

AlphaCloud Online Monitoring User Manual



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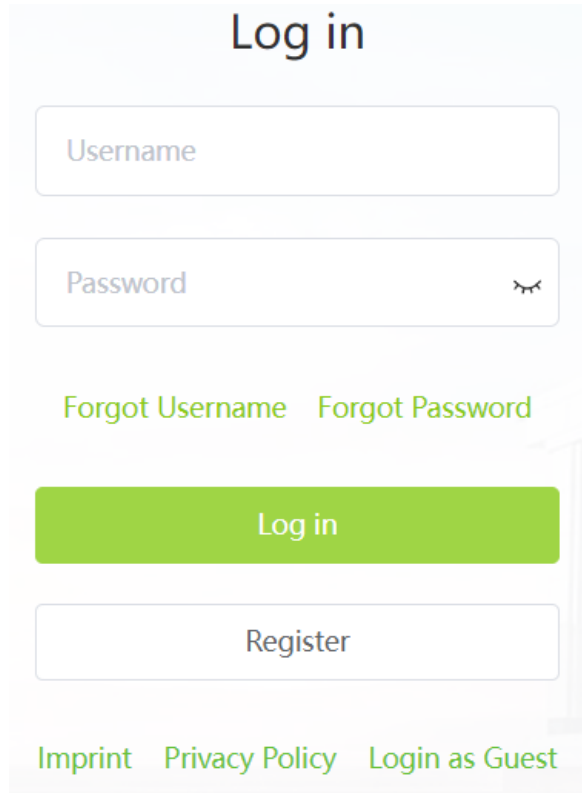
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1. Login Interface

1.1. Login



The login interface is a light blue card with a white background. At the top, it says "Log in" in a dark blue font. Below this are two input fields: "Username" and "Password". The "Password" field has a small eye icon to its right. Below the input fields are two links: "Forgot Username" and "Forgot Password", both in green. Below these links is a large green button labeled "Log in". Below the button is a white button labeled "Register". At the bottom of the card are three links: "Imprint", "Privacy Policy", and "Login as Guest", all in green.

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 visit 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

Register

User Type	* SN	* SN check code
<input type="text" value="End user"/>	<input type="text"/>	<input type="text"/>
* Username		
<input type="text" value="someone@example.com"/>		
Contact Number ⓘ		
<input type="text"/>		
* Password	* Confirm Password	
<input type="text"/>	<input type="text"/>	
* Country / Region	Province/State	City/Town
<input type="text" value="Select"/>	<input type="text"/>	<input type="text"/>
Address	* Zip Code	
<input type="text"/>	<input type="text"/>	
* Language	* Contact Person	
<input type="text" value="中文"/>	<input type="text"/>	
* Time Zone		
<input type="text" value="Select"/>		
* Installation Time		
<input type="text" value="Please select an installation date"/>		
<input checked="" type="checkbox"/> Whether to allow automatic update (the automatic upgrade function is to actively update the latest push program to improve the use of the device when the system is online.)		
<input type="checkbox"/> Agree to the above terms 《Terms and Conditions》		
<input type="button" value="Sign Up Now"/> <input type="button" value="Back"/>		

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.

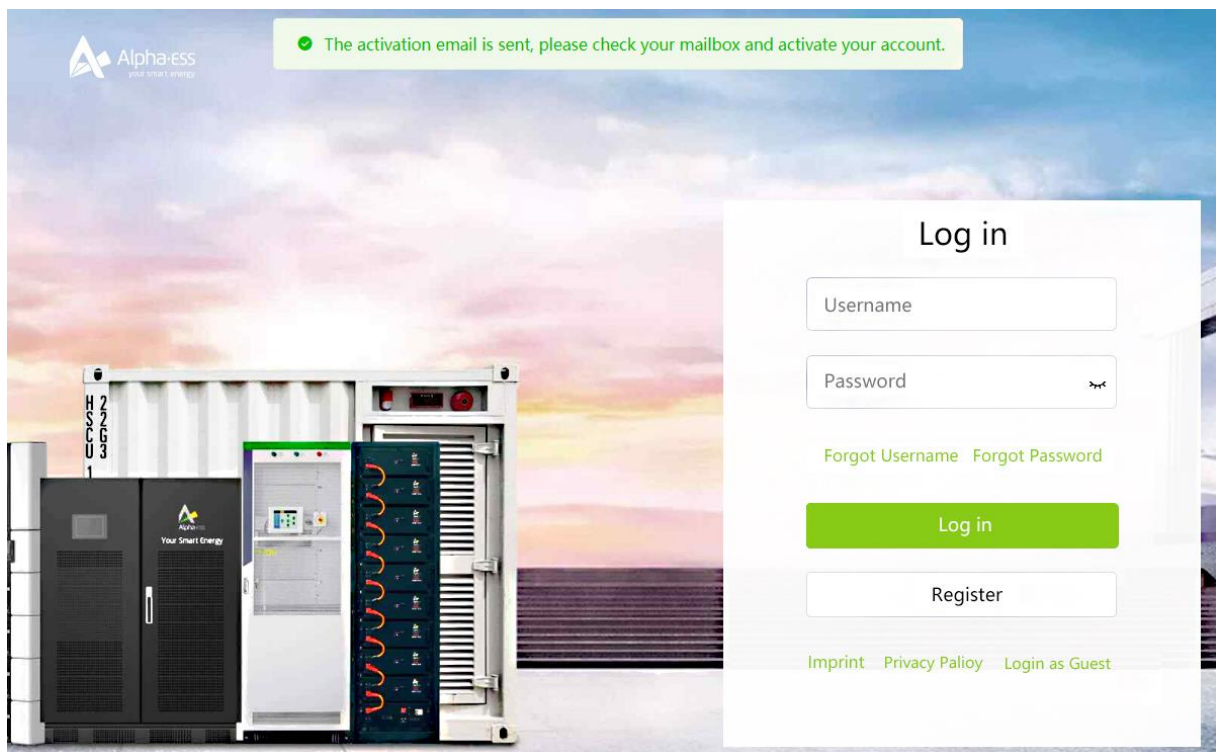
The SN check code must be the one on your system. When you click "Sign up Now", system will check if the code is on your system, if not, the registration will not success.

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.

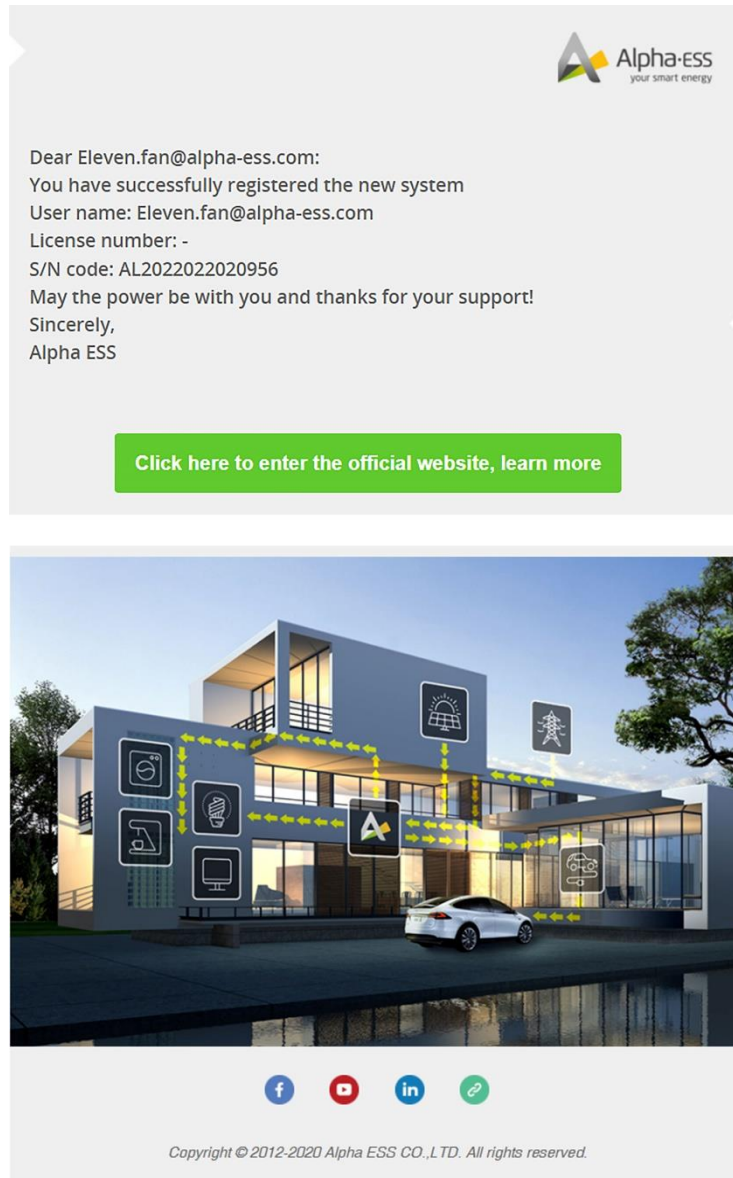
You can select the language in the upper right corner of the page. Chinese, Italiano, Japanese, English and Deutsch are available at present.

When you enter your SN, the Installation Time will automatically identify when your system was installed by your installer, if not, you will need to manually enter the installation time of your device.

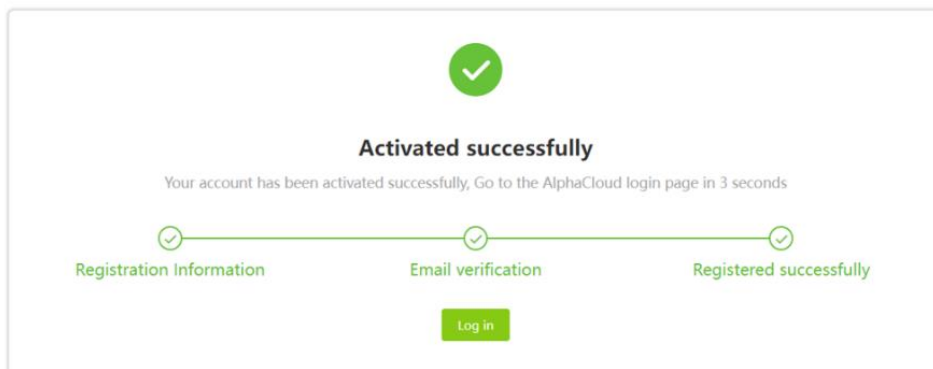
Click Sign Up Now, a registration activation Email will be sent to your Email address, as shown below:



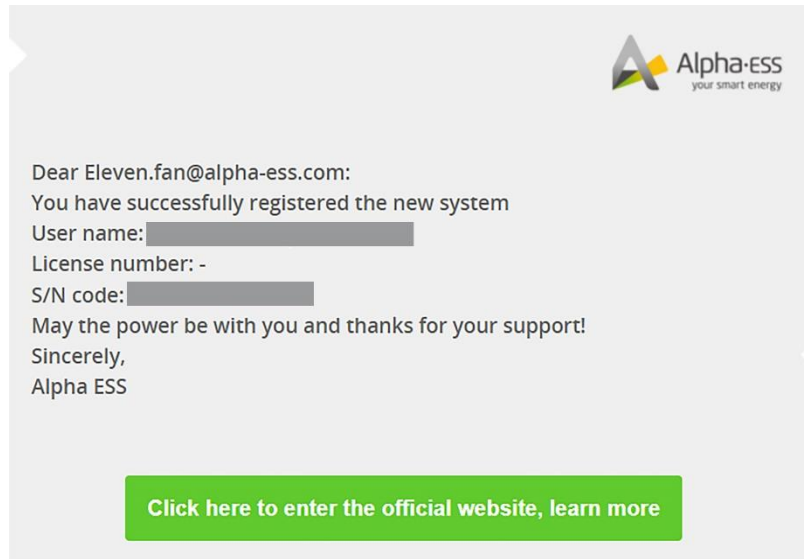
At the same time you will receive an activation email, as shown below:



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



1.3. Forgot Password

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

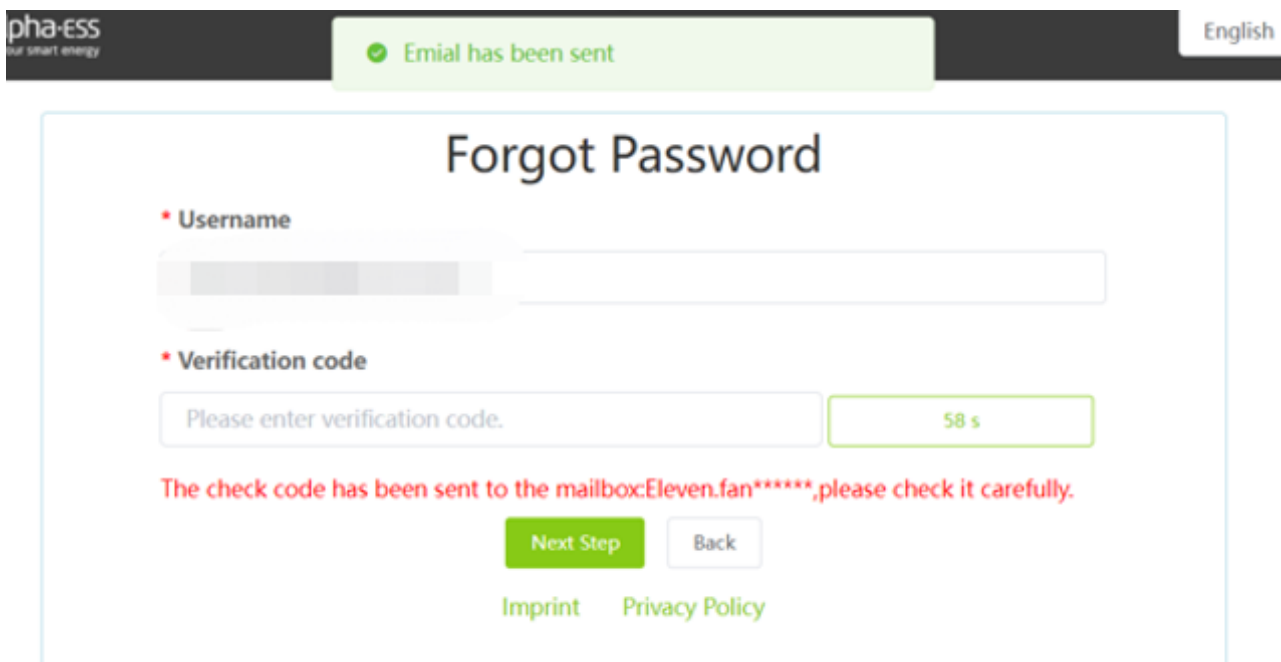
Forgot Password

* 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.



The screenshot shows the 'Forgot Password' form with a green success message at the top: 'Email has been sent'. The form includes a 'Username' field with a masked input, a 'Verification code' field, and a 'Get verification code' button. A red message states: 'The check code has been sent to the mailbox:Eleven.fan*****,please check it carefully.' Below the message are 'Next Step' and 'Back' buttons, and links for 'Imprint' and 'Privacy Policy'. The top of the page features the 'pha-ess' logo, a language selector set to 'English', and a dark navigation bar.

pha-ess
our smart energy

English

✓ Email has been sent

Forgot Password

* Username

* Verification code

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

[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

Submit

Log in

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

click "Back" to jump to the login page.

1.4. Forgot Username

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

Forgot Username

* User Type

End user



*SN

Submit

Back

[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 "Back" to jump to the login page.

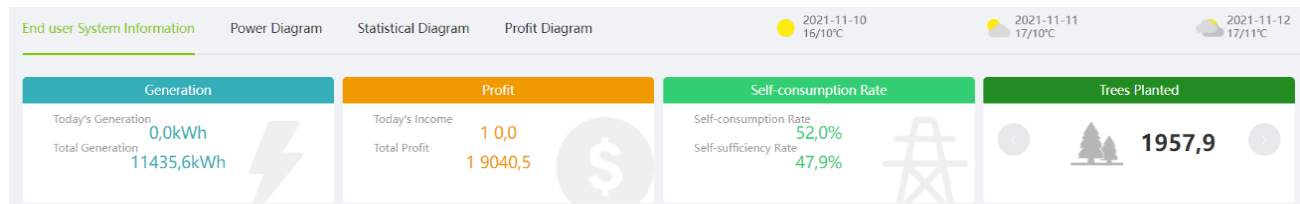
Click "Imprint" to check the contact information on AlphaESS official website

Click "Privacy Policy" to check it

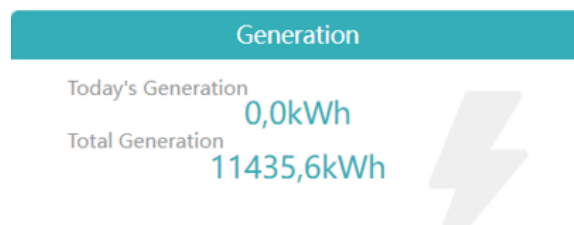
2. Homepage

The summary of homepage information (as shown below).

From left to right, the content includes details of equipment power generation, system revenue data, user's self-production ratio (user's power generation ratio, user's self-sufficiency ratio), as well as details of system energy conservation and environmental protection.

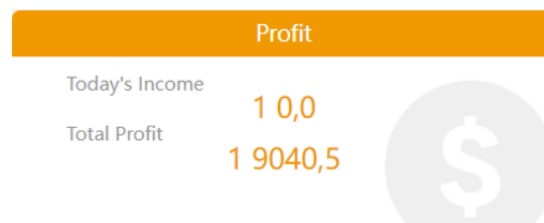


2.1. System Info



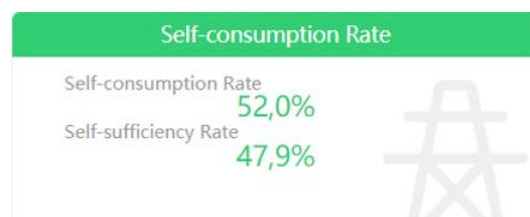
Today's generation: the total amount of generated electricity during the day.

Total generation: the total amount of generated electricity since the day the energy storage system operated.



Today's income: the income from energy feed in to the grid, self-consumption as well as peak-load shifting in a day.

Total income: The total income system made since installation.



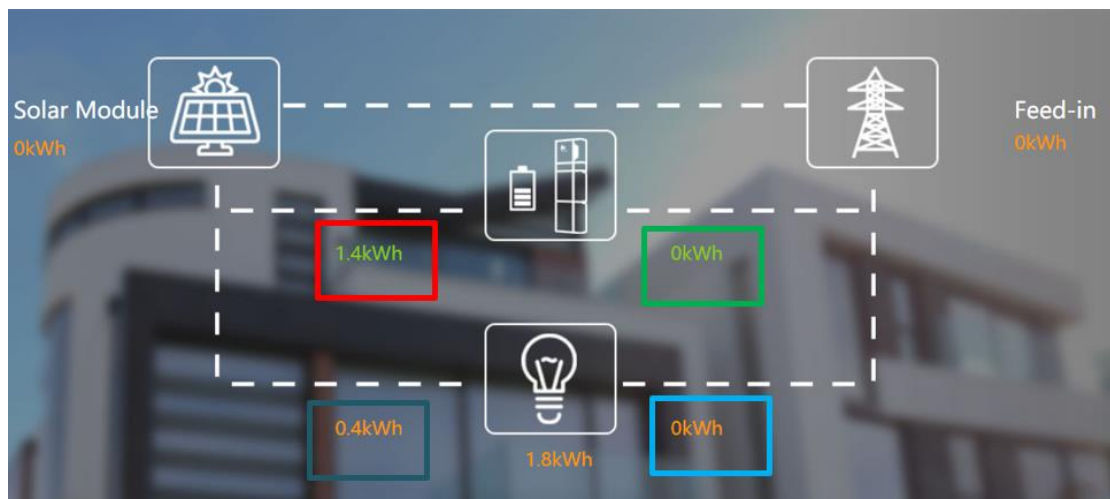
Self-consumption ratio: $(\text{PV total generation} - \text{total electricity sold}) / \text{PV total generation}$.

Self-sufficiency ratio: (Load total consumption – total grid consumption) / Load total consumption.



System energy conservation and environmental protection data: carbon dioxide emission reduction data and its equivalence to the number of tree planted.

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



The image below shows the energy flow chart of your 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 Module (1.8kWh): Total energy from PV generation.
- li. Feed-in (0kWh): Total energy feed-in to grid.
- lii. Red box 1.4kWh: Energy charging battery from PV.
- lv. Green box 0kWh: Energy charging battery from the grid.
- V. Blue box 0.4 kWh: Load consumption supplied by PV.
- Vi. Cyan box 0kWh: Load consumption supplied by the grid.
- Vii. 1.8kWh: Total load consumption.
- Viii. White box 0kWh: Consumption of EV-charger.

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



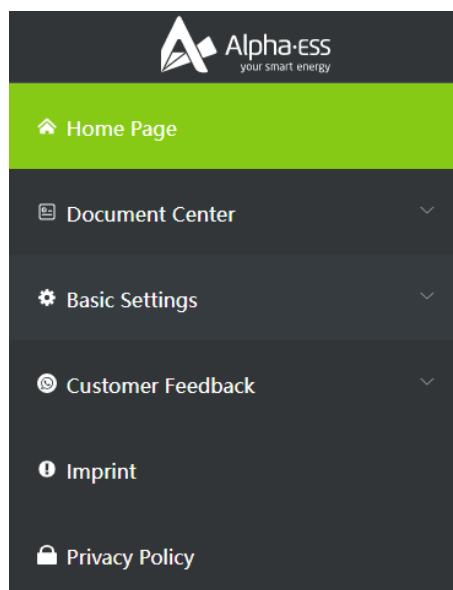
The image below shows the real-time power map of your energy storage system with an EV-charger installed:



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

Description:

- i. 0 W (orange): Real-time power generated by PV.
- li. 4 W (yellow): Real-time power feed in to the grid.
- lii. 1109.83 W (green): Real-time power charging or discharging to or from the battery.
- lv. 0.00W (blue): Real-time load power.
- v. 28.4 % (SOC): remaining battery capacity.
- vi. 66W (orange): Load consumption from EV-charger.



Description:

PV installed capacity: 5kW.

Inverter nominal power 5 kW.
Battery installed capacity: 11.4kWh.
Battery usable capacity: 10.3kWh.
System model: SMILE5-INV.

Sharing device

Click on  to open the sharing system interface, * is a required field.分享

Share System Data ×

* Days of Validity (The number of days is between 1-30.)

Close

Create a share link

Click “Create a share link” and send the line to other by yourself. When finish the registration, the link will be disabled and can be used once only.

Share System Data ×

* Days of Validity (The number of days is between 1-30.)

Register?Hour=2js4WyAeWLKsz
Ma3NdwmeqdzKvWV7f0E2wV7IC&sn=ubSqLtPGM2bLNxo8U2p
UtyFP8YgjVXVXB3&Days=FESjTA7tcEkk&Language=zh-CN&Sh
arer=qbSFje66bRAcaaZjH3751994

复制

Close

Create a share link

User click the line to open the page below, blanks with "*" are required and the username must be the email address, otherwise, you cannot complete the registration.

Register

Share User

Days of Validity

3

* **Username** (Registered Email)

Please enter the registered email address

* **Password**

Please enter the password

* **Confirm Password**

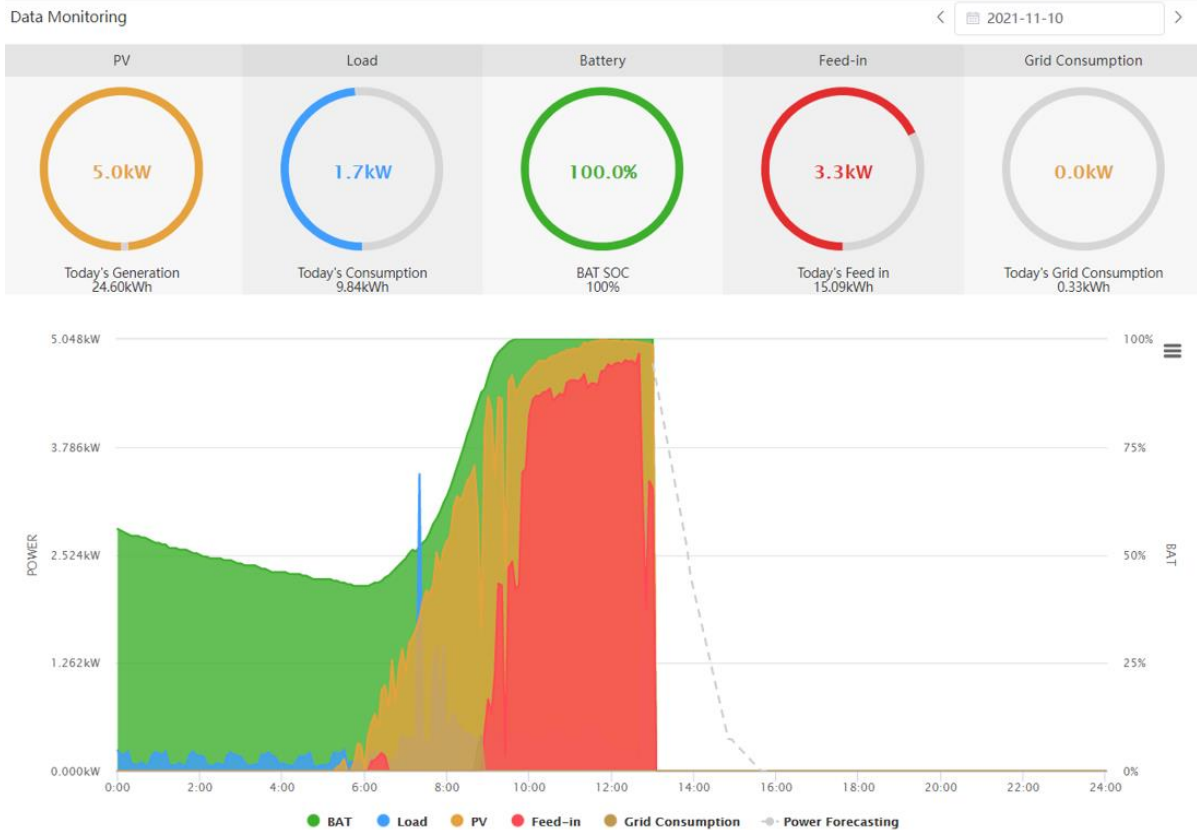
Please confirm the password

Sign Up Now

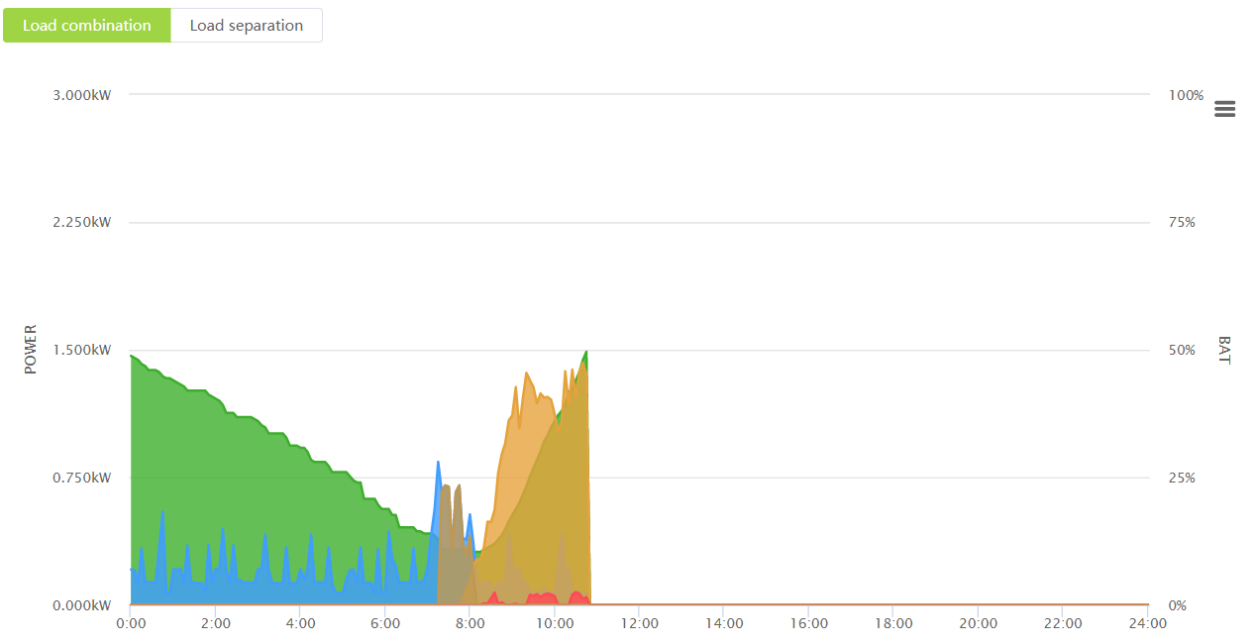
[Imprint](#) [Privacy Policy](#)

2.2. Power Diagram

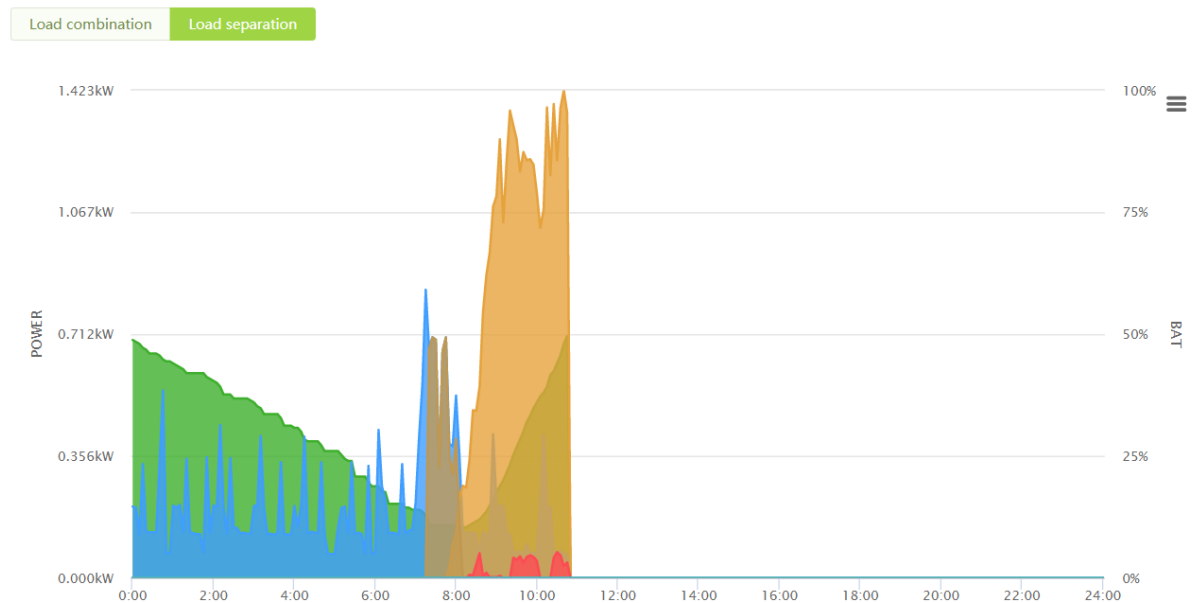
The image below shows the power diagram of your energy storage system without an EV-charger installed:



The image below shows the power diagram of your 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:

Orange (PV): Power generated from PV

Blue (Load): Load consumption

Green (Battery): SOC (battery remaining capacity)

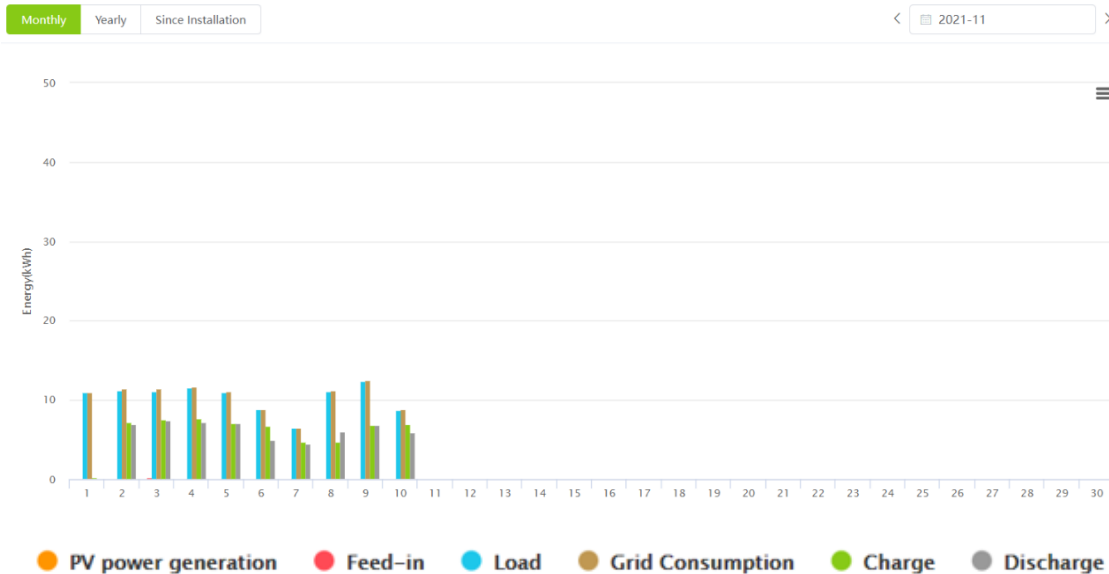
Red (Feed-in): Power feed in to the grid

Brown (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.

2.3. Statistical Diagram

The image below shows the statistical diagram of your 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

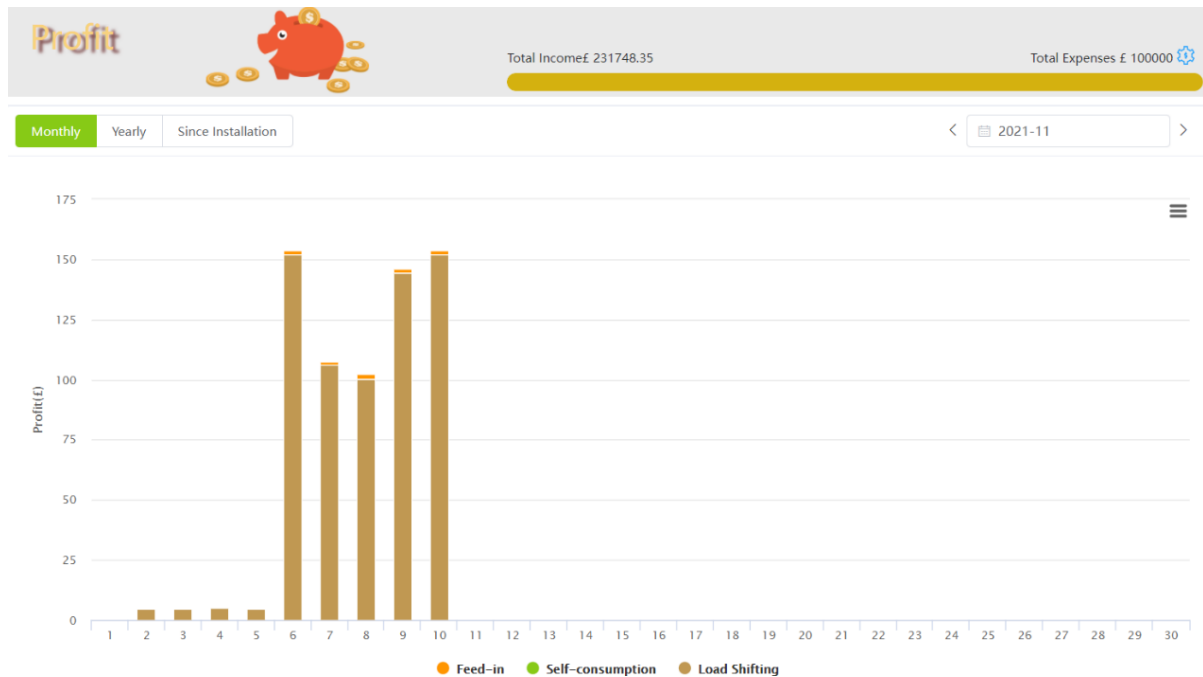
Grid Consumption: Energy consumption from the grid

Charge: Total energy charging the battery

Discharge: Total energy discharging from the battery

EV charging energy: Total energy charging the EV.

2.4. 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

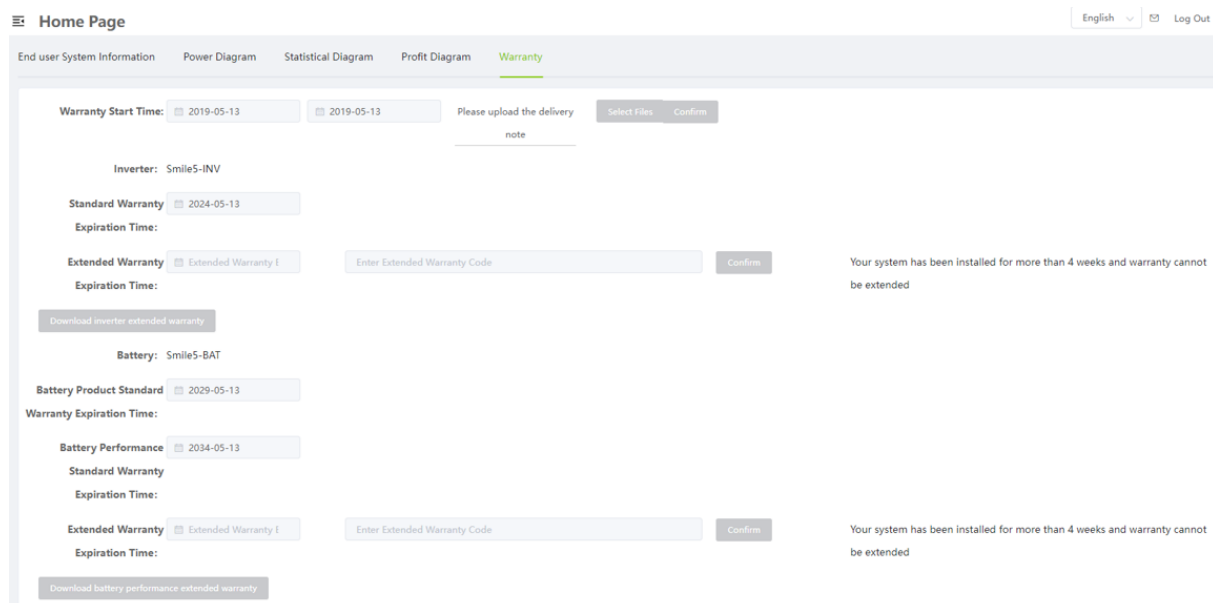
Load shifting: income from charging the battery at low electricity price and use it at high electricity price, if there is different electricity tariff in one day

2.5. Warranty

This page will only appear if you are located in Germany, Austria, Switzerland, but not in other countries.

The system will automatically recognise when your warranty started, if the system does not recognise it, then you need to upload the delivery note from that time, Alpha After Sales will update your installation time once they receive your claim.

The extended warranty can only be entered within four weeks of the new installation with the code purchased from the dealer, after that the code cannot be entered and you need to contact your local dealer if you still need the extended warranty.



The screenshot displays the 'Warranty' page within a web application. At the top, there is a navigation bar with 'Home Page' and a language selector set to 'English'. Below the navigation bar, a horizontal menu contains links for 'End user System Information', 'Power Diagram', 'Statistical Diagram', 'Profit Diagram', and 'Warranty' (which is currently selected). The main content area is divided into two primary sections: 'Inverter' and 'Battery'. Each section contains a 'Standard Warranty' block with a date picker (set to 2024-05-13) and an 'Expiration Time' label. Below this, there is an 'Extended Warranty' section featuring a date picker (set to 2019-05-13), a text input field for 'Enter Extended Warranty Code', and a 'Confirm' button. To the right of the 'Confirm' button, a message states: 'Your system has been installed for more than 4 weeks and warranty cannot be extended'. At the bottom of each section, there is a 'Download' button (e.g., 'Download inverter extended warranty'). A 'Please upload the delivery note' section with a 'Select Files' button and a 'Confirm' button is located at the top right of the main content area.

When you enter the Code, your extension certificate is automatically activated and can be downloaded in PDF format. If the Code is not activated, then your certificate will be displayed in grey.

End user System Information
Power Diagram
Statistical Diagram
Profit Diagram
Warranty

Warranty Start Time:
2021-09-27
2021-09-27
Delivery Note
View
Confirmed

Inverter: Storion-T50

Standard Warranty
2026-09-27

Expiration Time:

Extended Warranty
2021-09-27
Confirmed

Expiration Time:

Download inverter extended warranty

Battery:

Battery Product Standard
2026-09-27

Warranty Expiration Time:

Battery Performance
2021-10-20

Standard Warranty

Expiration Time:

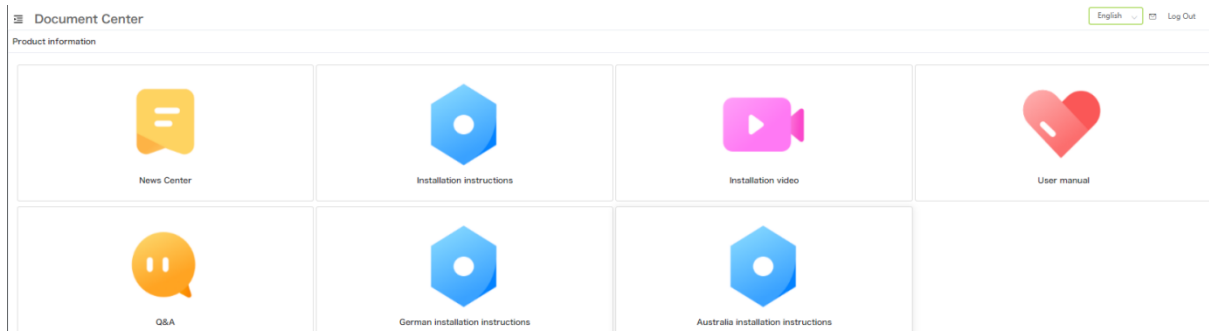
Extended Warranty
2021-10-30
Confirmed

Expiration Time:

Download battery performance extended warranty

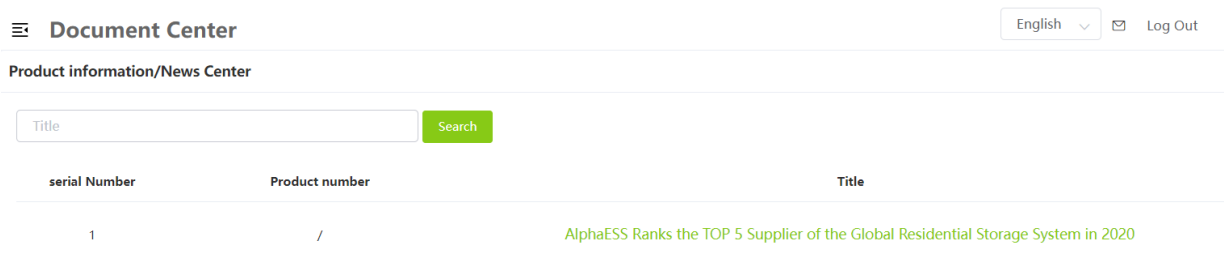
3. Document Center

3.1. 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.



4. Basic Settings

4.1. Notifications

Notifications

Message Subject

From

To

Search

Sequence Number	Message Subject	Received Date	Sender	Operate
1	upgrade	2019-08-08 11:34:49	admin	<a>Delete <a>View
2	upgrade	2019-08-02 01:21:34	admin	<a>Delete <a>View
3	upgrade	2019-08-02 01:16:41	admin	<a>Delete <a>View
4	Product Upgrade Notices	2019-07-18 12:28:50	admin	<a>Delete <a>View
5	Product Upgrade Notices	2019-07-04 12:56:47	admin	<a>Delete <a>View
6	Product Upgrade Notices	2019-06-27 07:55:19	admin	<a>Delete <a>View

Enter the message subject, start time, and end time to click the query to view the message.

Click the delete or view button in the red box, which can either delete the line or view the detailed information.

4.2. Electricity Prices Setting

Electricity Prices Setting

* Purchase Tariff 0	From	To
19.75	00:00	23:59
* Purchase Tariff 1	From	To
0.15	04:00	23:59
* Purchase Tariff 2	From	To
0	00:00	00:59
* Purchase Tariff 3	From	To
0.28	00:00	23:59
* Purchase Tariff 4	From	To
0	00:00	00:59
* Purchase Tariff 5	From	To
0	00:00	00:59
* Purchase Tariff 6	From	To
0	00:00	00:59
* Purchase Tariff 7	From	To
0	00:00	00:59
* Feed-in Tariff	Currencies	
19.75	£	
Save		

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

4.3. User Information Settings

The screenshot shows the 'User Information Settings' page in the Alpha-ESS system. The sidebar on the left contains the following menu items: Home Page, Document Center, Basic Settings, User Information Settings (selected), Change Password, Notifications, Electricity Prices Setting, System Setup, Customer Feedback, Imprint, and Privacy Policy. The main content area includes a header bar with the Alpha-ESS logo. The form contains the following fields and options:

- E-mail:** A text input field with an 'Edit' button.
- Country / Region:** A dropdown menu.
- Province/State:** A text input field.
- City/Town:** A text input field.
- Address:** A text input field.
- Zip Code:** A text input field.
- Language:** A dropdown menu.
- Contact Person:** A text input field.
- Contact Number:** A text input field.
- Allow automatic updates?:** A checked checkbox with a note: 'The automatic upgrade function is to actively update the latest push program to improve the use of the device when the system is running on the Internet.'
- Allow Remote Dispatch:** An unchecked checkbox with a note: 'By checking this box, you have reached an agreement with the selected company so that they can control your system. Alpha ESS is not part of this agreement and does not assume any obligation or responsibility for any results related to control.'

At the bottom of the form, there are 'Save' and 'Back' buttons, and a 'Clear private data' link.

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 you 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

Please enter verification code

47 s

Verification code is required

Cancel

Confirm

If you tick the 'Allow automatic updates' box, we will automatically update your system to the latest version when a new version is checked.

Allow remote dispatch option means if you choose, you will allow another device control your system.

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.

4.4. Change Password

Change Password

* Old Password

* New Password

* Confirm new password

Save

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

4.5. System Setup

4.5.1. Charge/Discharge Settings

Charging / Discharging Setting ▼

☐ Enable Grid Charging Battery

Charging Period 1 Charging Period 2

Charging Stops at SOC [%]

☐ Enable Battery Discharge Time Control

Discharging 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 overcharging and over discharging of the battery.

4.5.2. Backup Box

Backup_Box ▼

☐ Enable Backup Box

L1 Priority	L1 Priority Triggering SOC Value
<input type="text" value="1"/>	<input type="text" value="0"/>
L2 Priority	L2 Priority Triggering SOC Value
<input type="text" value="3"/>	<input type="text" value="56.4"/>
L3 Priority	L3 Priority Triggering SOC Value
<input type="text" value="2"/>	<input type="text" value="55.3"/>

Backup Box is to set the priority of each load if a backup box is used.

4.5.3. EV-Charger

EV-Charger

Household current setup

32.1 A

Charging mode

☒ Green charge Slow charge ☐ Max. power charge

EV-charger SN

SN001 Abnormal

☒ EV-Charger activation

EV-Charger priority 1

Charging strategy setup Start Stop

☒ Charging period1

01:00 - 00:01

☒ Charging period2

00:00 - 00:00

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.

Charging mode: You can choose to set Green charge and Max. power charge, where Green charge can be set to Slow charge, General charge and Quick charge.

Charging mode

☒ Green charge Slow charge ☐ Max. power charge

EV-charger SN

SN001

Slow charge


General charge

Quick charge

EV-charger SN: The SN of your installed EV-charger is displayed here, and the status of the EV-charger can be displayed on the right. Below is the system settings for the EV-charger, which allows you to set the priority of the EV-charger, as well as the direct remote control to start and stop the charging function, and the timer setting function.

4.5.4. Generator Control

Generator Control

Generator 

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

4.5.5. Commercial & Industrial System Information

Commercial & Industrial System Information

Off-grid: SOC for Load Disconnecting(%)	Off-grid: SOC for Load Reconnecting(%)	AC Power Supply Mode
20	100	Grid
SOC Automatic Calibration <input checked="" type="checkbox"/>		
PCS Model		
Storion-H30		

This option is only available to end users who have installed commercial energy storage systems, whose EMS version is above V5.03.47.

At the moment the end user can only monitor it, but cannot set it in any way.

4.5.6. 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

4.5.7. Peak Shaving and Valley Filling

Peak Shaving and Valley Filling

Peak Shaving and Valley Filling ☒

Difference kW

Peak Value kW

Period1 - Start

Period1 - End

Period2 - Start

Period2 - End

Valley Value kW

Period1 - Start

Period1 - End

Period2 - Start

Period2 - End

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.

4.5.8. 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:

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

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

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 **From** **To** **From** **To**

OFF 01:00 02:00 03:00 04:00

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.

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 $SOC \geq$ given value, it works.
2. "≤", means when $SOC \leq$ 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.



5. Customer Feedback

5.1. Complaints

5.1.1. Create a complaint

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

The screenshot shows the 'Create a complaint' form within the Alpha-ESS Customer Feedback interface. The left sidebar contains navigation links: Home Page, Document Center, Basic Settings, Customer Feedback, Complaints, Create a complaint (highlighted), Customer Complaint List, Product suggestion, Imprint, and Privacy Policy. The main content area is titled 'Customer Feedback' and 'Create a complaint'. It includes a language dropdown set to 'English' and a 'Log Out' button. The form fields are: *Title (text input), *Question Type (dropdown menu with 'Inverter' selected), *Description (text area), *S/N (dropdown menu with 'Select' selected), *E-mail (text input with an information icon), and Contact Number (text input with an information icon). Below the form is an 'AttachmentNote' stating: 'Maximum 80M, up to 3 file can be uploaded, support most video, audio, picture formats'. There is a 'Select Files' button. At the bottom, a disclaimer states: '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]'. There are 'Submit' and 'Back' buttons.

5.1.2. Customer Complaint List

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

Customer Feedback

English Log Out

Customer Complaint List

Keyword

All + 4

客诉创建时间-开

客诉创建时间-结

Search

Add

Export

Sequence Number	Customer Complaint Number	Title	Create Time	Creator	S/N	Question Type	Complaint S
1	164171		2021-10-30 09:02:42			EMS	Processing
2	156253		2021-05-23 19:13:30			Monitoring	Evaluated
3	150197		2021-01-16 09:10:09			Inverter	Processing
4	Normal 139557		2020-04-28 09:56:18			Monitoring	Completed

< 1 >

Go to 1

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

Customer Feedback

English Log Out

Customer Complaint Details

Title

1111111

Create Time: 2021-10-30 09:02:42

S/N

Country / Region

Question Type

EMS

E-mail

Last Updated

2021-11-01 08:27:30

Description

Recipient

Complaint History

Warum erwirtschaften die PV...

More

Zip Code

63225

License

Contact Number

Acception Date

2021-11-01 08:27:30

Here is the complaint status.

Complaint Status

Newly Created demo 2021-10-30 09:02:42	2days	Processing GermanyServices 2021-11-01 08:27:30
--	-------	--

Attachment

789A790F-6C92-4270-B7F3-6C8B9E85D27620211030090148.jpg


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.

5.2. Product suggestion

5.2.1. Add Product Suggestion

 **Customer Feedback**
English ▼
Log Out

Add Product Suggestion

* Title

* Device Type

* Product suggestion content

Attachment1

Attachment2

Attachment3

* E-mail

Contact Number

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'.

5.2.2. Product Suggestion List

Customer Feedback

English Log Out

Product Suggestion List

Keyword	-	2021-10-10	-	2021-11-10	Search	Export
Sequence Number	Title	Device Type	Create Time	Creator	E-mail	Attachment

No Data

< 1 > Go to 1

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

6. Imprint

Click "Imprint" and the page will automatically jump to a new page about "Imprint".

7. Privacy Policy

Click "Privacy Policy" to jump to a new page. Check out Alpha ESS's "Privacy Policy".

8. 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.

Click the button in the blue box to logout.


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