

iEnergyCharge-UEN-Ver13-202505

User Manual

iEnergyCharge App



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About This Manual

Target Group

This manual is intended for the retailers/installers, owners, and O&M personnel of charging pools.

Symbols in the Manual



NOTE indicates supplementary information, emphasis on specific points, or tips that might help to solve your problems or save your time.

Main Content

This manual gives instructions mainly on how to install, configure, and use the iEnergyCharge App.



User interfaces presented in this manual come from V2.1.0.20250515 iEnergyCharge App. Icons and data in the pictures are for reference only and may be different on the App you actually use.

User interfaces may vary by account type and permission. In such cases, the actual App you use should take precedence.

Contents

All Rights Reserved.....	I
About This Manual.....	II
1 Common Operations.....	1
1.1 Install iEnergyCharge App.....	1
1.2 Create an Account.....	1
1.3 Log in to an Account.....	4
1.4 Reset Password.....	5
2 I'm an Installer.....	7
2.1 Home.....	7
2.2 Charging Pool Management.....	8
2.2.1 Create a Charging Pool.....	8
2.2.2 View Charging Pool Locations.....	10
2.2.3 View charging pool details.....	11
2.2.4 Follow a Charging Pool.....	12
2.2.5 Delete a Charging Pool.....	12
2.2.6 Load Management.....	12
2.2.7 Charging pool inspection.....	13
2.3 Device Management.....	14
2.3.1 Add a Device.....	14
2.3.2 Connect Device to Network.....	16
2.3.3 Device Details.....	21
2.3.4 Upload Device images.....	23
2.3.5 Follow a Device.....	23
2.3.6 Configuration.....	23
2.3.6.1 Remote end confihuration.....	24
2.3.6.1.1. Device update.....	24
2.3.6.1.2. Load Balancing.....	25
2.3.6.1.3. Authentication Code.....	26

2.3.6.2 Near end configuration.....	26
2.3.6.2.1. Device Connection.....	26
2.3.6.2.2. Device Commissioning.....	26
2.3.6.2.3. Network Configuration.....	26
2.3.6.3 More operations.....	26
3 I'm an Owner.....	28
3.1 Home.....	28
3.2 Charging Pool Management.....	29
3.2.1 Create a Charging Pool.....	29
3.2.2 View charging pool details.....	30
3.2.3 Delete a Charging Pool.....	30
3.2.4 Load Management.....	30
3.3 Device Management.....	31
3.3.1 Add a Device.....	31
3.3.2 Connect Device to Network.....	31
3.3.3 Charging Management.....	31
3.3.4 Share a Device.....	33
3.3.5 Change Device Name.....	36
3.3.6 Configuration.....	36
3.3.6.1 Remote end configuration.....	36
3.3.6.1.1. Firmware Update.....	36
3.3.6.1.2. Offline Charging.....	36
3.3.6.1.3. Basic Settings.....	37
3.3.6.1.4. Charging Current.....	38
3.3.6.1.5. Staggered Charging.....	39
3.3.6.2 Near end configuration.....	40
3.3.6.2.1. Device Connection.....	40
3.3.6.2.2. Network Configuration.....	40
4 Account.....	41
4.1 Common Functions.....	42
4.1.1 Account Information.....	42
4.1.2 Account and Security.....	42
4.1.3 General Settings.....	43
4.1.4 Network Configuration.....	43

4.1.5 Device Connection.....	44
4.1.6 Support.....	44
4.1.7 About.....	45
4.1.8 Messages.....	45
4.2 Installer Account.....	46
4.2.1 Certificate Management.....	46
4.2.2 Firmware Management.....	46
4.2.3 Authentication Code.....	47
4.2.4 Device Commissioning.....	47
4.3 Owner Account.....	48
4.3.1 Scheduled Charging.....	48
4.3.2 Power Analysis.....	48
4.3.3 Charging Bills.....	49
4.3.4 Charging Card Management.....	49
4.3.5 Push Notifications.....	49
5 Appendix.....	50
5.1 Manual Description.....	50
5.2 Contact Information.....	50

1 Common Operations

1.1 Install iEnergyCharge App

This section introduces how to download and install the iEnergyCharge App.

Requirements

- Mobile OS: Android 6.0 or later, iOS 11.0 or later;
- The phone can connect to WLAN or 2G/3G/4G/5G network;
- The phone has sufficient storage space to install the App;
- The phone has sufficient battery power.

Steps

step 1 Search for **iEnergyCharge** in Google Play Store or App Store (iOS), or scan the QR code below with a mobile phone, and download the App following the onscreen instructions.



iEnergyCharge

step 2 Tap the downloaded installation package and follow the onscreen instructions to complete the installation.

- - End

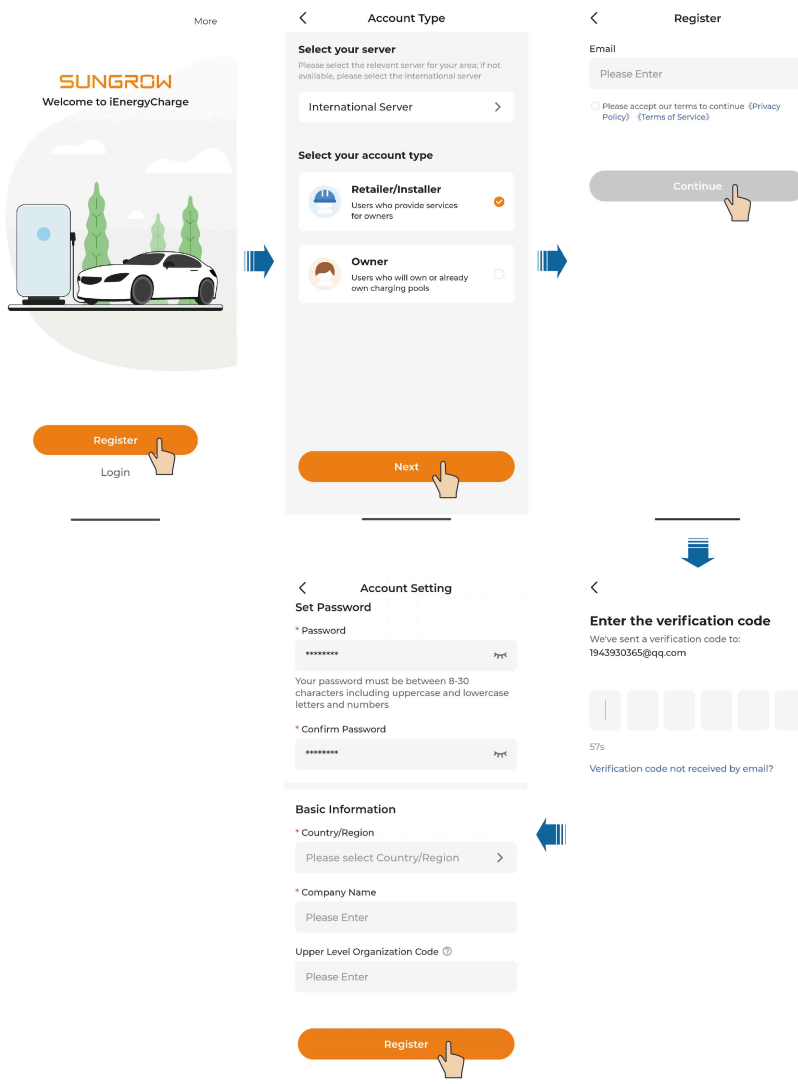
1.2 Create an Account

This section introduces how to create an iEnergyCharge account.

Two types of account are available, Owner and Retailer/Installer.



- **Retailer/Installer:** Users who provides services for owners. Installer users can use the iEnergyCharge App for guided commissioning and site setup, global monitoring of the operation of charging pools and equipment, and can perform operational and maintenance repairs via the App when equipment fails. Retailer/Installer accounts do not support starting or stopping charging.
- **Owner:** Users who will own or already own charging pools. Owner users can use the iEnergyCharge App for charging, card management, and configuring chargers.
- After logging into the App, the content displayed varies depending on the user role and device type.



step 1 Tap **Register**.

step 2 Select a **Server**, then choose to create an **Retailer/Installer** or **Owner** account.

step 3 Enter an email address, agree to the privacy policy and terms of service, and tap **Continue**.

step 4 Enter the verification code you have received through email.



- Users in mainland China may choose **Chinese Server**. Users in Europe may choose **European Server** and those in Australia may choose **Australian Server**. Users in other countries/regions may choose **International Server**.
- You can reach your upper-level retailer/installer for the "Code of Upper Level Installer/Retailer". Entering this code indicates that your organization is subordinate to an upper-level retailer/installer. If there is no upper-level retailer/installer organization, it is not necessary to fill in.

step 5 Enter a password, which should be 8–32 characters long and contain uppercase letters, lowercase letters, and numbers. Then, select the country/region, and tap **Register**. An account is now created.

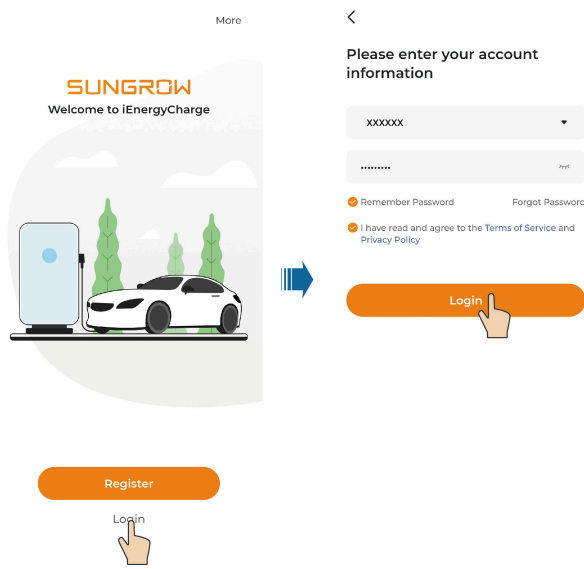
-- End

1.3 Log in to an Account

This section introduces how to log in to an iEnergyCharge account.

Requirements

- You have installed the iEnergyCharge App;
- You have created an iEnergyCharge account, or obtained an account and password from the retailer/installer or SUNGROW.

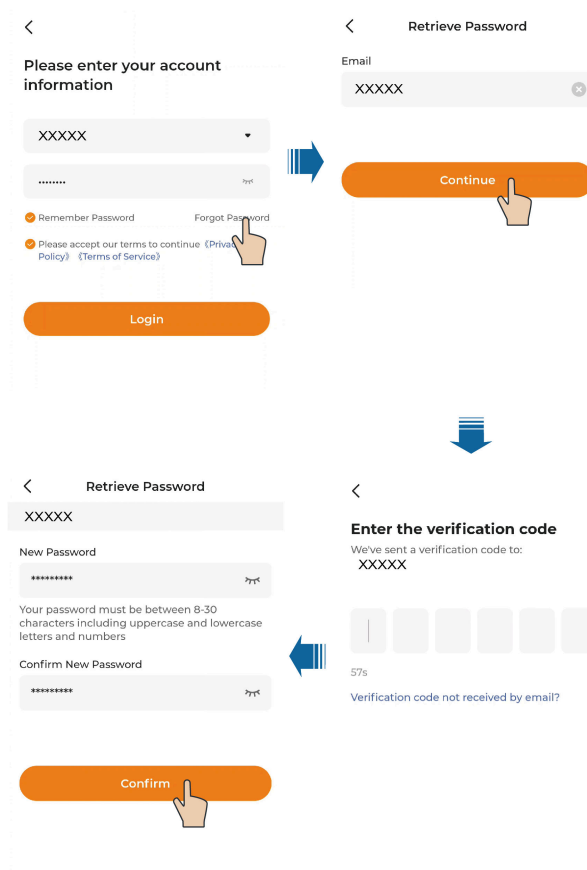


step 1 Open the iEnergyCharge App, and tap **Login**.

step 2 Enter your account name and password on the login screen, and tap **Login**. You will then go to the **Home** screen of the App.

-- End

1.4 Reset Password



step 1 Tap **Forgot Password** on the login screen.

step 2 Enter your account name.

step 3 Enter the email address linked to the account, and tap **Continue** to send a verification code to this email address. Then, enter the verification code you have received in the input box.

step 4 Set a new password. The password should be 8–32 characters long and contain uppercase letters, lowercase letters, and numbers. Then, tap **Confirm**.

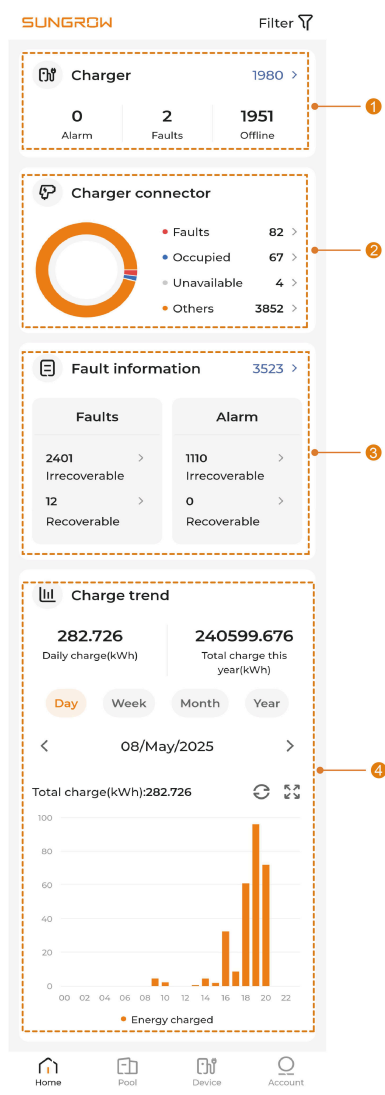
step 5 After changing the password, go back to the login screen. You can now log in with your new password.

-- End

2 I'm an Installer

2.1 Home

When logging into the iEnergyCharge App as an installer, the user is directed to the home page by default, as shown below. This dashboard displays all charging pool data associated with the account, including device status, fault information, and energy delivered.



No.	Description
1	Displays the status of all chargers. Tap a status type to view the corresponding charger list.
2	Displays the status of all connectors. Tap a status type to view the corresponding connector list.
3	Displays all types and counts of faults and alarms. Tap a fault type or an alarm type to view the corresponding list.
	Shows the total amount of energy delivered by all the chargers today and this year.
4	Select Day , Week , Month , or Year , and tap < or > to switch between different time ranges. A bar chart will display the corresponding charging volume for each selected period.

2.2 Charging Pool Management

2.2.1 Create a Charging Pool

This section gives instructions on how to create a charging pool on the iEnergyCharge App.

The user interfaces may slightly differ by account type.

If no charging pool is available in the account, tap **Create Charging Pool** to create one. If there is already a charging pool, tap  to add a new one.



An Installer is required to choose whom the charging pool is created for: CPO (Charge Point Operator) or owner.

< Charging Pool Information

* Charging Pool Name

Please Enter

* Detailed Address

Please Enter

* Country/Region

Please Select

* City

Please Enter

* Time Zone

Please Select

Postal Code

Please Enter

CPO name

Please Enter

Installer name

Please Enter

Charging pool image

0/6

You can upload 6 images at most. The first image will be set as charging pool avatar by default.

Submit

CPO

< Charging Pool Information

* Charging Pool Name

Please Enter

* Owner's Email Address

Please Enter

* Detailed Address

Please Enter

* Country/Region

China

* City

Please Enter

* Time Zone

GMT+8

Postal Code

Please Enter

Charging Pool Image

0/6

You can upload 6 images at most. The first image will be set as charging pool avatar by default.

Submit

Owner

table 2-1 Information Required for Creating a Charging Pool

Role	Parameter	Description
CPO/Owner	*Charging Pool Name	Name the charging pool.
	*Detailed Address	The location of the charging pool, which can be set in the following two ways: - Manual setting: Enter the location of the charging pool in the input box. - Auto-fill: Allow the system to get the location of the charging pool automatically.
	*Country/Region	The country/region where the charging pool is located.
	*City	The city where the charging pool is located.
	*Time Zone	This field will be completed automatically according to the country/region you have selected.
	Postal Code	The postal code of the place where the charging pool is located.
	Installer Organization Code	Enter the organization code of the installer. You can reach your upper-level installer for this code. Providing this code allows your upper-level installer to view and manage the charging pools under your management.

Role	Parameter	Description
CPO	Charging Pool Image	Tap  to upload a picture of the charging pool.
	CPO name	Enter the CPO name.
	Installer name	Enter the installer name.
Owner	Owner's Email Address	Enter the owner's email address.
	Email Verification Code	Enter the verification code sent to the owner's email address.



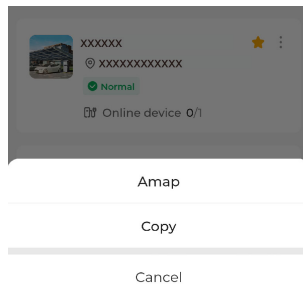
- * indicates required fields.
- After opening the form to create a charging pool, the system can automatically fill in the charging pool's location information.

After completing the settings, tap **Submit**.

2.2.2 View Charging Pool Locations

This section explains how to view charging pool distribution on the map and navigate to a pool.

Switch to Map View



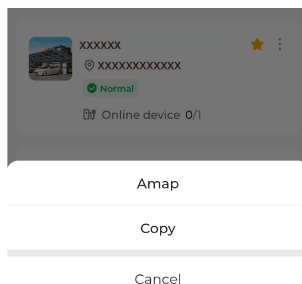
1. After logging into the iEnergyCharge App, tap **Pool** tab at the bottom to access the charging pool list by default.
2. In the pool list, tap the icon  in the lower right corner to switch to map view, displaying all pools geographically.



Zoom in or tap the icon  to view charging pool details, including the number of currently available connectors.

3. Tap the list icon  to switch back to list view.

Navigate to a Charging Pool



1. On the charging pool list page, tap the navigation icon  below the charging pool name.
2. In the bottom sheet, select your preferred navigation App to start navigation to the charging pool. You can also select **Copy** to copy the charging pool's location information.

2.2.3 View charging pool details

This section introduces how to view the basic information about the charging pool and the information about the devices in the pool.

1. Tap on a charging pool to go to its device list. Here you can tap a device to view its detailed information.
2. In the device list view, tap  in the upper right corner to show the charging pool information.



You can also tap  to the right of the charging pool and choose **Details** to view its detailed information.

3. Tap  in the upper right corner of the details screen to edit the charging pool information.

2.2.4 Follow a Charging Pool

Tap  to the right of a charging pool and choose **Follow** to follow it. An Installer user can also tap the charging pool to go to its device list, tap  in the upper right corner, and choose **Follow** to follow the pool. An icon  will then appear to the right of the charging pool name. You may check the charging pools you have followed in the **Following** list.

2.2.5 Delete a Charging Pool

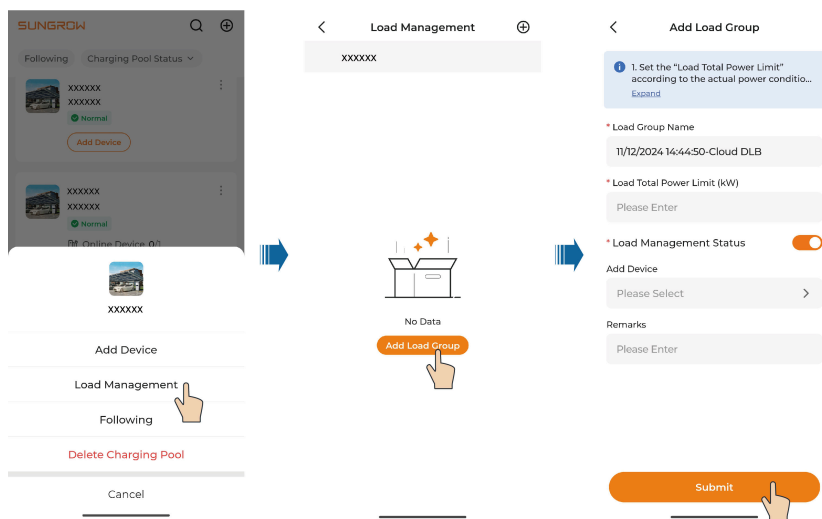
1. Tap  to the right of a charging pool and choose **Delete Charging Pool** to delete it. You can also tap the charging pool to go to its device list, and choose  → **Delete Charging Pool** in the upper right corner to delete the pool.
2. Tap **Delete** in the confirmation dialog.



- Owner users have the permission to delete charging pools; Retailer/installer users can delete the charging pools which the owner authorizes them to manage.
- Before deleting a charging pool, delete all the devices in it first, otherwise, the deletion will fail.

2.2.6 Load Management

After enabling load management, the power of the charging pools within the group will be dynamically adjusted by the platform to ensure that the total power of the devices within the group does not exceed the quota.



1. Tap  to the right of the charging pool and select **Load Management**.
2. Tap **Add Load Group** and set the following parameters:

table 2-2 Load Management Parameter Description

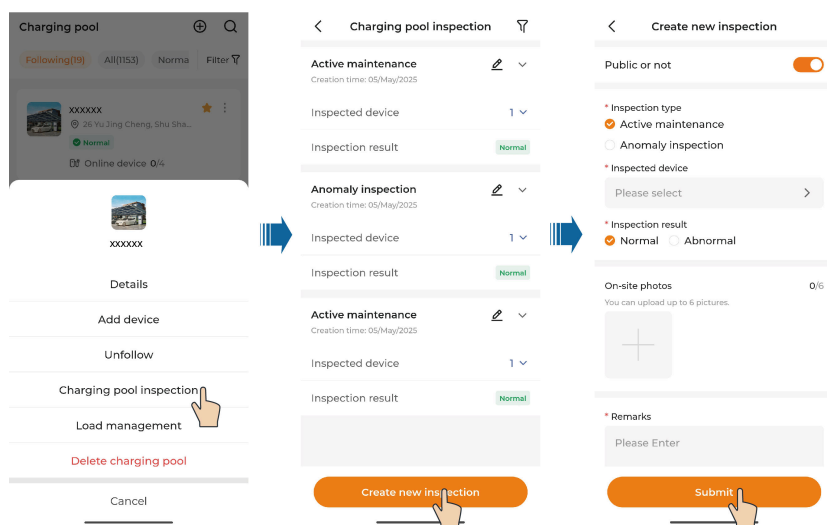
Parameter	Description
*Load Group	-
*Load Total Power Limit (kW)	Set the "Load Total Power Limit" according to the actual power conditions of the project.
*Load Management Status	"Load Management Status" is enabled by default. When it is manually turned off, the platform will not manage the load power of devices within the group.
Add Device	Select a group of devices for load management.
Remarks	-

 * indicates required fields.

3. After completing the above parameter settings, tap **Submit**.

2.2.7 Charging pool inspection

After charging pools are put into service, regular inspections must be conducted to identify potential risks and promptly detect issues.



1. Tap the icon  next to the charging pool and select **Charging pool inspection**.
2. Tap **Create new inspection**, and fill in the inspection record as prompted.



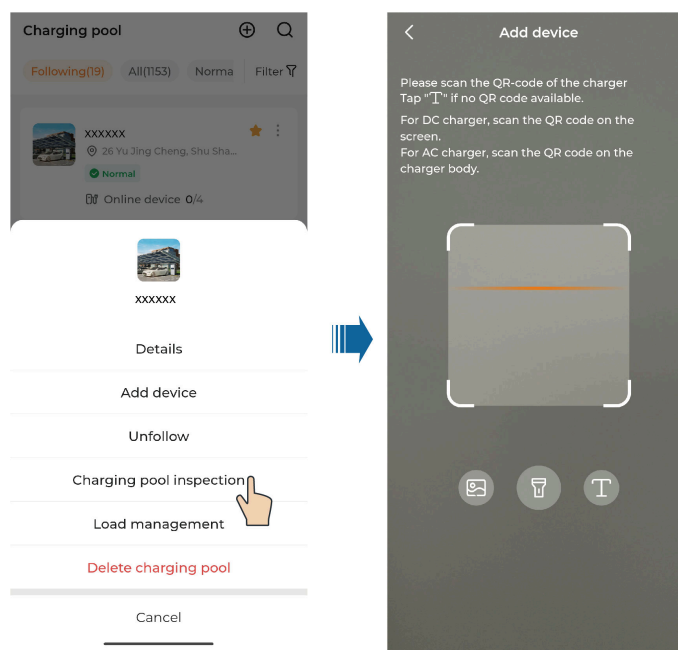
Fields marked with * are mandatory.

3. Tap **Submit** to save. Once saved, the system will automatically return to the **Charging pool inspection** page, where you can view or edit inspection records.

2.3 Device Management

2.3.1 Add a Device

This section introduces how to add a device to the charging pool.



1. In the charging pool list, tap  to the right of a charging pool, and choose **Add Device**. An Owner user can also tap a charging pool to go to its device list, and choose  → **Add Device** in the upper right corner to add a device.

2. You can add a device by scanning its QR code or entering its S/N manually.

- Scan the QR code on the charger, or tap  to upload a picture of the QR code. Check that the information retrieved from the QR code by the App is correct, and tap **Confirm**. The device is then added to the charging pool.



For DC charger, scan the QR code on the screen. For AC charger, scan the QR code on the charger body.

- Tap , enter the device S/N, and tap **Confirm**. The device is then added to the charging pool.



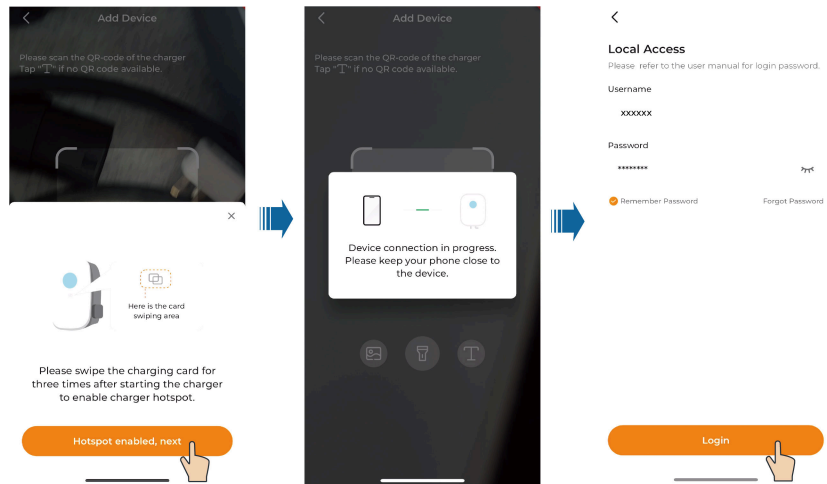
After adding the device is complete, if the device is not online, you need to complete its network settings. For AC charger, please refer to [2.3.2 Connect Devices to Network](#) . For DC charger, please connect the device to the network through the charger screen.

2.3.2 Connect Device to Network

This section introduces how to connect the device to the network after it is added.

Steps

Connect to Charger WLAN



1. After the device is added, follow the prompts on the App page to enable the charger's hotspot.
2. Tap **Hotspot enabled, next**. Then connect to the charger's hotspot.



If the hotspot signal cannot be detected, please follow these steps:

- a. Ensure that the charger is powered on.
- b. Ensure the hotspot is not connected to any other phones.
- c. Keep your phone close to the charger.

If the hotspot is still not found, power off the device for one minute, then restart it and press the reset button three times consecutively to enable the hotspot.

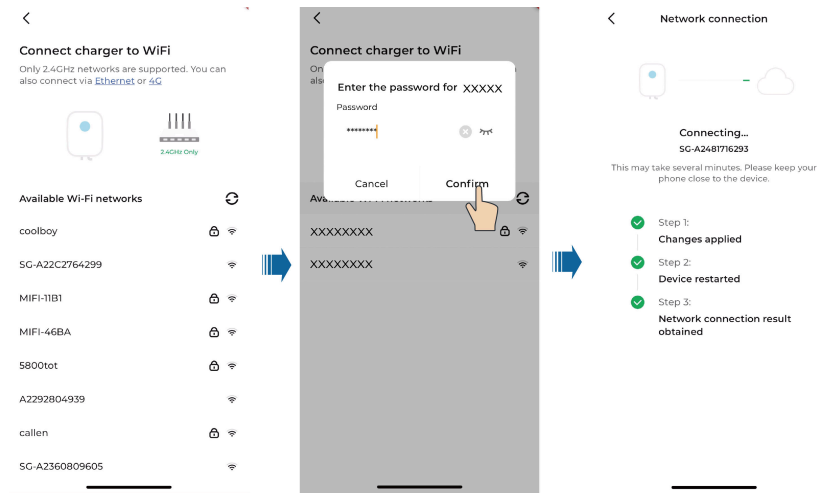


- You can find the corresponding password according to the product model indicated on the charger's nameplate in [table - Charger Model and Password](#).
- To ensure the security of your device data, please change your password before logging in for the first time.

table 2-3 Charger Model and Password

Product Model	Firmware Version	WLAN connection password	Local access password	Password for enabling EMS mode
AC007E-01	v1.2.xxx	admin123	Charger PIN code (on the back of the charging card)	Charger PIN code (on the back of the charging card)
	v1.3.xxx	N/A	SGC666	
AC011E-01	v1.2.xxx	admin123	Charger PIN code (on the back of the charging card)	Charger PIN code (on the back of the charging card)
	v1.3.xxx	N/A	SGC666	
AC11E-01	All versions	N/A	N/A	Platform PIN code (from the Web management platform)
AC22E-01				
AC22E-G2				
AC007UK-01	All versions	8-Digit random password (on the back of the charging card)	4-Digit random password (on the back of the charging card)	Charger PIN code (on the back of the charging card)
IDC180E	v2.11.0	Automatically populated after QR code scan	Contact Sungrow	N/A

Connected to home WLAN



1. After logging into the device, proceed to the WiFi connection page.



For AC chargers, the system automatically opens the WiFi connection interface. You can choose between [Connected to Ethernet](#) or [Connected to 4G network](#) based on your actual setup.

2. Connect the charger to the home network, and tap **Confirm**. Please use the correct home WLAN password.

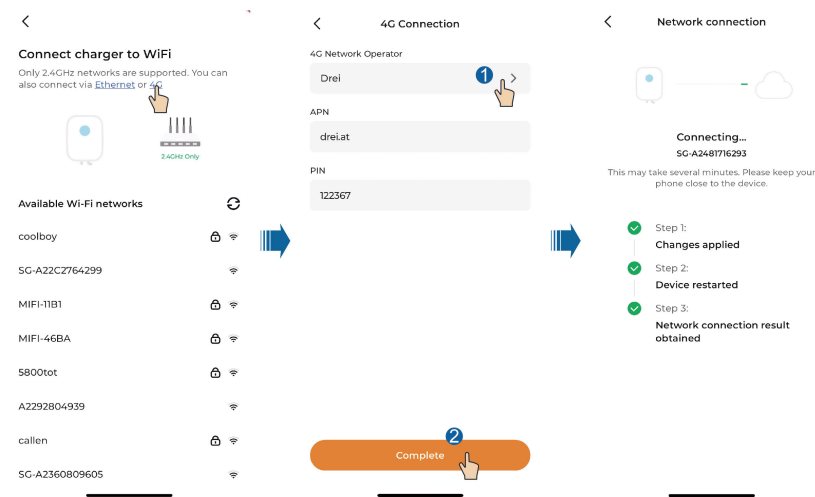


Only 2.4GHz wireless networks are supported. If your network environment does not include this frequency band, please consider [Connected to 4G network](#) Or [Connected to Ethernet](#) .

Connected to 4G network

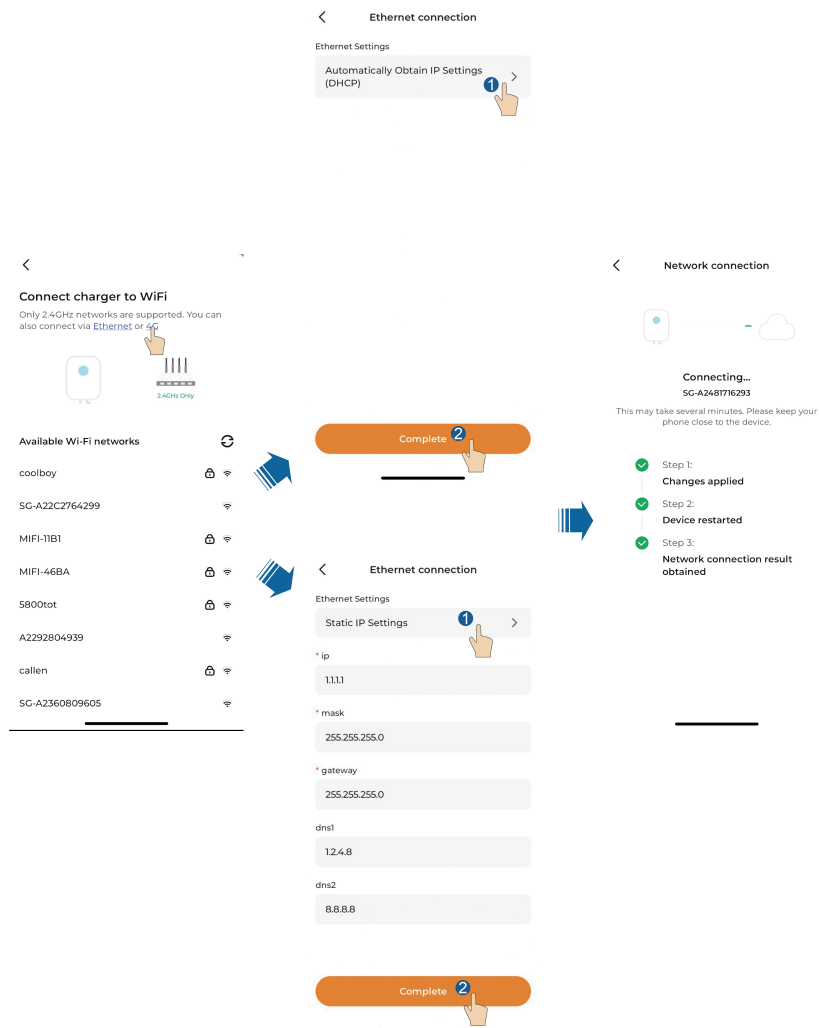


For DC chargers, the system automatically opens the 4G connection interface. You can choose between [Connected to Ethernet](#) or [Connected to home WLAN](#) based on your actual setup.



1. Confirm that the SIM card has been properly installed. Then, select **4G** .
2. Tap **4G Network Operator**. A list of available 4G operators and APNs will be shown. Select the 4G operator , APN, and PIN code according to the actual situation, and then tap **Confirm**.
3. Go back to the 4G connection screen and tap **Complete**.

Connected to Ethernet

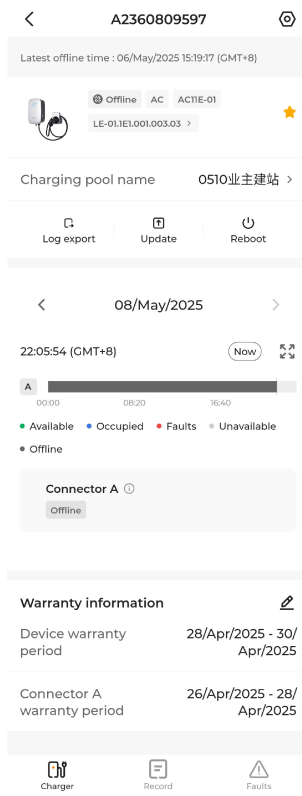


1. Confirm that the Ethernet cable has been connected. Then, select **Ethernet**.
2. Select **Static IP Settings** or **Automatically Obtain IP Settings (DHCP)** as needed.
 - **IP address auto-assigning:** Select **Automatically Obtain IP Settings (DHCP)** and tap **Complete**. Once the connection is successful, you will go to the device list.
 - **Set a static IP address:** Select **Static IP Settings**, enter the IP address and other required information, and tap **Complete**. Once the connection is successful, you will go to the device list.

2.3.3 Device Details

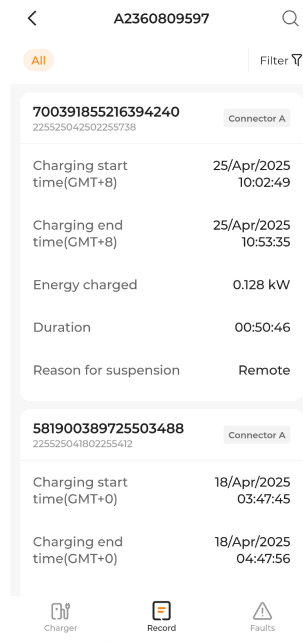
On the device list page, tap a charger to go to its details page, where you can view charger details, charging records, and fault information.

View Charger Details



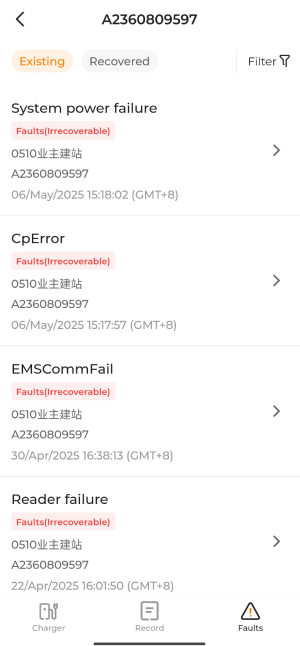
1. From the device list, tap a charger to go to its details page by default.
2. At the top section of the screen, you can view basic charger information, firmware version, and associated charging pool information. You can also follow a device, export logs, update firmware, or restart the charger.
3. In the middle section, the page shows the status of all connectors of the charger (toggle between **Now** or other time ranges).
4. At the bottom of the screen, you can view or edit the device's warranty information.

View Charging Records



1. From the device list, tap a charger to go to its details page, then select **Record** tab.
2. All historical charging sessions are displayed here.

View Fault Information



1. From the device list, tap a charger to go to its details page, then select **Faults** tab.
2. The fault information associated with the device is displayed here.

2.3.4 Upload Device images

1. Select a charger, tap  to the right of a charger and choose **Device picture**.
2. You can upload or edit device images here, with a maximum of 6 images allowed.

2.3.5 Follow a Device

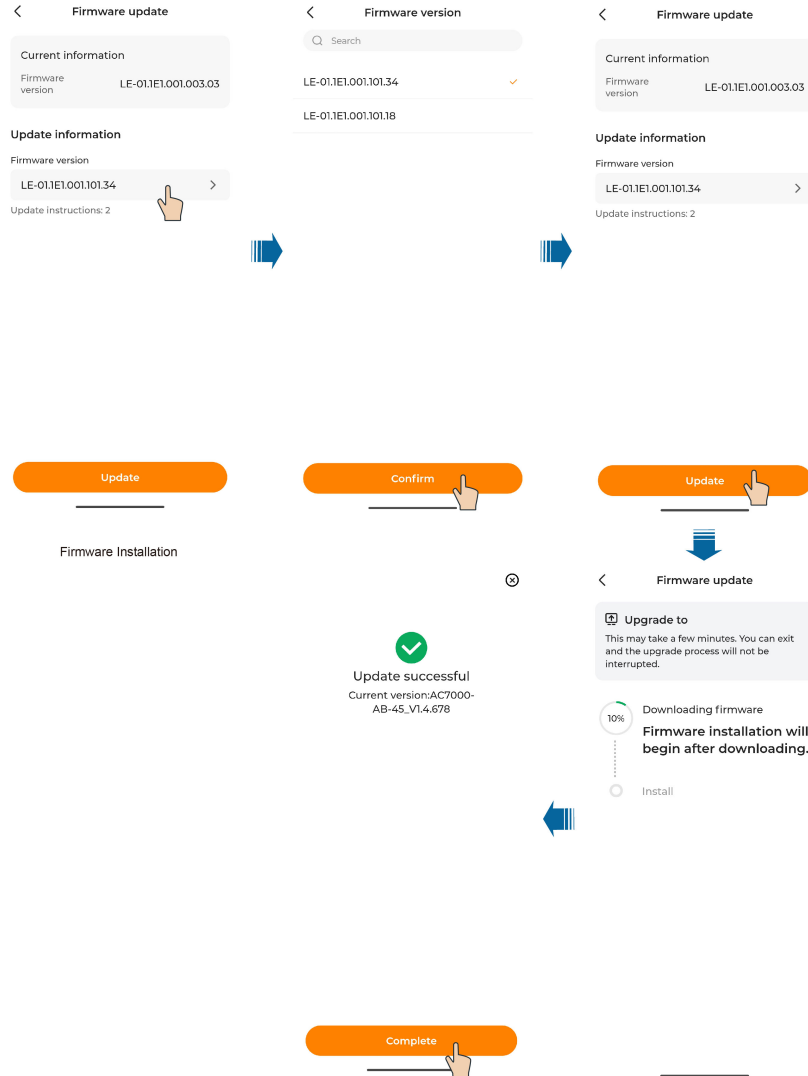
1. Select a charger, tap  to the right of a charger and choose **Following** to follow it.
2. An icon  will then appear to the right of the charger. You may check the charging pools you have followed in the **Following** list.

2.3.6 Configuration

Select a charger, tap  to the right of a charger and choose **Device settings** to enter the configuration page. You can perform remote end configuration and local end configuration.

2.3.6.1 Remote end configuration

Device update



1. Go to the configuration page and tap **Device Update**.
2. You can view the current firmware version and available updates on the firmware update page. Tap the dropdown menu to the right of **Firmware version**, select the desired version, and tap **Confirm**.
3. Tap **Update** to download and install the firmware. Once completed, tap **Complete**.

Load Balancing

Requirements

- The charger is online and not in use.
- The charger has connected to a power-controlling device.

1. Choose **Load Balancing** in “Configuration”.

< Load Balancing

Adjust the charging current of household appliances based on their load status

Monitoring method

Smart Meter >

Meter Type

Three-phase DTSU666 >

Max. Home Load Current (A) ⓘ

32

Range: 10-100

Set

2. Select a monitoring method.

Monitoring Method	Description
Smart Meter	Use smart meter only.
CT	Use CT only.
Smart Meter+CT	Use both smart meter and CT.
Close	Turn off the load balancing function.



- Chargers AC007E-01 and AC007UK-01 support Smart Meter monitoring and CT monitoring.
- Chargers AC011E-01、AC11E-01、AC22E-01、AC22E-G2 support CT monitoring.

3. Set the below parameters, based on the method you have selected.

Parameter	Description
CT Ratio	3:100 by default.
Meter Type	-
Max. Home Load Current (A)	Range: 10–100A.

4. Tap **Set** to apply the settings.

Authentication Code

For details, see [4.2.3 Authentication Code](#).

2.3.6.2 Near end configuration

Device Connection

For details, see [4.1.5 Device Connection](#).

Device Commissioning

For details, see [4.2.4 Device Commissioning](#).

Network Configuration

For details, see [4.1.4 Network Configuration](#).

2.3.6.3 More operations

Upload Device Pictures

Go to the configuration page and tap **Device picture** to upload up to 6 images.

Restart the Device

Go to the configuration page and tap **Device Restart** to initiate a software or hardware restart, or check the restart history.

Export logs

Go to the configuration page and tap **Log export** to export system logs or view the export history.

View EMS Password

Go to the configuration page and tap **Password** to view the EMS password. Tap the icon

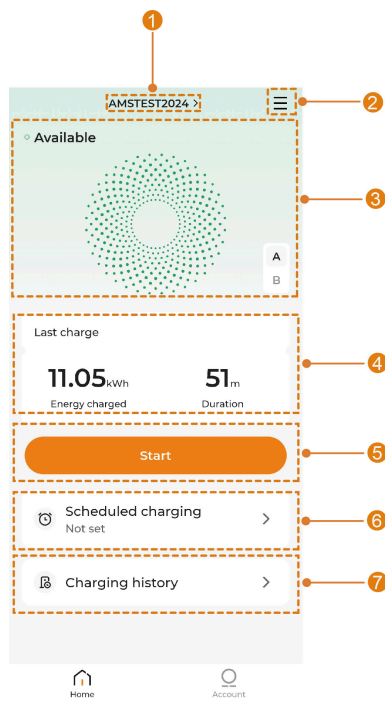


next to the password to copy it.

3 I'm an Owner

3.1 Home

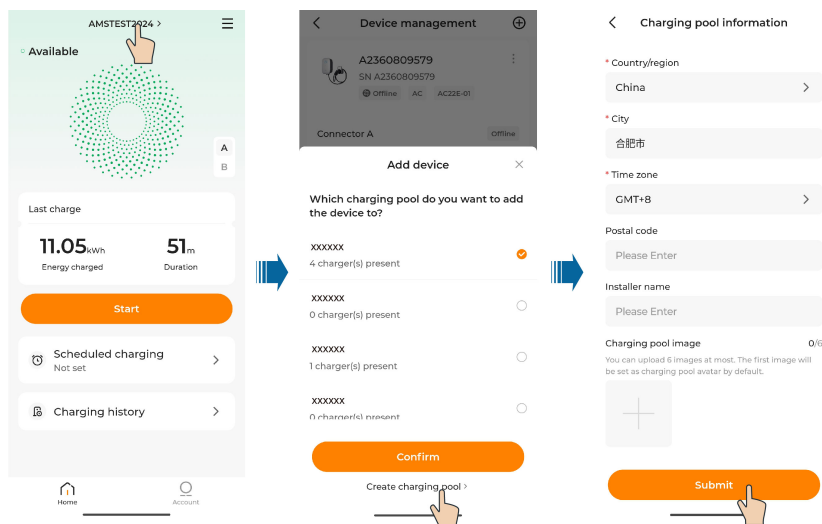
After logging into the iEnergyCharge App as a owner, the user will land on the home page by default, as shown below:



No.	Description
1	Tap to access the device management page.
2	Tap to view charging pool details or perform operations such as configuration and device sharing.
3	Displays the current status of the device.
4	Shows the most recent charging record.
5	Tap to start charging.
6	Tap to schedule a charging session.
7	Tap to view the charging history.

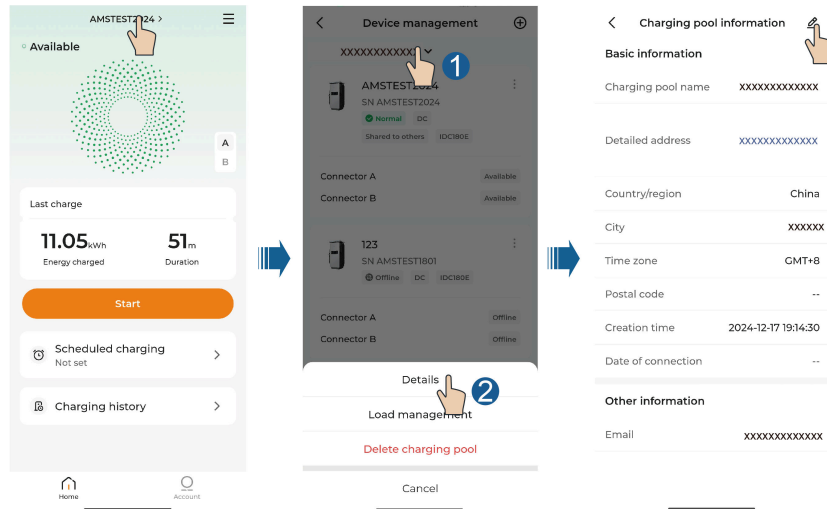
3.2 Charging Pool Management

3.2.1 Create a Charging Pool



1. After the owner logs into the iEnergyCharge App and enters the home page, tap the top section of the screen to enter the device management page.
2. Tap the icon  in the upper right corner, and then select **Create Charging Pool** from the pop-up dialog.
3. Fill in the required information as prompted and tap **Submit**. For detailed steps, refer to the [2.2.1 Create a Charging Pool](#) section in the I'm an Installer chapter.

3.2.2 View charging pool details



1. After the owner logs into the iEnergyCharge App and enters the home page, tap the top section of the screen to enter the device management page.
2. Tap the charging pool name, then select **Details** from the bottom sheet to view its detailed information.
3. Tap  in the upper right corner of the details screen to edit the charging pool information.

3.2.3 Delete a Charging Pool

1. After the owner logs into the iEnergyCharge App and enters the home page, tap the top section of the screen to enter the device management page.
2. Tap the charging pool name, then select **Delete Charging Pool** from the bottom sheet.



- Before deleting a charging pool, delete all the devices in it first, otherwise, the deletion will fail.

3.2.4 Load Management

For details, see [2.2.6 Load Management](#).

3.3 Device Management

3.3.1 Add a Device

For details, see [2.3.1 Add a Device](#).

3.3.2 Connect Device to Network

For details, see [2.3.2 Connect Device to Network](#).

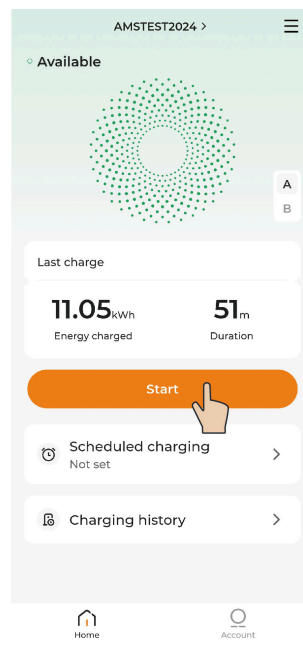
3.3.3 Charging Management

You can start a charging session, schedule charging, or view charging history on the home page.

Start charging

Requirements

- The charging connector has been plugged into the EV.
- The charger has been connected to a network and is online. If it is not connected to any network, complete the settings by referring to [2.3.2 Connect Devices to Network](#).

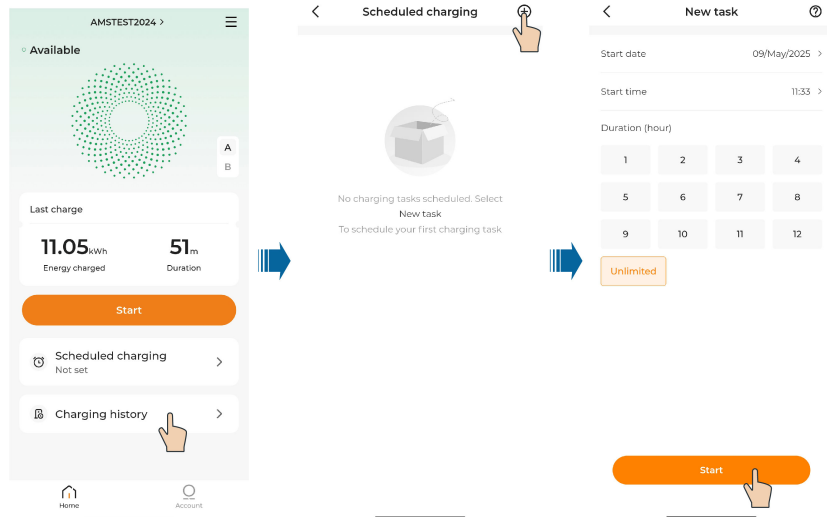


After the owner logs into the iEnergyCharge App, tap **Start** on the home page to start charging.

Scheduled charging

Requirements

- The charging connector has been plugged into the EV.
- The charger has been connected to a network and is online.
- Make sure the EV will not switch to sleep mode during a scheduled charging task.

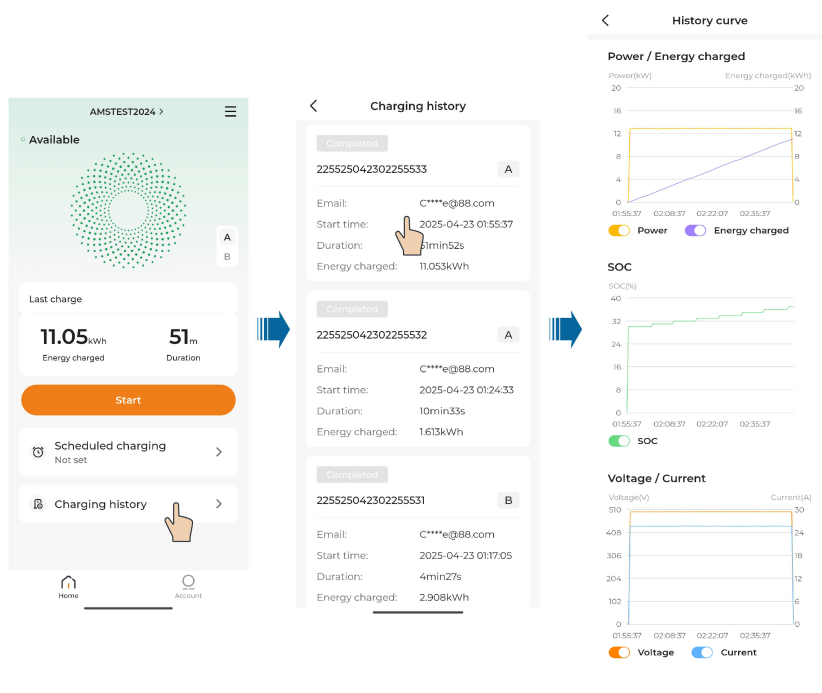


1. After the owner logs into the iEnergyCharge App, tap **Scheduled charging** on the home page.
2. Tap **New Task**, set the start date, start time, and duration (hour), and tap **Start**.



- You can only select a date up to one week in the future as the start date.
- If you start charging via RFID charge cards or thr QR code before the scheduled task starts, the task may turn invalid.

View Charging History



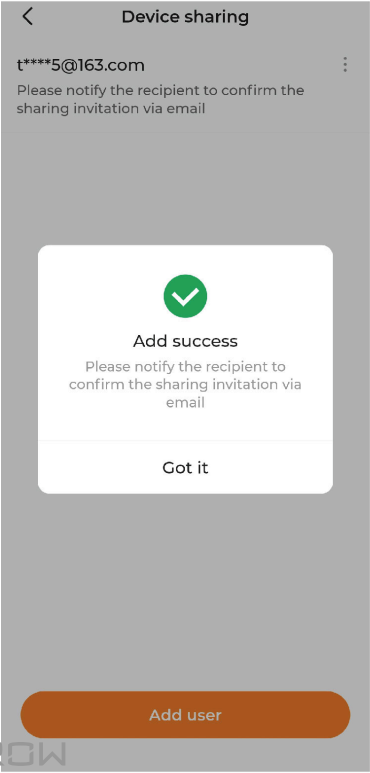
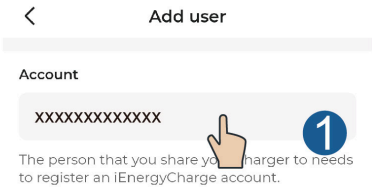
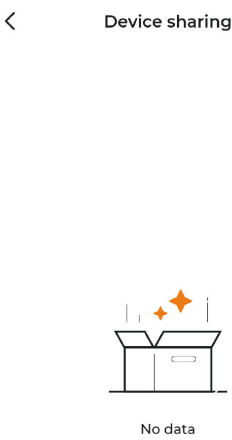
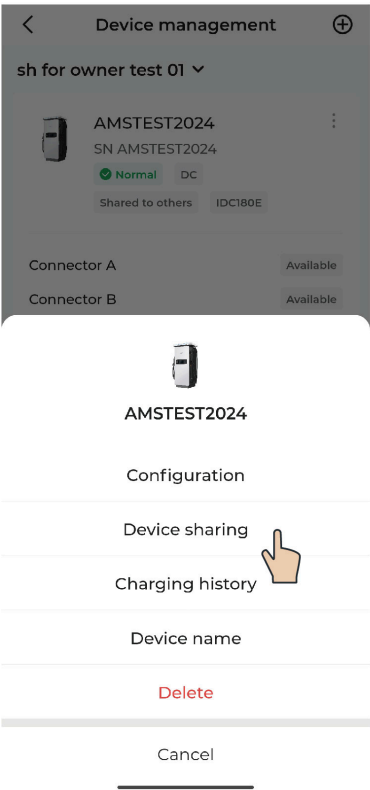
1. After the owner logs into the iEnergyCharge App, tap **Charging history** on the home page to view past charging sessions of the charger.
2. Tap any historical task to view its charging curve.

3.3.4 Share a Device

Device Sharing allows you to share a charger with other people so that they can also use it.



- Only the first user account to which the charger is added has permission to share the charger
- The sharer (who initiates the sharing) can check and control the charging order status. Users with whom the charger is shared can check the charger status but cannot close someone else's order.
- The sharer can stop sharing by removing other users from the sharing list. After that, the relevant charger information in the device list on these users' accounts will be deleted accordingly.
- Users with whom the charger is shared can quit sharing by deleting the charger. After that, their information will be removed from the user list on the sharer's account.



1. After the owner logs into the iEnergyCharge App and enters the home page, click on the top of the page to enter the device management page.
2. Find the charger to be shared, tap  on its right, and choose **Device Sharing**.
3. Tap **Add User** at the bottom of the page.
4. In **"Email"**, enter the email address of the user with whom you want to share the charger. The user will then receive an invitation through email.



- The user with whom the charger is shared should have an iEnergyCharge account.

5. After receiving the email, the user can tap the link to accept the invitation and start using the charger.

3.3.5 Change Device Name

Here you can change the charger's name.

1. After the owner logs into the iEnergyCharge App and enters the home page, click on the top of the page to enter the device management page.
2. Select a charger, tap  on its right, and choose **Device Name**.
3. Enter a new name in the **Device Name** input box, and tap **Confirm**.

3.3.6 Configuration

Select a charger, tap  to the right of a charger and choose **Device settings** to enter the configuration page. You can perform remote end configuration and local end configuration.

3.3.6.1 Remote end configuration

Firmware Update

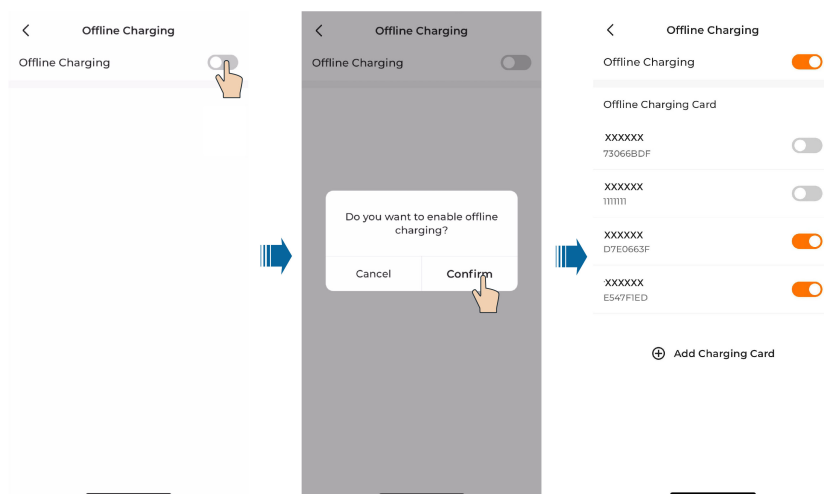
1. Go to "Configuration" and tap **Firmware Update**.
2. Select the downloaded update package, then tap **Update** to upload and install the firmware. After the installation is completed, tap **Complete**.

Offline Charging

When offline charging is enabled, you can start charging using an RFID charging card even if the charger is offline.

Requirements

- Your mobile device and the charger have connected to the network.
- The charger functions properly and is currently available.
- At least one RFID charging card has been added.



1. Tap **Offline Charging** on the “Configuration” screen.
2. Turn on ☐ next to “Offline Charging”, then tap **Confirm** in the pop-up dialog box.
3. Select one (or multiple) RFID charging card, and turn on ☐ to the right of the card to assign it to this charger. Then, you can use this card to start charging.



- If you have not added a charging card, or you need to add a new card, tap **Add card**. For details, see [4.3.4 Card Management](#).
- If you turn off offline charging, the charging cards associated with the charger will be removed. The next time you turn on offline charging, you need to assign a card to the charger again.

Basic Settings

You can enable the Plug & Play function in “Basic Settings”.



1. Choose **Basic Settings** in "Configuration".

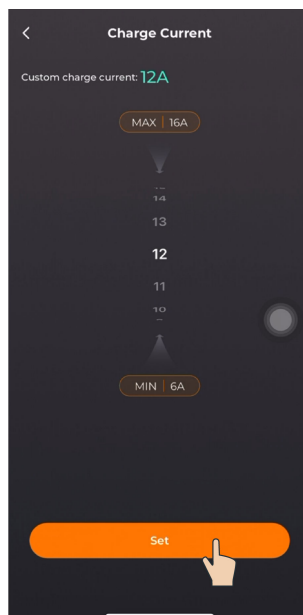


The Plug & Play function is available for AC11E-01, AC22E-01, and AC22E-G2 chargers.

2. Turn on ☐ to enable the **Plug & Play** function. If this function is enabled, charging will start automatically once you plug the charging connector into the EV.

Charging Current

Via the configuration page

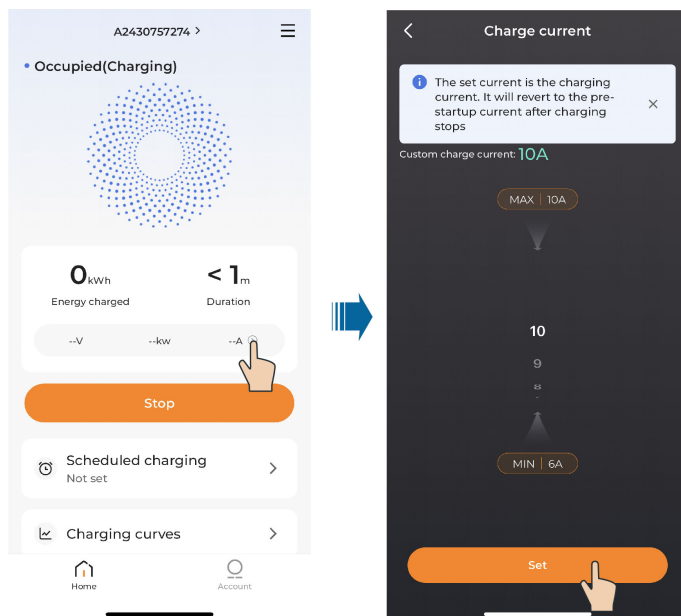


1. Choose **Charge Current** in "Configuration".
2. Set a current value within the allowable range, and tap **Set**.



Once adjusted, the charger will use the specified current by default for subsequent charging sessions.

During active charging



1. If the charger is currently in use, go to the charging page and tap the icon  next to the charging data to access adjustment.
2. Set a current value within the allowable range, and tap **Set**.



The set current is the charging current. It will revert to the pre-startup current after charging stops.

Staggered Charging

Deferred charging and on-peak charging functions are available for the chargers intended for the UK market, as required by the 303645 regulation.

NOTICE

The description of and setting instructions for these functions are applicable for the AC007UK-01 charger only.

Deferred Charging

1. When you go to the charger details screen to start charging, a pop-up dialog about deferred charging will show on the screen.
2. You can tap **Confirm** to defer the charging session. The system will then apply a delay to the charging session, with a countdown shown on the screen. Charging will begin after the end of the countdown.
3. You can tap **Charge Now** to cancel delay and start the charging session immediately, or tap **Cancel** to cancel the charging task.

On-Peak Charging

The function **Allow charging in peak hours** is turned off by default. This means a confirmation dialog will show up every time you want to start charging during peak hours. If this function is turned on, starting charging during peak hours will not require double confirmation.

1. Tap **Peak Hours** in "Configuration".
2. You can turn on **Allow charging in peak hours**. Then, confirmation dialog will not pop up if you want to start charging during peak hours.
3. You can also specify a time period during which charging is not allowed as needed.

3.3.6.2 Near end configuration

Device Connection

For details, see [4.1.5 Device Connection](#).

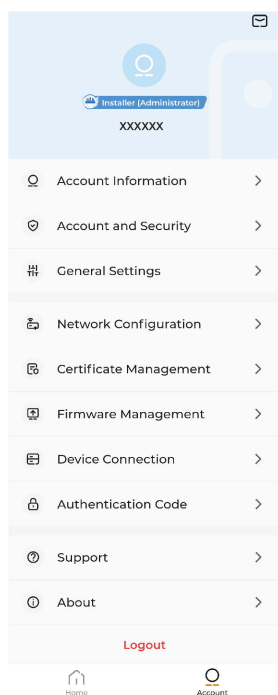
Network Configuration

For details, see [4.1.4 Network Configuration](#)

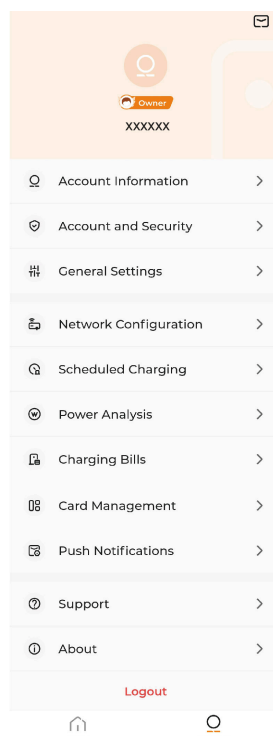
4 Account

Log in to the iEnergyCharge App and choose **Account**. Here you can change the account information, security, and other general settings, delete the account, switch to another version, and view some relevant information.

The user interface may slightly differ by account type and permission. In such cases, the actual App you use should take precedence.



Installer



Owner

4.1 Common Functions

4.1.1 Account Information

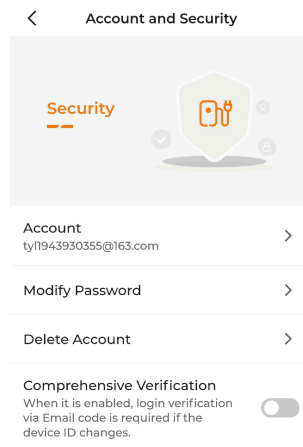
1. Choose **Account Information** on the **Account** screen to check the information about the account, such as the **Country/Region**, **Organization Information**, and **Upper Level Organization Information**. Users can change the setting of **Country/Region** as needed.



Only Retailer/Installers can view the organization information and the upper-level organization information.

4.1.2 Account and Security

Choose **Account and Security** on the **Account** screen. Here you can change the email address linked to the account or the account password, delete the account, or enable comprehensive verification.



- **Change the email address linked to the account:** Choose **Account > Change**. A verification code will then be sent to your email address. Enter the verification code you have received. Then, enter a new email address in **Email**, and tap **Continue** to change the email address linked to your account.

- **Change the account password:** Tap **Modify Password**. Enter your **Old Password**, set a **New Password**, and **Confirm New Password**. Then, tap **Confirm** to change your account password.
- **Delete the account:** Tap **Delete Account**. Then, tap **Delete** in the confirmation dialog to delete the account.

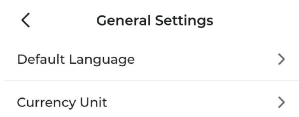


Deleting the account will remove all the account data permanently and the data cannot be recovered. Please proceed with caution.

- **Comprehensive verification:** You can turn on or off **Comprehensive Verification** here. If this function is turned on, in case the device ID changes, you need to verify your identity via email verification code when logging in.

4.1.3 General Settings

1. Tap **General Settings** on the **Account** screen. Here, you can set the Default Language. Owner users can also set the Currency Unit.



2. **Set Default Language**

Tap **Set Default Language**, select a preferred language. Tap **Confirm**, and double-confirm in the confirmation dialog. The system will then refresh and switch to the selected language.

3. **Set Currency Unit**

Tap **Currency Unit**, select a preferred currency unit and tap **Confirm**.

4.1.4 Network Configuration

Tap **Network Configuration** on the **Account** screen to go to charger network settings.



- You can also go to network settings from the device list. For details, see [2.3.2 Connect Devices to Network](#).

4.1.5 Device Connection

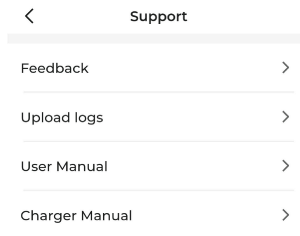
After connecting the device, you can perform local configurations on the charger.

1. Tap **Device Connection** in “Configuration” to connect to the charger’s WLAN. For details, see [Connect to Charger WLAN](#).

4.1.6 Support

Tap **Support** on the **Account** screen.

Here you can view the user manual and charger manual to ensure that you receive timely and effective assistance when using the App. You can also submit feedback and suggestions here to help us continuously improve the functionality and user experience of the App.



- Feedback

Tap **Feedback**, describe your problem in **Problem Description**, and tap **Submit** to provide feedback. We will reply to your questions as soon as possible through email, which will be sent to the email address linked to your account.

- Upload logs

Tap **Upload logs**, select logs from the recent 3 or 7 days or the recent month, and tap **Upload** to upload the logs. This helps us better locate and solve your problem.

- User Manual

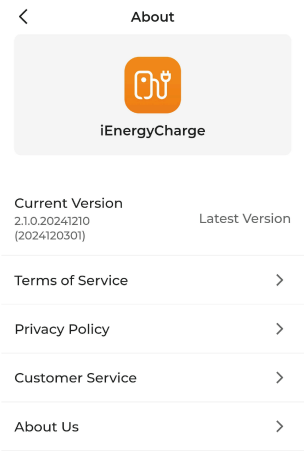
Tap **User Manual**, here you can view the user manual for the App.

- Charger Manual

Tap **Charger Manual**, here you can select the charger model to view the corresponding charger manual.

4.1.7 About

- 1. Tap **About** on the **Account** screen.



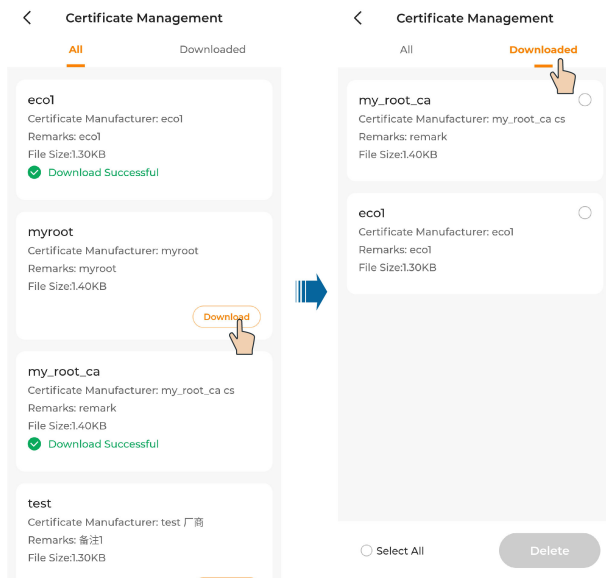
- 2. Here you can check the App version, terms of service, privacy policy, and contact information, etc.

4.1.8 Messages

Tap  to on the **Account** screen go to the message list. You can view messages, mark a message as read, or delete a message here.

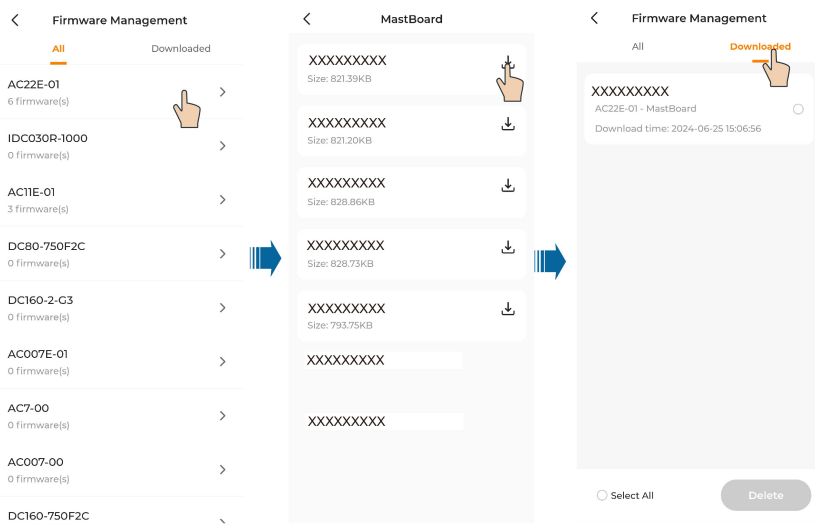
4.2 Installer Account

4.2.1 Certificate Management



1. Tap **Certificate Management** on the **Account** screen.
2. Tap **Download** in the bottom right corner of the certificate to download it.
3. Tap **Downloaded** to check the downloaded certificate.

4.2.2 Firmware Management



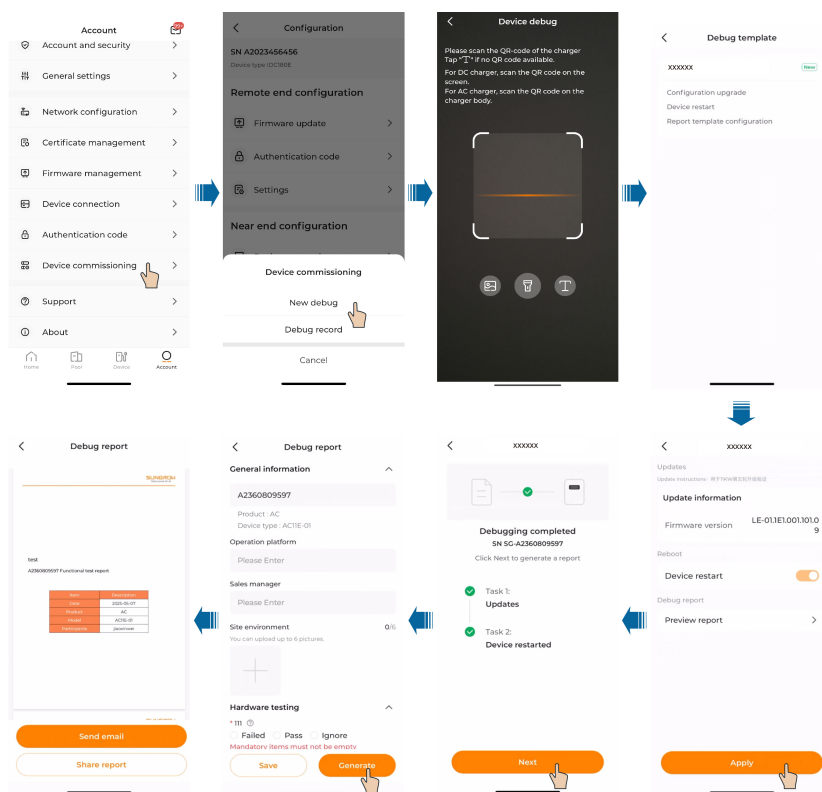
1. Tap **Firmware Management** on the **Account** screen to go to the firmware list.
2. Tap a device, and select the target module to go to the firmware package list.
3. Select an update package from the list, and tap  on its right to download the package.
4. Go back to “Firmware Management” and choose **Downloaded** to check the downloaded update package.

4.2.3 Authentication Code

1. Go to “Configuration” and tap **Authentication Code**.
2. Enter the device S/N to get a 6-digit authentication code. The authentication code updates every 5 minutes automatically.
3. Enter the authentication code in the input box on the charger touch screen to log in.

4.2.4 Device Commissioning

Device commissioning allows you to perform operations such as firmware updates, parameter configuration, and restarting the charger.



1. On the **Account** tab, tap **Device commissioning**.
2. Tap **New debug** in the pop-up dialog.
3. Scan the charger's QR code and connect to the its hotspot. For detailed steps, please refer to [Connect to Charger WLAN](#).



For DC charger, scan the QR code on the screen. For AC charger, scan the QR code on the charger body.

4. After configuring the debug template in the iEnergyCharge backend, you will be redirected to the **Debug template** page.
5. Select the appropriate template and tap **Apply**.
6. Once the page displays **Debugging completed**, tap **Next** to go to the **Debug report** page.



If debugging fails, tap **Try Again** to retry.

7. Fill in the required information as prompted, then tap **Generate**.
8. Once the debug report is generated, you can choose to **Send email** or **Share report** to send it to a specified email or download it locally.

4.3 Owner Account

4.3.1 Scheduled Charging

1. Tap **Scheduled Charging** on the **Account** screen.
2. Tap **New Task**, select a charger that has been connected, and tap **Add** to create a scheduled charging task.
3. For details, see [Scheduled Charging](#).

4.3.2 Power Analysis

1. Tap **Power Analysis** on the **Account** screen.
2. You can select a time period and a charger to view the total energy delivered (kWh), maximum hourly energy delivery (kWh), and average hourly energy delivery (kWh) of the charger in the specified time period.

4.3.3 Charging Bills

1. Tap **Charging Bills** on the **Account** screen to go to the bill list.
2. Tap **Filter**, select the date of bill, device, and charging card ID, and tap **Complete** to display the bills that meet the criteria.
3. Tap **Export**, select one or more bills as needed, and tap **Selected** to go to the **Preview** of the bill.
4. Tap . Then, enter the recipient name, company name, email address, and electricity price, and tap **Confirm**.
5. Tap **Export**. The charging bill will be sent to the recipient through email.

4.3.4 Charging Card Management

1. Tap **Card Management** on the **Account** screen to go to the charging card list.
2. Tap **Add Card**. Then, enter the card name and ID. You can add a charging card in either of the following ways.
 - Enter the card ID manually.
 - Tap  to scan the QR code on the charging card, or tap  to upload a picture of QR code, to read the card ID.
3. Tap **Confirm**. The charging card is now added to your account. You can swipe left on a charging card to delete it.

4.3.5 Push Notifications

1. Tap **Push Notifications** on the **Account** screen.
2. You can set the toggle buttons to on or off, to determine whether you want to receive such messages. The buttons include:
 - Device online notification
 - Scheduled parameter issuance task
 - The charger is offline
 - Charging abnormal
 - Offline Notification
 - Alarm
 - Alarm cleared
 - The scheduled task is canceled
 - Low current

5 Appendix

5.1 Manual Description

The information contained in this document is the property of Sungrow Power Supply Co., Ltd. (referred to as **SUNGROW** hereinafter). Publishing its content, either partially or in full, requires the written permission of SUNGROW. Copying of the document for the purposes of evaluating the product or its correct implementation by internal staff of the company is allowed and does not require permission.

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5.2 Contact Information

In case of questions about this product, please contact us. We need the following information to provide you the best assistance:

- Model of the device
- Serial number of the device
- Fault code/name
- Brief description of the problem

For detailed contact information, please visit: <https://en.SUNGROWpower.com/contactUS>

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