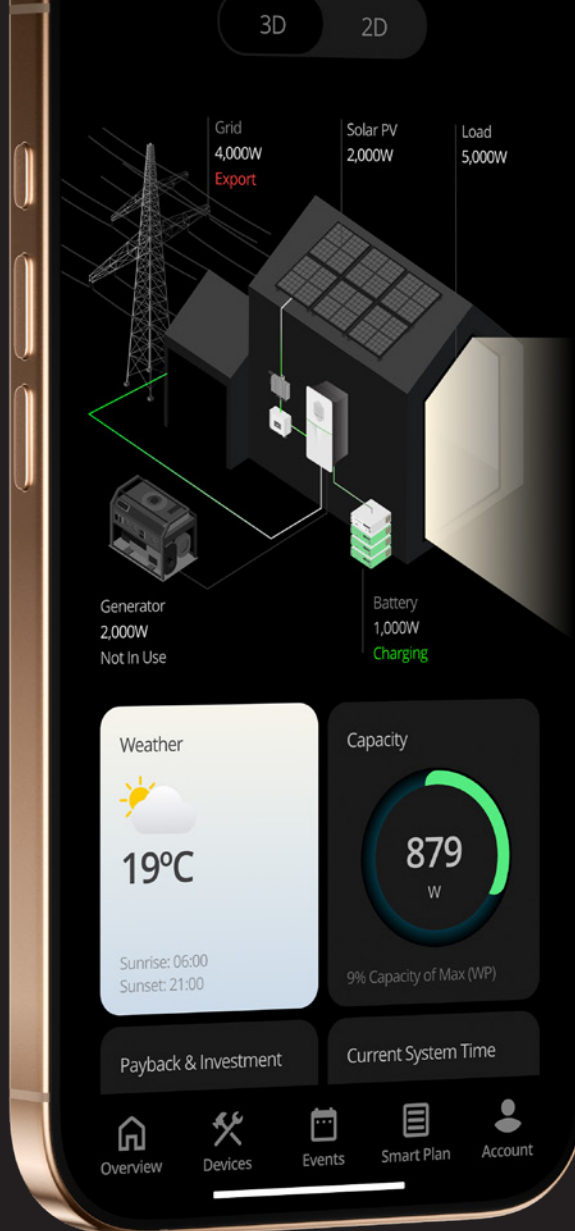
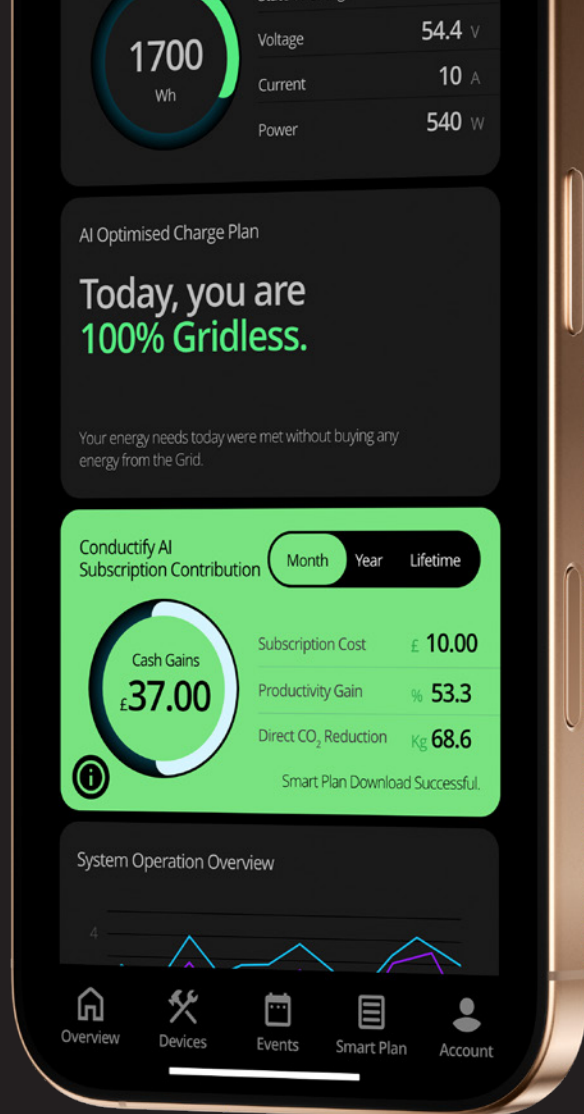




Sunsynk Connect Pro User Manual

sales@sunsynk.com
www.sunsynk.com
www.sunsynkconnectpro.info

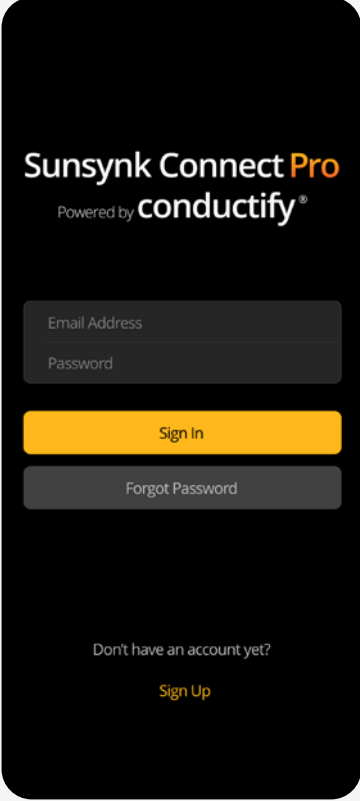
Please retain for
future reference

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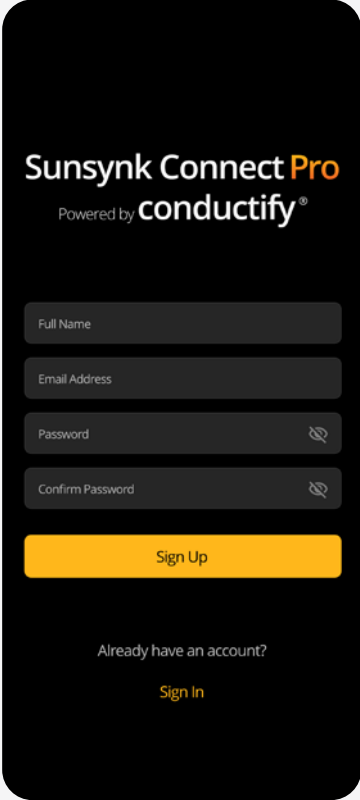
Create an Account

1. To create an account, open the Sunsynk Connect Pro App. Upon launch, you will be greeted with the sign-in screen. At the bottom of this screen, tap **Sign Up**.



The image shows the sign-in screen of the Sunsynk Connect Pro app. At the top, the app's name "Sunsynk Connect Pro" is displayed in white, with "Powered by conductify®" below it. There are two input fields: "Email Address" and "Password". Below these fields are two buttons: a yellow "Sign In" button and a grey "Forgot Password" button. At the bottom, there is a link that says "Don't have an account yet?" followed by a yellow "Sign Up" button.

2. You will then be prompted to enter your details, including your name, email address, and a secure password. Once you have completed the form, tap **Sign Up** again.



The image shows the sign-up screen of the Sunsynk Connect Pro app. At the top, the app's name "Sunsynk Connect Pro" is displayed in white, with "Powered by conductify®" below it. There are four input fields: "Full Name", "Email Address", "Password", and "Confirm Password". The "Password" and "Confirm Password" fields have eye icons to toggle visibility. Below these fields is a yellow "Sign Up" button. At the bottom, there is a link that says "Already have an account?" followed by a yellow "Sign In" button.

3. You will then be directed to your personal **Plant List**, which will initially be empty.



Create a Plant (United Kingdom)

Note: It is extremely important you ensure all your device and plant information is complete and accurate. If any information is missing and/or inaccurate, this will affect the accuracy of the AI-based predictions and associated management and financial performance.

1. After signing in, you will arrive at your **Plant List**. To add a new plant, tap the **Add (+)** button, which is located to the right of the search bar.



2. You will be prompted to enter your equipment details. Complete the inverter information section (Serial Number and Model). If you have multiple inverters in parallel, select **Add (+)** and enter the details of your secondary inverter.

3. Complete the Data Logger information section (Serial Number, Key and Type).

The screenshot shows the 'Add Plant' form with the 'Data Logger' section highlighted. The form includes sections for Inverter, Data Logger, and PV. The Data Logger section contains three input fields: 'Serial Number' (Required), 'Key' (Required), and 'Type' (Required). The PV section contains one input field: 'Capacity' (Required). A '+' icon is visible below the PV section. A 'Next' button is at the bottom of the form. The bottom navigation bar shows icons for Plants, Devices, Subscriptions, and Account.

4. Complete the battery information section (Type, Model, Quantity and Serial Number).

The screenshot shows the 'Add Plant' form with the 'Battery' section highlighted. The form includes sections for Inverter, Data Logger, and Battery. The Inverter section contains two input fields: 'Serial Number' (Required) and 'Model' (Required). The Data Logger section contains three input fields: 'Serial Number' (Required), 'Key' (Required), and 'Type' (Required). The Battery section contains two input fields: 'Type' (Required) and 'Capacity' (Required). A '+' icon is visible below the Battery section. A 'Next' button is at the bottom of the form. The bottom navigation bar shows icons for Plants, Devices, Subscriptions, and Account.

5. Complete the PV information section (Capacity).
PV Capacity is the amount of PV/Solar you have installed in Watts (W).

The screenshot shows the 'Add Plant' form with the following sections:

- Inverter**
 - Serial Number Required
 - Model Required
- Data Logger**
 - Serial Number Required
 - Key Required
 - Type Required
- Battery**
 - Type Required
- PV** (highlighted)
 - Capacity Required

At the bottom, there is a 'Next' button and a navigation bar with icons for Plants, Devices, Subscriptions, and Account.

6. Complete the plant information section (Plant Name, Commission Date, Country, Address, and Investment Amount).

It is important to get the location information accurate. The AI reads data from your nearest weather station to be able to make a prediction on solar production based on your weather data. The most important key metric for the United Kingdom is "Postal Code".

The screenshot shows the 'Add Plant' form with the following sections:

- Plant Name** Required
- Commission Date** Required
- Country** United Kingdom (dropdown)
- Post Code** Required
- Address** Required
- Investment Total (£)** Required
- Rate Region**
 - GB Rate Type Required (dropdown)
 - Octopus Region Required (dropdown)

At the bottom, there is a 'Next' button and a navigation bar with icons for Plants, Devices, Subscriptions, and Account. A 'Previous' link is visible in the top right corner.

7. Complete the Rate Region information section (GB Rate Type and Octopus Region). For the United Kingdom, you will be asked to select your rate type. If you have a supported smart tariff such as Agile Octopus or Flux, select it and then select your region, the system will then automatically gather your import and export price information. If you do not have a supported smart tariff, then you will need to manually enter rates, using either the **‘Constant’** option (where your rates are not time variable) or as time-of-use rates.

Note: The above information is extremely important for proper functioning of the AI optimisation. Where available for your plant and configured to operate in this mode, the AI prepares daily charge plans which are sent to your inverter to automatically control charging from grid (buying) at the lowest rate available and discharging surplus energy to grid (selling) at the highest available price. It is the owners' responsibility to ensure this information is entered correctly. This data will also be used to calculate financial metrics, including your return on investment.

8. Complete the grid information section (Grid Connected and Grid Mode).

The screenshot shows the 'Add Plant' form with a 'Previous' link in the top right. The form contains several input fields: 'Plant Name' (Required), 'Commission Date' (Required), 'Country' (United Kingdom, dropdown), 'Post Code' (Required), 'Address' (Required), and 'Investment Total (£)' (Required). Below these is a 'Rate Region' section with two dropdowns: 'GB Rate Type' (Required) and 'Octopus Region' (Required). At the bottom of the form is a 'Next' button. The bottom navigation bar includes icons for 'Plants', 'Devices', 'Subscriptions', and 'Account'.

The screenshot shows the 'Add Plant' form with a 'Previous' link in the top right. The form contains several input fields: 'Valuation Method' (Constant Price, dropdown), 'Import Price' (Required), 'Export Price' (Required), 'Owner Email' (Required), 'Grid Connected?' (Yes, dropdown), and 'Select Grid Mode' (Standard, dropdown). Below these is a 'Grid Connected?' section with a dropdown set to 'Yes'. At the bottom of the form is a 'Cancel' button. The bottom navigation bar includes icons for 'Plants', 'Devices', 'Subscriptions', and 'Account'.

9. Complete the solar PV information section.

MPPT - Within the MPPT section, you should include the number of solar panels connected to each of the MPPT's.

VOC / ISC / IMP – This data can be found on your solar panel datasheet.

The screenshot shows a mobile application interface for adding a new plant. The title is "Add Plant" with a "Previous" link. The form includes the following fields and controls:

- Operation Mode: Solar PV & Battery (dropdown)
- MPPT 1: (dropdown with info icon)
- MPPT 2: (dropdown with info icon)
- MPPT 3: (dropdown with info icon)
- MPPT 4: (dropdown with info icon)
- VOC: (text input)
- ISC: (text input)
- IMP: (text input)
- Solar PV Priority: Selling First (dropdown)
- Max Export Power: (text input)
- Charge Watts: (text input)
- Discharge Watts: (text input)
- Charge Source: Grid (dropdown)
- SOC %: (text input)
- From: (time picker) To: (time picker)
- A "+" button to add more time slots.
- "Next" and "Cancel" buttons.

The bottom navigation bar contains icons for Plants, Devices, Subscriptions, and Account.

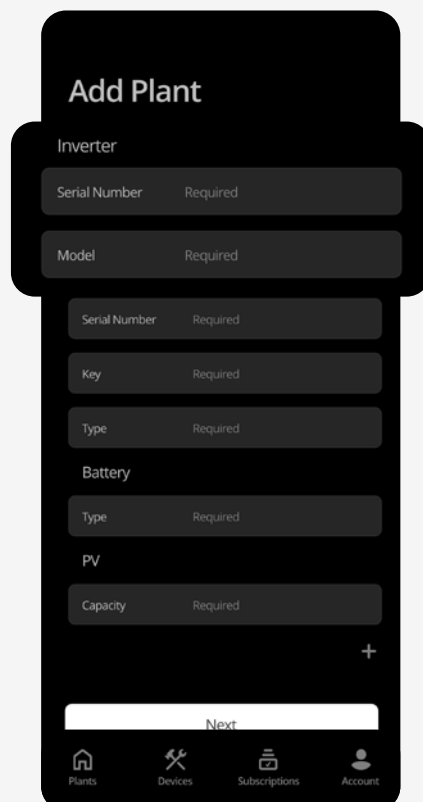
Create a Plant (South Africa)

Note: It is extremely important you ensure all your device and plant information is complete and accurate. If any information is missing and/or inaccurate, this will affect the accuracy of the AI-based predictions and associated management and financial performance.

1. After signing in, you will arrive at your **Plant List**. To add a new plant, tap the **Add (+)** button, which is located to the right of the search bar.



2. You will be prompted to enter your equipment details. Complete the inverter information section (Serial Number and Model). If you have multiple inverters in parallel, select **Add (+)** and enter the details of your secondary inverter.



3. Complete the Data Logger information section (Serial Number, Key and Type).

Add Plant

Inverter

Serial Number

Required

Model

Required

Data Logger

Serial Number

Required

Key

Required

Type

Required

Type

Required

PV

Capacity

Required

+

Next

Plants

Devices

Subscriptions

Account

4. Complete the battery information section (Type, Model, Quantity and Serial Number).

Add Plant

Inverter

Serial Number

Required

Model

Required

Data Logger

Serial Number

Required

Key

Required

Type

Required

Battery

Type

Required

Capacity

Required

+

Next

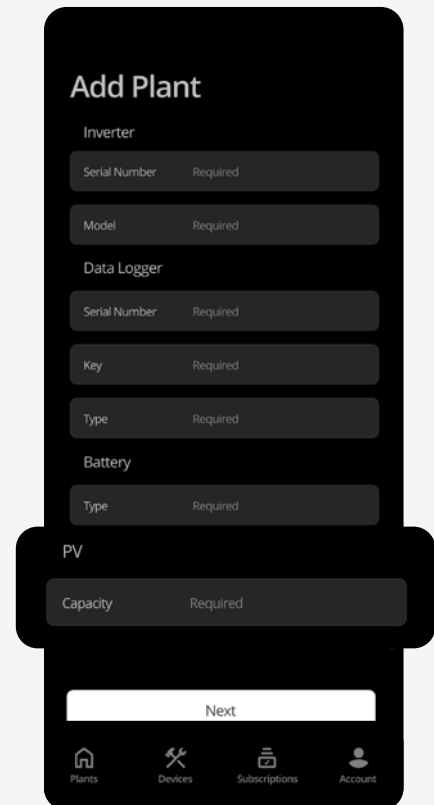
Plants

Devices

Subscriptions

Account

5. Complete the PV information section (Capacity).
PV Capacity is the amount of PV/Solar you have installed in Watts (W).



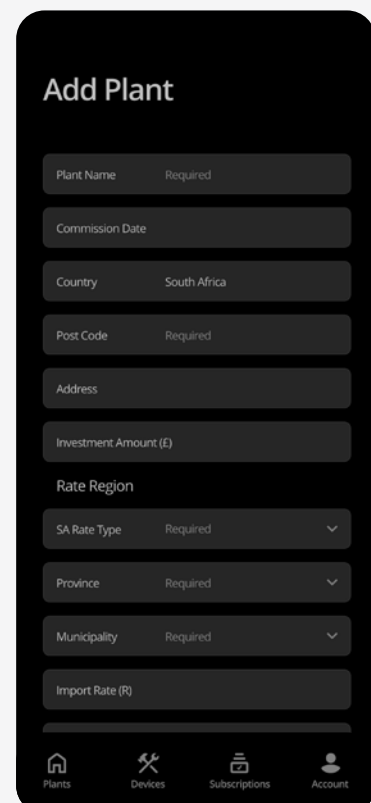
The screenshot shows the 'Add Plant' form with the following sections:

- Inverter**
 - Serial Number (Required)
 - Model (Required)
- Data Logger**
 - Serial Number (Required)
 - Key (Required)
 - Type (Required)
- Battery**
 - Type (Required)
- PV** (highlighted)
 - Capacity (Required)

At the bottom of the form is a 'Next' button and a navigation bar with icons for Plants, Devices, Subscriptions, and Account.

6. Complete the plant information section (Plant Name, Commission Date, Country, Address, and Investment Amount).

It is important to get the location information accurate. The AI reads data from your nearest weather station to be able to make a prediction on solar production based on your weather data. The most important key metric for South Africa is "City".



The screenshot shows the 'Add Plant' form with the following sections:

- Plant Name** (Required)
- Commission Date**
- Country** (South Africa)
- Post Code** (Required)
- Address**
- Investment Amount (£)**
- Rate Region**
 - SA Rate Type (Required)
 - Province (Required)
 - Municipality (Required)
- Import Rate (R)**

At the bottom of the form is a navigation bar with icons for Plants, Devices, Subscriptions, and Account.

7. Complete the Rate Region information section
For the South Africa, you will be asked to enter information necessary to associate you with an Eskom area for load shedding. In addition, you will need to manually enter rates using either the **'Constant'** option (where your rates are not time variable) or as time-of-use rates, as applicable for your municipality and/or estate.

Note: The above information is extremely important for proper functioning of the AI optimisation. Where available for your plant and configured to operate in this mode, the AI prepares daily charge plans which are sent to your inverter to automatically control charging from grid (buying) at the lowest rate available and discharging surplus energy to grid (selling) at the highest available price. It is the owners' responsibility to ensure this information is entered correctly. This data will also be used to calculate financial metrics, including your return on investment.

8. Complete the grid information section (Grid Connected and Grid Mode).

The screenshot shows the 'Add Plant' form with the following fields:

- Plant Name (Required)
- Commission Date
- Country (South Africa)
- Post Code (Required)
- Rate Region section:
 - SA Rate Type (Required)
 - Province (Required)
 - Municipality (Required)
 - Import Rate (R)
 - Export Rate (R)

The bottom navigation bar includes: Plants, Devices, Subscriptions, and Account.

The screenshot shows the 'Add Plant' form with the following fields:

- Valuation Method (Constant Price)
- Import Price (Required)
- Export Price (Required)
- Owner Email (Required)
- Grid Connected? (Yes)
- Select Grid Mode (Standard)
- Grid Connected? (Yes)
- Select Grid Mode (Standard)
- Cancel button

The bottom navigation bar includes: Plants, Devices, Subscriptions, and Account.

9. Complete the solar PV information section.

MPPT - Within the MPPT section, you should include the number of solar panels connected to each of the MPPT's.

VOC / ISC / IMP – This data can be found on your solar panel datasheet.

Add Plant Previous

Operation Mode Solar PV Only

MPPT 1

MPPT 2

MPPT 3

MPPT 4

VOC

ISC

IMP

Solar PV Priority Selling First

Max Export Power

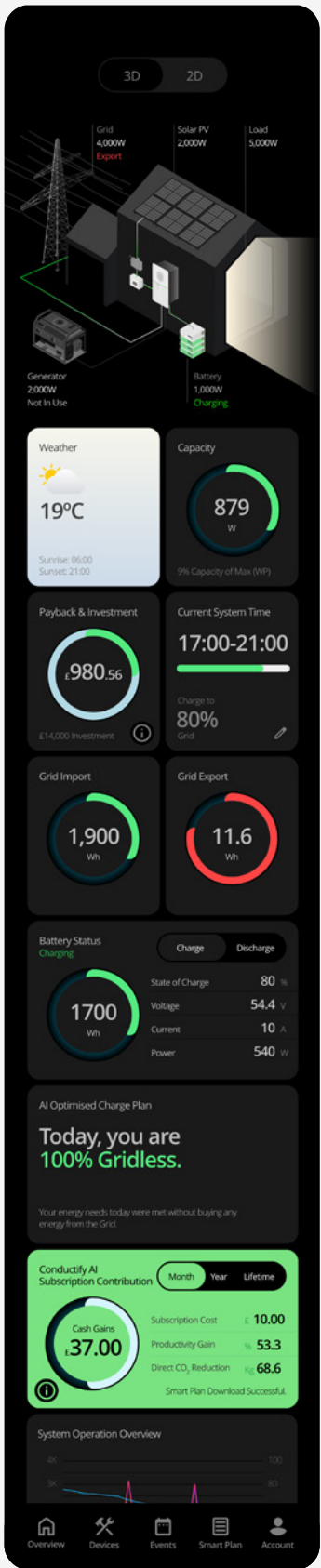
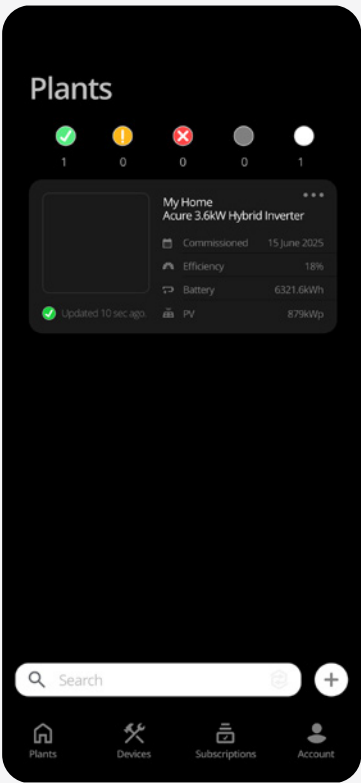
Next

Cancel

Plants Devices Subscriptions Account

Accessing your Plant

1. From the **Plant List** page, select your plant and this will open your plant overview.

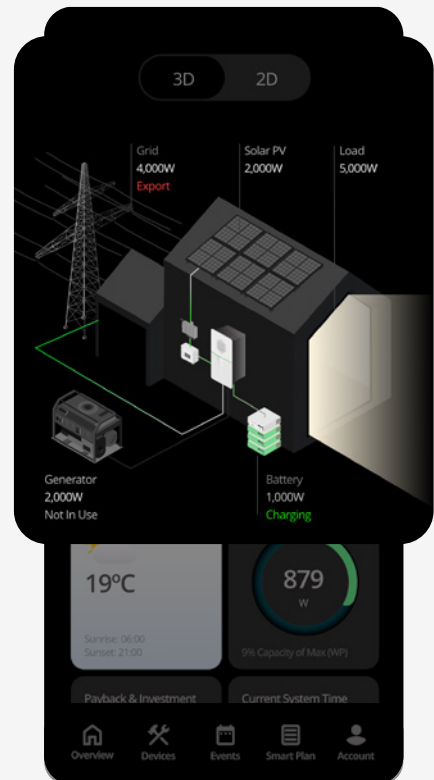


Plant Overview Tiles

Power Flow

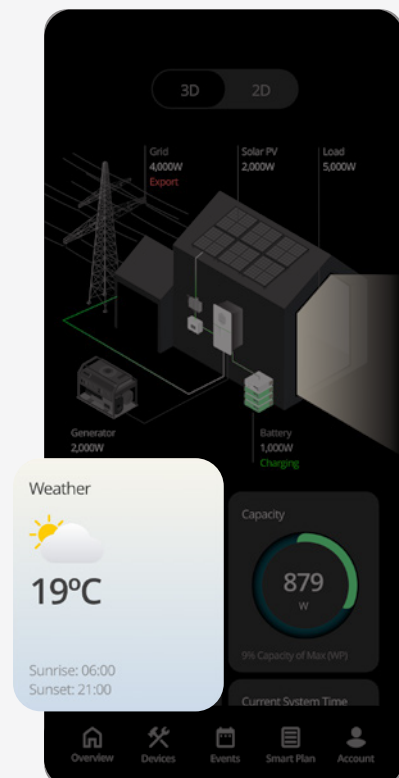
The system power flow shows you exactly what is happening with your system at that moment in time.

It shows you if you are importing or exporting to the grid, how much solar PV you are generating, your property load, battery status and generator usage (if enabled).



Weather

The weather tile shows you the current weather information for your area. It also includes the estimated sunrise and sunset times for your location.



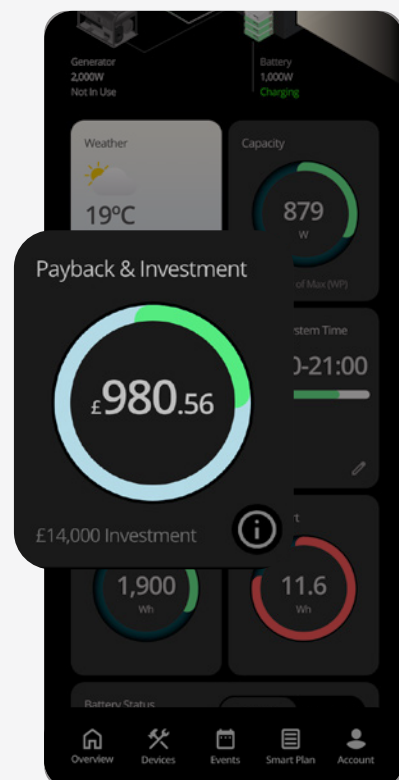
Capacity

The capacity tile shows you how much you are currently generating. It includes a percentage figure highlighting the current generation amount against the capacity you have stated you have installed.



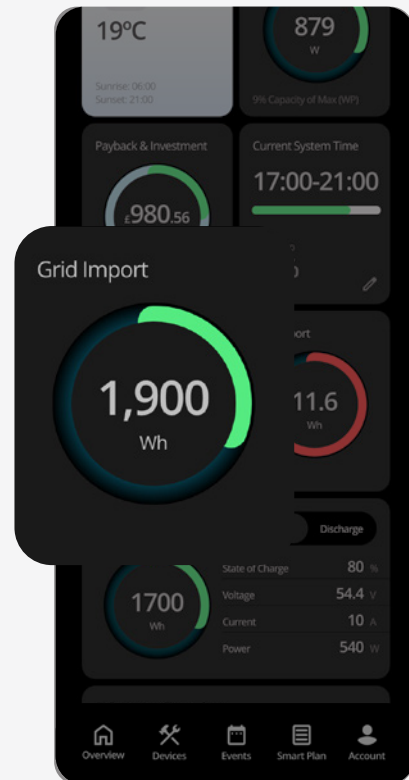
Payback & Investment

The payback & investment tile shows you how much you have saved using your system. This is updated at the end of each day for the previous 24 hours. If you have taken out an AI optimisation subscription, it will include any associated additional gains.



Grid Import

The grid import tile shows you how much you have imported from the grid that day.



Grid Export

The grid export tile shows you how much you have exported to the grid that day.



Battery Status

The battery status tile shows you how much you have charged and discharged the battery that day. It also shows you live information such as your state of charge percentage, voltage, current and power.



System Operation

The system operation overview tile shows you what has been happening with your system that day. You can tap and select parts of the graph that indicate what is happening at that point.

The graph covers your PV production, SOC, grid usage, battery usage and property load. Using the calendar at the bottom, you can go back and look at the previous days data.



Conductify AI Contributions

Month – Year - Lifetime

Use the slider to select the data period to see. These numbers are calculated based on actual measured performance for your plant, as explained in more detail below. **‘Lifetime’** refers to the duration of the current subscription only, not the cumulative total for any series of subscriptions cancelled/renewed.

Metrics

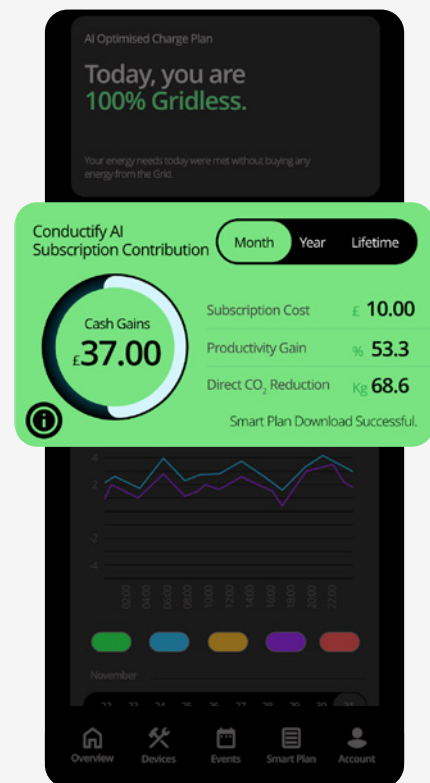
All the following relate to the period you’ve selected above, and reflect benefits delivered by AI prediction, planning and automated management:

Cash Gains

Where the default ‘sell surplus solar at highest rate’ mode is enabled, this is the cumulative daily total savings from predictive grid purchase management and total earnings from predictive grid sell management achieved whilst meeting local energy needs at all times over the relevant 24-hour period. This mode leverages the AI’s ‘grid minimisation’ capabilities and differential buy/sell rates across time-of-use tariffs, if available. The white ring around the cash number illustrates the scale of the Productivity Gain driving these gains, as applicable.

Subscription Cost

This shows how much you have spent on your subscription over the period. The applicable monthly subscription price is apportioned equally across the number of days in the relevant month(s) and then shown as a cumulative total for the selected period.



Productivity Gain

This is a measure of our AI’s efficiency to plan and manage use of your onsite battery storage resources to store the maximum amount of forecast surplus solar whilst also meeting your forecast energy demands and automatically optimising grid buy/sell opportunities for most user value.

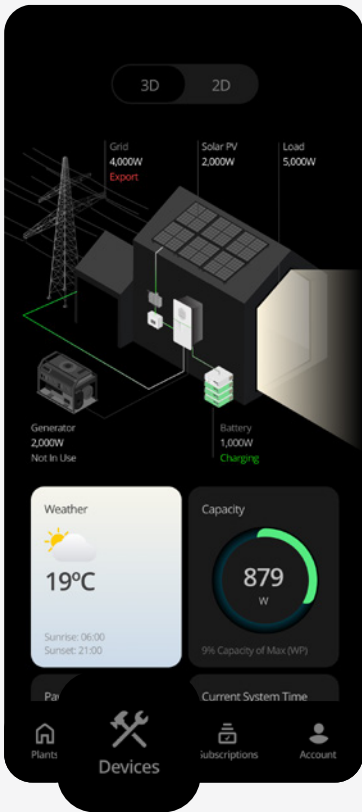
Direct CO2 Reduction

This shows the CO₂ equivalent of the battery capacity preserved to store available solar production over the period. This energy source is directly verifiable as ‘green energy’ and does not rely on indirect ‘carbon offset’ arrangements. It is expressed in kg and calculated as follows, using the UK Government Greenhouse Gas Conversion Factors for Electricity (2023) of 0.20705kg CO₂e per kWh.

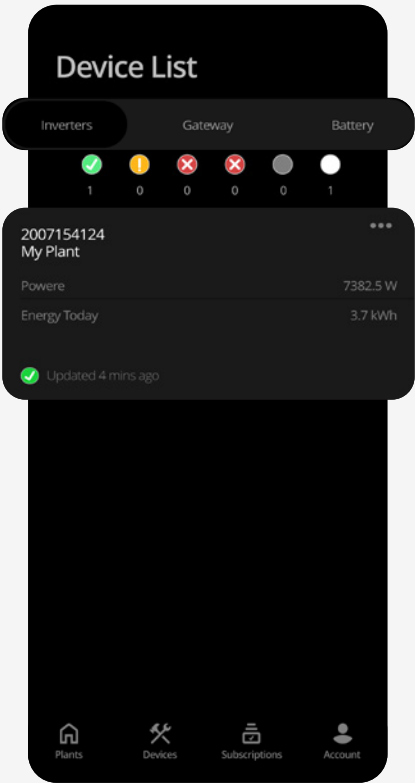
See Sunsink Connect Pro website for full details of calculation basis.

Accessing your Devices Page

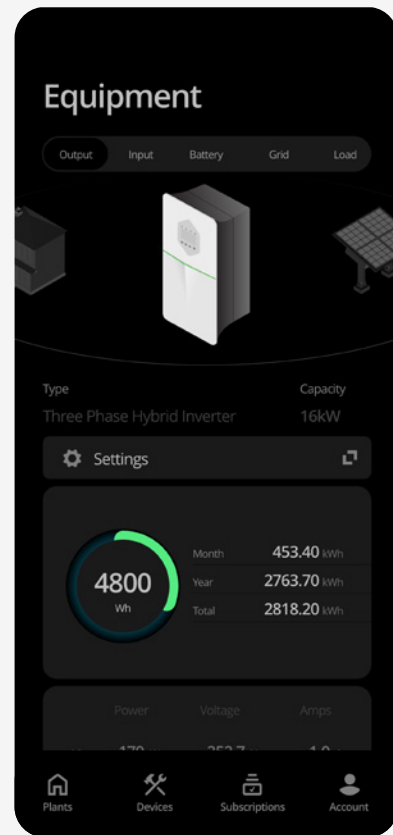
- 1. From your plant overview page, tap **Devices** in the menu.



- 2. Select the device you want to view on the tab bar and then select the equipment.



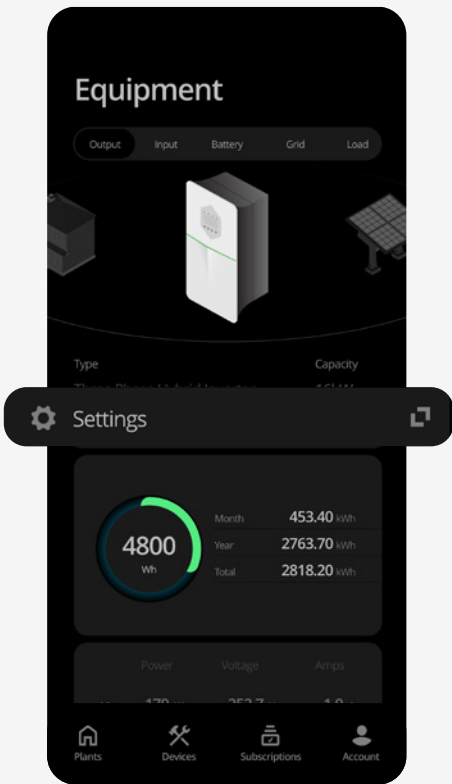
3. The equipment pages have been designed to show you your essential information in a user-friendly format. Each page also gives you easy access to your settings menu.



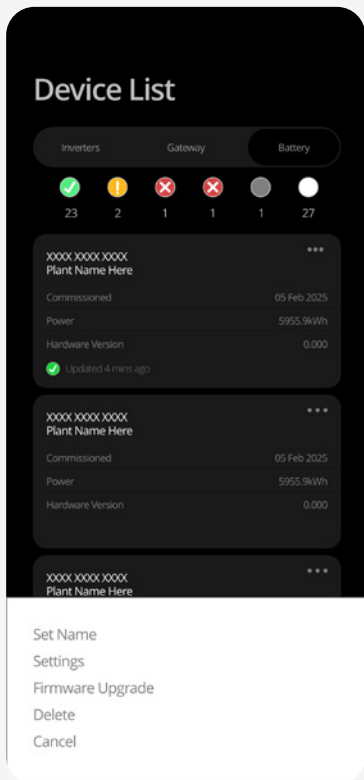
Accessing your Equipment Settings

There are 2 ways to access your equipment settings.

- 1. From the equipment overview page, tap the **Settings** option which is available on each item page.

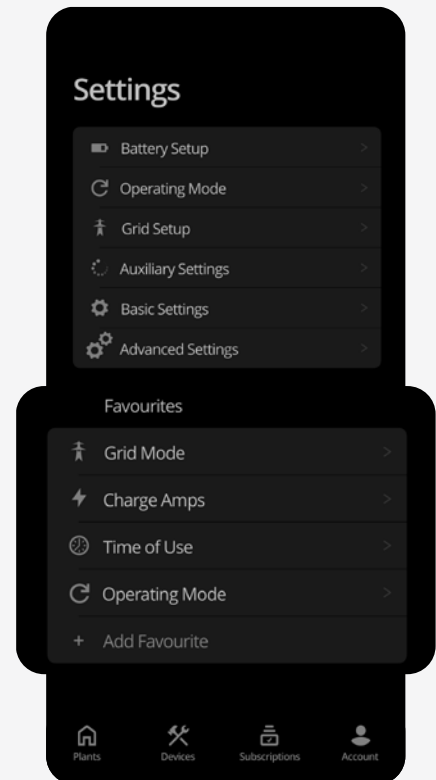


- 2. You can access the settings by tapping the **Devices** icon in the menu bar, selecting more (...), and then choosing **Settings**.



Settings Menu Layout

The settings menu follows a similar layout as the original Sunsynk Connect app with the addition of a **Favourites** section for quick access to the most used settings options.

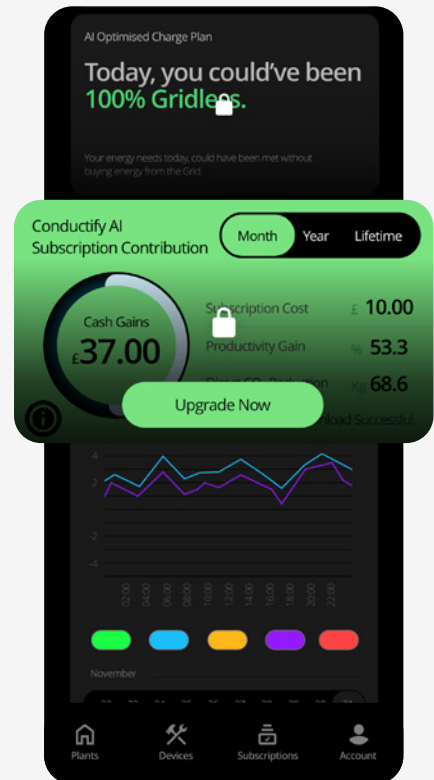


Pro Plan, with AI Optimisation Setup (First Time)

1. On your plant overview page, you will see a green tile that is locked and includes a button showing **Upgrade Now**. Tap this and it will walk you through the subscription setup pages.

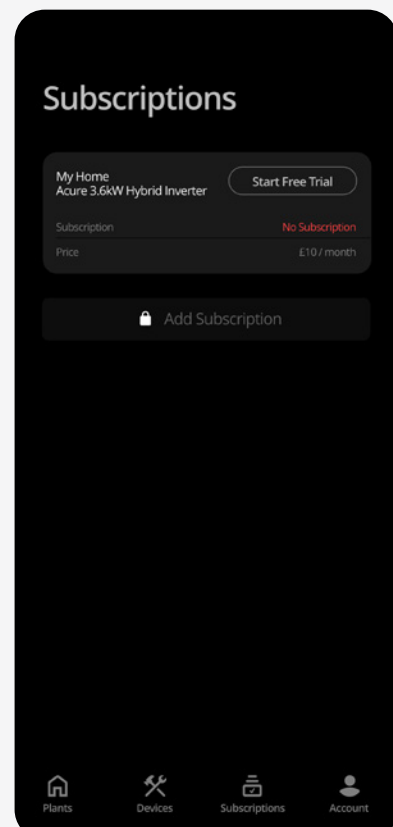
The following pages are UK examples, currency denominations and prices vary by country.

Note: Once you have completed the following process to upgrade, you will then need to configure certain settings relating to AI optimisation once the subscription has been activated (see following pages).

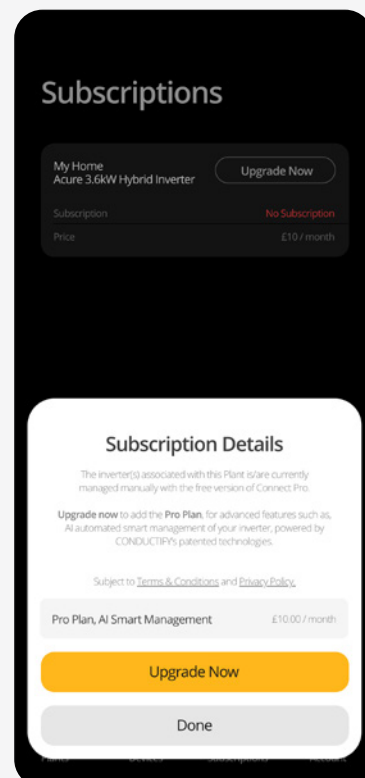


2. Tap **Start Free Trial**.

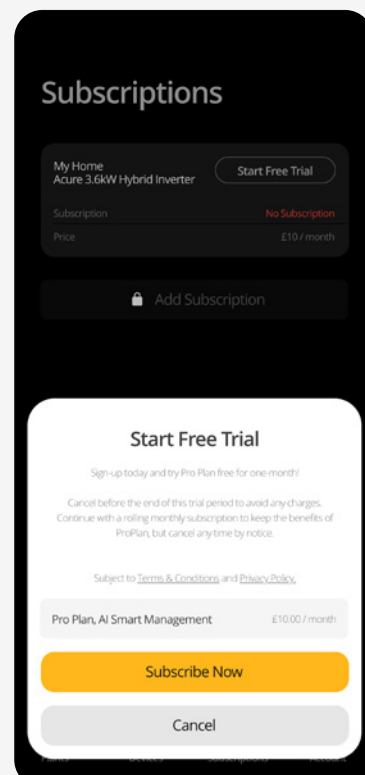
Note: The free trial is available only once



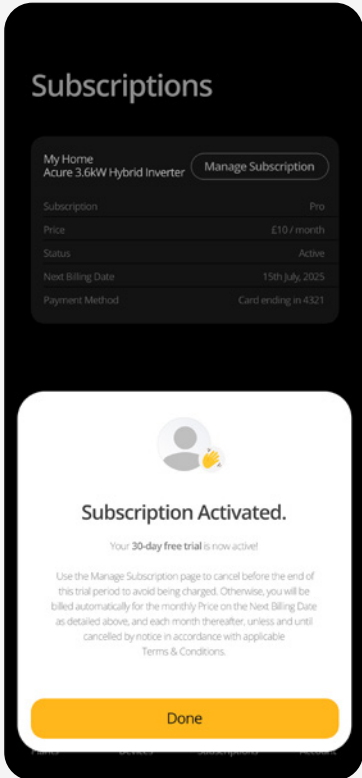
3. The subscription details will be displayed, along with an option to view the Terms and Conditions. To continue, tap **Upgrade Now**.



4. The next screen will provide details of the free trial. Tap **Subscribe Now**, and you will be redirected to your device's app store to confirm the subscription and process payment. Once completed, you will be returned to the app and your subscription will be active.



5. Your subscription is now active.

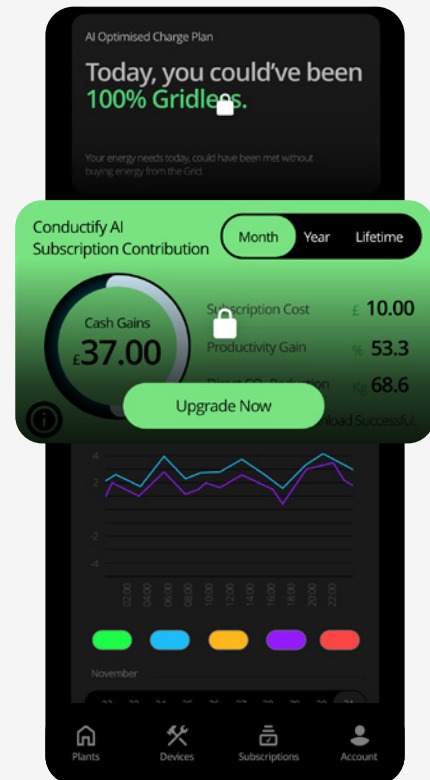


Pro Plan, with AI Optimisation Setup (Re-Subscriber)

1. On your plant overview page, you will see a green tile that is locked and includes a button showing **Upgrade Now**. Tap this and it will walk you through the subscription setup pages.

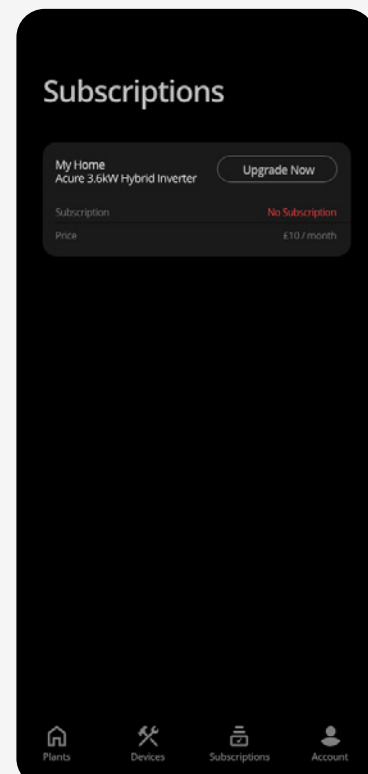
The following pages are UK examples, currency denominations and prices vary by country.

Note: Once you have completed the following process to upgrade, you will then need to configure certain settings relating to AI optimisation once the subscription has been activated (see following pages).

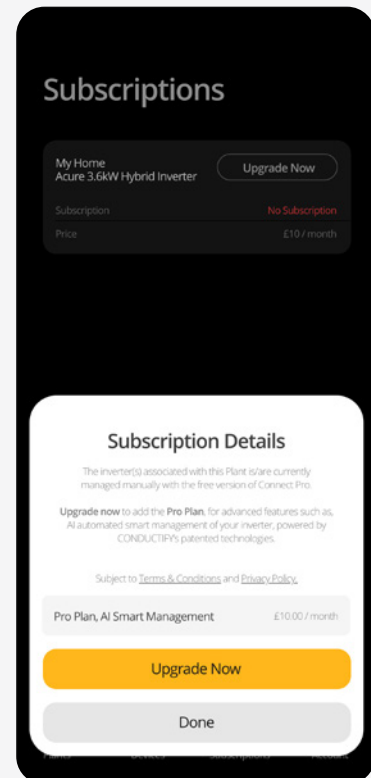


2. The subscription details will be displayed, along with an option to view the Terms and Conditions. To continue, tap **Upgrade Now**.

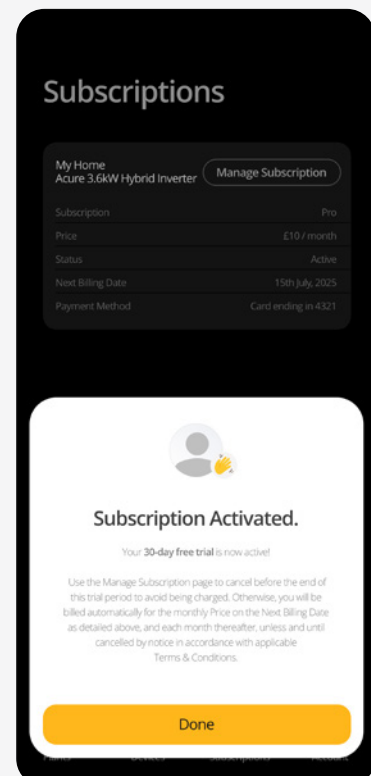
Note: No free trial is available for re-subscribing users.



3. The next screen will provide details of the free trial. Tap **Subscribe Now**, and you will be redirected to your device's app store to confirm the subscription and process payment. Once completed, you will be returned to the app and your subscription will be active.



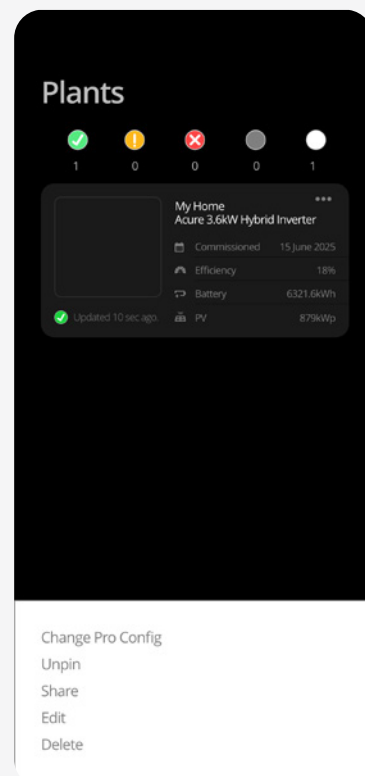
4. Your subscription is now active.



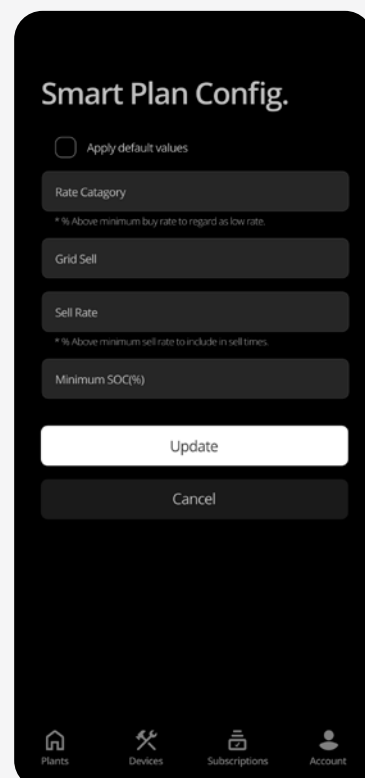
AI Configuration and Setup

Note: In order for the AI to be able to function as designed, it is essential you ensure your inverter has "remote access" enabled at all times. The Sunsynk factory default setting has "remote access" enabled, but it could have been changed by you or your installer. This setting can be found and set via the Inverter LCD. Please double-check this setting to avoid associated problems with operation of the AI optimisation.

1. Tap more (...) next to the plant and then select **Change Pro Config**.



2. Complete the form and select **Update**.



Alternative AI Work Modes

Note: These settings affect the 'goals' and automation effects applied by AI optimisation. At setup, the default mode is 'Sell surplus at highest rate', which will be applied until you change these mode settings. Mode availability will depend on if your plant and/or grid supplier supports selling; **for safety and compliance reasons, you must NOT select a mode with selling if this capability is not supported by your plant and/or NOT authorised by your grid supplier.**

No grid sell

Sell surplus solar when battery 100%

Sell surplus solar at highest rate

Rate arbitrage

No Grid Sell

Will prevent the inverter from selling any excess solar energy to the grid. For example, this is the appropriate setting for South African Eskom regions where grid selling is prohibited.

Sell Surplus Solar When Battery 100%

Will only sell to grid when the battery is fully charged – at whatever time(s) and rate(s) this occurs. No sell-rate management is taken into account or applied - neither Octopus nor user configured time-of-use rates (where available). Only recommended for sites where the 'constant' rates option has been configured in the SSCP.

Sell Surplus Solar At Highest Rate

The AI will automatically maximise the amount of surplus energy (i.e. energy available after predicted local demand and battery charging need satisfied), which will be automatically sold during high-rate periods. The AI can time shift battery charging time(s) throughout the period to maximise sale of surplus energy within high-rate periods. Any

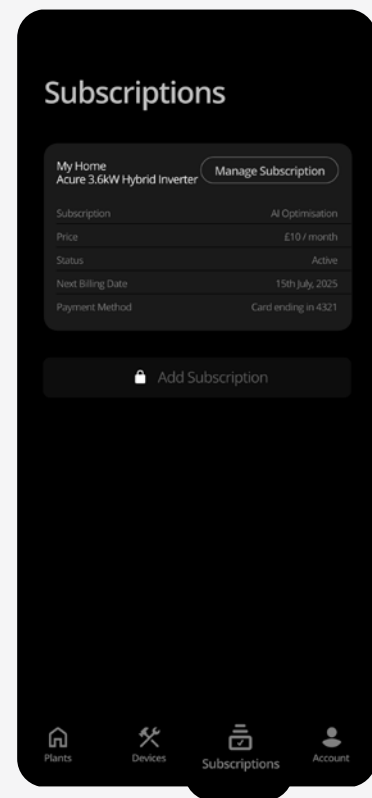
surplus solar which the AI cannot sell during high-rate period(s) will still be sold, as and when possible, and at the applicable sell-rates available at such time(s). Ideally, this option should be used for sites where Octopus or user configured time-of-use rates have been configured to maximise potential benefit opportunities.

Rate Arbitrage

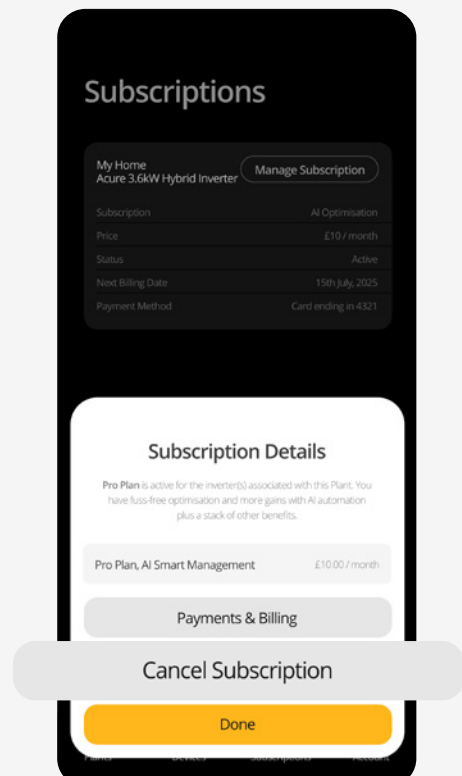
This option will charge the battery to 100% SOC during low-rate buy periods and discharge it down to the applicable minimum SOC (as you have configured for the plant) during high-rate sell periods. As this approach does not plan to meet any local connected loads/demand with minimal grid consumption, this option is ideal for 'no load' installations and, otherwise, it should be used with caution – as, typically, depending on demand and other conditions, grid energy would be purchased at various different times at whatever is the prevailing buy-rate. At times, in some grid energy markets, the difference between the rates in high-rate sell period(s) and buy-rates during other periods, is marginal, which can reduce the overall financial benefit of arbitrage.

Cancelling an Active AI Subscription

1. For the relevant plant, tap **Subscriptions** in the menu to view your active subscriptions. Select the subscription for the plant you would like to cancel.

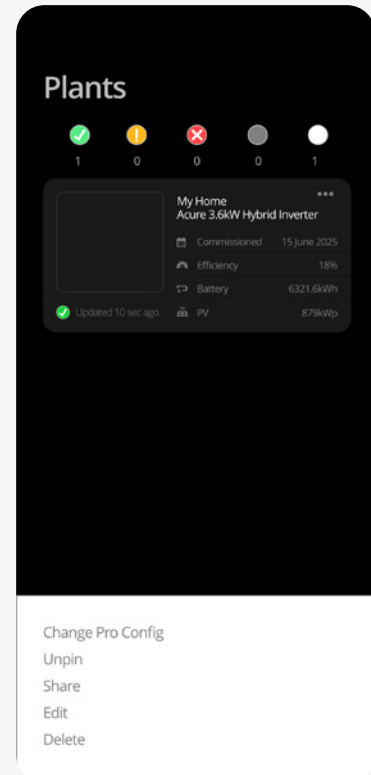


2. Tap **Cancel Subscription**.

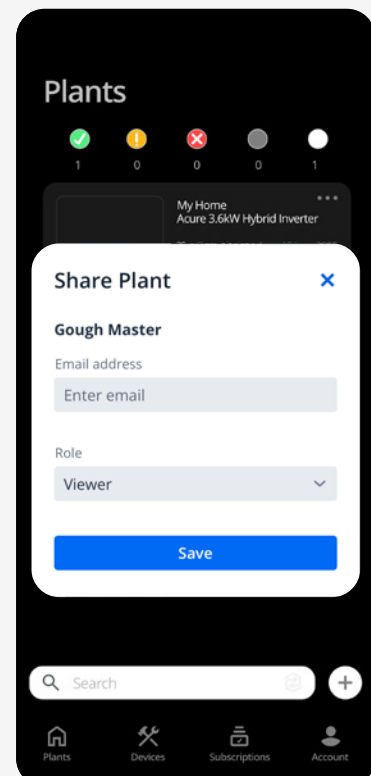


Sharing a Plant

1. Tap more (...) next to the plant and then **Share**.



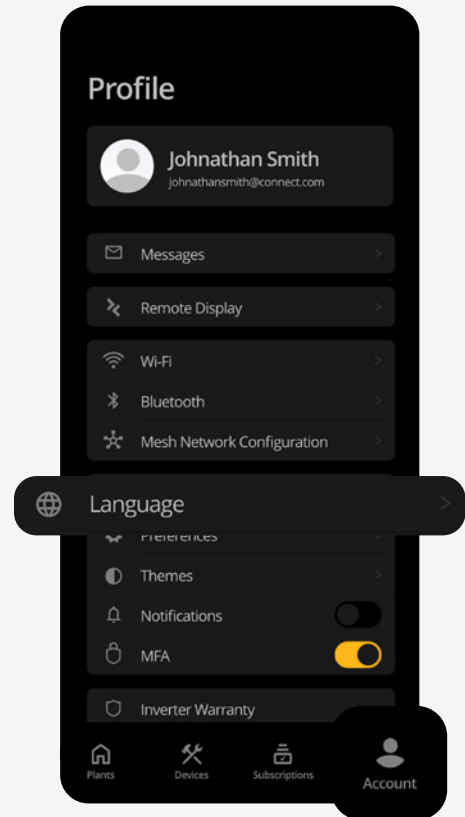
2. Enter the email address of the user you would like to give access to and choose their role.



Settings

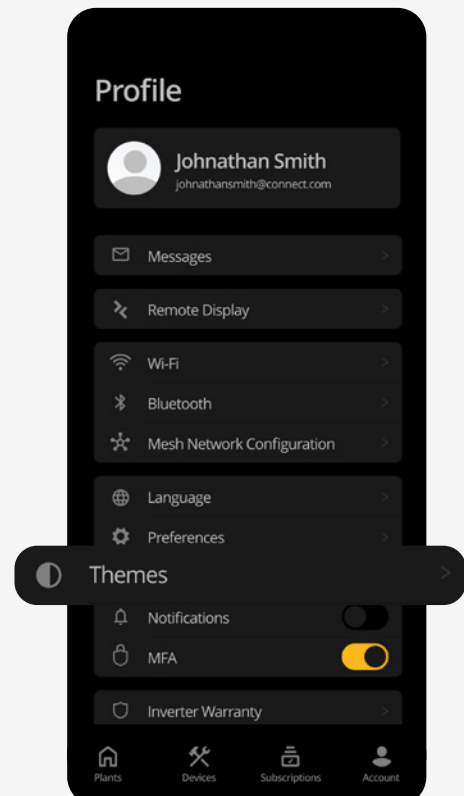
Language Settings

Tap **Account** in the menu and select **Language**.



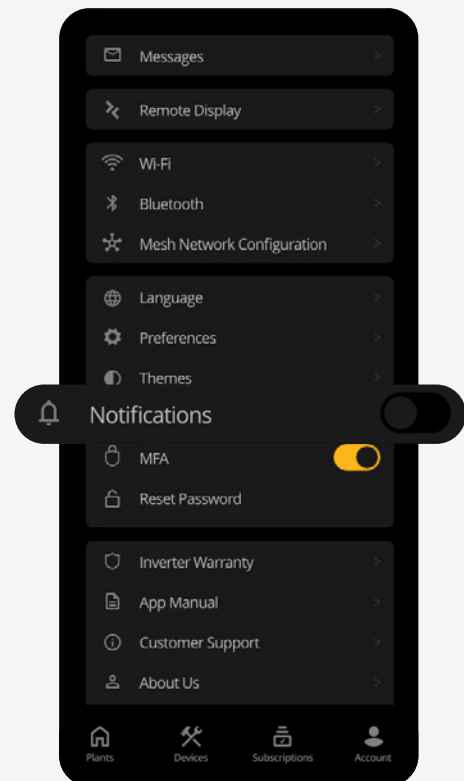
Theme Settings

Tap **Account** in the menu and select **Themes**, you can then select light or dark theme.



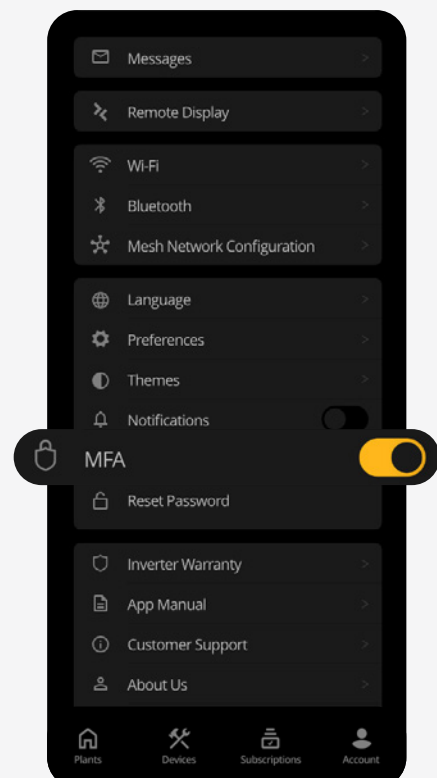
Manage Notifications

Tap **Account** in the menu and select **Notifications**.



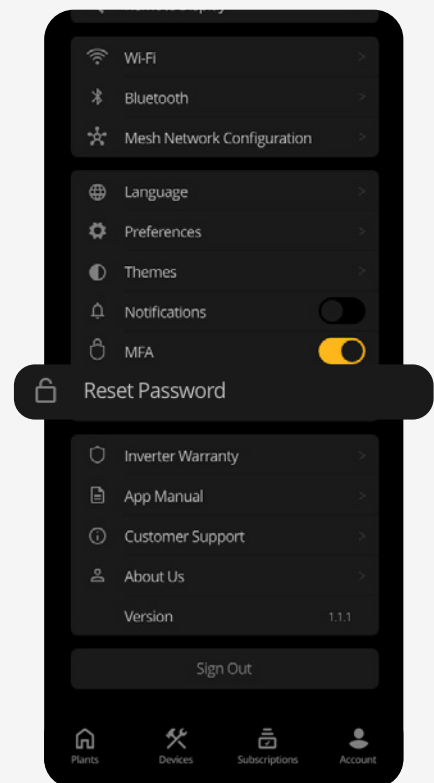
Multi-Factor Authentication

Tap **Account** in the menu and select **MFA**, to toggle Multi-Factor Authentication on or off.



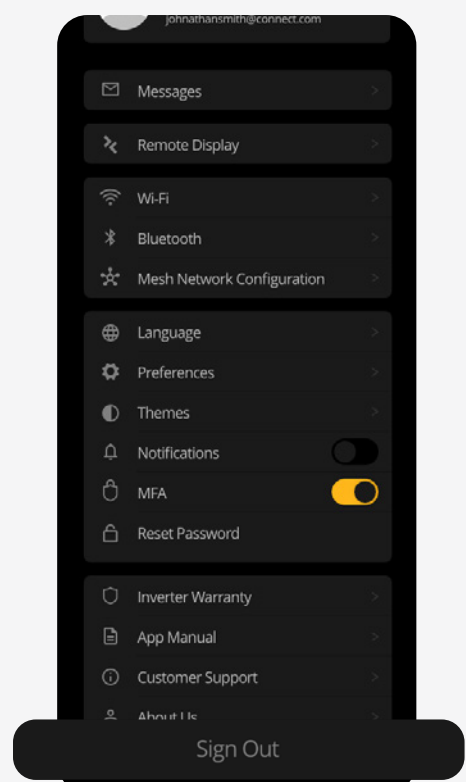
Password Reset

1. Tap **Account** in the menu and select **Language**.



Sign Out

1. Tap **Account** in the menu and select **Sign Out**.





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