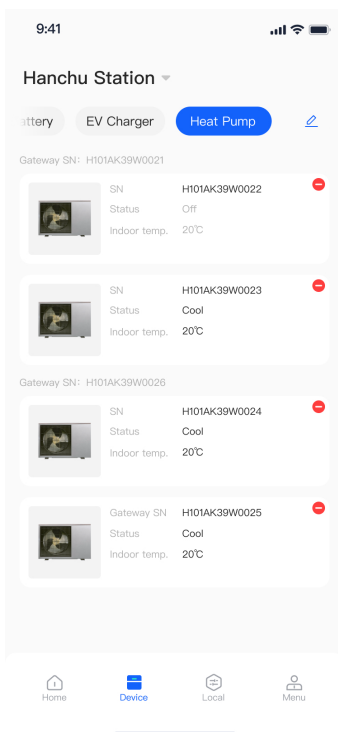
6.4.3 Details

The details page displays the heat pump's **SN, device classification, temperature control, operating mode, wind speed (wind force), function mode, switch**

1. Device Classification:

   a. Devices such as **heat pumps, thermostats, water heaters** in the switchable heating system

2. Temperature Control:

    a. Click **the "+" and "-"** buttons to adjust the temperature

3. Working Mode: Click on Mode Settings to set the working mode

    a. Cooling Mode

    b. Heating Mode

    c. Air Supply Mode

    d. Automatic Mode

4. Wind speed control: Set the working mode to adjust the wind speed accordingly

    a. Auto

    b. Low

    c. Merdium

    d. High

5. Functional Mode:

    a. Sleep Mode

    b. Business Trip Mode

    c. Energy Saving Mode

    d. Programming Mode

6. Settings: Click Settings, enter the Settings page, and perform more advanced settings for the heat pump

7. Switch: Click on the **switch** to control the **on/off** state of the heat pump
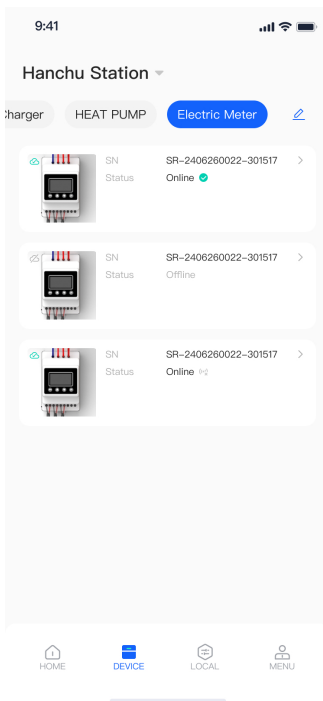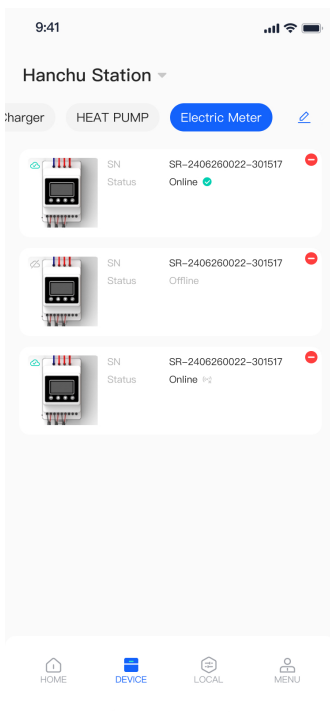
6.5 Electric Meter

6.5.1 List

1. The list can display different models of devices and their quantities

2. Related information and data about "**SN, working mode, working status**" can be viewed in the device information

3. Click on any device to enter its details page

6.5.2 Unbind

- Click "Edit" to unbind the electricity meter, as shown in the figure.

7. Local Control

- Click "Inverter Local Configuration", select the corresponding inverter to enter, and choose "Automatic Detection" to perform one-click detection of the inverter

Inverter SN: HS10KA3C50027   **Read data**

Basic Setup   Energy Setup   Weather Optimize   Ele

Meter adjustment enabled

Open   ⌄

Zero Export ⑦

Customized power feed   ⌄

Max Exporting Power(W)

5000

Max import power limit switch   ⬤

Power on/off ⑦   ⬤

Clear WiFi password ⑦   ›

Automatic Detection   ›

SET   **DATA**

○   Machine online status detection
     Not Detected

○   Electricity meter communication detection
     Not Detected

○   Battery communication detection
     Not Detected

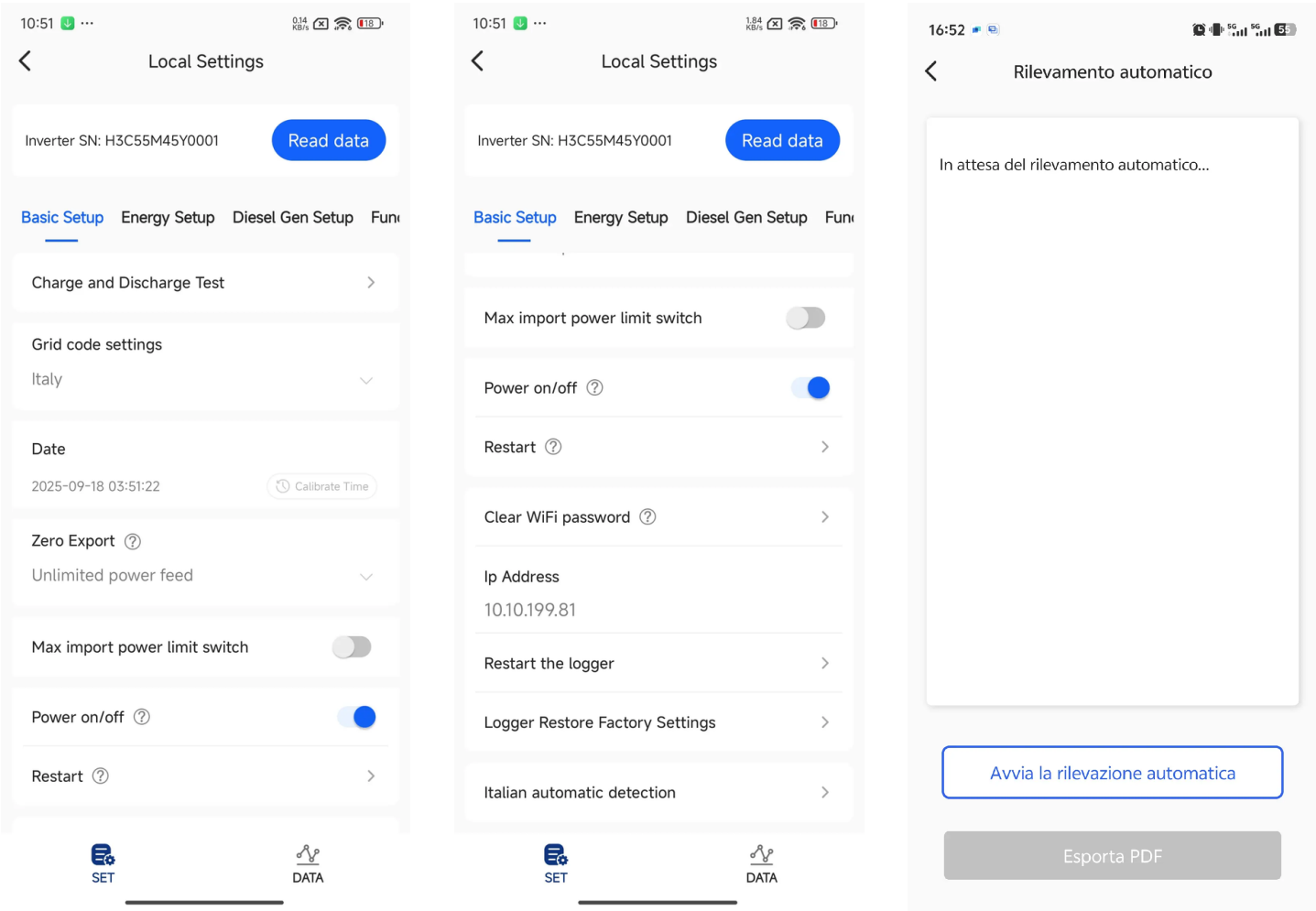○   Phase line and CT detection
     Not Detected

Please stay on this page and avoid any remote controbl or OTA actions until the self-check is complete

Retry Detection   **Start Detection**

- When the option shown in the figure is selected for "Grid code settings", the "Italian automatic detection" option will appear. After clicking to enter, you can manually select "Start automatic detection" to perform automatic detection.


8. ME(Personal Center)

|	Function	Description
Personal Center	Personal Information	- The identity roles corresponding to the avatar: General Distributor / Distributor / Installer / End User - Display assets under one's name: number of stations, number of equipment - Click the arrow next to the username to view relevant information: a. Personal account information: name, role, merchant code (if any), phone number, country, time zone, etc. b. Superior account information (if any): name, merchant code, contact information

	Message Center	Enter the Message Center to view: 1. General Messages: Basic notifications such as system messages, authorization results, account authentication, etc. 2. Activity Messages: Marketing Campaign Messages, User Benefits, etc.	
	After-sales Services	1. Is there any equipment malfunction or technical issue? Click "After-sales", and you will see relevant business information.	
	Help Center	1. If you have any questions or suggestions regarding the APP, you can leave a message in "Feedback" and it will be addressed.	
	Service	Enter the service center, you can view: 1. Information Center: Click "Information Center" on the "Services" page to view the corresponding device information materials 2. Extended Warranty: Fill in the information to apply for an extended warranty, and enter the device SN and Code to query the progress of the extended warranty application 3. Quick Guide: Learn how to create stations, add equipment, configure networks, set electricity prices, and other processes to help you get started quickly	
	Settings	1. Message Settings 2. AI Assistant Floating Ball Settings 3. Account Security 4. General settings for language, theme, etc.	
	About	1. User Agreement and Privacy Security 2. Version Update	

- Click on "**ME**" to enter the personal center, with functions including "**personal information, message center, after-sales services, feedback, services, settings, about**" sections
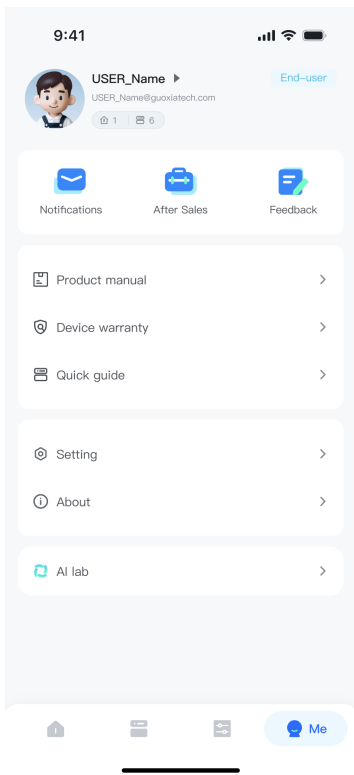
8.1 Personal Information

- Click the arrow icon next to the avatar, enter the account page, and display the basic information of "account type, account, username, phone number, email, region, time zone, distributor name, merchant code, contact person, contact information".
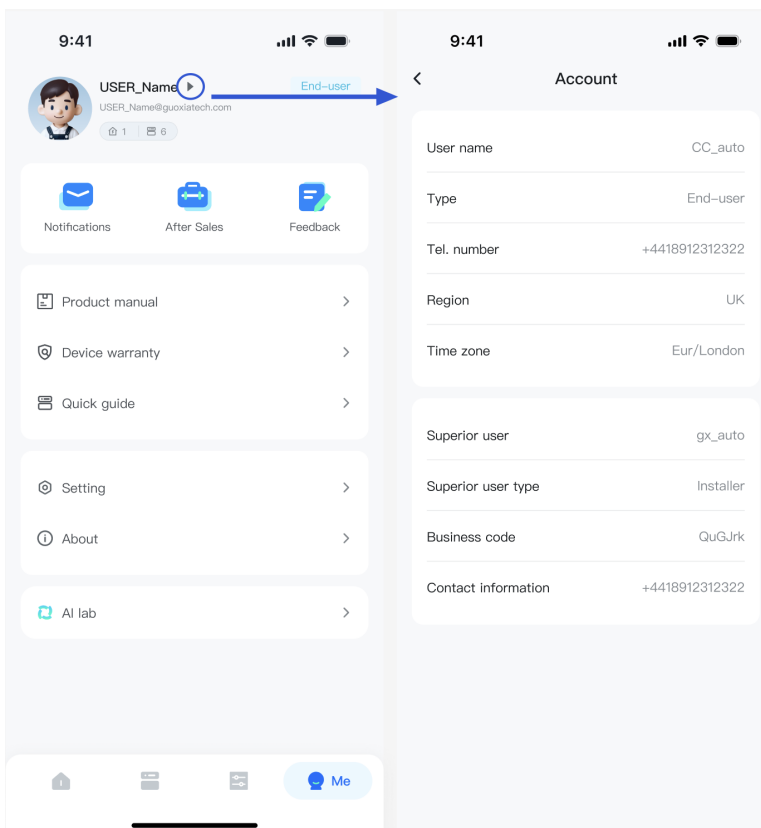

8.2 Message Center

- Click the "Messages" icon, enter the Message Center, and you can view system notifications and event notifications, including all current and past notification messages, as shown in the figure.
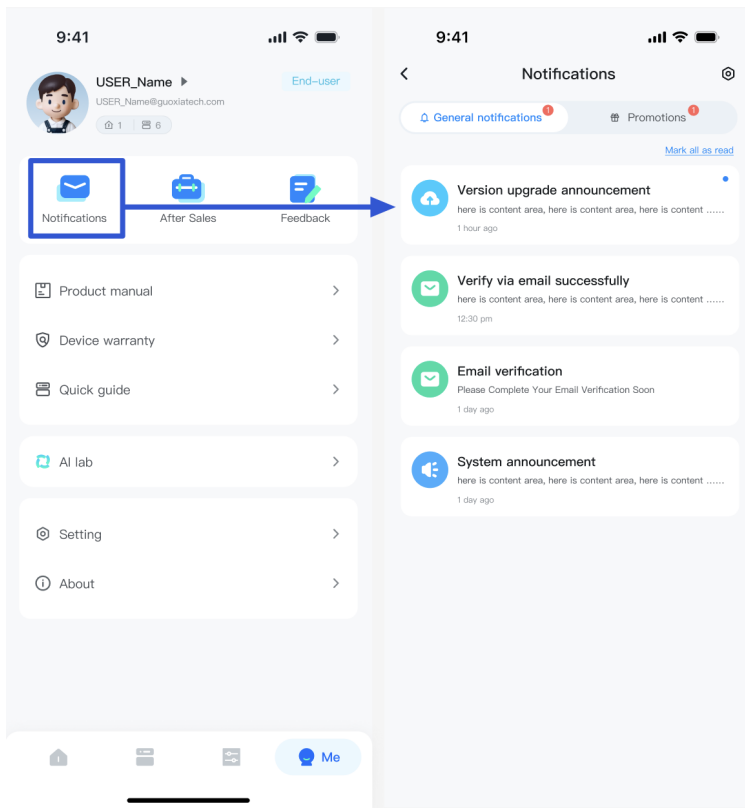
8.3 After-sales Services

- Click the "after-sales services" icon, and a pop-up window for "after-sales services" information will appear, displaying relevant information of the superior account. Clicking on "contact information" allows you to copy the information, as shown in the figure.
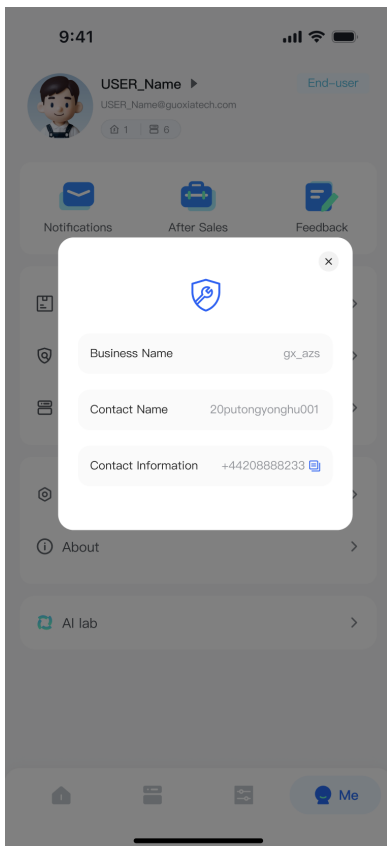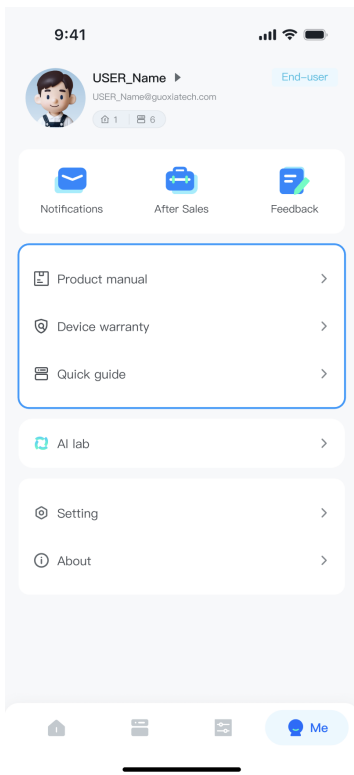
8.4 Feedback

- Click "Feedback", enter the "Help Center" page, and you can edit and submit information related to "Feedback Title, Problem Description, Uploaded Images", as shown in the figure.


8.5 Service

8.5.1 Date Center

Click on "**Data Center**" to enter the Data Center page, where you can view information in two dimensions: "**My Products, Product List**".

1. My Product

" **My product** " shows the information of the devices under the current account name, and you can view the " **user manual, quick installation manual, quality assurance, certification** " and other information of different devices, as shown in the figure.
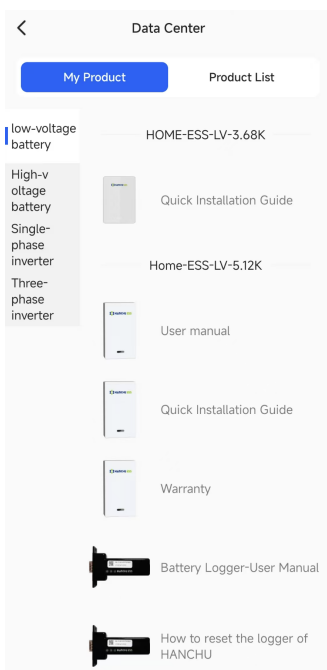
2. Product List

"**Product List**" displays information on all devices, allowing you to view materials such as "**User Manual, Quick Installation Manual, Quality Assurance, Certification**", etc., as shown in the figure.
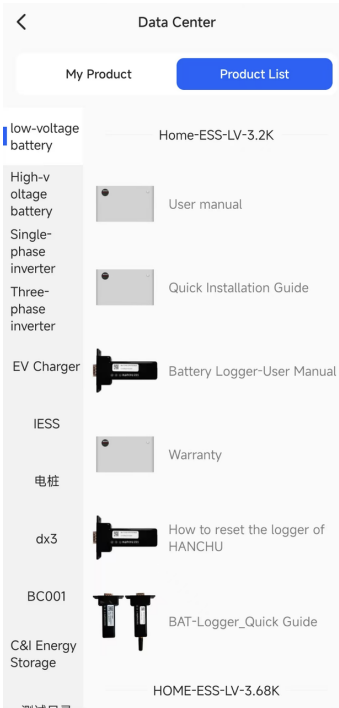
8.5.2 Extended Warranty for Equipment

Click on "**Device Extended Warranty**" to enter the device extended warranty page, where you can view information on two dimensions: "**Extended Warranty Application, Enter Query**".

1. Extended Warranty Application

"**Extended Warranty Application**" page displays information related to **power station, email, country, postal code, address, installation date, and installation company**, allowing users to fill in and refer to this information to complete the extended warranty application.

2. Enter Query

Enter the **Query** page, fill in the information of **SN, Code** to perform a query, as shown in the figure.
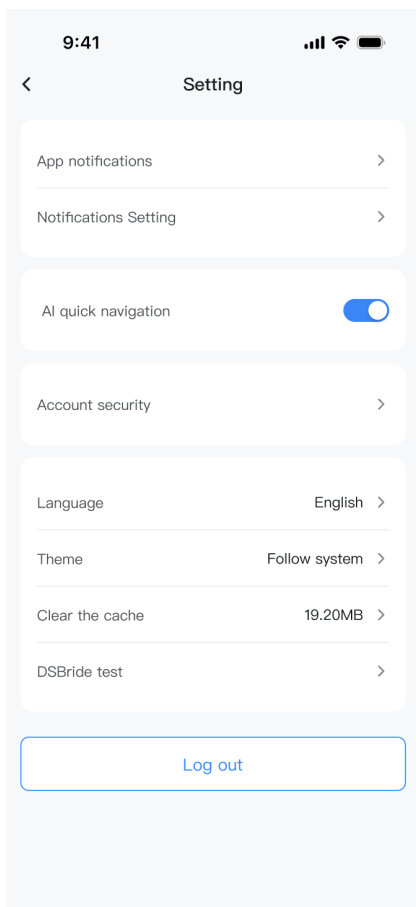

8.5.3 Quick Tour

Click on "**Quick Guide**" to enter the Quick Guide page. By swiping the page left or right, you can learn about processes such as "**creating a station, adding devices, and configuring the network**," which can help you quickly get started, as shown in the figure.
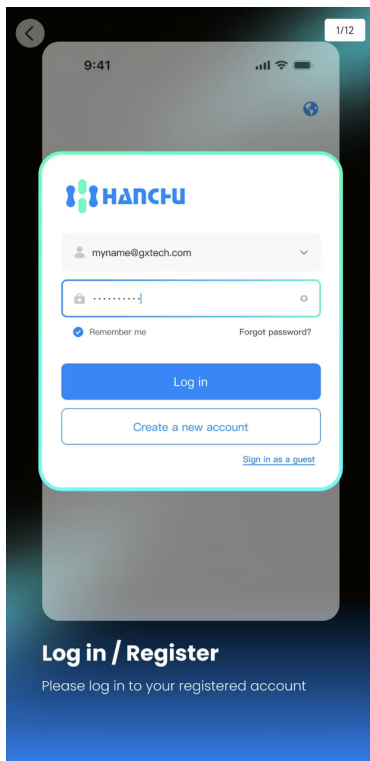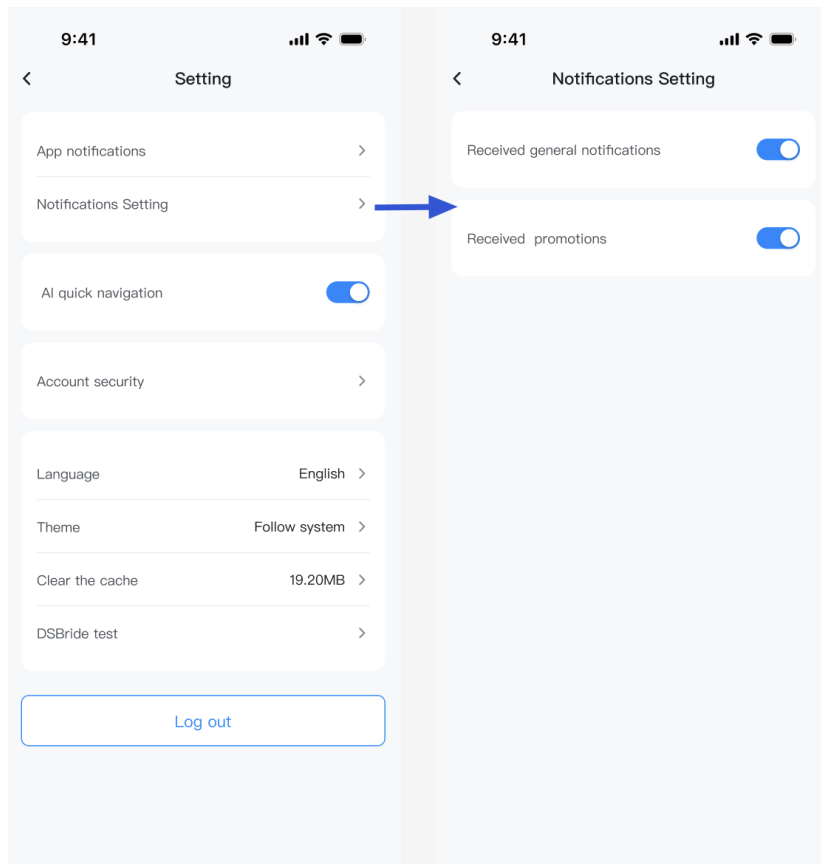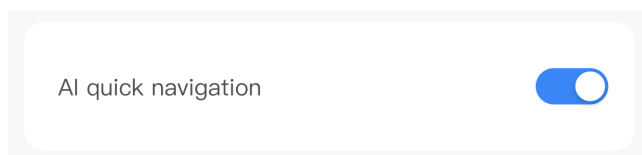
8.6 Settings

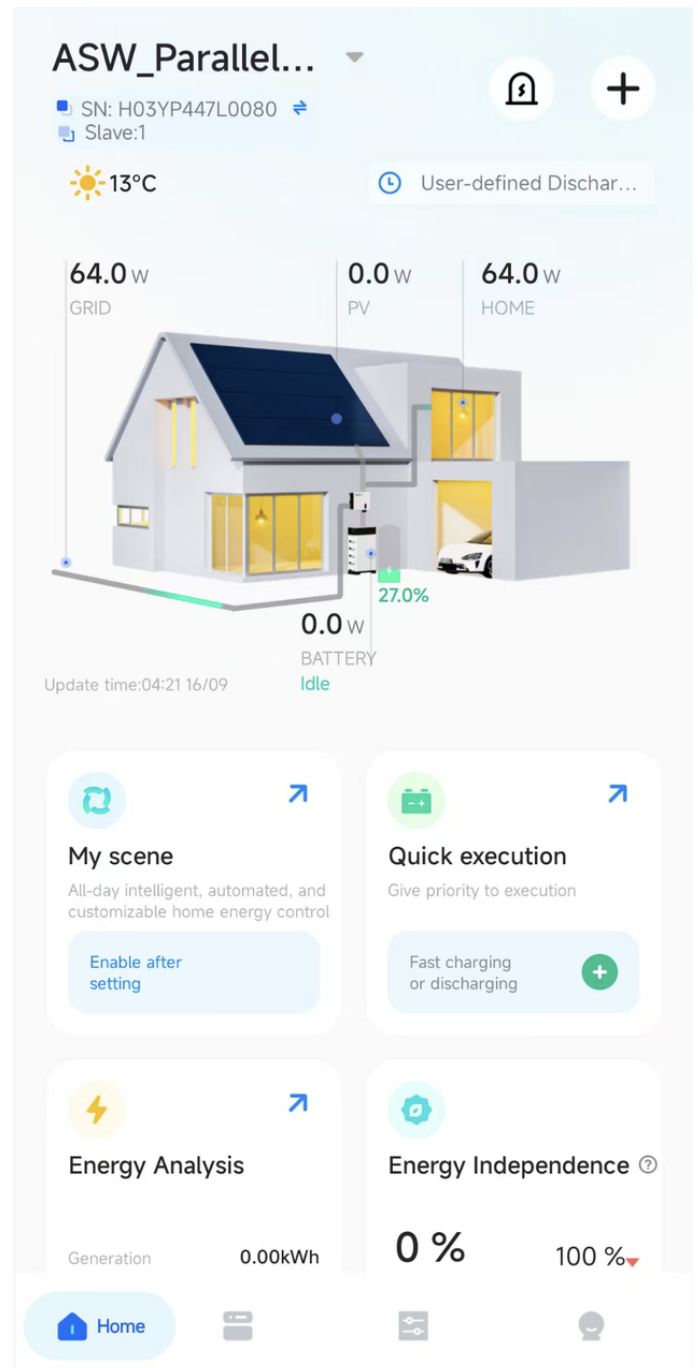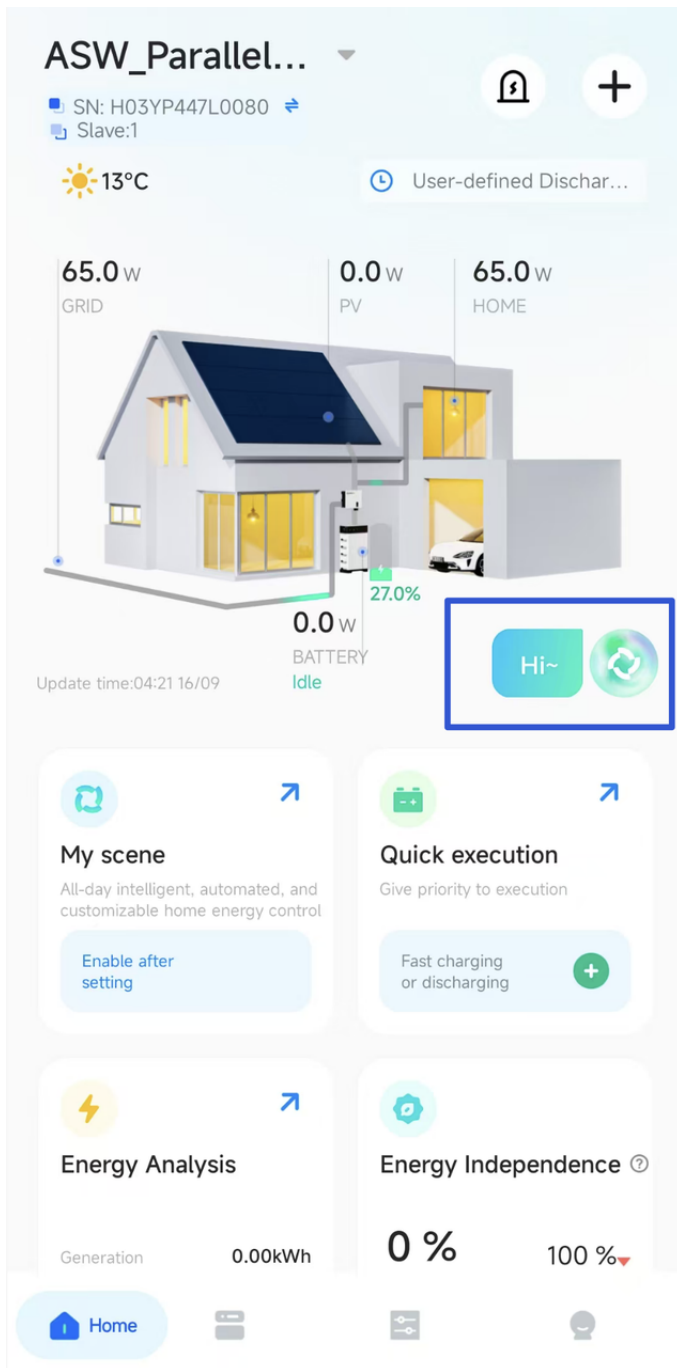## 8.6.1 Message Settings

- Click to enter the phone system settings to opt in to notifications

- Message Settings: Set which types of messages to receive
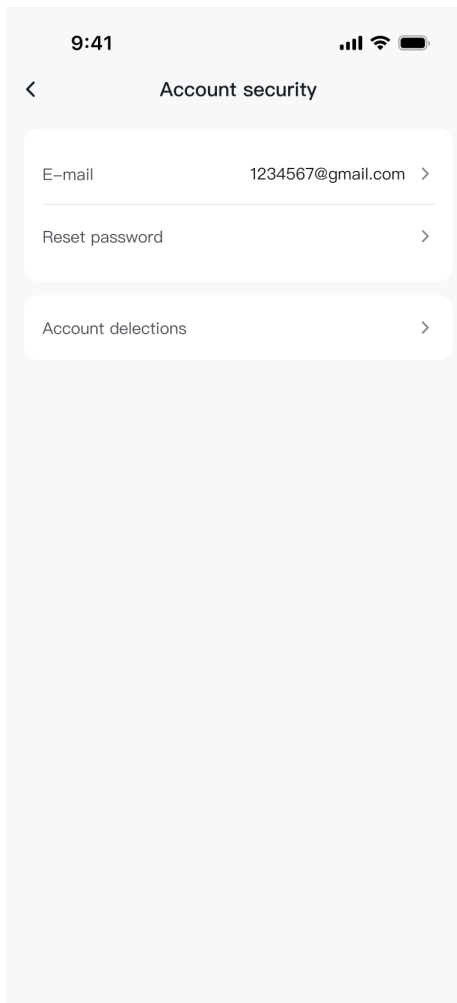

8.6.2 AI quick navigation Settings

After closing, the AI intelligent assistant will not be displayed on the app

8.6.3 Account Security Settings

1. Change Email

2. Reset Password

3. Account Cancellation: All bound assets will be cleared after the account is cancelled

E—mail   1234567@gmail.com   >

Reset password   >

Account delections   >

8.6.4 Basic Settings

- Change Language
- Switch Theme: light mode/Dark mode/Follow System
- Clear Cache