User Manual for User Web Cloud

V1.2.0

CONTENT

1 Login&Register
1.1 Login website
1.2 Login
1.3 Register4
2 Page Introduction4
3 Personal center
3.1 Change Theme
3.2 Change password7
3.3 Submit a case7
4 Homepage
4 Homepage
4 Homepage 11 4.1 Device list 11 4.1.1 Device details 11
4 Homepage 11 4.1 Device list 11 4.1.1 Device details 11 4.1.2 Reports 12
4 Homepage 11 4.1 Device list 11 4.1.1 Device details 11 4.1.2 Reports 12 4.1.3 Restore factory settings (default cannot use it here) 14
4 Homepage 11 4.1 Device list 11 4.1.1 Device details 11 4.1.2 Reports 12 4.1.3 Restore factory settings (default cannot use it here) 14 4.1.4 Alarms 14
4 Homepage 11 4.1 Device list 11 4.1.1 Device details 11 4.1.2 Reports 12 4.1.3 Restore factory settings (default cannot use it here) 14 4.1.4 Alarms 14 5 Super User Account 16
4 Homepage 11 4.1 Device list 11 4.1.1 Device details 11 4.1.2 Reports 12 4.1.3 Restore factory settings (default cannot use it here) 14 4.1.4 Alarms 14 5 Super User Account 16 5.1 Homepage 16

1 Login&Register

1.1 Login website

Asian server: https://ess.sermatec-cloud.com/ European server: https://eur.sermatec-cloud.com/

1.2 Login

(1) Input account name and password could login, there are user account and super user account two type which has different authorities.

User account has right to check the plant and the device, while super user account not only checking but also could create plant and add device.

 +86 021-69986891 support@sermatec-ess.com 	Sermatec Cloud Monitoring System	English
	SERMATEC End user Version	
	Register	
	Shanghai Sermatec Energy Technology Co.,Ltd 17053140 Number	

(2) Right top area of the login page is used to change language, right now three languages are supported: English, Chinese and Czech.

 ◆ +86 021-69986891 ■ support@sermatec-ess.com 	Sermatec Cloud Monitoring System	English
support@sematec.ess.com	SERMATEC	English ● 简体中文 ● 繁体中文 ● English ► czech
	Shanghai Sermatec Energy Technology Co.,Ltd 17053140 Number	

User Manual for User Web Cloud SHCR/WI-HR-001 First Version: 21/09/07 Modify: 21/09/14 Version:1.2.0 Page:3/19 (3) Verify code is needed if the account or password was wrongly input for more than 3 times.

 +86 021-69986891 support@sermatec-ess.com 	Sermatec Cloud Monitoring System	English 🗸
	SERMATEC Ind user Version A User Name C user Name A Verification Code Kegister Logi	
and the second sec		
	Shanghai Sermatec Energy Technology Co.,Ltd 17053140 Number	

1.3 Register

Click 'Register', fill in necessary information, the super user account could be registered here. While Sermatec recommend that the user and super user accounts to be created by dealer account to ensure the dealer could monitor the inverters they sold.

2 Page Introduction

(1) Homepage, left area is energy statistic data, could check daily yield, total yield and others. Middle area is the energy consumption statistics, pie chart is with load, grid and PV. Right area is for the plant online status and alarms of current date.



(2) Left top area of homepage will show the account name, pull down could see all plants from this account.



(3) Notification for user account.



(4) Plant details, will see plant name, location, users and so on.



User Manual for User Web Cloud SHCR/WI-HR-001 First Version: 21/09/07 Modify: 21/09/14 Version:1.2.0 Page:5/19

	v		: •••	0 🖁
Electricity Statistics	Detailed Information	Affiliated User:	× 21-10-11	
U.UU KWH Daily On-grid Electricity	 ⊘ Location: -↓ Longitude: 	Dealer: Catitude:	l l l l l l l l l l l l l l l l l l l	0 Offline
0.00 kwh	 Phone Number: Time Zone: +8 	Email:	0 time	0 History
Daily Electricity Purchased from Grid 0.00 kwh	Cumulative Electricity Purchased from Grid	2021-10-13 22*/26*	O.OO Today	0.00 Cumulative

3 Personal center

Change theme, change password, submit a case, logout.

					3
Energy Statistics			45.00.0	- 0	hange theme
Daily Yield		Energy Consumption Statistics	15:32:2	J 2021-09	0 Vork Order
0.00 kwh	1737.70 KWH	577.30 kWh 💼 1164.00 kWh 💼	2021-09-18		og out
Daily Feed-in	Total Feed-in		20° ~ 28°	Online	Offline
0.00 kwh	577.50 kwh	Load PV	©	1 Real Time	4202
		Grid	2021-09-20 19°/26° 💣		
0.00 kwh	3616.00 ĸwħ			0.00 Daily	2085.24 Total

3.1 Change Theme

There are 3 options: Gray white, Gray black and Black green, for the background color of the web.



3.2 Change password

					0
	- CARACITA	Change password	× 15.34	33 2021 00 10	
Daily Yield	1737.70 KWh	* Old password		UTC+8)	
		* New password			2
	Total Feed-in	Sure Cancel			
0.00 kwh	577.50 KWH		Date Temperature Weather	1	4202
		Grid	2021-09-20 19°/26° 🏾 📥		
0.00 kwh	3616.00 ĸwh			0.00 Daily	2085.24 Total

3.3 Submit a case

This function is for end user to submit the product problem, dealer will handle it with their dealer account on Cloud monitoring system.

(1) My case list: Cases I submit

1 20); 13:53:	17 🔟	
			Details
20); 15:46::	32 🚺	

(2) Filter function, is used to filter the cases based on terms.

Case Number	Title	Status		Remark	Submit Tim	ne ¢	Unread Me	Operate
							ssage	
	o 111	asse	Jt	111	2021	3:17		
	o 断线	asse	Jt		2020	5:32	0	
to Core List							5	icreen. + Create Projec
/ly Case List Case Number	Title	Screen Cr	riteria			×	Unread Me ssage	Greate Projec
Ay Case List Case Number 3d	Title 111	Screen Cr Plant	riteria		×	× :17	Unread Me ssage	Create Projec Operate Details
Ay Case List Case Number 3d 54	Title 	Screen Cr Plant Device	riteria Select Select		× ×	× :17 :32	Unread Me ssage	Create Project
Ay Case List Case Number 3d 54	Title 111 斯线	Screen Cr Plant Device Status	riteria Select Select Select		× ×	× :17 :32	Unread Me ssage 0 0	Create Project
Ay Case List Case Number 3d 54	Title 111 期线	Screen Cr Plant Device Status Date	riteria Soloct Soloct Soloct	art Date - [× × End Date	× :17 :32	Unread Me ssage 0 0	Operate Details Details
Ay Case List Case Number 3d 54	Title 111 断线	Screen Cr Plant Device Status Date	riteria Select Select Select Sta	art Date - E	× × End Date	× :17 :32	Unread Me ssage 0	Create Project Operate Details Details
Ay Case List Case Number 3d 54	Title 111 斯线	Screen Cr Plant Device Status Date	riteria Select Select Select Ste	art Dato - E	Cancel Contin	× :17 :32	Unread Me ssage	Create Project

(3) Create a case, fill in the form about the case, could upload photos or MP4 format videos related to the case(single file max.size is 10M).

						_	- oreate Project
My Case List							1
Case Number	Title	Status	Remark	Submit Time \$	Unread M ssage	Ле	Operate
3dbi	111	assessTimeout	111	2021-03-12 13:5	i3:17 🚺		
5415	断线	assessTimeout	11	2020-12-01 15:4	16:32		
							< 1 >
							Screen - Create
		Submit Project List		×			Screen Create
My Case List		Submit Project List		×			Screen Create
hly Case list Case Number	Title	Submit Project List Project List Title		×	Time 2	Unread Me	Create Operate
My Care List Case Number	Title	Submit Project List Project List Title		×	Time ¢	Unread Me ssage	Screen Create Operate
My Case List Case Number 3db.	Title 111	Submit Project List Project List Title		× 21-03	Time ¢ -12 1353:17	Unread Me ssage	Operate Details
My Case Had Case Number 3db 541:	Title 111 Bitt	Submit Project List Project List Title Error Time		× 21-03 20-12	Time # -12 1353:17 -01 154632	Unread Me stage	Operate Details
My Case Int Case Number 3db. 541:	Title 111 Britz	Submit Project List Project List Title Error Time © Error Description		X breit 31-03 00-12	Time \$ -12 1353:17 -01 1546:32	Unread Me ssage 0 0	Operate Details Details
Ny Case Ist Case Number 3db 6411	Trile 111 8512	Submit Project List Project List Title Error Time © Error Description		X breat	Time 9 -12 135347 -01 154632	Unread Me stage II D	Contraction of the second seco
Ny Case Int Case Number 3db 5411	Trise 111 Britk	Submit Project List Project List Title Error Time © Error Time Error Description Select Plant		×	Time 3 -12 135317 -01 154632	Unread Me ssage © 0	Operate Details Details
My Case List Case Number 2db 5411	Trite 111 Bitt	Submit Project List Project List Title Fror Time		×	Time 9 -12 1353:17 -01 1546:32	Unread Me ssage Ø	Operate Overalls Overalls Overalls
My Cine List Case Number 3db 5411	Tite 111 101 101 101 101 101 101 101 101 10	Submit Project List Project List Title Froor Time Froor Time Froor Description Select Plant Select Plant Select Device		× entit Pr-03 0 12	Time 9 -12 1353:17 -01 15.4632	Unread Me stage @ @	Operate Operate Octains
My Care Hit Case Number 3dts 5411	Title 111 Bitty	Submit Project List Project List Title Error Time © Error Description Error Description Select Plant Select Device Select Device		× mit 1-00 0-12	Time 9 -12 1353-17 -01 15-46-32	Unread Me saige © 0	Constant Operate Ortain Ortain
Ny Case Ltd Case Number 3db 5411	Title 111 BICR	Submit Project List Project List Title Error Time © Error Description Select Plant Select Plant Select Device Select Phone Number		X 9-01-2 0-12	Time \$ -12 135337 -01 154632	Unread Me sage	Operate Details Details
Ny Caar Int Case Number 3db 5411	Trise 111 Britz	Submit Project List Project List Title Froz Filme Serer Time Select Plant Select Plant Select Device Select Phone Number		× 8.000	Time 9 -12 1353:17 -01 154632	Unread Me ssage	Operate Details Details
My Case Int Case Number 3db 5411	Trise 111 1852	Submit Project List Project List Title Error Time © Error Description Select Plant Select Select Phone Number		× 31-03 7-0-12	Time 9 -12 135317 -01 154632	Unread Me ssage	Operate Details
My Case Las Case Number 3db 541:	Trite 111 Bitit	Submit Project List Project List Title Error Time © Error Description Select Plant Select Device Select Phone Number Errol Device Errol		×	Time 0 -12 135117 -01 154632	Unread Me stage	Operate Operate
Ny Case Ist Case Number 3db 5411	Title 111 BHQ	Submit Project List Project List Title Error Time Error Description Select Device Select Se		X 2012 0012	Time 9 -12 1353-17 -01 15-46-32	Unread Me stage ©	Contains Detains Detains
Ny Case Ist Case Number 3db 5411	Title 111 8652	Submit Project List Project List Title Error Time © Error Description Select Plant Select Plant Select Oevice Select Oevice Frome Number Ernal Ernal Remark		X 9-01 0-12	Time \$ -12 135337 -10 1154632	Unread Me sage	Control of
My Case Inc Case Number 3db 5411	Trise 111 Britz	Submit Project List Project List Title Froz For Time Froz Time Froz Description Select Plant Select Plant Select Device Select Phone Number Email Email Remark		X Denit 21-01 20-12	Time 9 -12 13:53:17 -01 15:46:32	Unread Me sage	Controls Operation Details Details
My Case Ist Case Number 3db 541?	Trise 111 1862	Submit Project List Project List Title Frore Time		×	Time 8 -12 1353:17 -01 1546:32	Umraad Me sabge	Operate Operate

(4) Unread massages numbers could display.

Work Order Number	Title	Status	Remarks	Submission time ¢	Unread me ssages	Operation
		assessTimeout		2021-03-12 13:53:17		
	Bitt	assessTimeout		2020-12-01 15:46:32	/ •	
						<u> </u>

User Manual for User Web Cloud SHCR/WI-HR-001

(5) Could check unread massages by 'Details'.

Work Order Number	Title	Status	Remarks	Submission time 🗢	ssages	Operation
	111	assessTimeout	111	2021-03-12 13:53:17		Details
	断线	assessTimeout		2020-12-01 15:46:32		
						< 1

(6) Case details page, could see real-time communication massages with dealers' service engineers.

Case Number: 30 32	Project List Title: 111	Submit Time: 202 13:53:1		
Error Description: 111	Status: assessTimeout	Plant: 5		
Device:	Phone Number: 11	Email: 11		
Remark: 111				
Project List Attachment				
Communication Record 2021-03-12 13:53:40				
			2021-03-12 13:54:07	

(7) Click 'Case solved', can leave a comment about the solution and score the dealer engineer.

Project List I				
	Case Number: 3011 3c120002 Error Description: e Device: Remark:	Project List Title: t Status: Phone Number: e	Submit Tune: 2021- 1:09:57:54 Plant: Email:	
	- Project List Attachment			
	- දෙන්නාගත Feature: යු යු යු යු යු යු ය Thear input enlants			

User Manual for User Web Cloud SHCR/WI-HR-001 First Version: 21/09/07 Modify: 21/09/14 Version:1.2.0 Page:10/19

4 Homepage

	~				0
Electricity Statistics			10.00	/ 0	
Daily PV Generation		Load Consumption	10:03:4	4Z 2021-10-12	
0.00 kwh	1737.70 kwh	577.30 kWh 💼 1164.00 kWh 💼	2021-10-12		
Daily On-grid Electricity	Cumulative On-grid Electricity		18° ~ 23°	Online	Z Offline
0.00 kwh	577.50 kwh	Lord PV	Date Temperature Weather 2021-10-13 23° / 27° 🔊	1 Real-time	4202
Daily Electricity Purchased from Grid	Cumulative Electricity Purchased from Grid	Grid	2021-10-14 20°/26° 🌧		
0.00 kwh	3616.00 kwh			0.00 Today	2085.24 Cumulative

4.1 Device list

Device information could be checked here, click'...' to check device details.

SN	Model Type	Status	Alarm	Battery Type	DSP	PCU	Install Location	Detai s
	5К				V120A00D00	2.5.9		-
	5K	Offline			V120A00D00	259		

4.1.1 Device details

Right top there are 5 icons: Status, Reports, Restore to factory settings, Alarms, Homepage.



Following page is the device details data.

Battery Status		Inverter Status	
Battery Charging/Discharging Status	Discharging	Inverter temperature	37.00°C
Temperature	18.00°C	Startup/Shutdown Condition	Power On
Voltage	50.00V	Working Mode	Universal Mode
Current	9.20A	AC Side Working Status	On-grid
	58.00%	DC Side Working Status	Running
soh	99.00%	Connection Status	Connected
PV Status		Grid Parameters	
PV Working Status	Off	Grid Voltage R/U/A	237.10V
Cumulative Active PV Generation	6880.00kWh	Grid voltage S/V/B	0.00V
Today Active PV Generation	26.40kWh	Grid Voltage T/W/C	0.00V
PV1 DC Voltage	22.10V		1.90A
PV2 DC Voltage	23.40V	Grid Current S/V/B	0.00A
PV1 DC Current	0.00A	Grid Current T/W/C	0.00A
	0.00A	Grid Frequency	50.02Hz
PV1 DC Power	0.00W	Total Grid Power	-33.00W

图 16

4.1.2 Reports

(1) Report page, it is line chart of some data.



(2) PV generation report, could zoom in or out with mouse.



(3) Battery SOC report, could zoom in or out with mouse.



4.1.3 Restore factory settings (default cannot use it here)

Restore factory settings, will change all settings back to factory setting, needs to be done under Sermatec's approval.



图 22

4.1.4 Alarms

(1) Alarms in progress.

-	1000			11 .h.	🕸 🤌 Home Page
	al-time Alarm History Alarm				
	Device Name	Signal Name	Alarm Level	Alarm Description	Start Time
		System Fault	🗯 1Level Warning	Battery SOC Below Low Limit St	2(

(2) Alarms in history, select time period to check historical alarms, could export in Excel.

And Designation				:: dı.	\$ P Home Page
Real-time Alarm History Alarm					
	Start Date: 📃 2021-10-0	End Date	2021-10-12	Query	
Device Name	Signal Name	Alarm Level	Alarm Description	Start Time	End Time
	System Fault	📥 1Level Warning	Battery SOC Below Low Li		:17:47
	System Fault	a 1Level Warning	Battery SOC Below Low Li		20:30
	System Fault	🗯 1Level Warning	Battery SOC Below Low Li		22:59
	Battery Warning	🏟 3Level Warning	Single Cell High Voltage		30:05
	Battery Warning	🌲 3Level Warning	Module High Voltage Ala		:30:05
	Battery Warning	🌲 3Level Warning	Single Cell High Voltage		04:04
	Battery Warning	â 3Level Warning	Module High Voltage Ala		04:04
	Battery Warning	🏟 3Level Warning	Single Cell High Voltage		:18:00
	Battery Warning	🌲 3Level Warning	Module High Voltage Ala	and the second second	18:00

5 Super User Account

Except above common user function, super user account got following extra functions.

5.1 Homepage

There are 'Create Plant', 'Edit Plant' and 'Delete Plant' together with 'Plant Details'.



(1) Create Plant, need to fill in necessary plant information.

Create a Plant		
* Plant Name		
* Plant Power		
• Address		
• Longitude		
• Latitude		
• Time Zone	Selici 🗸	
• Plant Status	● Narmal ● Alarm ● Englneering	
• Plant Type	Home Roof Smill C8J project Misco-Grid	
Grid Connection		
iostallation		
Capacity		
* Atimuth Angle		
Inclination Angle		

(2) Edit Plant, could edit Plant name, address and power etc.



(3) Delete Plant, to delete all information about the plant.



SERMA¹[•]EC

演示 >					⑦ Test333
		Load Consumption	0:	3:52:47 2021-10-12	
Daily On-orid Electricity	Cumulative On-orid Electricity	0.00 kWh	×	Ontina	2 Offline
0.00 kwb	0.00 kwh	Confirm to delete?	Confirm	Chine O Real-time	Chinne C History
Daily Electricity Purchased from Grid	Currulative Electricity Purchased from Grid 0.00 kwh	Grid		0.00 Today	0.00 Cumulative
					•

5.2 Device List

Super use account has right to add device, edit device, delete device. (1) Add device, input inverter SN, location, confirm to submit.

SN	Model Type	Status	Alarm	Battery Type	DSP	PCU	Install Location	Operate	Deta s
ST2448945873024							演示	0	
12312312314234							131231231	0	
0.00 kwh	0	1.00 kwh		0.00 kWh ((%)×	
		e On-grid Electricity	Add Device			×	0 Online	Offline	2
0.00 KWh	0	1.00 KWh	* SN				٥)
		Electricity	Install Loca tion						
0.00 kwh	0	1.00 KWh	Confirm	Cancel			0.00 Today	Cumular	DO ive
									•
	Model Type	Status	Alarm	Battery Type			Install Location	Operate	Deta s
								0	

(2) Edit device: Click edit device, could modify SN, location, click $\sqrt{10}$ to confirm.



SN	Model Type	Status	Alarm	Battery Type	DSP	PCU	Install Location	Operate	De
ST2448945873024							濵示	₂ 💿	
12312312314234							131231231	0	
vevice List									
	Model	6 1-1-1-	Alarm	Battery	DSP	PCU	Install	Operate	De
SN	Туре	Status		Туре			Location		
SN ST2448945873024	Туре			Туре			演示	8	
5N ST2448945873024 12312312314234	Туре			Туре			流示 131231231	 8 9 9 9 9 	
SN ST2448045873024 12312312314234	Туре			Туре			演示 131231231	8 8 9 0	
SN ST2448945873024 12312312314234	Туре			Туре			读示 131231231	 S S	
sn st2448045873024 12312312314234 Delete dev	Type	** **	*	type			Location 演示 131231231		

			tost -			Online	Offline	
0.00 kwh	0.00 ,	Wh				D Real-time	(History)
nity Electricity Purchased f rid O.OO kwh	from Curnulative Electri Purchased from G	city id swh	Hint () Confirm to d	lelete?	Cancel Confirm	0.00 Today	Cumulat	DO ive
								•
	Model Type	Status	Alarm	Battery Type		Install Location	Operate	Detail s
							Ø	