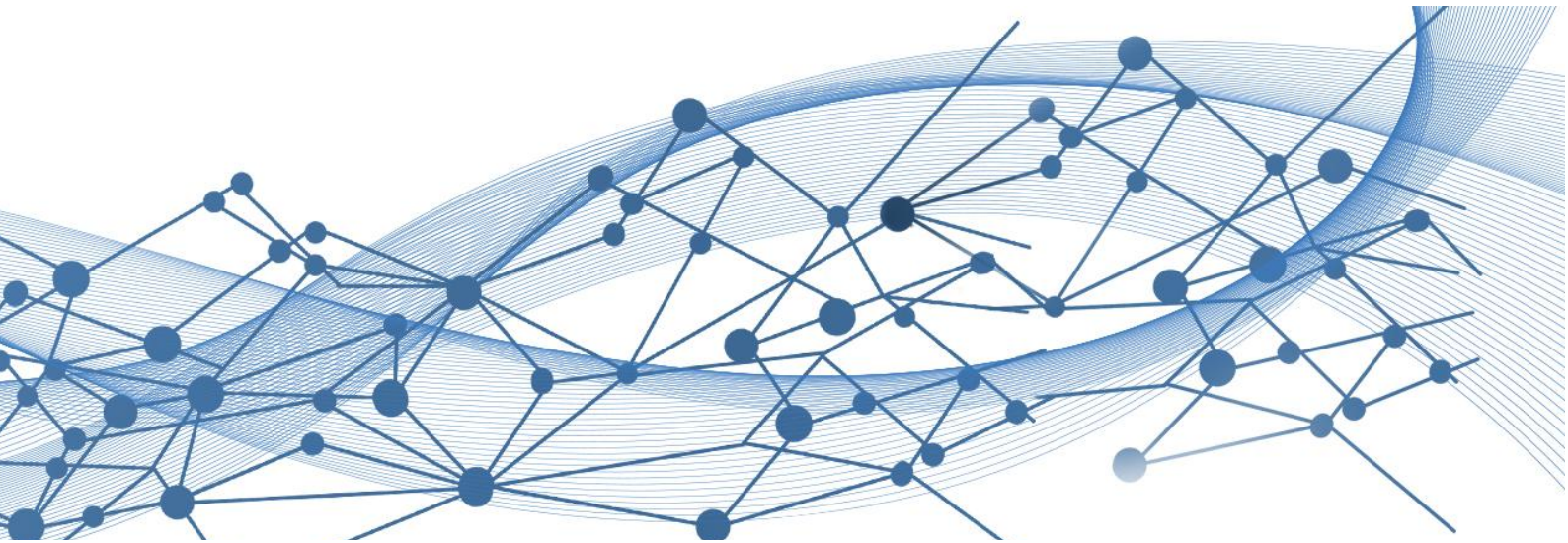


# LuxCloud 2.0 APP

## User Manual



Issue On: 2025-12-9

Version: 1.3

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Website



Youtube



Facebook

[www.luxpowertek.com](http://www.luxpowertek.com)

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# Introduction to LuxCloud

Thank you for choosing LuxpowerTek's intelligent monitoring platform — LuxCloud.

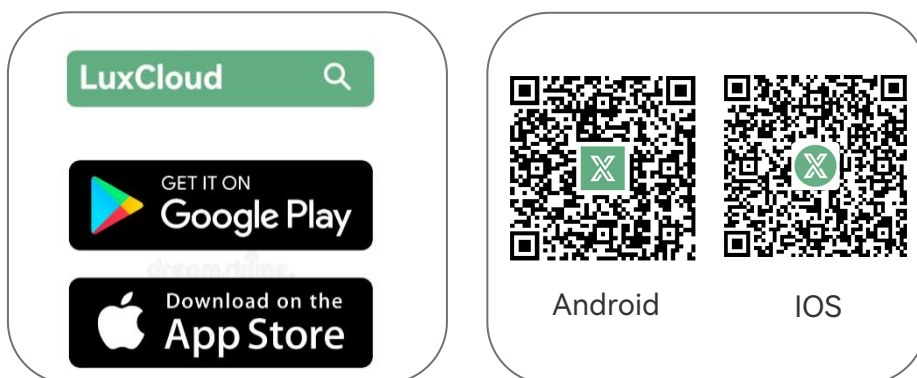
This platform supports device monitoring, data analysis, remote management, and after-sales support, providing you with a comprehensive smart energy management experience.

## 1. Installation, Registration and Login

### 1.1 Download the App

**Tips:**

Supported mobile operating systems: Android 6.0 or above, iOS 12.0 or above.



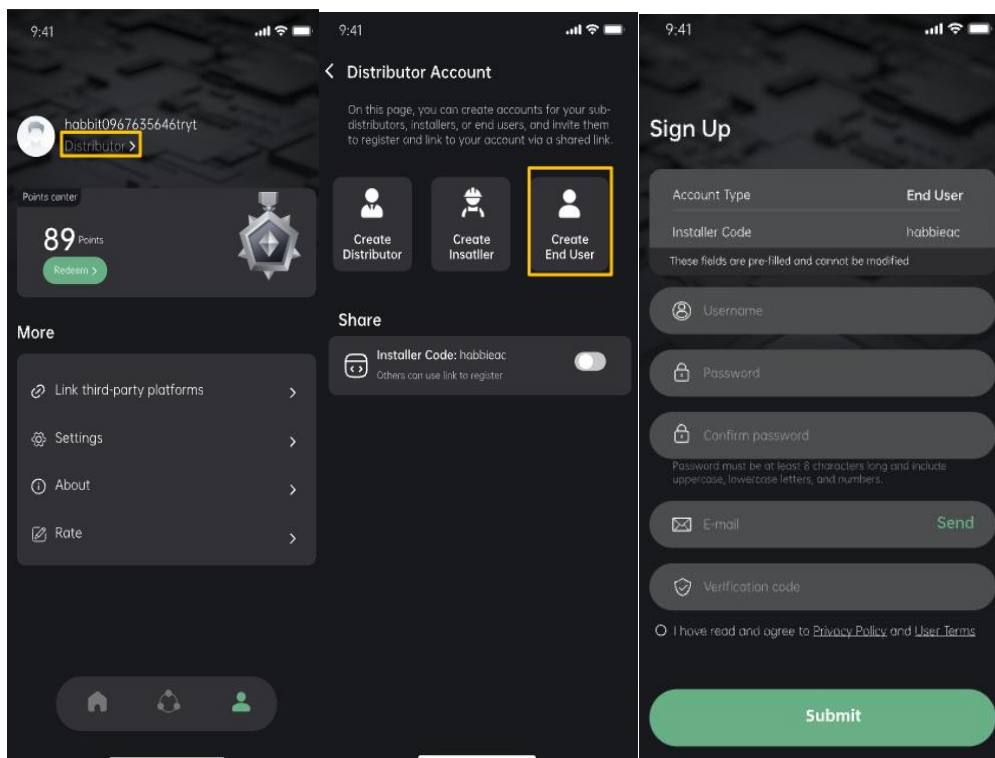
### 1.2 Register an Account

The LuxCloud platform allows accounts to be created for end users by distributors or installers, or end users can self-register via a shared link or QR code.

## 1.2.1 Create an Account for End Users

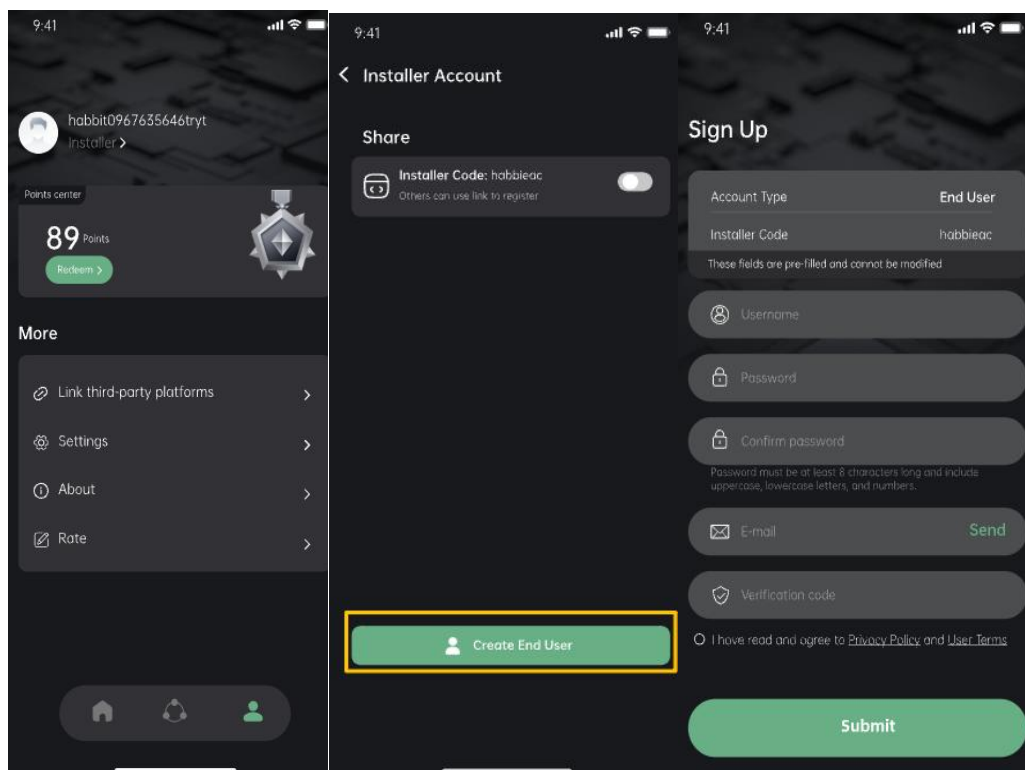
### 1.2.1.1 Distributor Creates an End User Account

1. Log in to the distributor account and navigate to the **Profile** section.
2. Select **Distributor**.
3. Select **Create End-User**.
4. Enter the end-user's **commonly used email address** and submit.
5. The system will automatically send a **verification email** to the provided address.  
Upon verification, the end-user can log in to LuxCloud.



### 1.2.1.2 Installer Creates an End User Account

1. Log in to the installer account and navigate to the **Profile** section.
2. Select **Installer**.
3. Select **Create End-User**.
4. Enter the end user's email address and submit.
5. The system will automatically send a **verification email** to the provided address.  
Upon verification, the end-user can **log in** to LuxCloud.

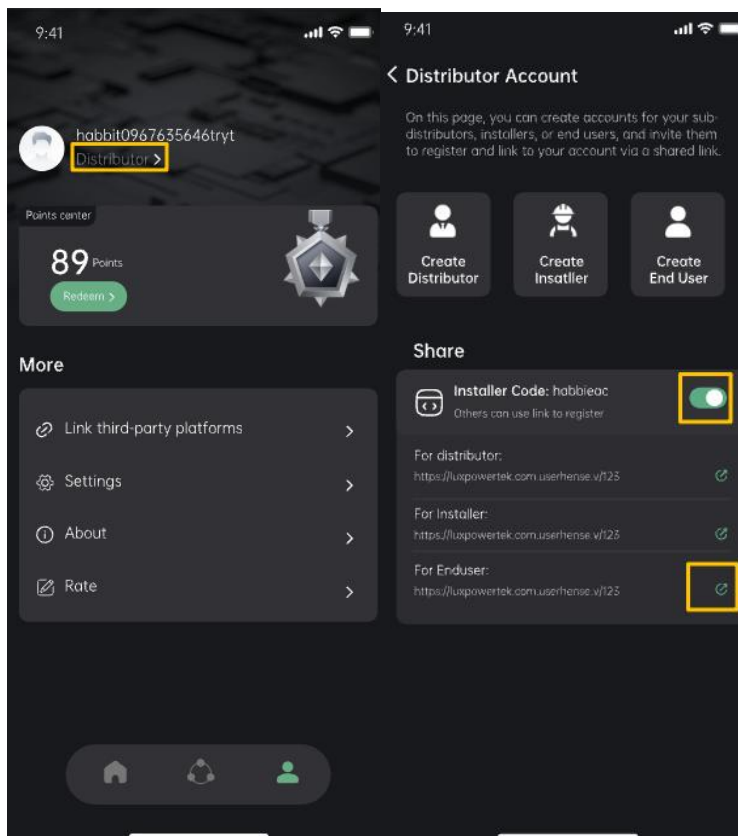


## 1.2.2 End User Self-Registration via Shared Link or QR Code

Distributors and installers can share dedicated registration links or QR codes with end-users.

### 1.2.2.1 Distributor Shares Registration Link or QR Code

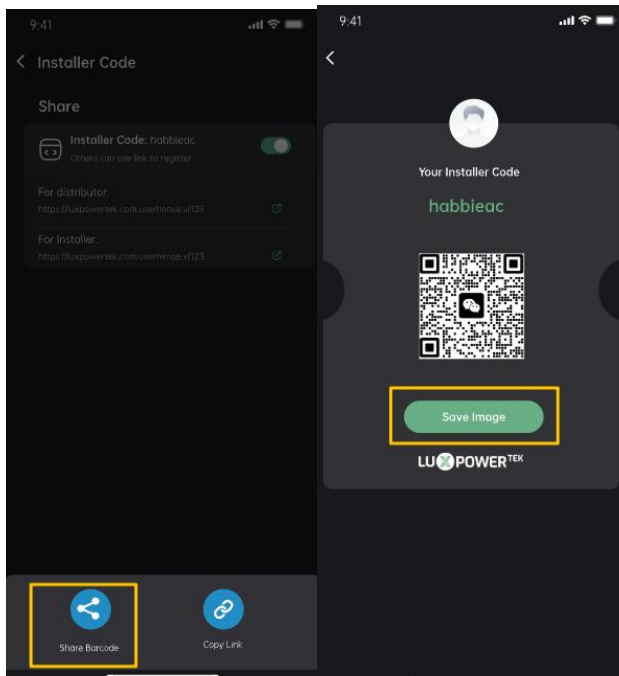
1. Log in to the account and navigate to the **Profile** section.
2. Select **Distributor**.
3. Enable the **Share Code** switch.
4. In the “**For End-User**” section, Select the **Share** button.



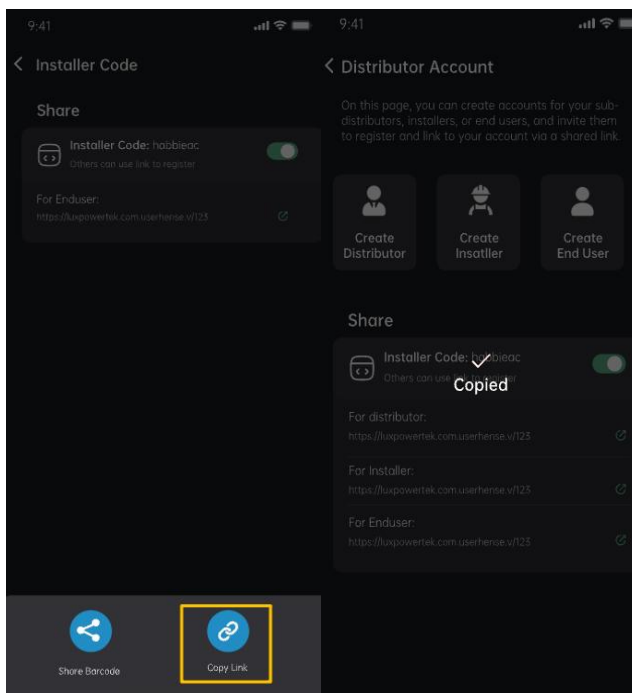


Options include: Sharing via QR code or copy registration link.

- **QR Code:** Select **Save Image** to store the QR code, then share it via social media or email.



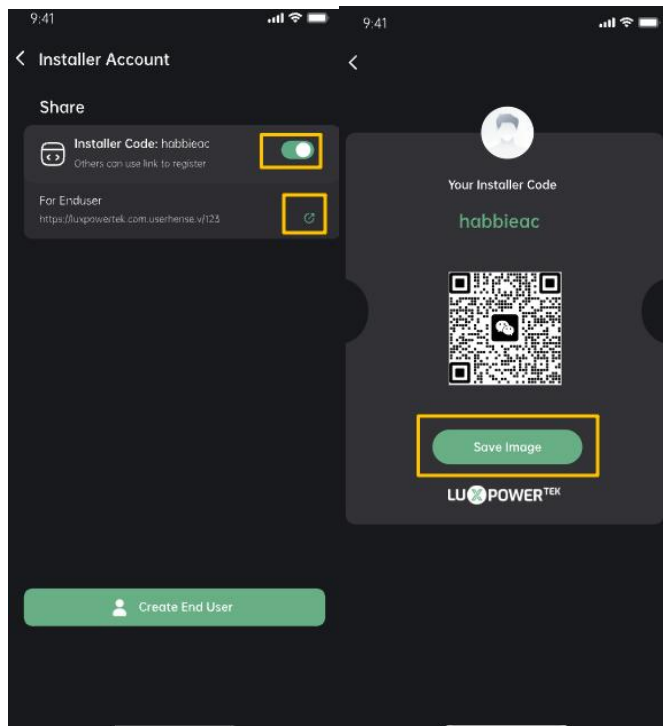
- **Link: Copy** the registration link and send it to the end-user.



End-users can access the QR code or link to proceed directly to the registration page.

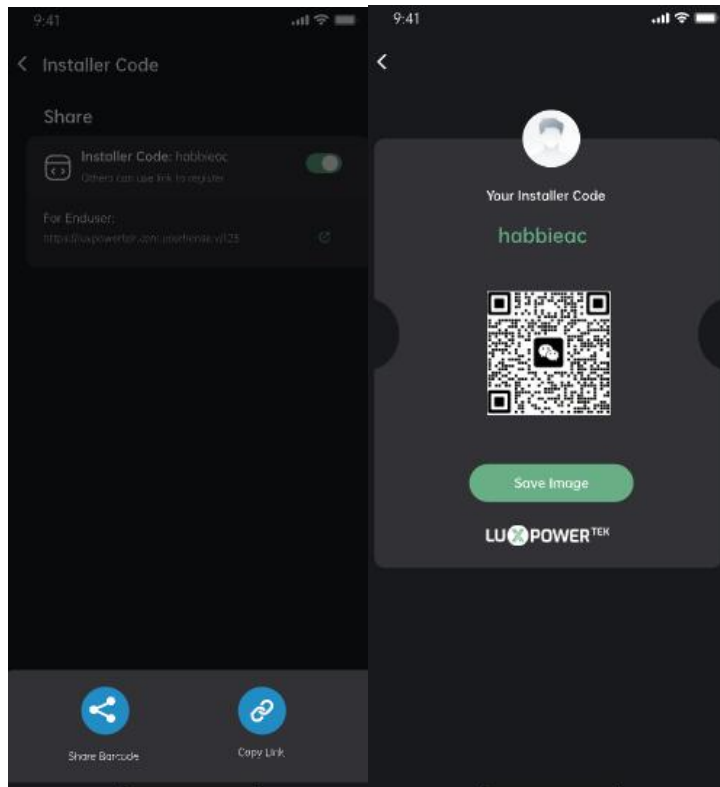
### 1.2.2.2 Installer Shares Registration Link or QR Code

1. Log in to the account and navigate to the **Profile section**.
2. Select **Installer**.
3. Enable the **Share Code** switch.
4. In the “**For End-User**” section, select the **Share** button.

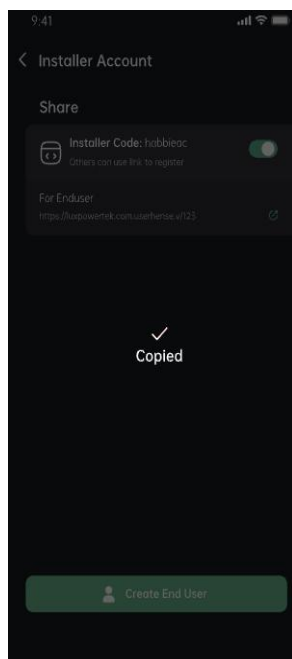


Options include: Choose to **copy the link** or **save the QR code** for sharing.

- **QR Code:** Select **Save Image** to store the QR code, then share it via social media or email.



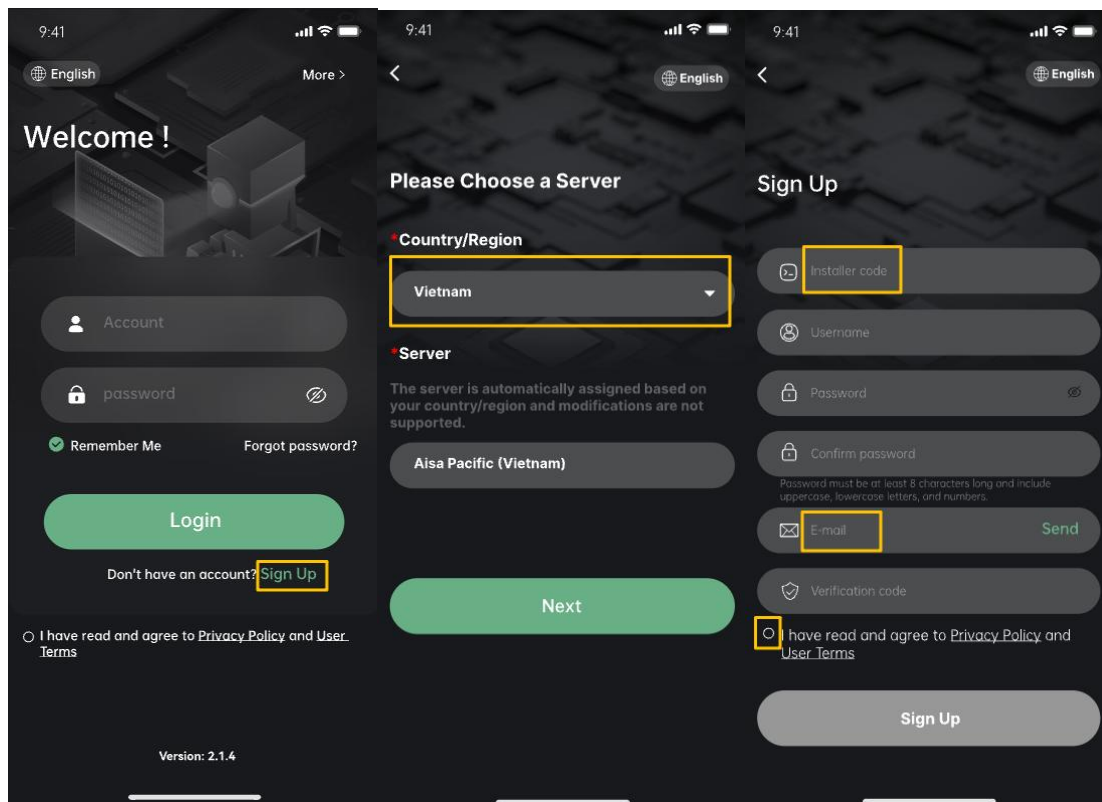
**Link:** Copy the registration link and send it to the end-user.



End-users can access the QR code or link to proceed directly to the registration page.

### 1.2.3 End User Self-Registration

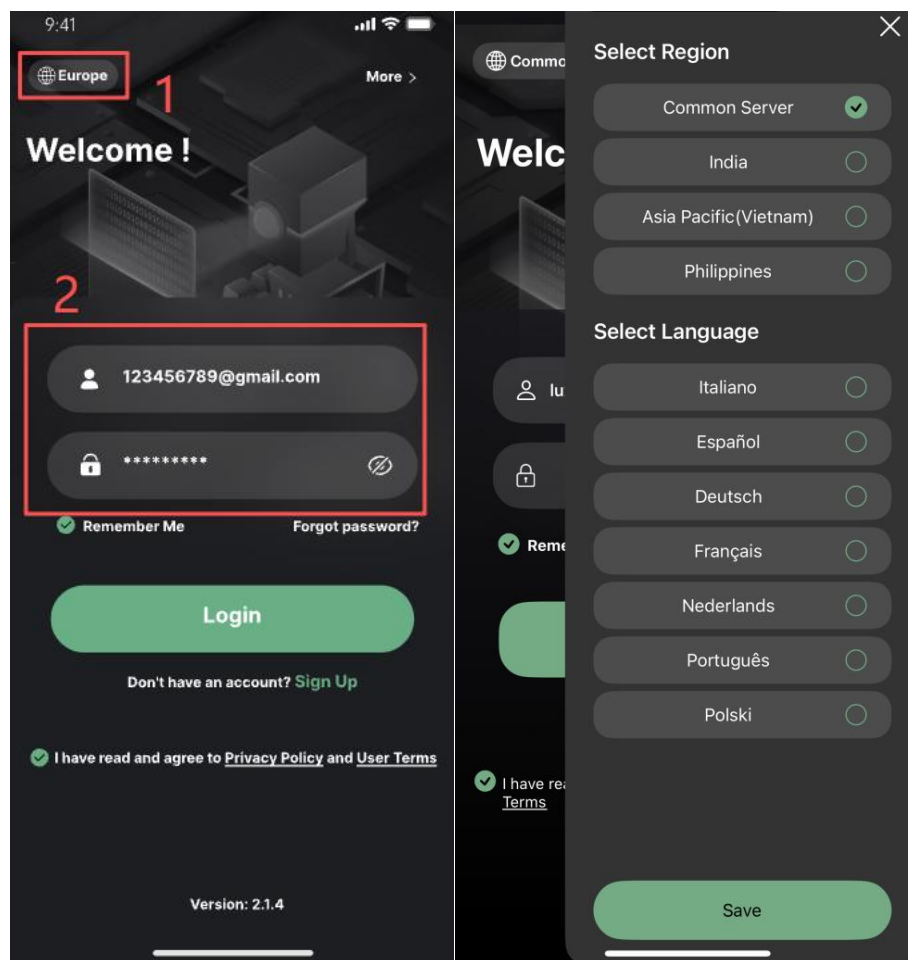
1. Ensure the App is updated to the **latest version** and launch **LuxCloud**.
2. On the **login page**, select **Sign Up**.
3. Choose your **country/region**; the system will **automatically assign the corresponding server** (manual selection is not permitted).
4. Tap **Next** to continue.
5. Follow the on-screen prompts to enter:
  - Installer Code
  - Username
  - Password
  - Email (and complete email verification)
6. Agree to the **Terms of Service and Privacy Policy** by checking the box, then select **Sign Up** to finalize registration.



## 1.3 Login

After obtaining a **LuxCloud account** and downloading the latest version of the **App**, open the App and follow these steps:

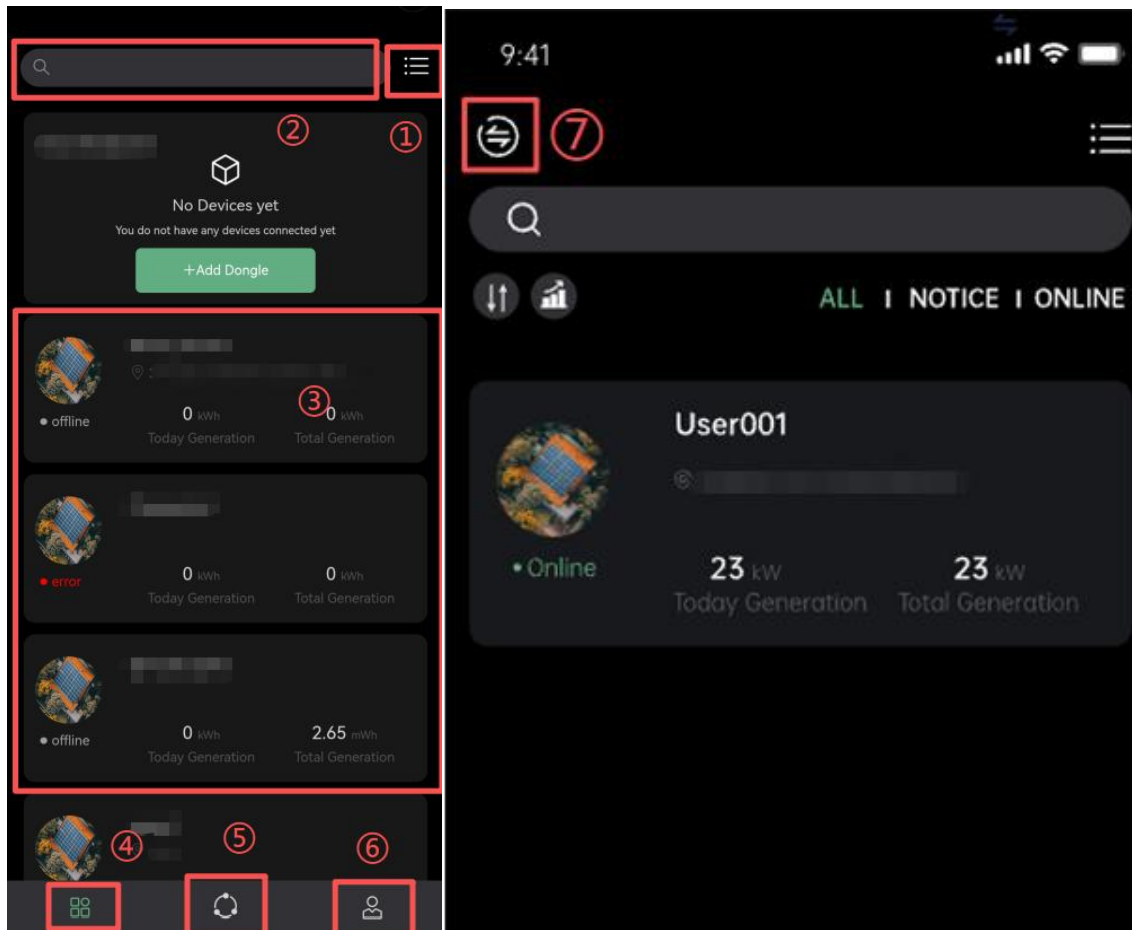
1. Select your **region and language** at the top-left corner. **Please note: If you register under the new servers (Vietnam or India), make sure to select the correct region — India or Asia Pacific (Vietnam) — based on your location.**
2. Enter your **Account** and **Password** in the respective fields.
3. Check the box to agree to the **Privacy Policy**.
4. Tap **Login** to complete the login process.



## 2 Device Management

### 2.1 Home Page Overview

Upon logging into LuxCloud, you will access the monitoring home page, displaying all bound plants and device data.



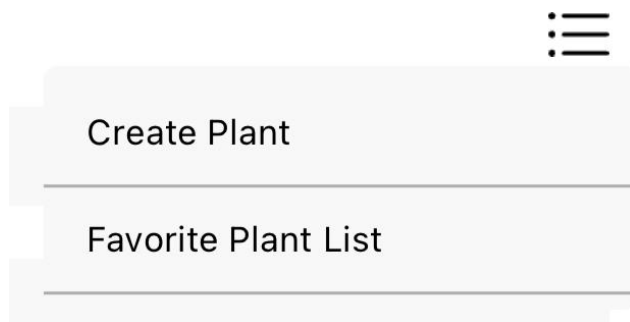
Key functions on the home page include:

1. **Create or View Plants:** Select the icon in the upper-right corner to create a new plant or view the list of favorite plants.
2. **Search Plants:** Use SN or plant name for quick searches.
3. **Plant List:** Displays all plants under the current account; select any plant to access its details page.
4. **Home:** Returns to the monitoring home page.
5. **Community:** Accesses community features.
6. **Profile:** Navigates to personal account and settings page.

7. **Version Switch:** Allows switching to the previous version interface.

### 2.1.1 Create or View Plants

After logging in, tap the icon at the top-right corner of the home page to create a new site or view your favorite sites list.

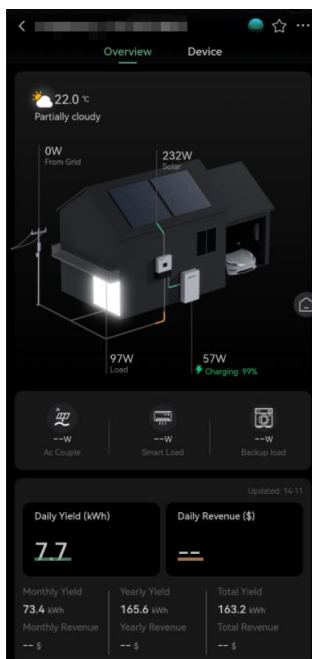


### 2.1.2 Search Plants

Use the **search bar** to find sites by **SN** (serial number) or **site name**.

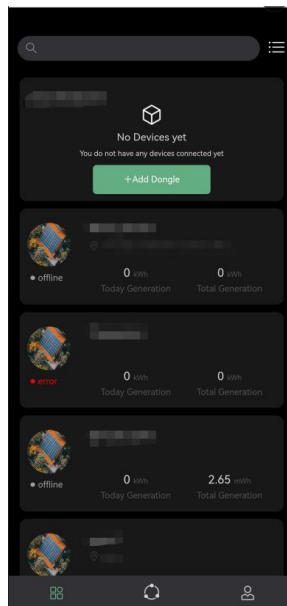
### 2.1.3 Plant List

In the **site list**, select a site to enter its **details page**.



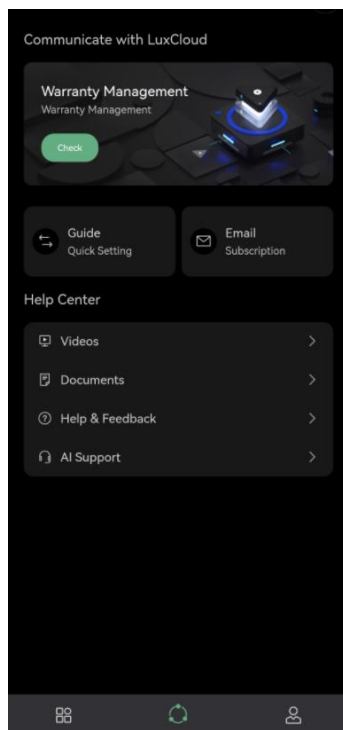
## 2.1.4 Home Page

Displays an overview of all your sites.



## 2.1.5 Community Page

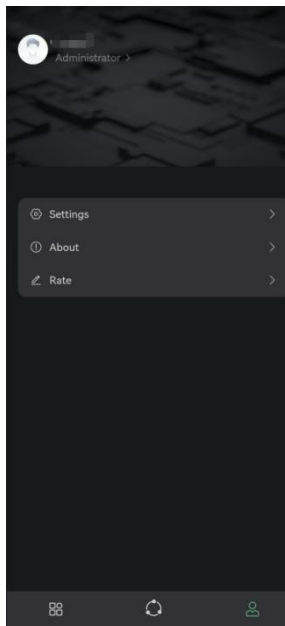
Access forums, discussions, and news.





## 2.1.6 Profile Page

View and edit your personal account information.

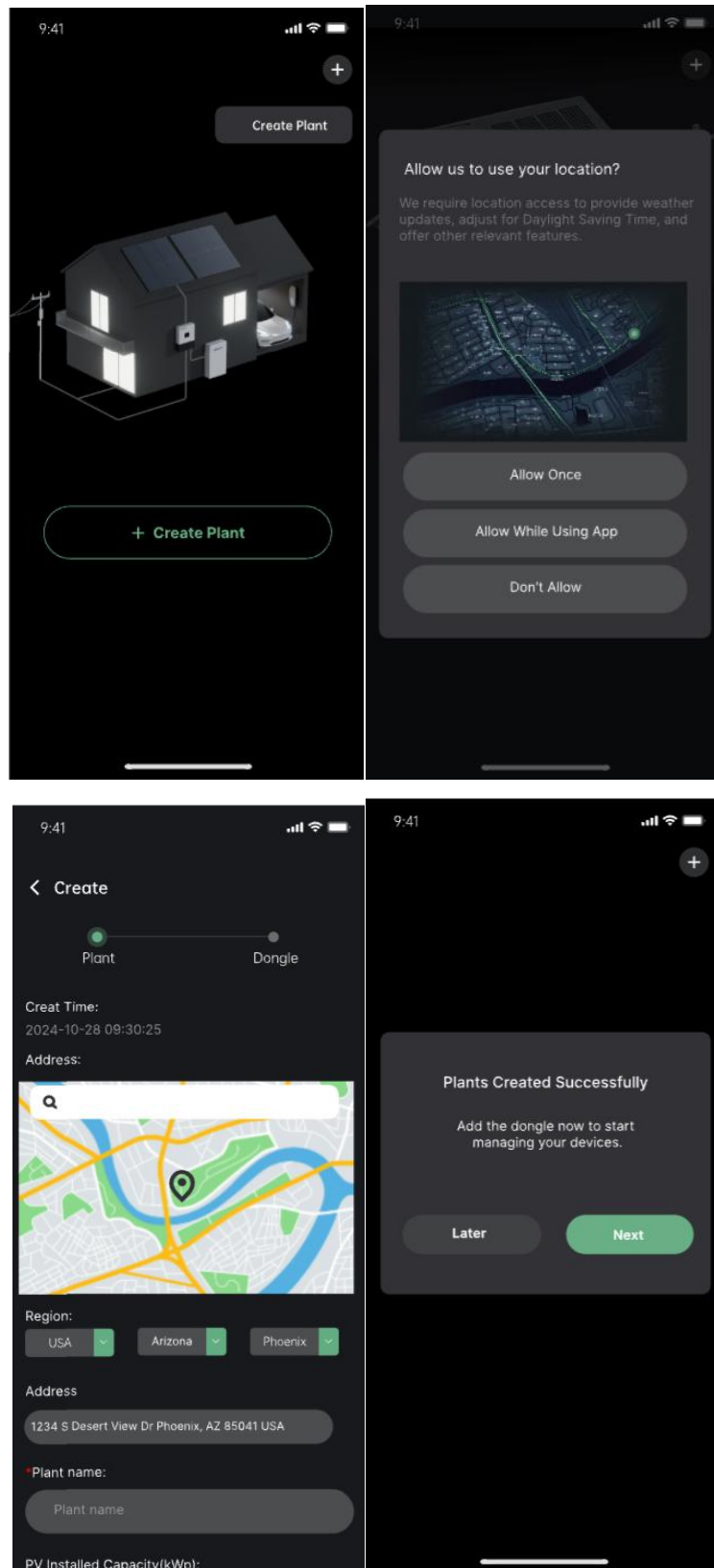


## 2.2 Create a Plant

If you are an **end-user**, you can start binding devices after logging in

Creation Steps:

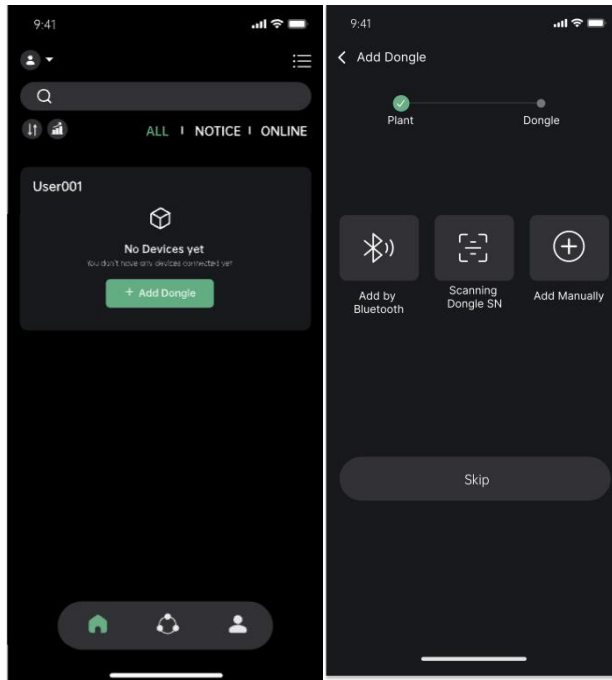
1. Select **Create Plant**.
2. Allow the App to access your location information (optional).
3. Fill in your personal information.
4. Complete the plant creation and proceed to Dongle matching.



## 2.3 Add a Dongle

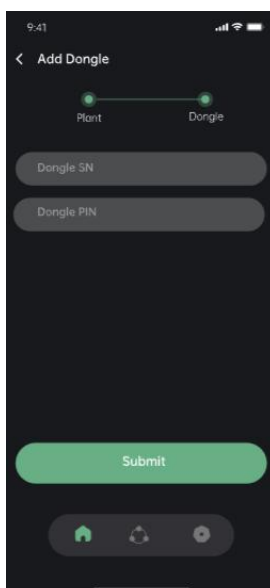
There are **Three Ways** to add a Dongle:

If Next is selected during plant creation, proceed directly to the Dongle matching page; if Later is selected, access Add Dongle from the plant home page.



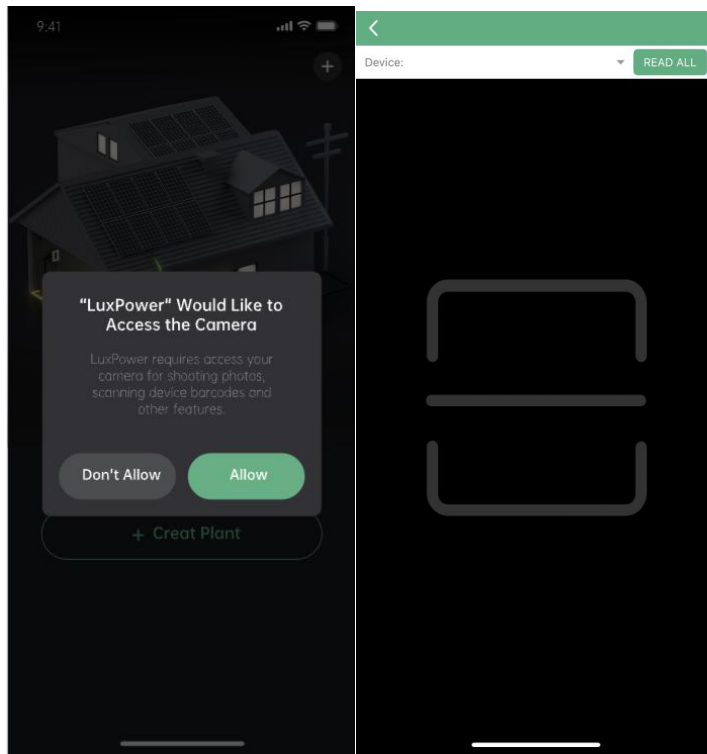
### 2.3.1 Add Manually

Select Add Manually, enter the SN and PIN from the Dongle label, and select Submit.



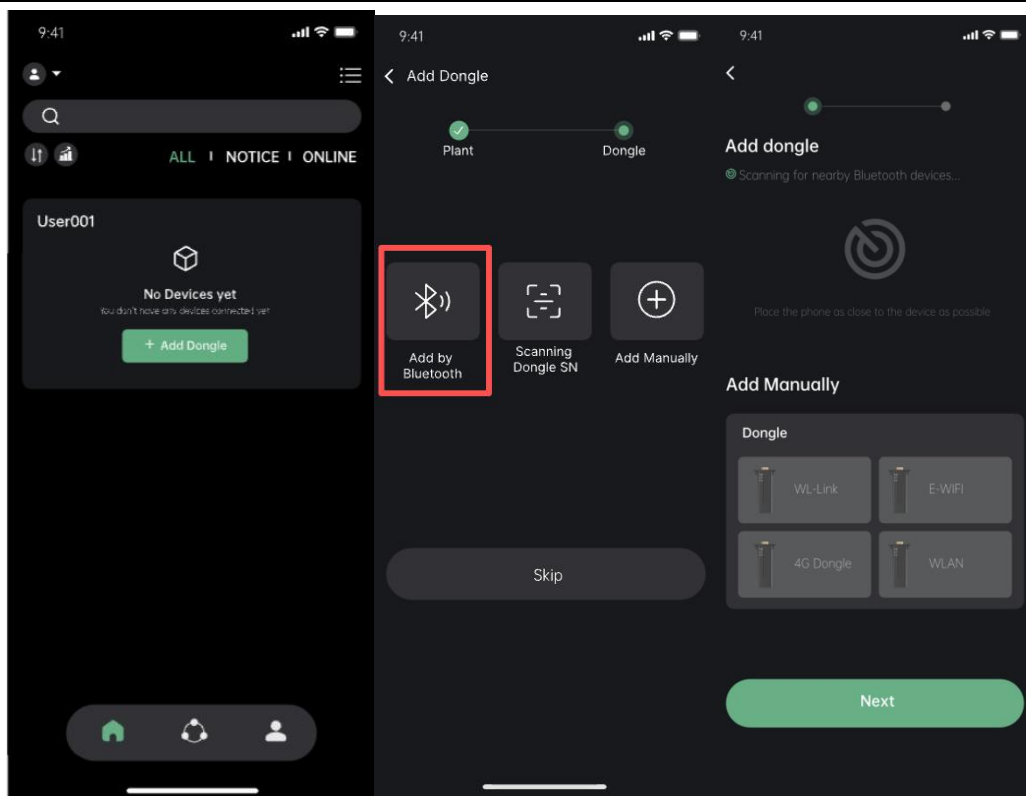
### 2.3.2. Scan QR Code

Select Scanning Dongle SN, align the camera with the QR code on the Dongle label; the system will automatically recognize the SN.

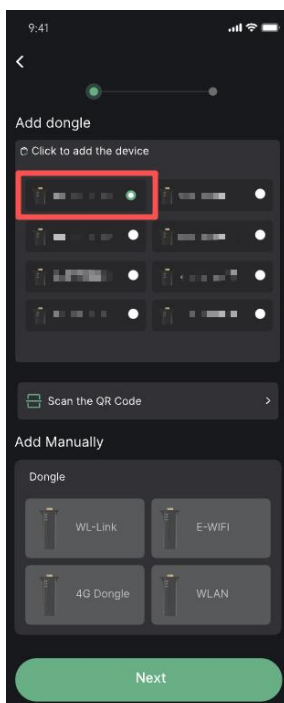


### 2.3.3. Connect via Bluetooth

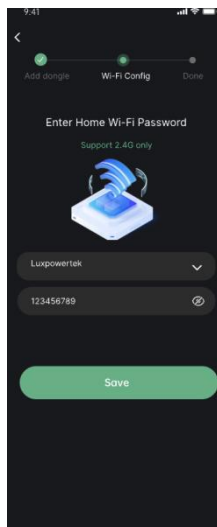
1. Enable **Bluetooth** on your mobile device.
2. Select **Add Dongle**, then **Add by Bluetooth**; LuxCloud will initiate scanning for nearby devices.



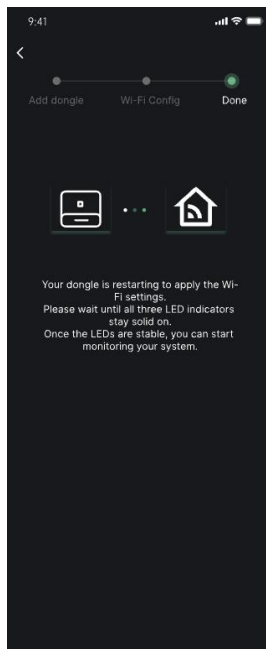
3. Choose the corresponding Dongle SN (multiple selections are possible for parallel systems).



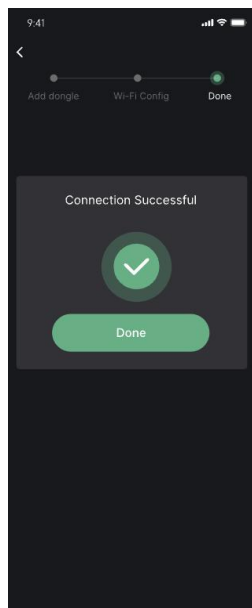
4. Select your home **Wi-Fi network**, enter the password, and select **Save**.



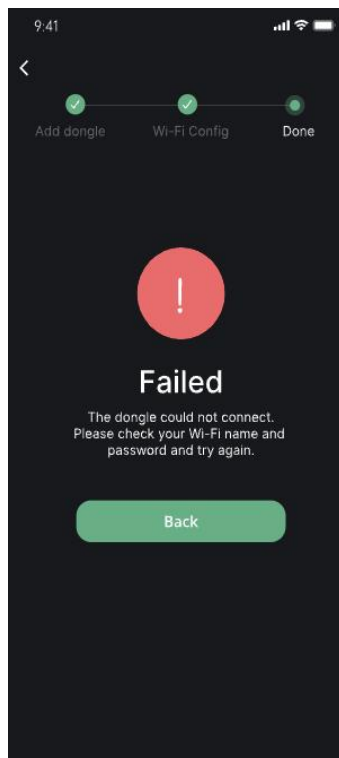
5. The Dongle will restart, and devices will connect.



6. When finished, tap Done to start monitoring.



If connection fails, return to the page, re-enter the Wi-Fi password, and **retry**.

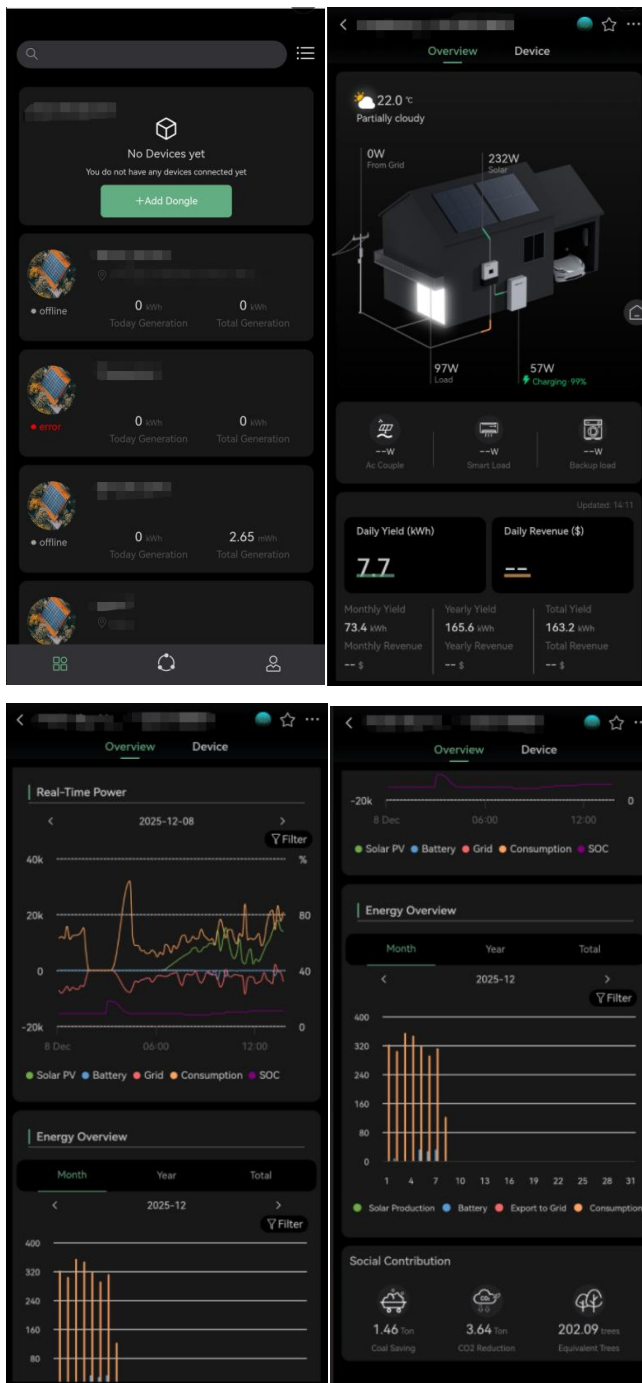


## 3 Plant Management

### 3.1 Plant Details

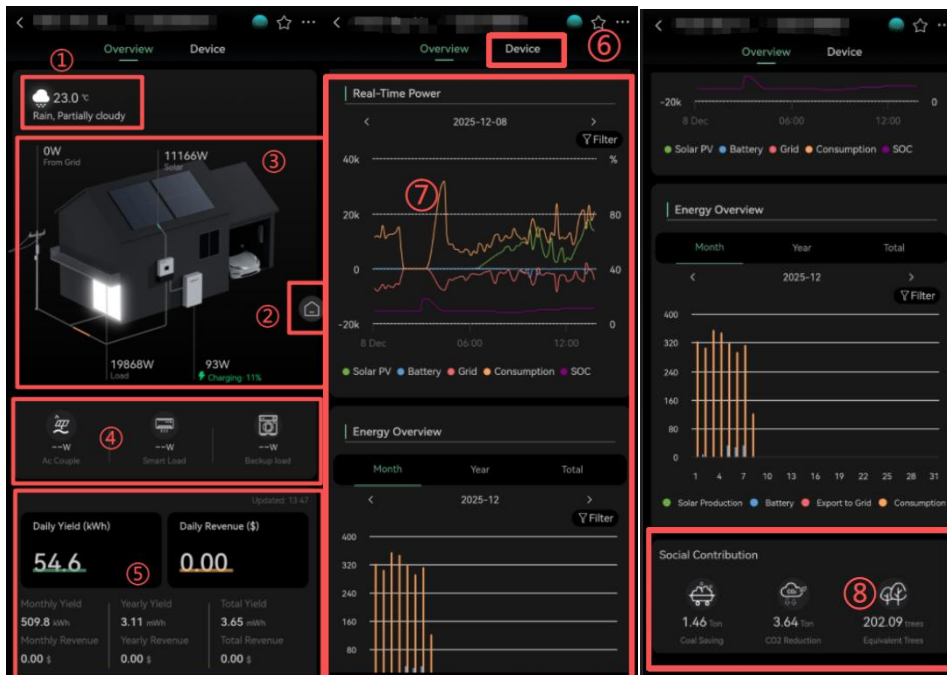
After successfully binding a Dongle, you can view real-time inverter data:

1. On the home page, select the corresponding plant.
2. Access the plant details page to view real-time energy consumption and generation.
3. Scroll down to view detailed visualized charts and historical records.



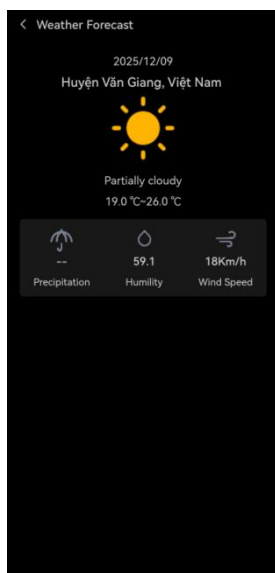


### 3.1.1 Plant Details Page Overview

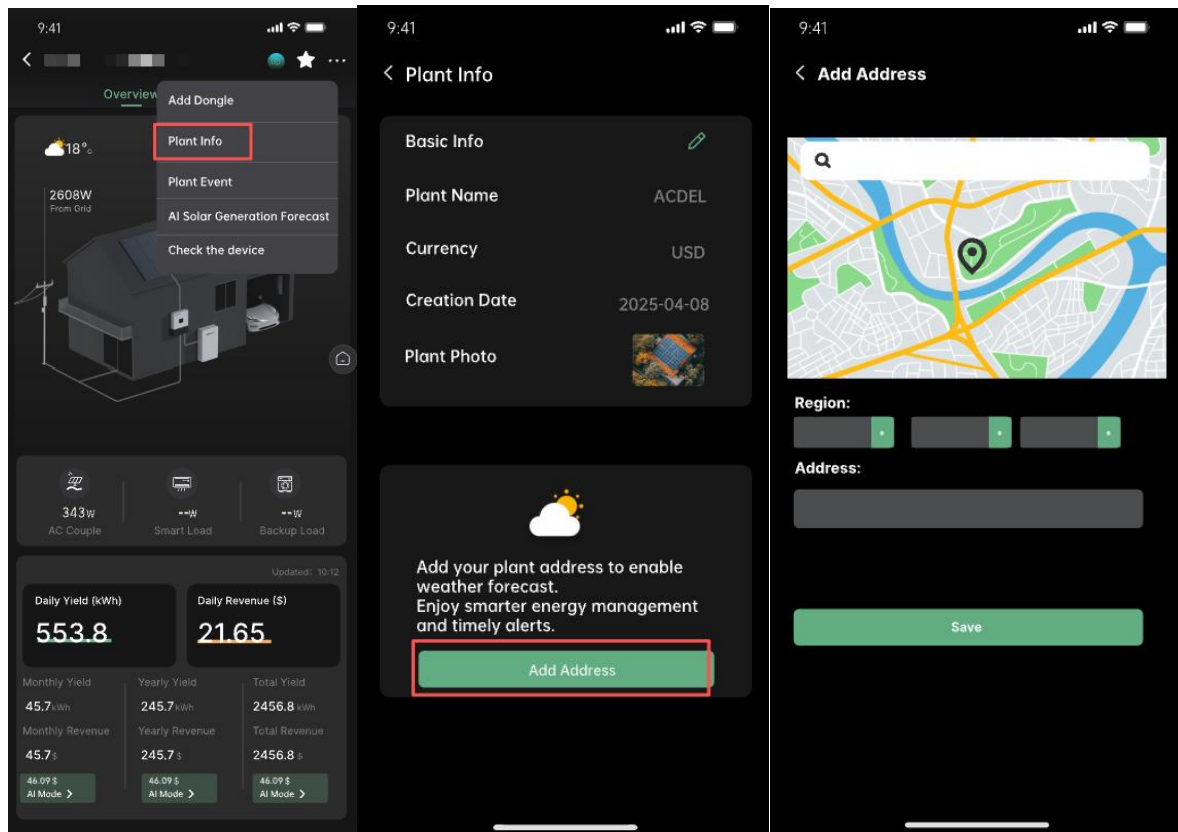


#### 1. Weather Forecast

Tap to view the weather forecast based on the plant's location.

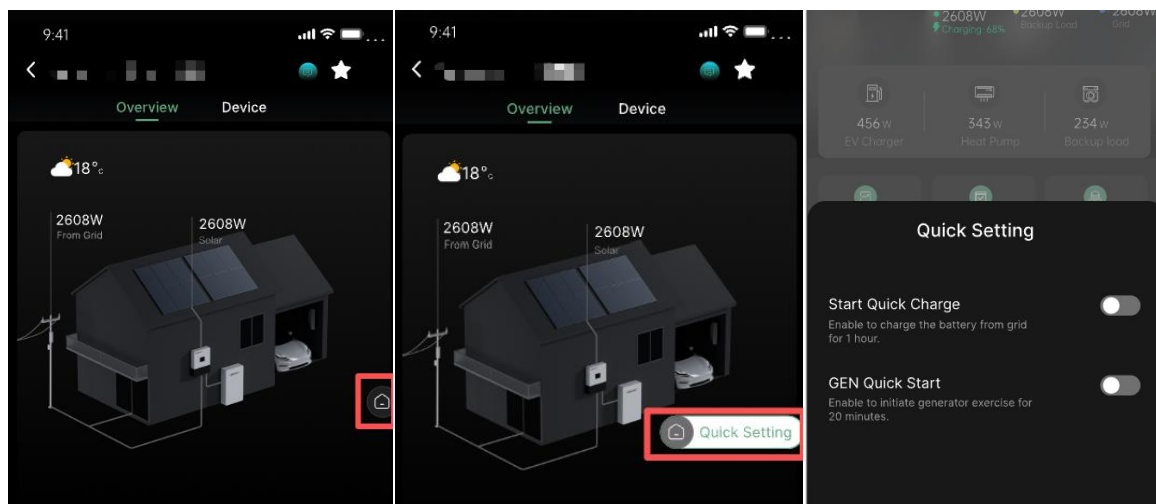


If weather is not visible on the plant details page, navigate to plant info and add the address.

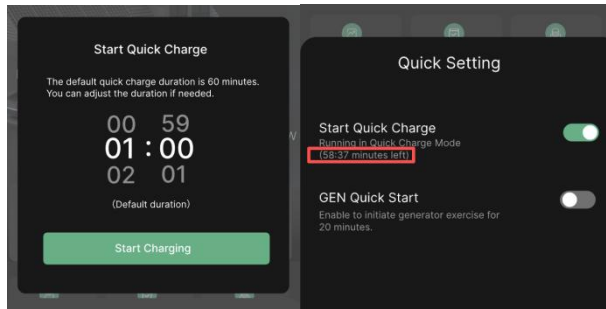


## 2. Quick Charge

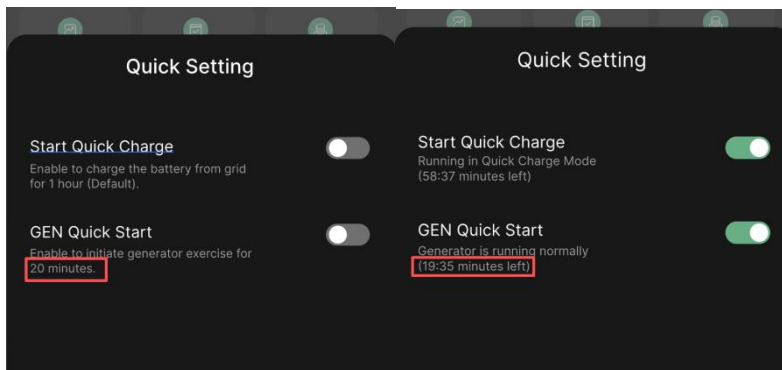
Enables quick charging and generator quick start; defaults are 60 minutes (charging) and 20 minutes (generator).



**Enable Start Quick Charge:** Upon enabling Start Quick Charge, a pop-up appears with a default of 60 minutes, which can be customized. Tap Start Charging to begin the countdown.



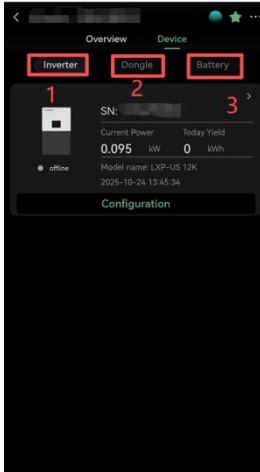
**Enable GEN Quick Start:** The generator will start exercising. The default duration is 20 minutes.



3. **Real-Time Power Flow:** Refresh by pulling down the page.
4. **Real-Time Power Monitoring:** Displays AC grid power, battery charge/discharge power, critical load power, etc.
5. **Solar Generation:** Displays daily, monthly, and total generation amounts.
6. Select Device at the top to access the bound devices management page for the plant (refer to 3.2 Device Management Status for details).
7. **Data Details:** Displays daily power for each port, along with proportions of solar generation, battery consumption, and load consumption.
8. **Social Contribution:** Displays saved coal amount, reduced CO<sub>2</sub> emissions, and equivalent trees planted.

## 3.2 Device Management Status

Select Device at the top of the plant details page to view operational and management information for all devices within the plant:

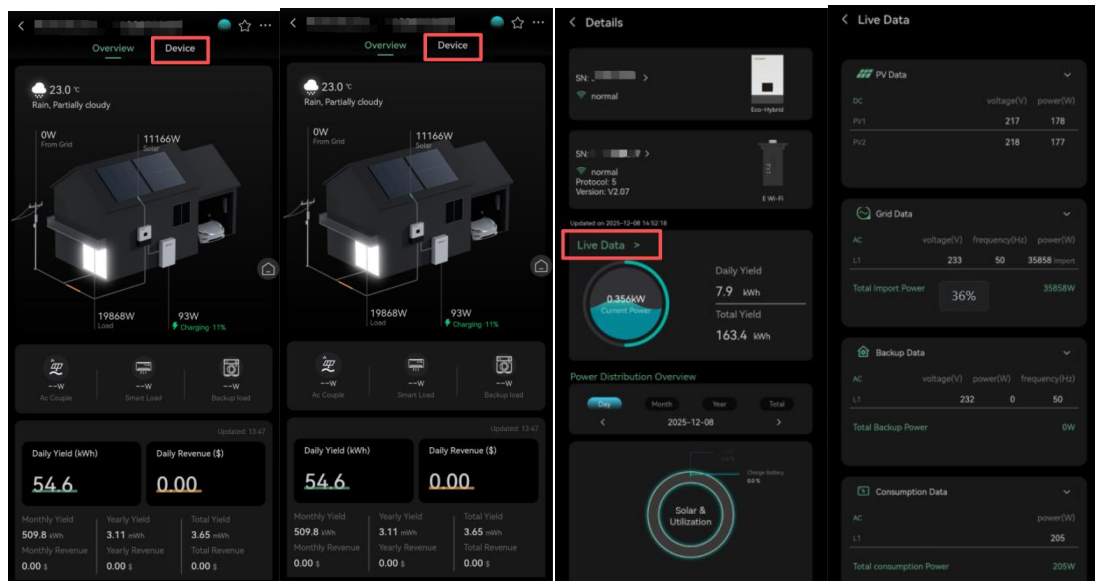


1. Displays bound inverters and related information (refer to 3.3 Inverter Operational Status).
2. Displays bound Dongles and related information.
3. Displays bound LuxPowerTek or HinaESS batteries and related information (refer to 3.4 Battery Charge/Discharge Status).

## 3.3 Inverter Operational Status

From the monitoring home page, select Device at the top:

1. Defaults to the Inverter page; select an inverter to access its details page.
2. Select Live Data to view real-time parameters for each port.
3. Select the configuration icon to perform remote settings for inverters and batteries (refer to 4. Remote Settings).

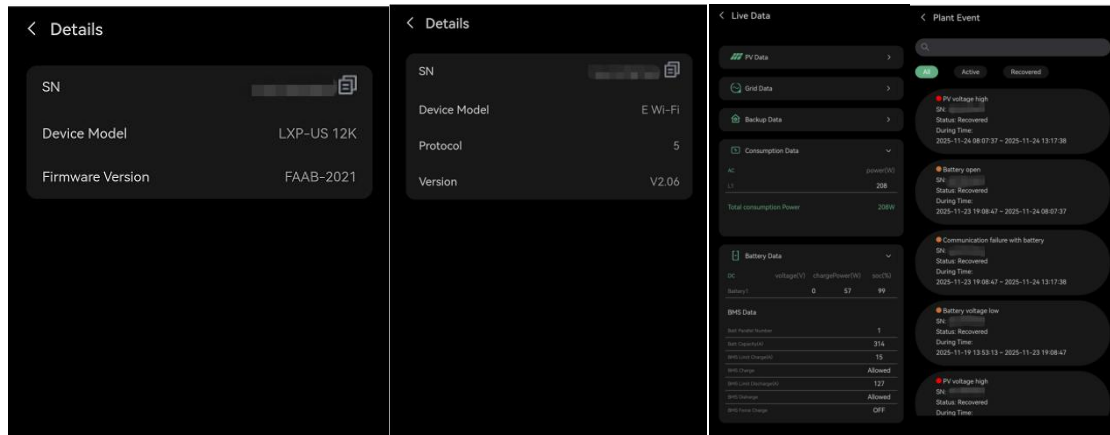


### 3.3.1 Inverter Details Page Overview



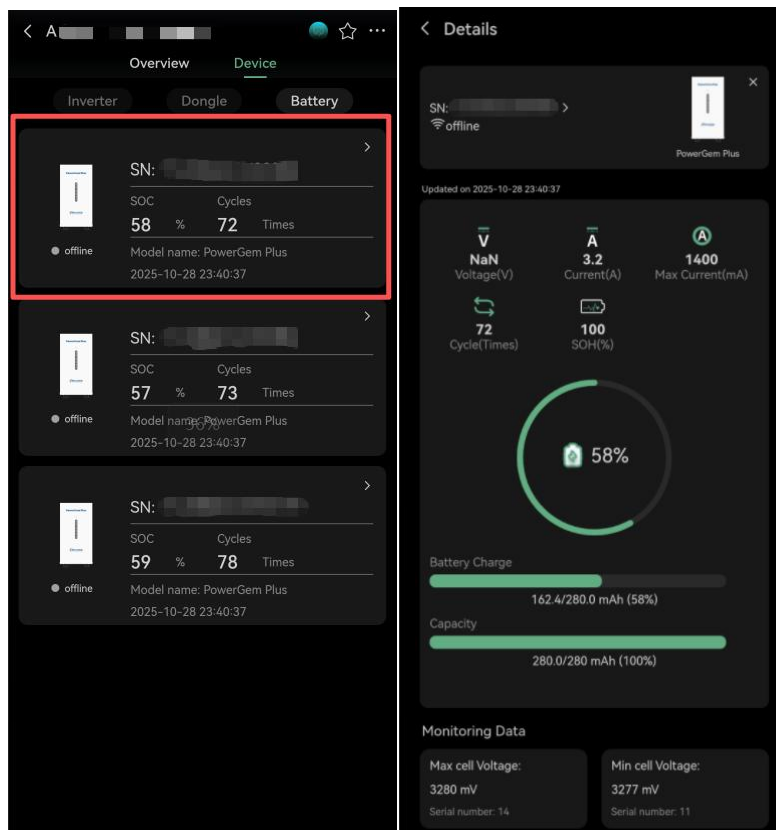
- 1. Inverter Information:** Displays serial number, status, and model. Tap the serial number to view detailed information.
- 2. Dongle Information:** Shows Dongle serial number, model, communication protocol, and version information.
- 3. Real-Time Inverter Data:** Tap Live Data to view detailed real-time parameters.
- 4. Power Distribution Overview:**

- Tap **Day** to view **daily power distribution**.
  - Tap **Month** to view **monthly power distribution**.
  - Tap **Year** to view **annual power distribution**.
  - Tap **Total** to view **power distribution since plant creation**.
5. **Power Curve:** Visual representation of power output over time.
  6. **Event Records:** Tap to view **all ongoing and resolved events**.

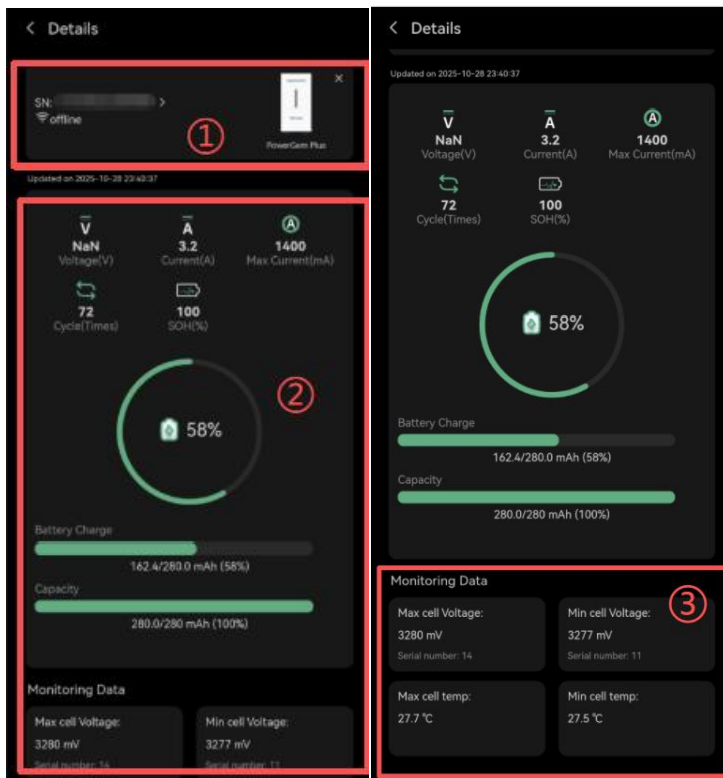


## 3.4 Battery Charge/Discharge Status

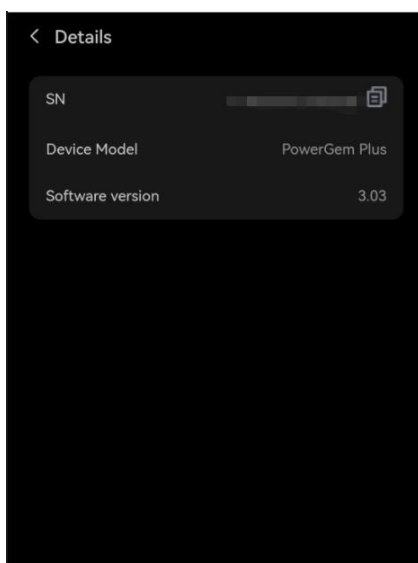
Select the **battery** to view the real-time charge & discharge status of the battery.



### 3.4.1 Battery Details Page Overview



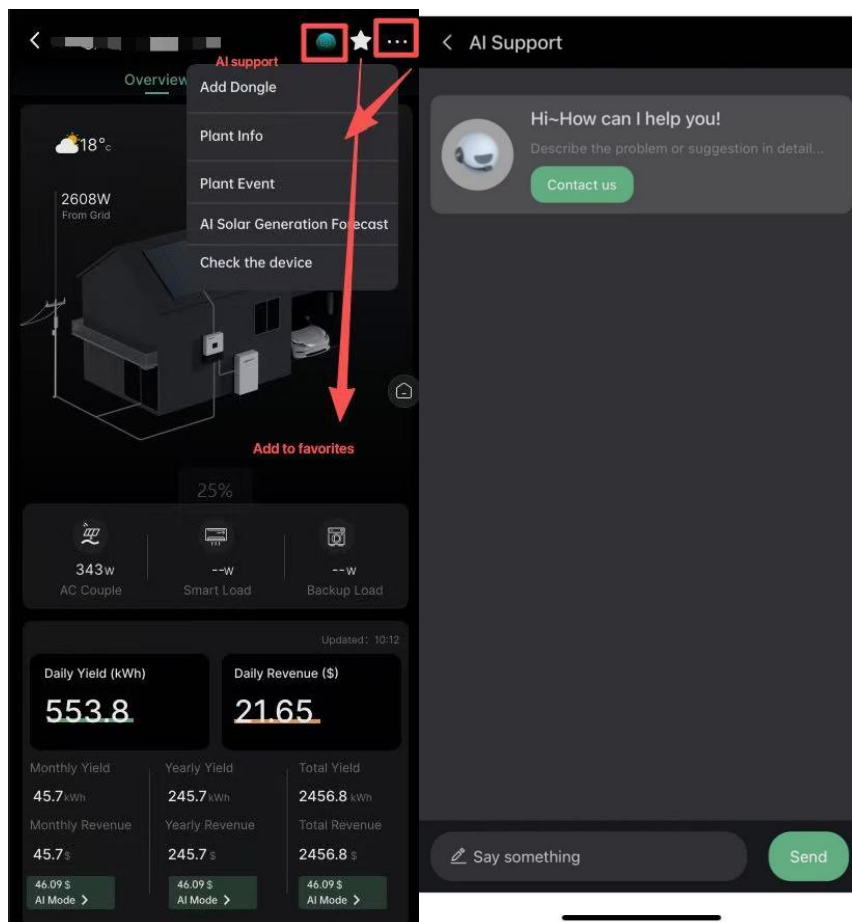
1. **Battery Information:** Displays serial number, status, and model. Tap the serial number to view detailed information.
2. **Battery Detailed Parameters:** Shows battery voltage, charge/discharge current, cycle count, battery health (SOH), state of charge (SOC) percentage, and capacity.
3. **Cell Information:** Displays maximum cell voltage, minimum cell voltage, highest cell temperature, and lowest cell temperature.



## 3.5 Plant Settings

On the monitoring home page:

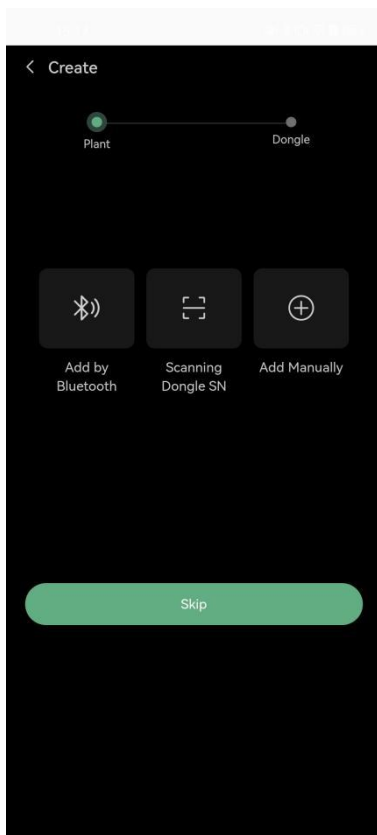
- Select the **first icon** at the top-right corner to enter the AI Support page.
- Select the **second star icon** to add the plant to your favorites.
- Select the **third icon** to access Plant Settings, which include: Add Dongle, Plant Info, Plant Event, AI Solar Generation Forecast, and Device Check.



### 3.5.1 Add Dongle

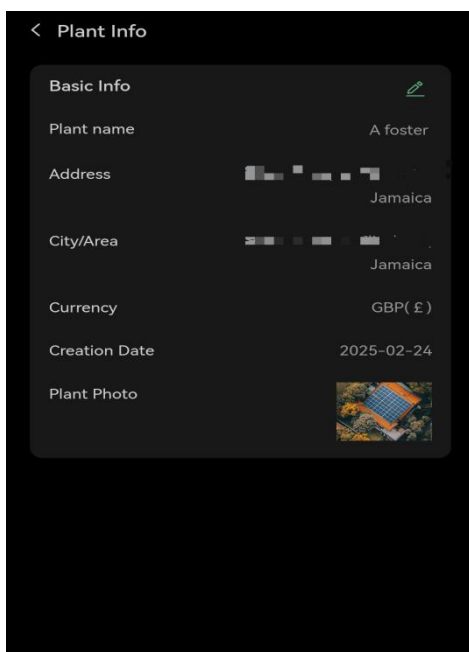
Add a new inverter to the plant by entering the Dongle serial number (SN) and PIN.





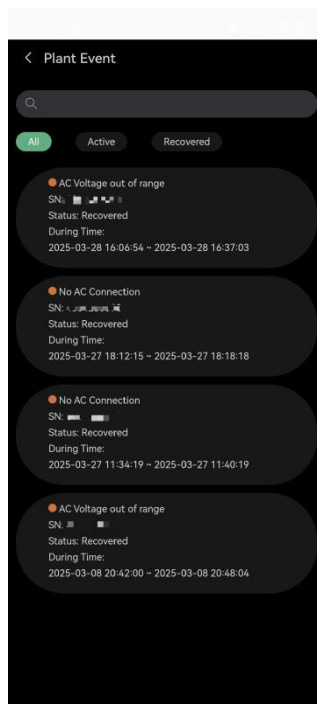
### 3.5.2 Plant Information

View plant information and tap the green icon at the top-right corner to edit plant details. You can also add the plant address to enable the weather forecast feature.



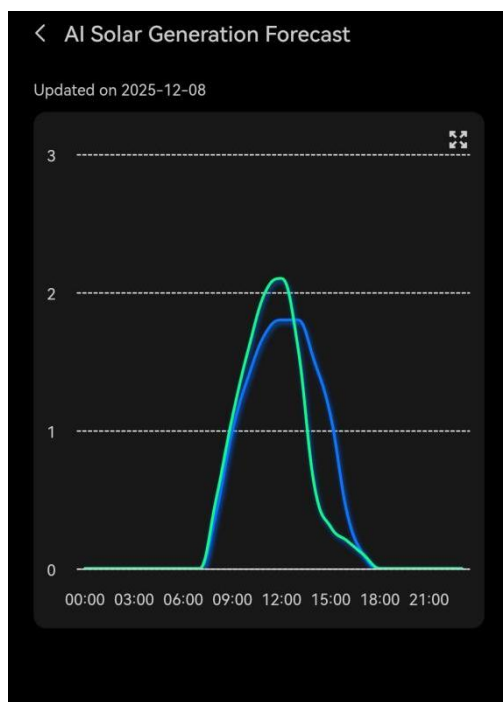
### 3.5.3 Plant Historical Events

View all active and resolved events for the plant.



### 3.5.4 AI Solar Generation Forecast

View AI-predicted solar generation. After adding location information, the AI forecasts output for the next two days.

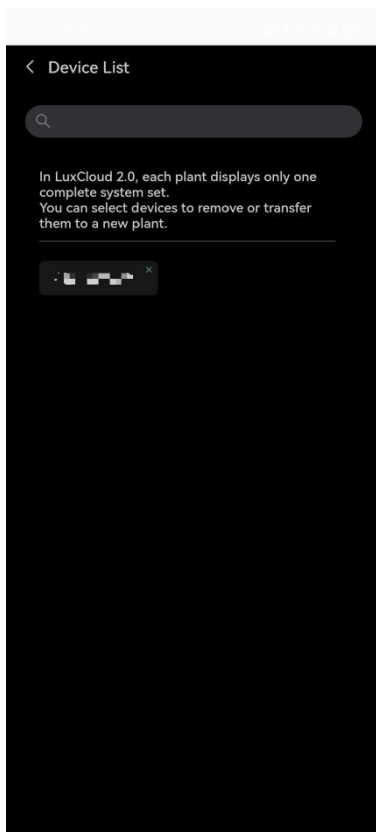


### 3.4.5 Device Check

In LuxCloud 2.0, each plant displays only one complete system. You may:

- Select devices to remove.
- Transfer devices to a new plant.

Note: If the device is not on the current server, it must first be transferred to the current server via the web platform before it can be moved to a new plant.

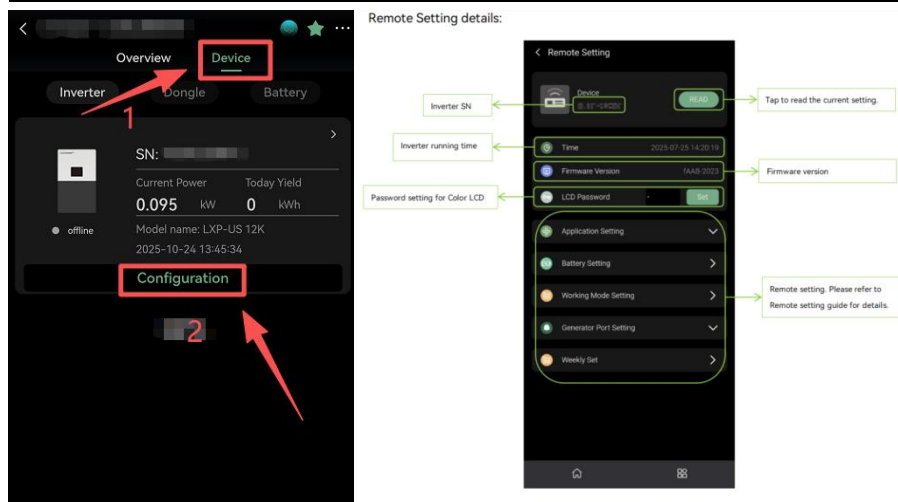


## 4 Remote Settings

Remote settings overview; features vary by model and appear differently in App settings.

The following uses the LXP-US 12K as an example.

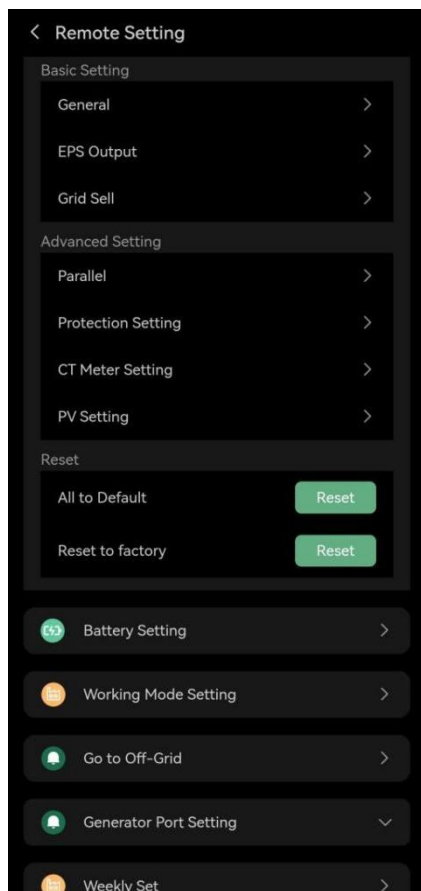
For single-unit operation, select Device at the top to access the device management page, then select Configuration for subsequent settings.



## 4.1 READ

Select the READ button to retrieve current parameter settings.

## 4.2 Application Settings



## Basic Settings:

### General

< General

Standby / Normal (?)
☒

Restart Inverter (?)

Go to off-grid (?)
☐

Grid Loss Warning Clear (?)
☒

Max. AC Input Power(kW) (?)

  
Value Range:[1-50]

Rule >

### EPS Output

< EPS Output

Power Backup Enable (?)
☒

Seamless EPS switching (?)
☒

PV Grid Off Enable (?)
☒

EPS Voltage Set(V) (?)
 >

EPS Frequency Set(Hz) (?)

## Grid Sell

< Grid Sell

Fast Zero Export (?)
☒

Grid Sell Back (?)
☐

Grid Sell Back Power(kW) (?)

## Advanced Settings:

### Parallel Settings

< Parallel

Battery Shared (?)
☐

System Type (?)
1 Phase Master >

Composed Phase (?)
>

Parallel Setting Data Sync (?)
☒
57%

### Protection Settings

< PV Protection

RSD (?)
☐

PV Arc (?)
☒

PV Arc Fault Clear (?)
☐

ISO Enable (?)
☒

DCI Enable (?)
☒

GFCI Enable (?)
☒

N-PE Bond (?)
☐

## CT/Meter Settings

< CT Setting

Measurement (?) CT >

CT Direction Reversed (?) ☐

CT Power Offset(W) (?) -40 Set

PV CT Sample Ratio (?) 1/1000 >

PV CT Sample Type PV Power >

PV CT Sample Ratio 1/1000 >

## PV Settings

< PV Setting

PV Input Mode (?)

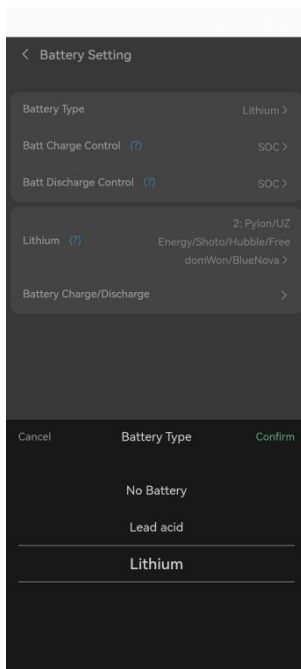
The connection type of solar modules.

>

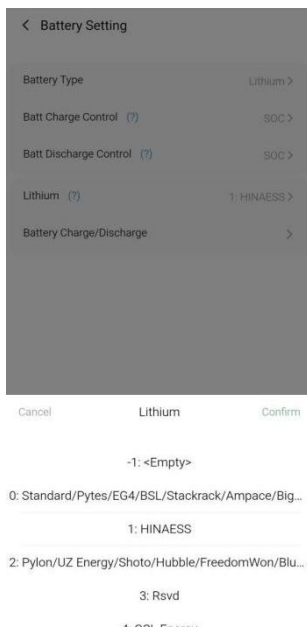
Start PV Volt(V) (?) [90, 500] Set >

## 4.3 Battery Settings

### Battery Type

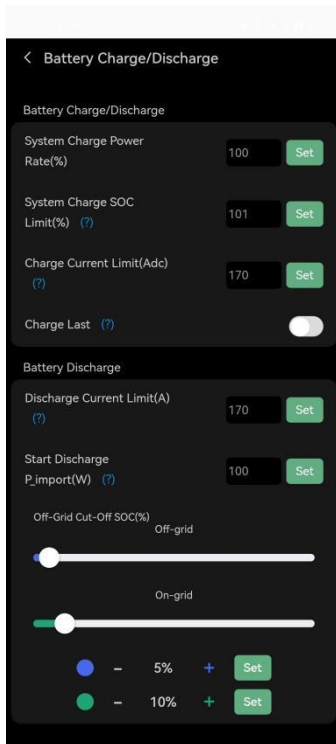


### Lithium Battery Brand





## Battery Charge/Discharge Settings



## 4.4 Operating Mode Settings

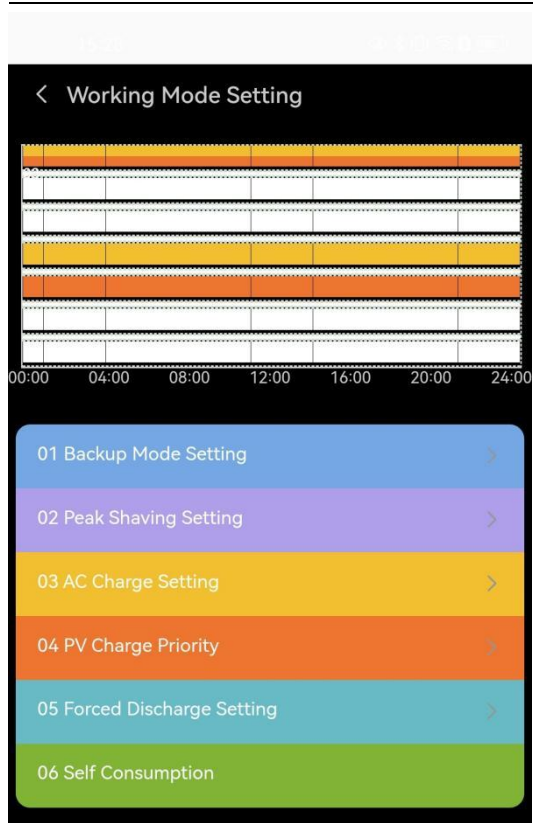
Operating modes follow priority logic, executed from top to bottom.

When multiple modes overlap in the same time period, the system automatically selects based on priority from high to low.

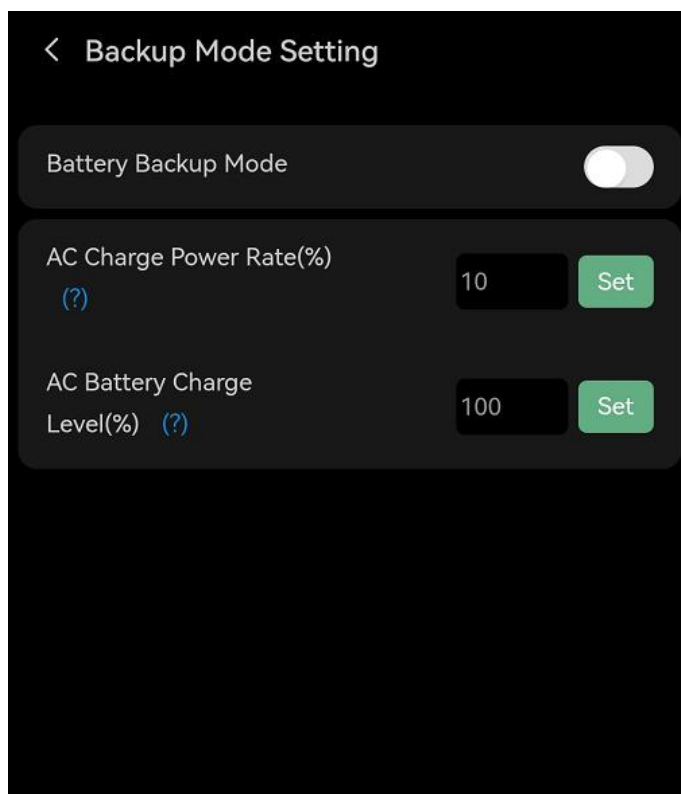
Configurable operating modes include:

1. Backup Mode Setting
2. Peak Shaving Setting
3. AC Charge Setting
4. PV Charge Priority
5. Forced Discharge Setting
6. Self Consumption (default system mode; no settings required)

Users may select modes according to needs; the system schedules strategies automatically based on set time periods and priorities for optimal energy utilization.



## 1. Backup Mode Setting



## 2. Peak Shaving Setting

< Peak Shaving Setting

Grid Peak-Shaving (?)
☐

Grid Peak-Shaving Power1 (kW) (?)
Set

Start peak-Shaving SOC 1(%) (?)
Set

Start Time 1
End Time 1

00:00

00:00

Peak-shaving Power 2(kW) (?)
Set

Start peak-Shaving SOC 2(%) (?)
Set

Start Time 2
End Time 2

00:00

00:00

### 3. AC Charge Setting

< AC Charge Setting

AC Charge Enable
☐

AC Charge Power(kW)
Set

AC Charge Based On
SOC/Volt (According to) >

Stop AC Charge SOC(%)

Start
End

☐
-
5
%
+
Set

☐
-
100
%
+
Set

#### 4. PV Charge Priority

< PV Charge Priority

Charge Priority (?) ☐

Charge First Power(kW) (?) 1 Set

Stop Charge First SOC(%) (?) 100 Set

Start Time 1 00:00 — End Time 1 00:00

Start Time 2 00:00 — End Time 2 00:00

Start Time 3 00:00 — End Time 3 00:00

#### 5. Forced Discharge Setting

< Forced Discharge Setting

Forced Discharge Enable (?) ☐

Export PV Only (?) ☐

Forced Discharge Power 1(kW) (?) 20 Set

Stop Discharge SOC 1(%) (?) 20 Set

Forced Discharge Power 2(kW) 0 Set

Stop Discharge SOC 2(%) 0 Set

Forced Discharge Power 3(kW) 0 Set

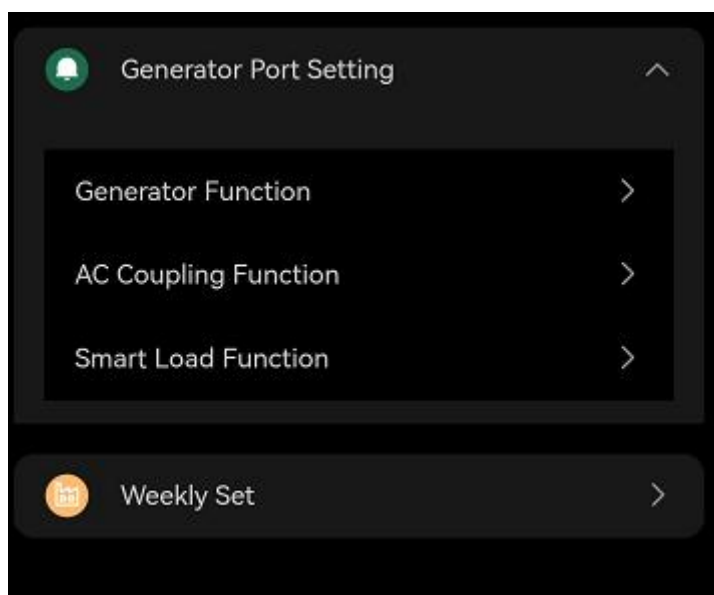
Stop Discharge SOC 3(%) 0 Set

Start Time 1 08:00 — End Time 1 20:00

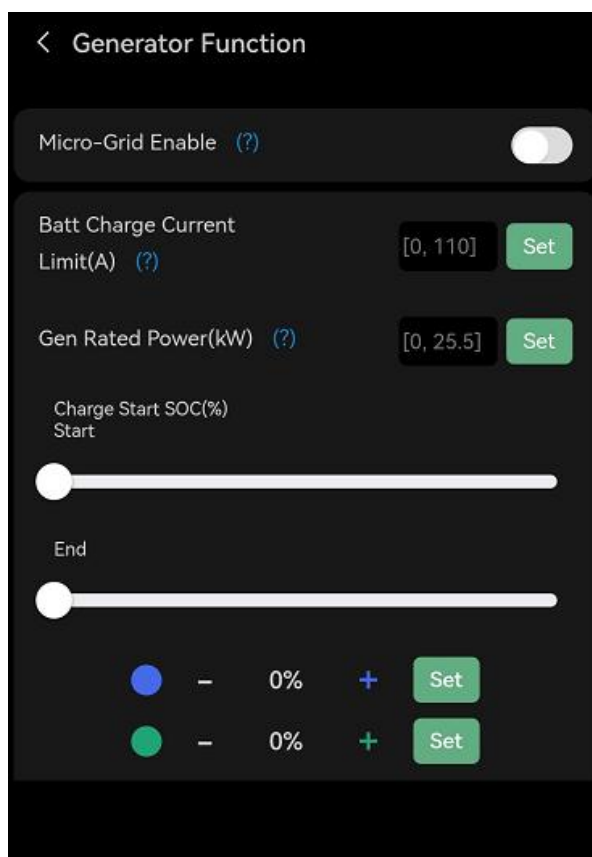
Start Time 2 00:00 — End Time 2 00:00

Start Time 3 00:00 — End Time 3 00:00

## 4.5 Generator Port Settings



### Generator Function



## AC Coupling

< AC Couple Function

AC Coupling Function (?)
☐

AC Couple SOC(%)

Start

End

-

0%

+

Set

-

0%

+

Set

## Smart Load

< SmartLoad Function

Smart Load (?)
☐

On Grid Always On (?)
☐

Battery Discharge

Start PV Power(kW) (?) [0, 25.5] Set

Smart Load SOC(%)

Start

End

-

0%

+

Set

-

0%

+

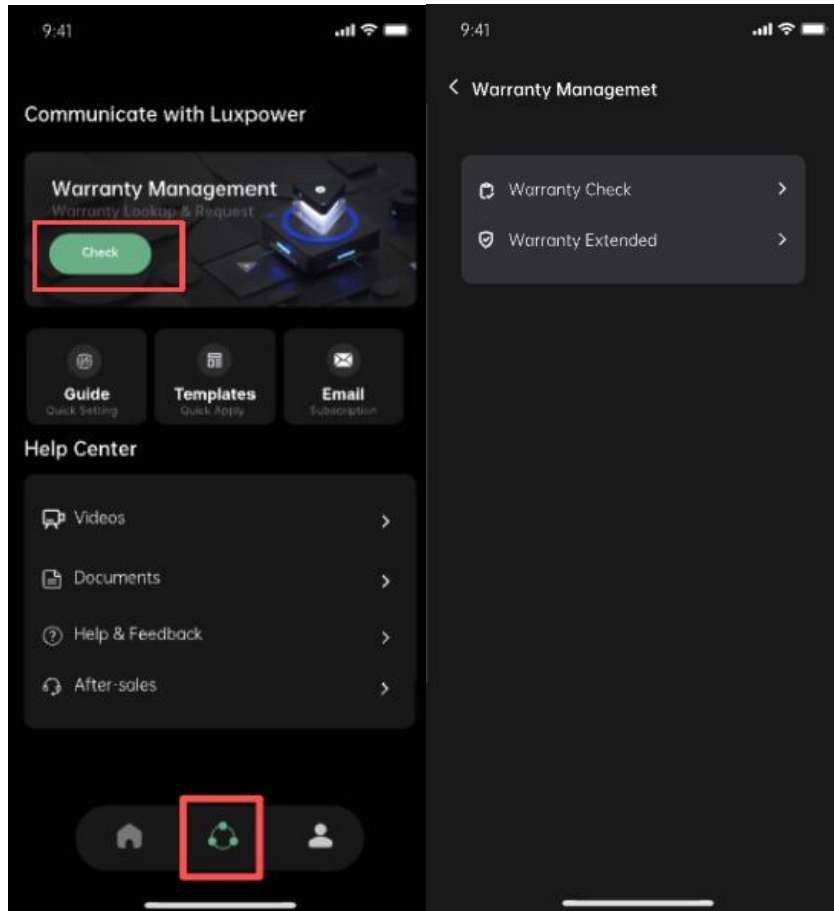
Set

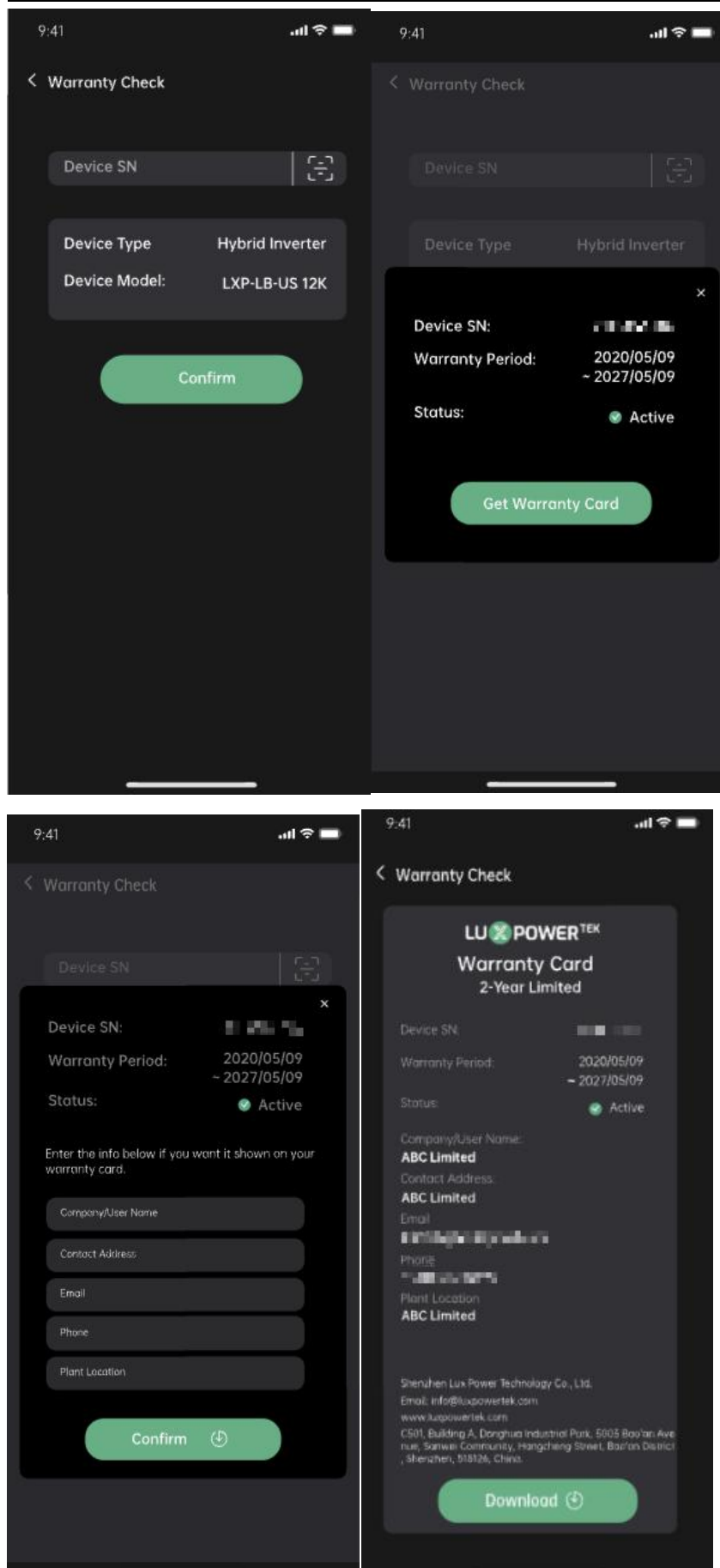
## 5 Warranty Information

### 5.1 Check Warranty Status

Navigate to the Community page and select Check to access Warranty Management.

1. Select Warranty Check and enter the SN.
2. The system automatically identifies the device; confirm and select Confirm.
3. View and download the warranty card.



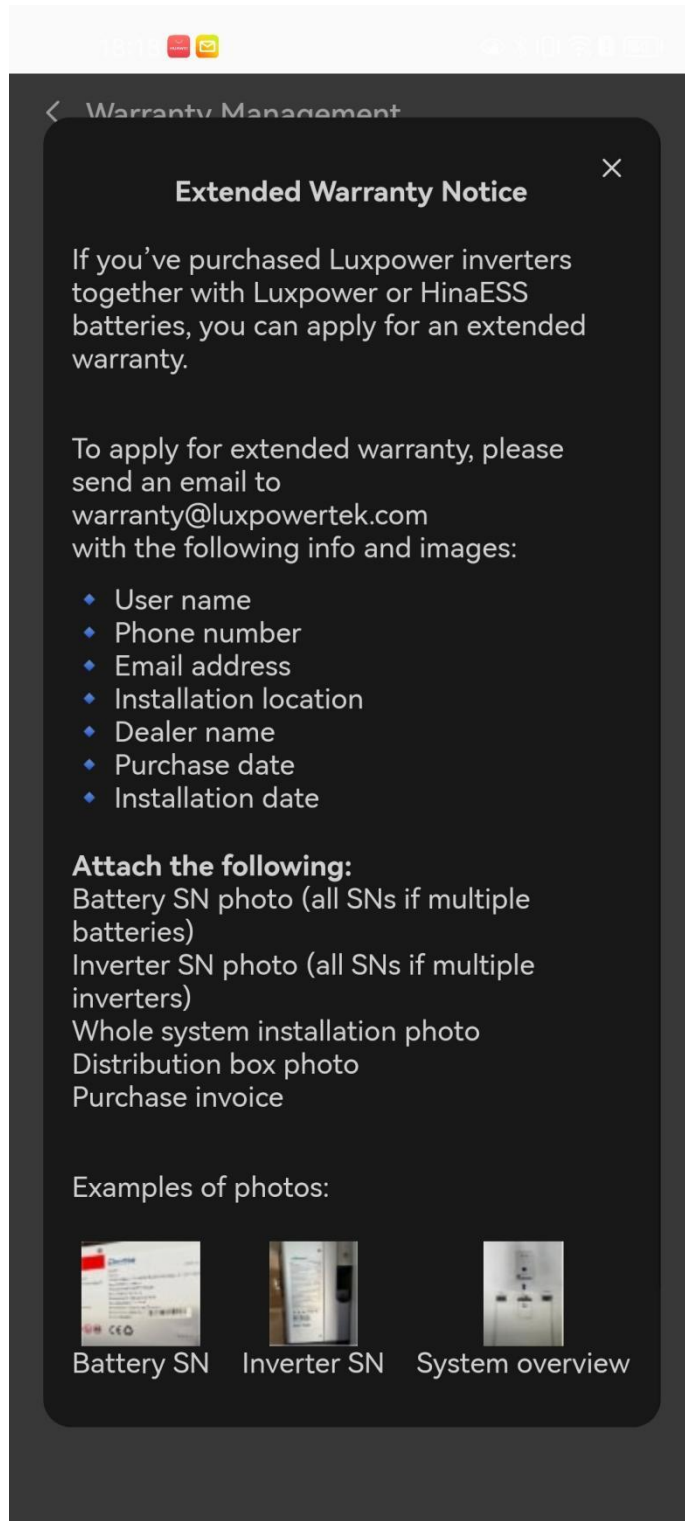




## 5.2 Extend Warranty

To extend the warranty period:

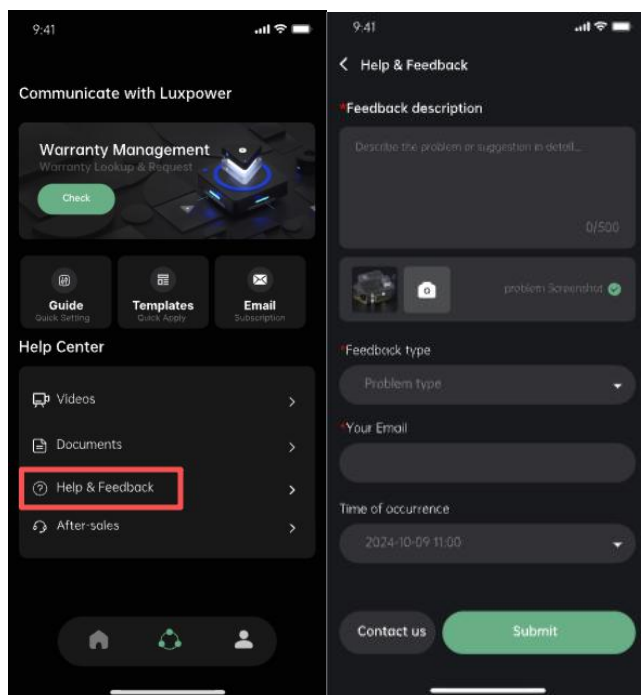
1. On the Warranty Management page, select Warranty Extended.
2. Prepare and submit required information to the email: [warranty@luxpowertek.com](mailto:warranty@luxpowertek.com).



## 6 Help

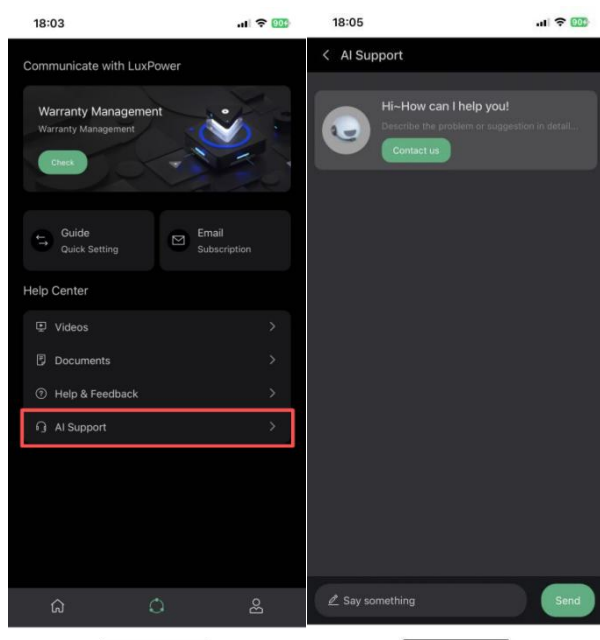
### 6.1 Technical Support

Submit inquiries through **Help & Feedback** in the **Help Center**. The technical team will respond promptly.



### 6.2 AI Intelligent Q&A

Use **AI Support** in the **Help Center** to get **instant answers** to model-specific questions.



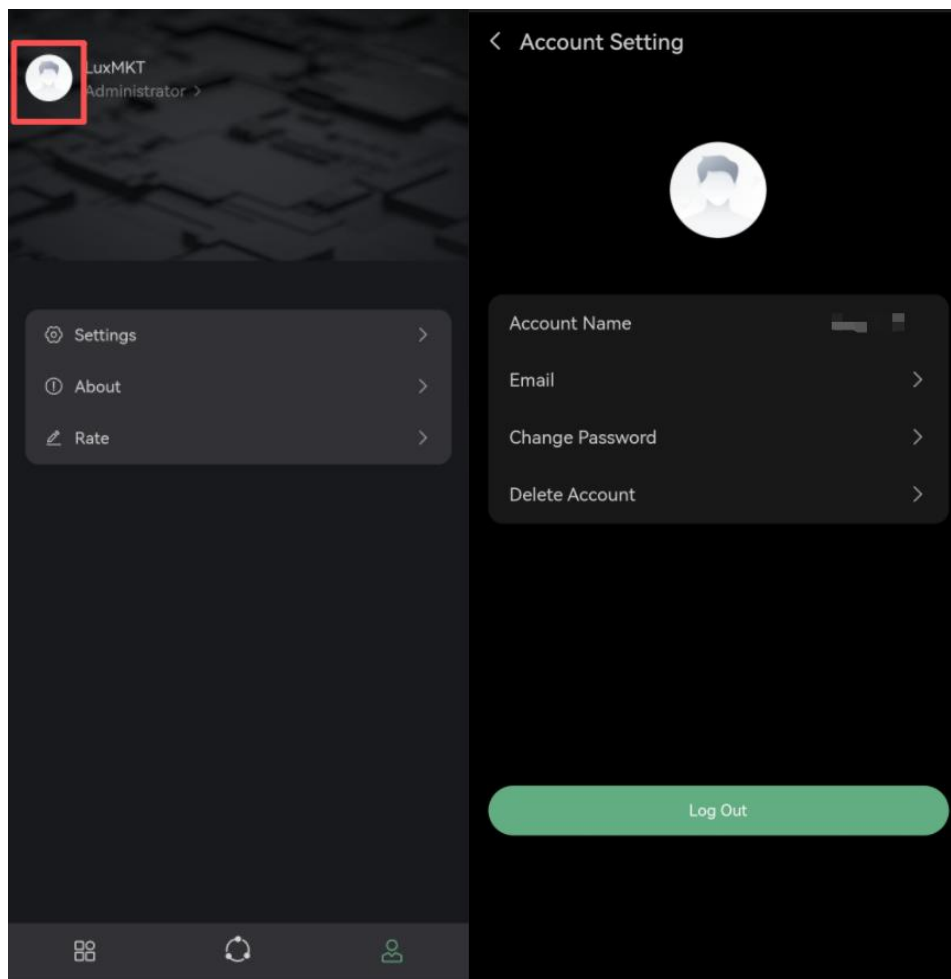
## 7 Profile Page

Select the **bottom-right button** to access the **Profile Page**.

### 7.1 Account Settings

Select your avatar to enter the Account Settings page, where you can:

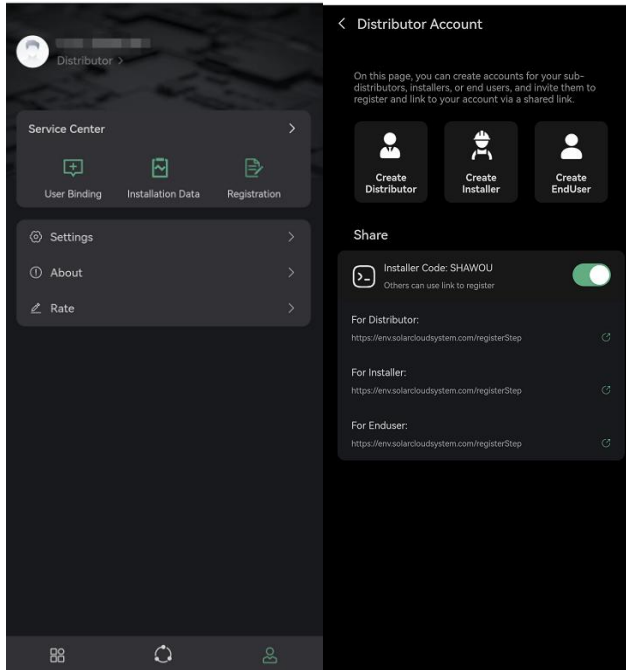
- Change your avatar.
- Update account name, email, or password.
- Delete the account if necessary.



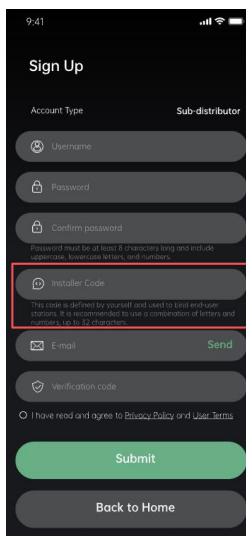
## 7.2 User Type & Installer Code

For primary distributor accounts:

Select your account type to access the distributor account page. You may create secondary distributor, installer, or end-user accounts, or share corresponding registration links for registration completion.



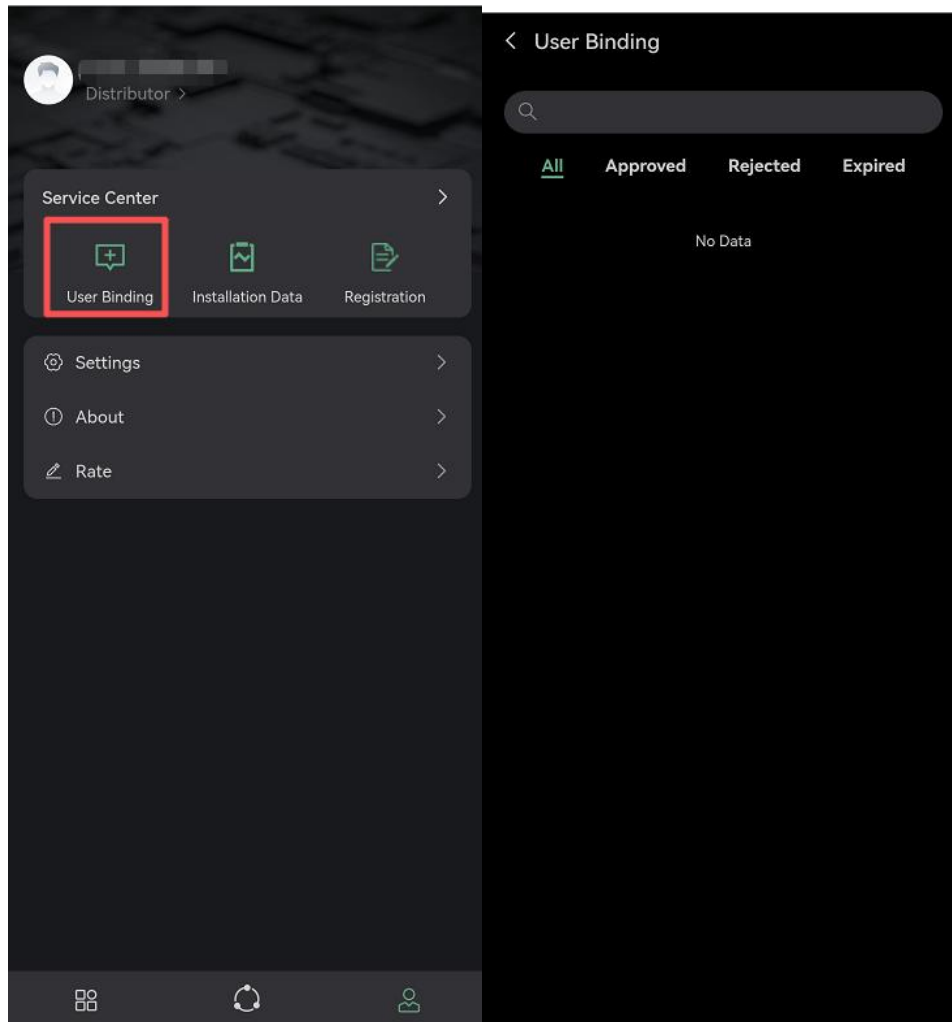
When creating distributor or installer accounts, customize a unique Installer Code in the registration interface. This code is used for subsequent registrations under that account hierarchy.



## 7.3 Service Center

### 7.3.1 User Binding

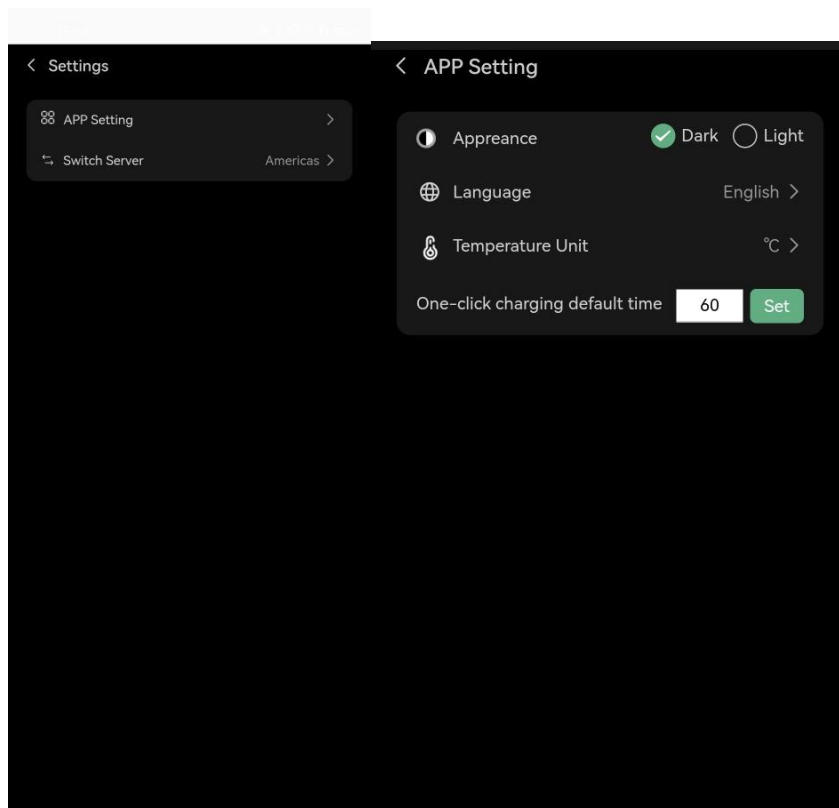
Tap to view user binding requests.



## 7.4 Settings

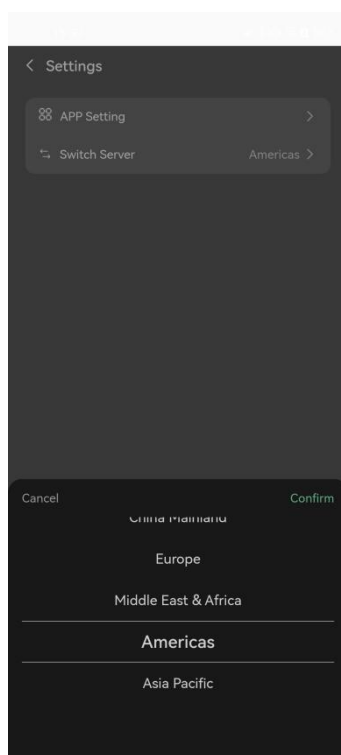
### 7.4.1 App Settings

Tap **App Setting** to change the app appearance, language, and temperature units.



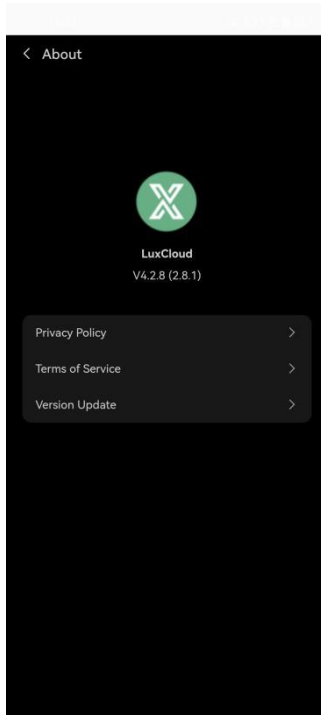
## 7.4.2 Switch Server

Users can manually change the server associated with their account.



## 7.5 About

View LuxCloud privacy policy, terms of service, and version update information.



## 7.6 Rate the App

Provide a rating for the LuxCloud app.

