
Statement on Admin-Level Access for End-Users

August 2026

1. Purpose

This document clarifies Hanchu's official policy regarding Admin-level access to the energy-storage monitoring platform.

2. Official Position

Hanchu will not grant Admin-level access credentials to end-users.

Admin-level access includes full control permissions for all connected devices under the account. This covers parameter editing, device configuration changes, charge-discharge profile adjustment, peripheral device linkage control, and other high-risk operations.

3. Risk Explanation

If end-users obtain Admin privileges, improper manual operations may result in the following hazards:

1. Misconfigured inverter and battery parameters, leading to abnormal operation or permanent hardware damage.
2. Dangerous grid-side operating conditions that may violate local electrical safety regulations.
3. Partial or complete voiding of the product warranty, triggered by unauthorized modification of device configurations.

For safety reasons, Admin-level access is reserved exclusively for certified installers, authorized service partners, and Hanchu internal technical staff. Admin accounts are not provided to end-users.

4. Third-Party Device & Cross-Device Linkage

Hanchu devices support integration with Home Assistant. If end-users require joint control over non-Hanchu third-party devices, those third-party devices may also be connected into Home Assistant. Unified cross-device linkage control can then be achieved within the Home Assistant environment.

Note: Hanchu does not offer technical support for compatibility or stability issues arising from third-party local integration platforms. All risks from such integrations are borne by the end-user.

5. Summary

1. Full-control Admin access is not available to end-users.
2. Admin accounts are restricted to qualified installers and authorized service partners only.
3. Hanchu devices can connect to Home Assistant. Users may add third-party devices into Home Assistant to achieve unified linkage control; all associated risks are borne by the end-user.