



HANCHU ESS Battery Storage System - User Guide

What Does the One-Click Reset Do? – Web-Portal

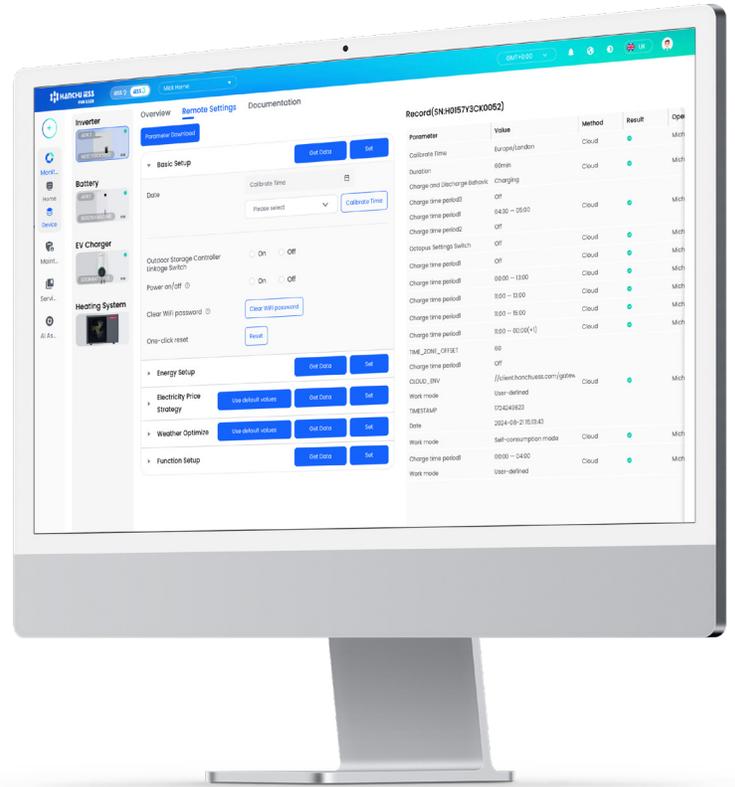
Table of Contents

1. Introduction
 - 1.1 What is the One-Click Reset?
2. Step-by-Step Guide to Accessing the One-Click Reset
 - 2.1 Step 1: Log In to the Hanchu ESS Portal
 - 2.2 Step 2: Navigate to Devices
 - 2.3 Step 3: Select Your Inverter
 - 2.4 Step 4: Access Remote Settings
 - 2.5 Step 5: Locate and Use the One-Click Reset
3. What Happens After a Reset?
4. Important Notes and Warnings
5. Need Help?

1. Introduction

1.1 What is the One-Click Reset?

The **One-Click Reset** is a powerful troubleshooting tool available in the Hanchu ESS web portal. Its primary function is to restore your inverter to its original factory default settings. This can be useful for resolving complex issues, clearing persistent error codes, or starting fresh if your system's configuration has become unstable. When you perform a one-click reset, the inverter will revert all settings to their factory defaults, clear custom configurations including charge/discharge schedules and grid settings, and erase error logs and fault history. Think of it as a 'factory reset' for your inverter. It provides a clean slate, which is often the most effective way to fix software-related problems.



2. Step-by-Step Guide to Accessing the One-Click Reset

2.1 Step 1: Log In to the Hanchu ESS Portal

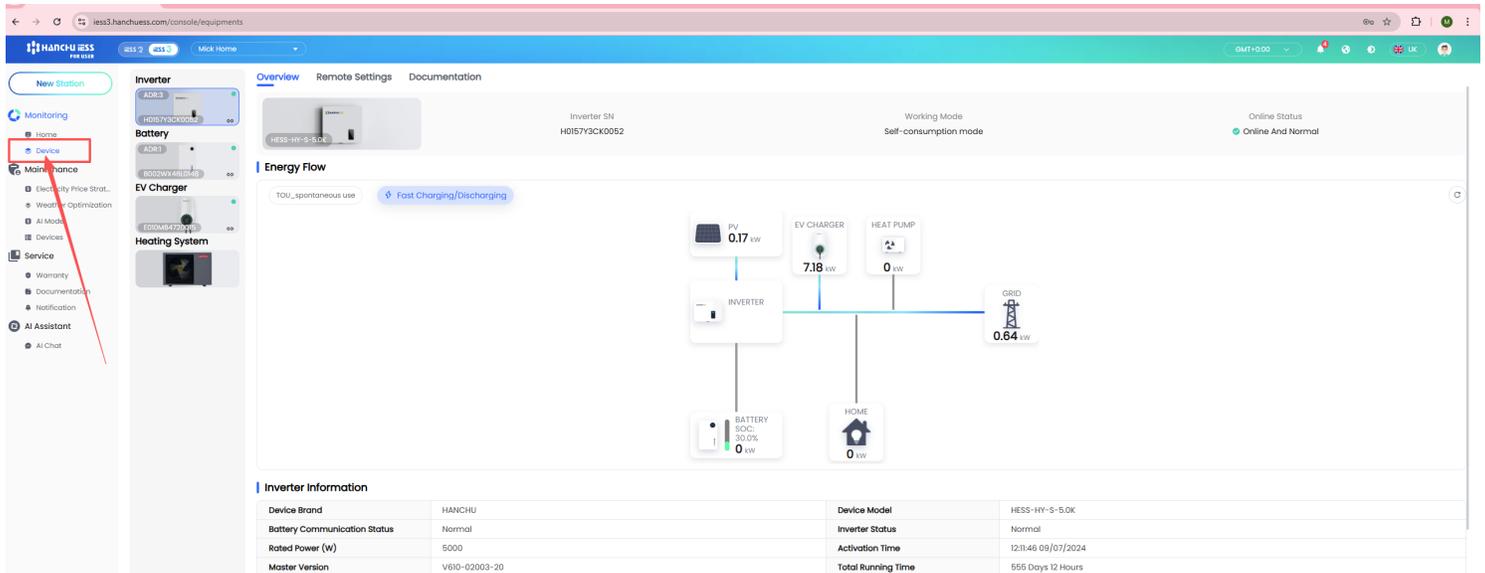
Begin by accessing the Hanchu ESS web portal. Open your web browser and navigate to the portal URL. You will be presented with the login screen. Enter your **Account** (username) and **Password**, then click the **Sign In** button.



2. Step-by-Step Guide to Accessing the One-Click Reset

2.2 Step 2: Navigate to Devices

From the main dashboard, locate the Device option in the left-hand sidebar menu. Click on Device to view a list of all components in your Hanchu ESS system.



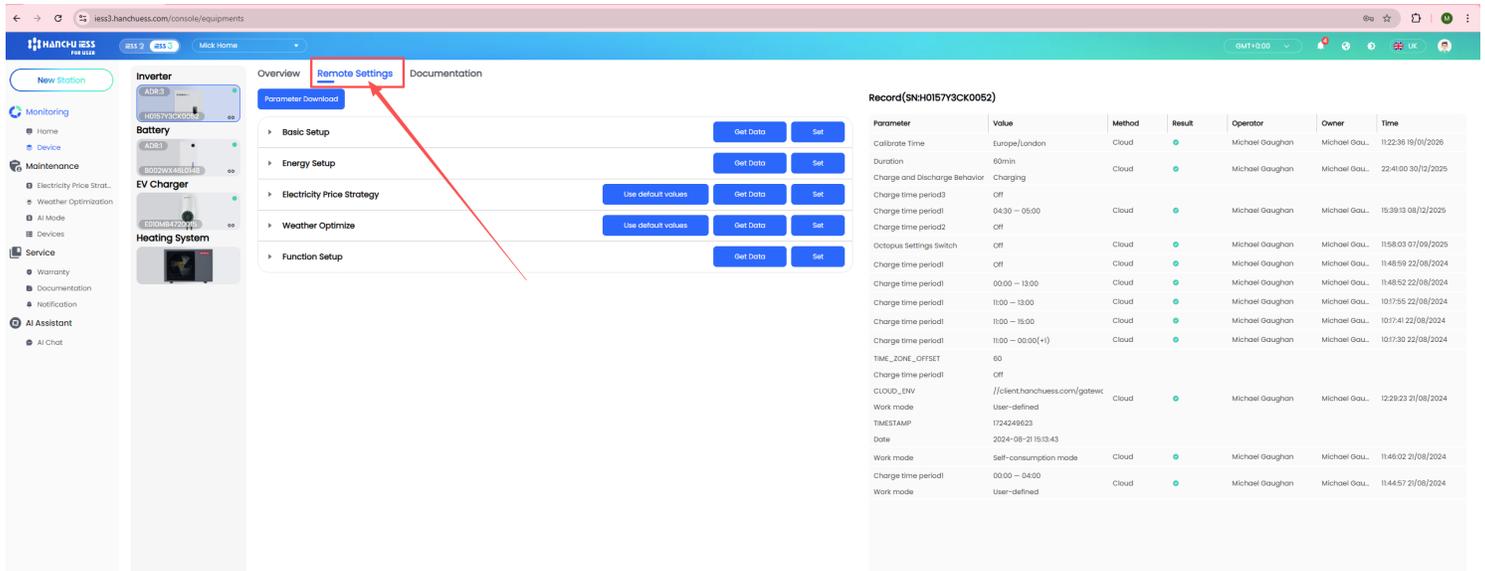
The screenshot shows the Hanchu ESS web interface. In the left-hand sidebar menu, the 'Devices' option is highlighted with a red box and a red arrow. The main content area displays the 'Energy Flow' diagram, which shows the power flow between various components: PV (0.17 kW), EV CHARGER (7.18 kW), HEAT PUMP (0 kW), INVERTER, BATTERY (SOC: 30.0%, 0 kW), HOME (0 kW), and GRID (0.64 kW). The inverter is currently in 'Fast Charging/Discharging' mode. Below the diagram, there is an 'Inverter Information' table.

| Inverter Information | | Inverter Information | |
|------------------------------|---------------|----------------------|---------------------|
| Device Brand | HANCHU | Device Model | HESS-HY-S-5.0K |
| Battery Communication Status | Normal | Inverter Status | Normal |
| Rated Power (W) | 5000 | Activation Time | 12:11:46 09/07/2024 |
| Master Version | V610-02003-20 | Total Running Time | 555 Days 12 Hours |

2. Step-by-Step Guide to Accessing the One-Click Reset

2.3 Step 3: Select Your Inverter

The inverter is the default device selected at the top of the devices page. You can confirm it is selected by ensuring the inverter image is highlighted.



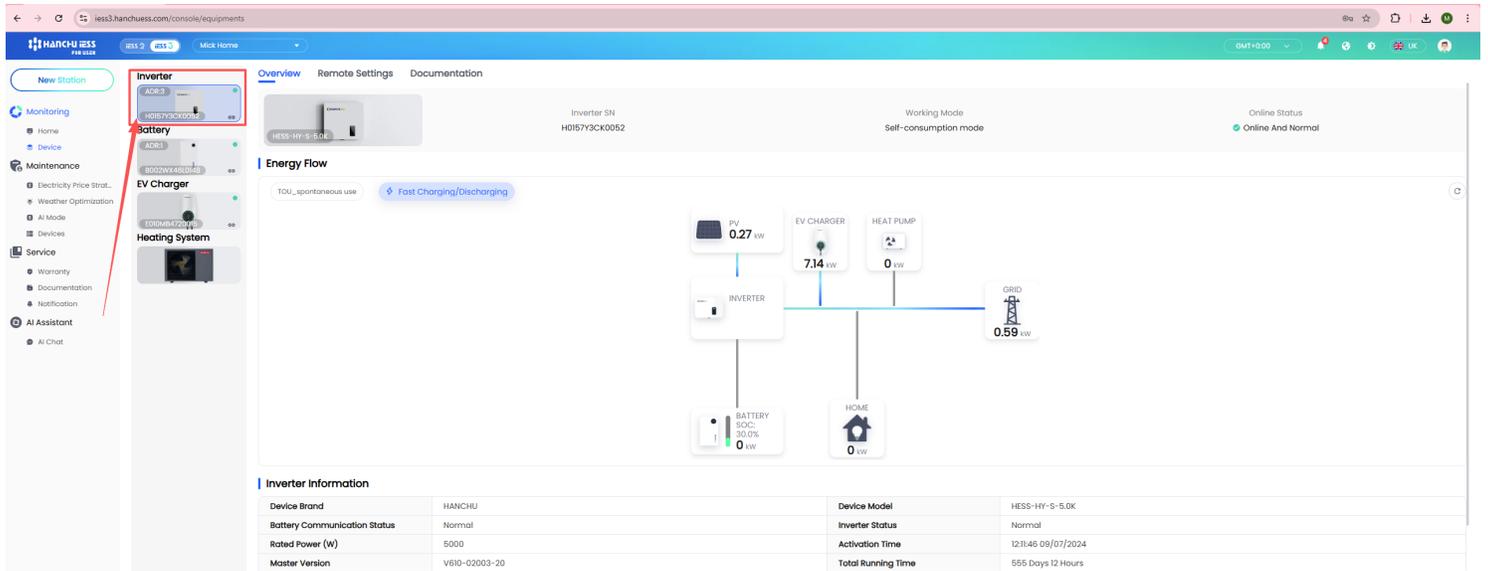
The screenshot shows the HANCHU ESS console interface. The 'Remote Settings' tab is selected and highlighted with a red box. A red arrow points from the text above to this tab. The interface displays various configuration sections for the inverter, including Basic Setup, Energy Setup, Electricity Price Strategy, Weather Optimize, and Function Setup. Each section has 'Get Data' and 'Set' buttons. A 'Parameter Download' button is also visible. On the right side, there is a 'Record(SNH0157Y3CK0062)' table with columns for Parameter, Value, Method, Result, Operator, Owner, and Time.

| Parameter | Value | Method | Result | Operator | Owner | Time |
|-------------------------------|---------------------------------|--------|--------|-----------------|----------------|---------------------|
| Calibrate Time | Europe/London | Cloud | ● | Michael Gaughan | Michael Gau... | 11:22:38 18/09/2025 |
| Duration | 60min | | | | | |
| Charge and Discharge Behavior | Charging | Cloud | ● | Michael Gaughan | Michael Gau... | 22:41:00 30/12/2025 |
| Charge time period3 | Off | | | | | |
| Charge time period1 | 04:30 - 09:00 | Cloud | ● | Michael Gaughan | Michael Gau... | 15:39:13 08/12/2025 |
| Charge time period2 | Off | | | | | |
| Octopus Settings Switch | Off | Cloud | ● | Michael Gaughan | Michael Gau... | 11:58:03 07/09/2025 |
| Charge time period1 | Off | Cloud | ● | Michael Gaughan | Michael Gau... | 11:48:59 22/08/2024 |
| Charge time period1 | 00:00 - 13:00 | Cloud | ● | Michael Gaughan | Michael Gau... | 11:48:52 22/08/2024 |
| Charge time period1 | 11:00 - 13:00 | Cloud | ● | Michael Gaughan | Michael Gau... | 10:17:55 22/08/2024 |
| Charge time period1 | 11:00 - 15:00 | Cloud | ● | Michael Gaughan | Michael Gau... | 10:17:41 22/08/2024 |
| Charge time period1 | 11:00 - 00:00(+1) | Cloud | ● | Michael Gaughan | Michael Gau... | 10:17:30 22/08/2024 |
| TIME_ZONE_OFFSET | 60 | | | | | |
| Charge time period1 | Off | | | | | |
| CLOUD_INV | //client.hanchuess.com/gatew... | Cloud | ● | Michael Gaughan | Michael Gau... | 12:29:23 21/08/2024 |
| Work mode | User-defined | | | | | |
| TIMESTAMP | 1724249623 | | | | | |
| Date | 2024-08-21 15:03:43 | | | | | |
| Work mode | Self-consumption mode | Cloud | ● | Michael Gaughan | Michael Gau... | 11:46:02 21/08/2024 |
| Charge time period1 | 00:00 - 04:00 | Cloud | ● | Michael Gaughan | Michael Gau... | 11:44:57 21/08/2024 |
| Work mode | User-defined | Cloud | ● | Michael Gaughan | Michael Gau... | 11:44:57 21/08/2024 |

2. Step-by-Step Guide to Accessing the One-Click Reset

2.4 Step 4: Access Remote Settings

At the top of the inverter detail page, click on the **Remote Settings** tab. This will take you to the remote configuration interface for your inverter.



The screenshot shows the HANCHU ESS web interface. The left sidebar contains navigation options like Monitoring, Maintenance, and Service. The main content area is titled 'Inverter' and includes tabs for Overview, Remote Settings, and Documentation. The 'Remote Settings' tab is selected. The interface displays the inverter's SN (H0157Y3CK0052), working mode (Self-consumption mode), and online status (Online And Normal). An energy flow diagram shows power from PV (0.27 kW) and the grid (0.59 kW) flowing through the inverter to an EV charger (7.14 kW) and a home (0 kW). A battery is also shown with 30.0% SOC and 0 kW. Below the diagram is an 'Inverter Information' table.

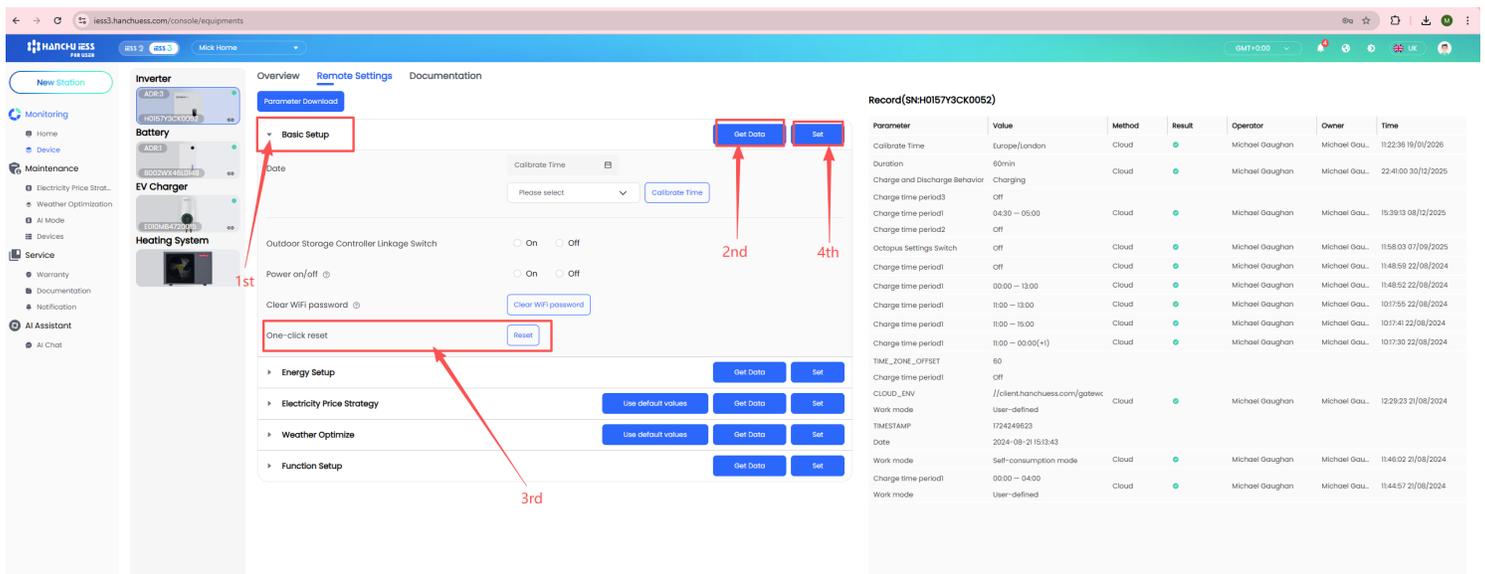
| Inverter Information | | Inverter Information | |
|------------------------------|---------------|----------------------|---------------------|
| Device Brand | HANCHU | Device Model | HESS-HY-S-5.0K |
| Battery Communication Status | Normal | Inverter Status | Normal |
| Rated Power (W) | 5000 | Activation Time | 12:14:48 09/07/2024 |
| Master Version | V610-02003-20 | Total Running Time | 555 Days 12 Hours |

2. Step-by-Step Guide to Accessing the One-Click Reset

2.5 Step 5: Locate and Use the One-Click Reset

On the Remote Settings page, you will find the One-click reset feature within the Basic Setup section. Follow these steps in order:

- Open Basic Setup:** Click on the Basic Setup section header to expand it.
- Get Data:** Click the **Get Data** button to retrieve the latest settings from the inverter.
- Initiate Reset:** Find the **One-click reset** option and click the blue **Reset** button to the right of the label. You may be asked to confirm this action in a pop-up dialog.
- Set:** Click the **Set** button to apply the reset command to your inverter.



Example: Setting Times for Expensive Tariffs

If your electricity provider offers expensive rates from 5:00 PM to 7:00 PM, you would set:

| Field | Value |
|------------|-------|
| Start time | 17:00 |
| End time | 19:00 |

3. What Happens After a Reset?

After you confirm the reset, the inverter will restart and apply the factory default settings. This process may take a few minutes. During this time, the inverter will temporarily go offline and then reconnect to the portal. Once the reset is complete, you will need to **reconfigure any custom settings** you had previously, such as time-of-use charging schedules, grid export limits, and specific working modes.

4. Important Notes and Warnings

Use with Caution: The one-click reset is a powerful tool and should only be used if you are experiencing significant issues or have been instructed to do so by your installer or technical support.

Data Loss: Performing a reset will erase all your custom settings. It is recommended to take note of your current configuration before proceeding.

System Downtime: The inverter will be offline for a short period during the reset process. Energy production and storage will be temporarily unavailable.

Reconfiguration Required: After the reset completes, you will need to reconfigure your system settings from scratch.

5. Need Help?

If you are unsure whether to use the one-click reset or if you encounter any issues after performing it, please contact your installation company for technical support.