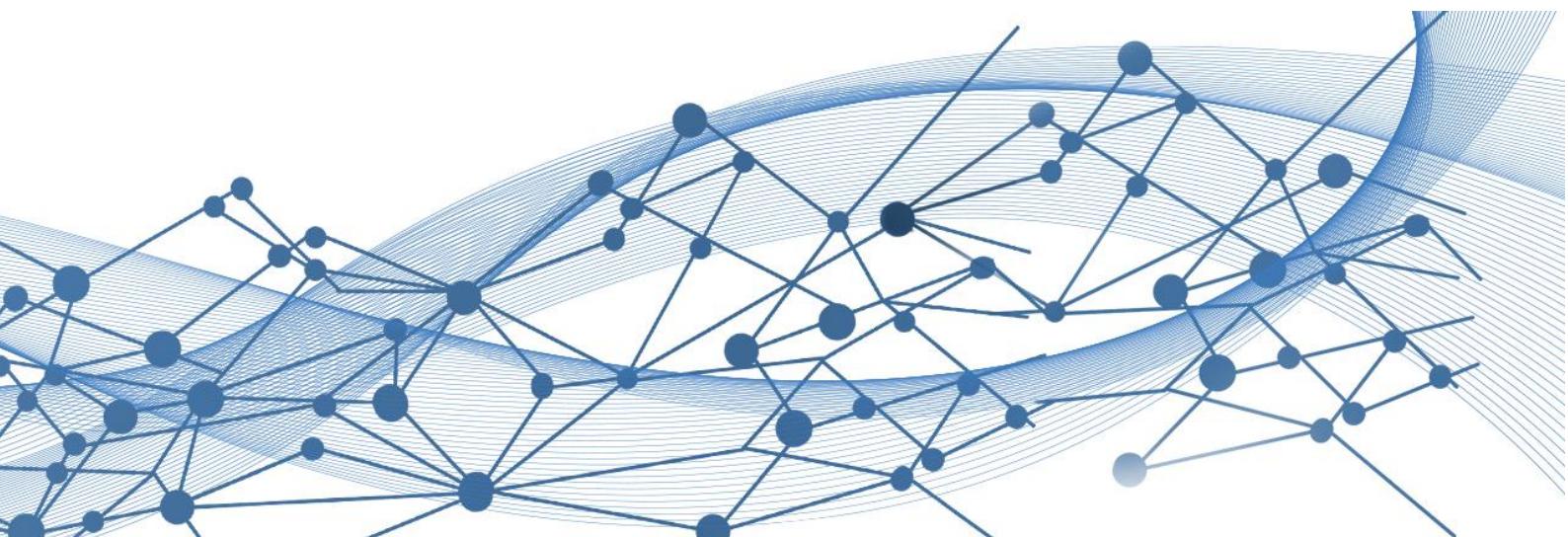


LuxCloud 2.0 APP

User Manual



Issue On: 2026-01-22

Version: 1.3

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Introduction to LuxCloud

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

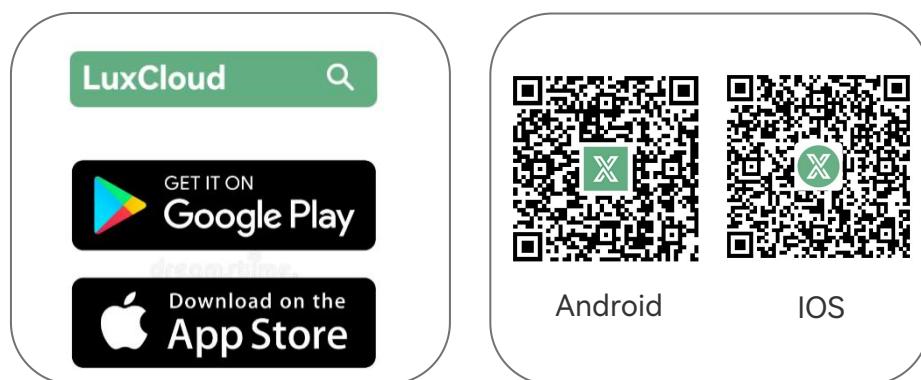
This platform supports device monitoring, data analysis, remote management, and after-sales support, providing you with a comprehensive smart energy management experience.

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

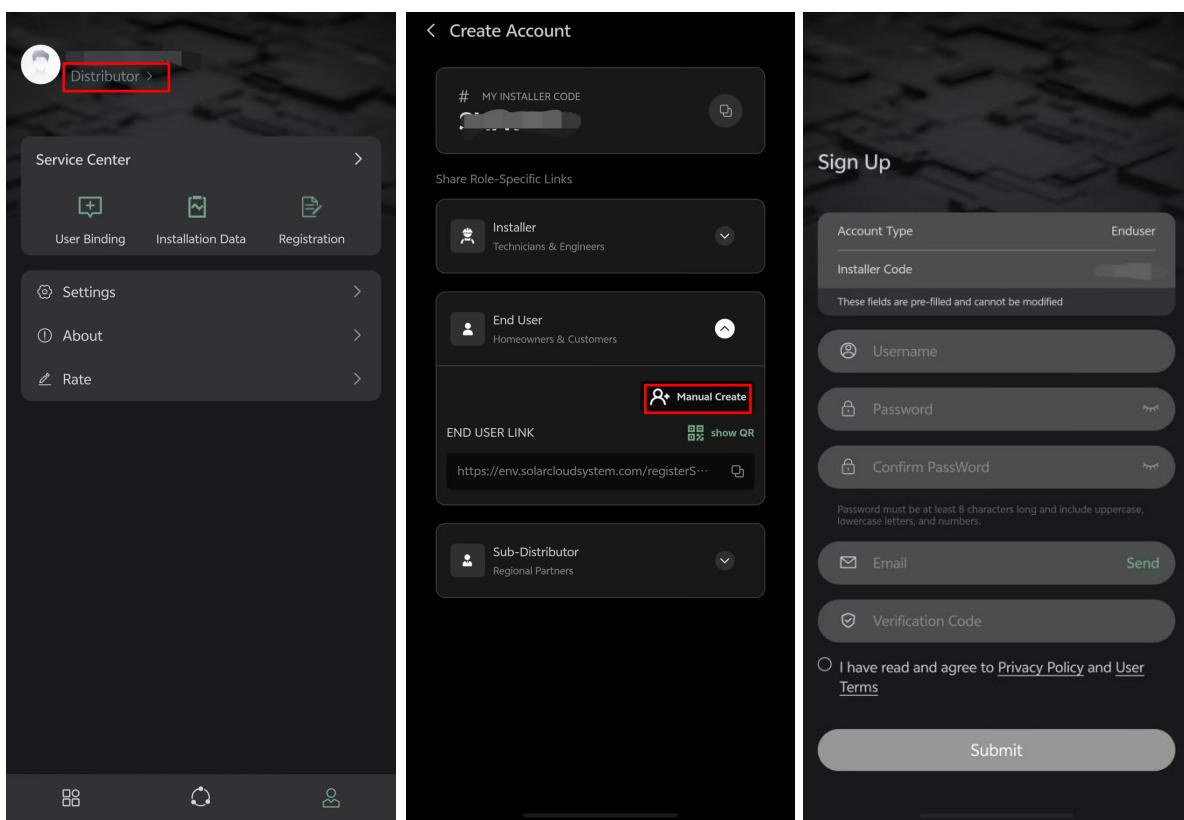
The LuxCloud platform allows accounts to be created for end users by distributors or installers, or end users can self-register via a shared link or QR code.

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. Tap **Distributor**.
3. Select **Manual Create**.
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.

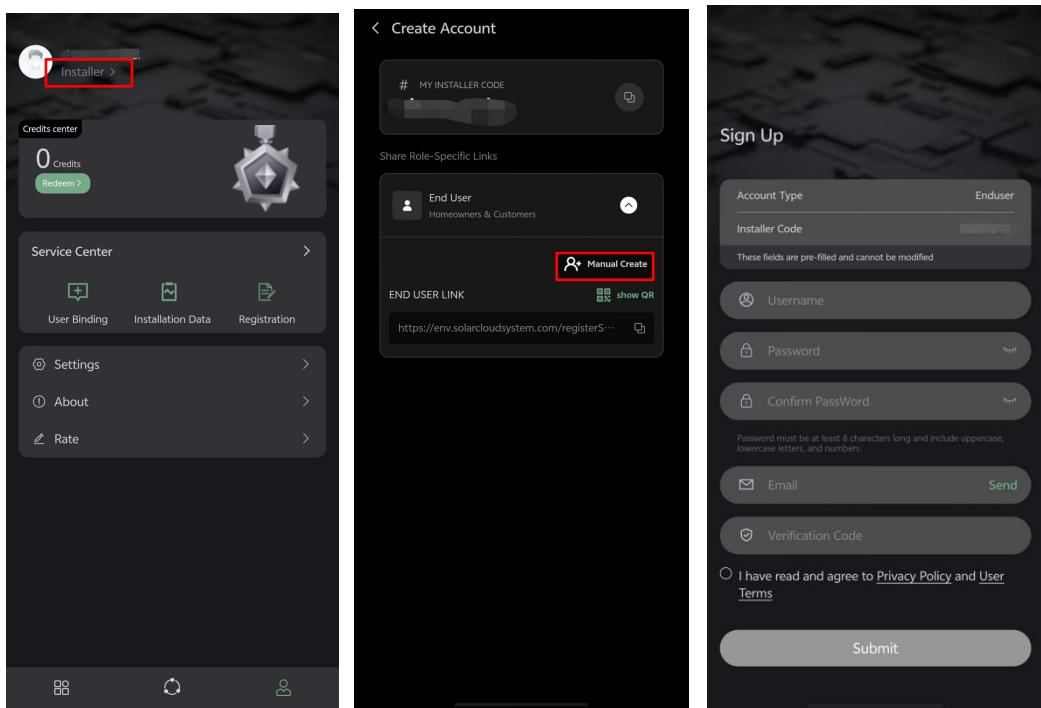
Upon verification, the end-user can log in to LuxCloud.



1.2.1.2 Installer Creates an End User Account

1. Log in to the installer account and navigate to the **Profile section**.
2. Tap **Installer**.
3. Select **Manual Create**.
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.

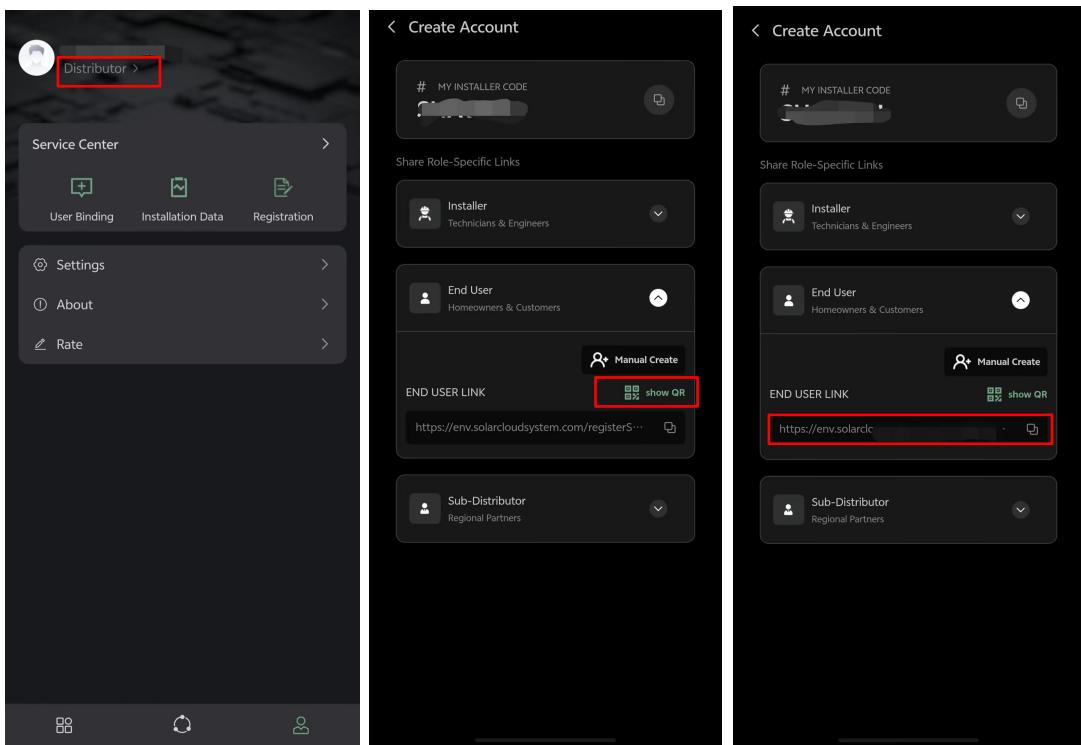


1.2.2 End User Self-Registration via Shared Link or QR Code

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

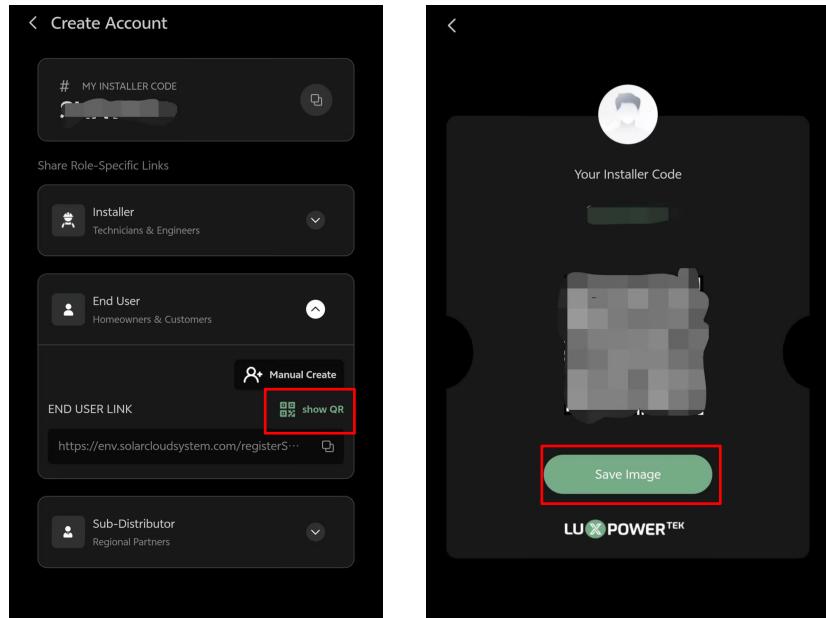
1.2.2.1 Distributor Shares Registration Link or QR Code

1. Log in to the account and navigate to the **Profile** section.
2. Tap **Distributor**.
3. Select **End-User**.

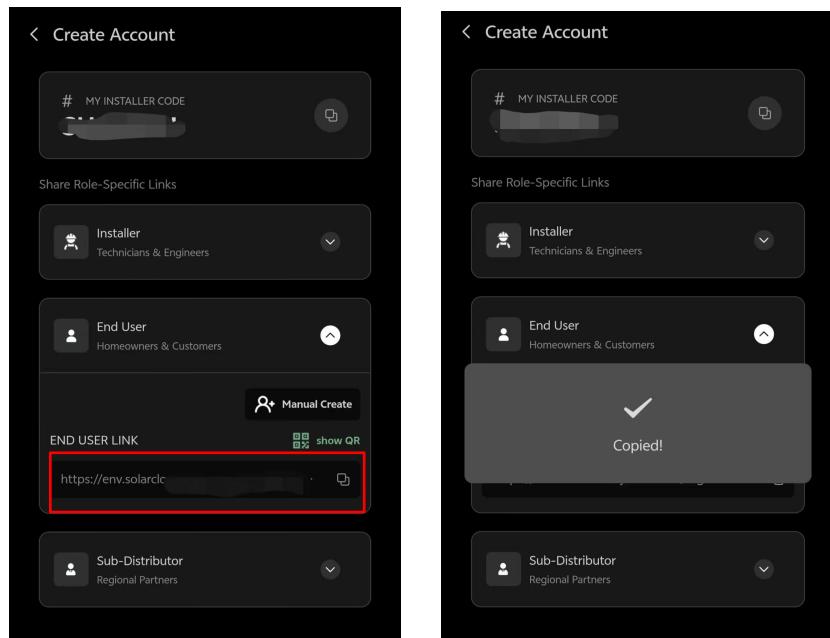


Options include: Sharing via QR code or copy registration link.

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



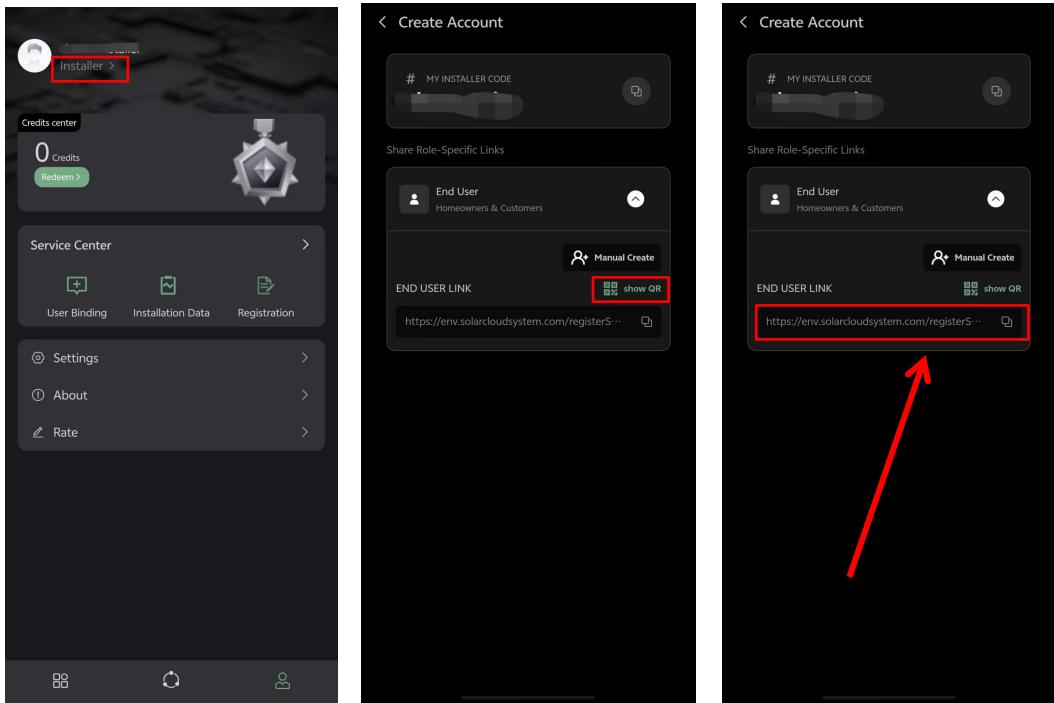
- **Link:** Copy the registration link and send it to the end-user.



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

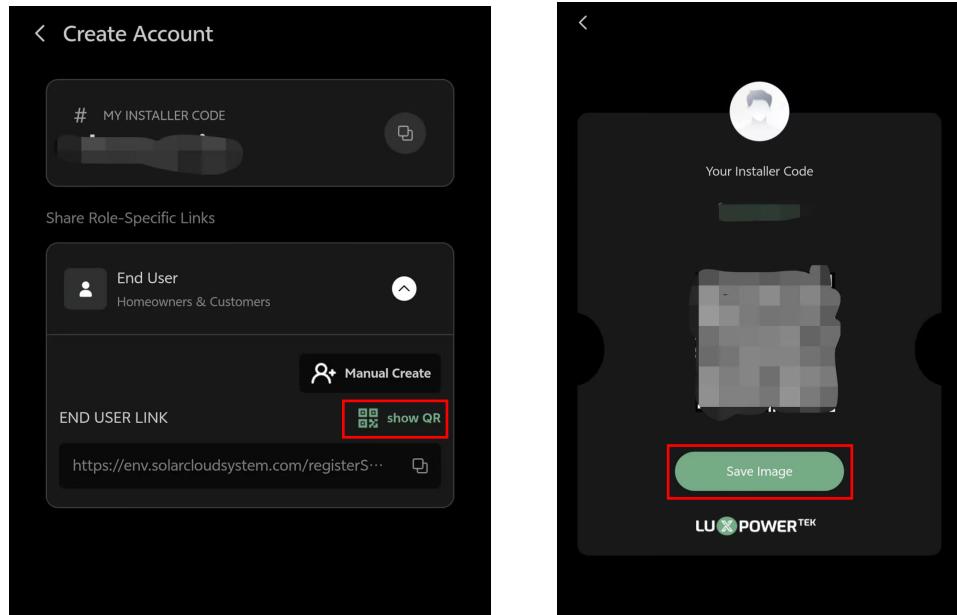
1.2.2.2 Installer Shares Registration Link or QR Code

1. Log in to the account and navigate to the **Profile section**.
2. Tap **Installer**.
3. Select **End User**.

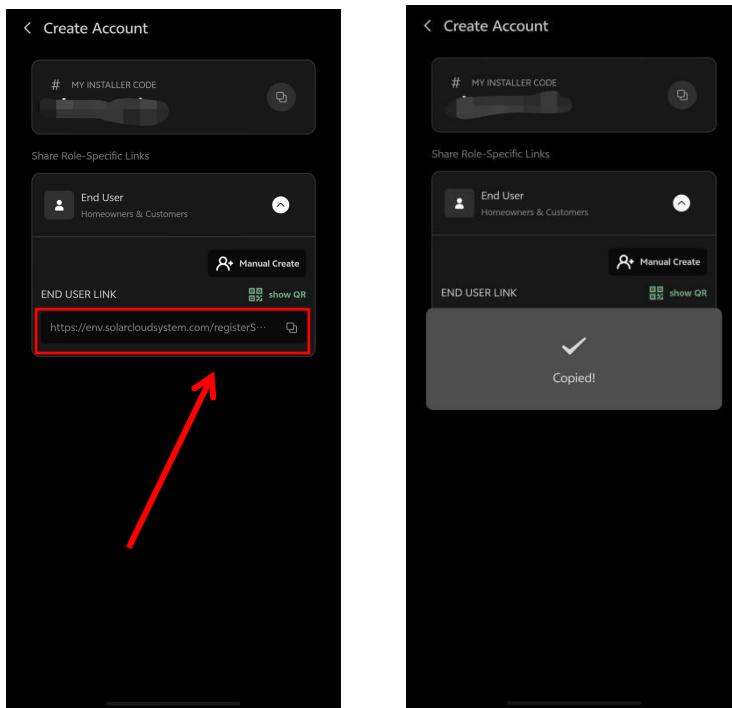


Options include: Choose to **copy the link** or **save the QR code** for sharing.

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



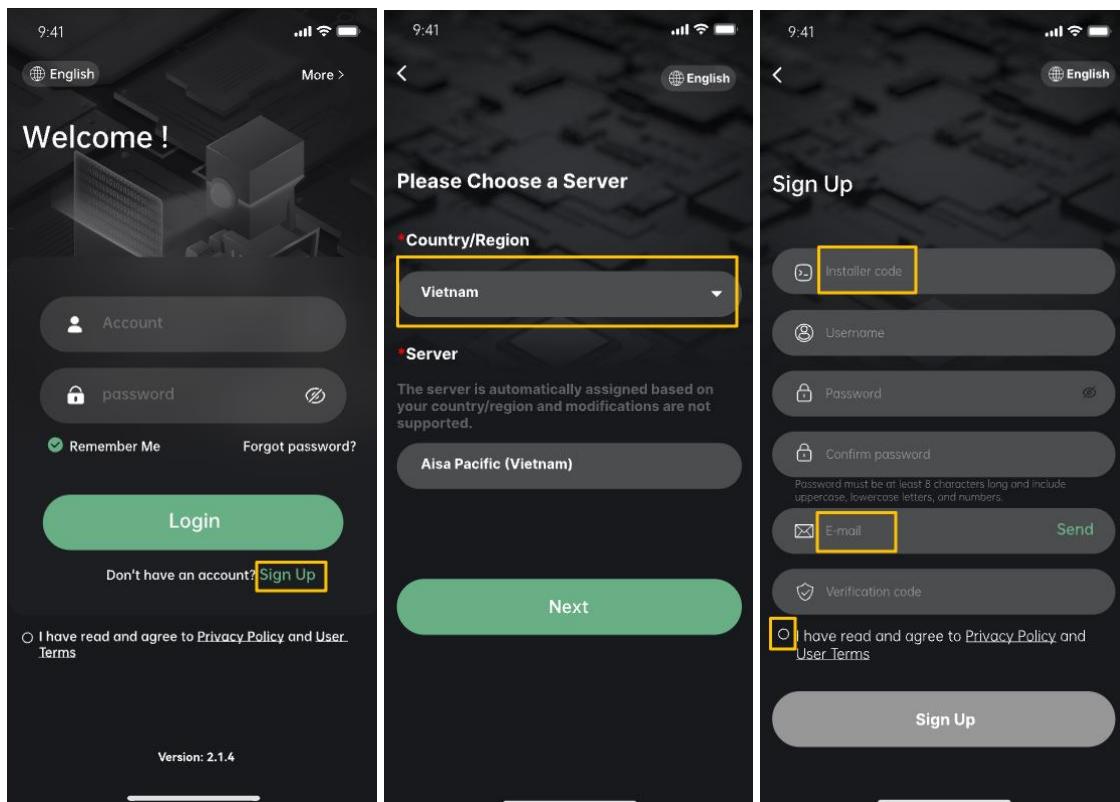
Link: Copy the registration link and send it to the end-user.



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

1.2.3 End User Self-Registration

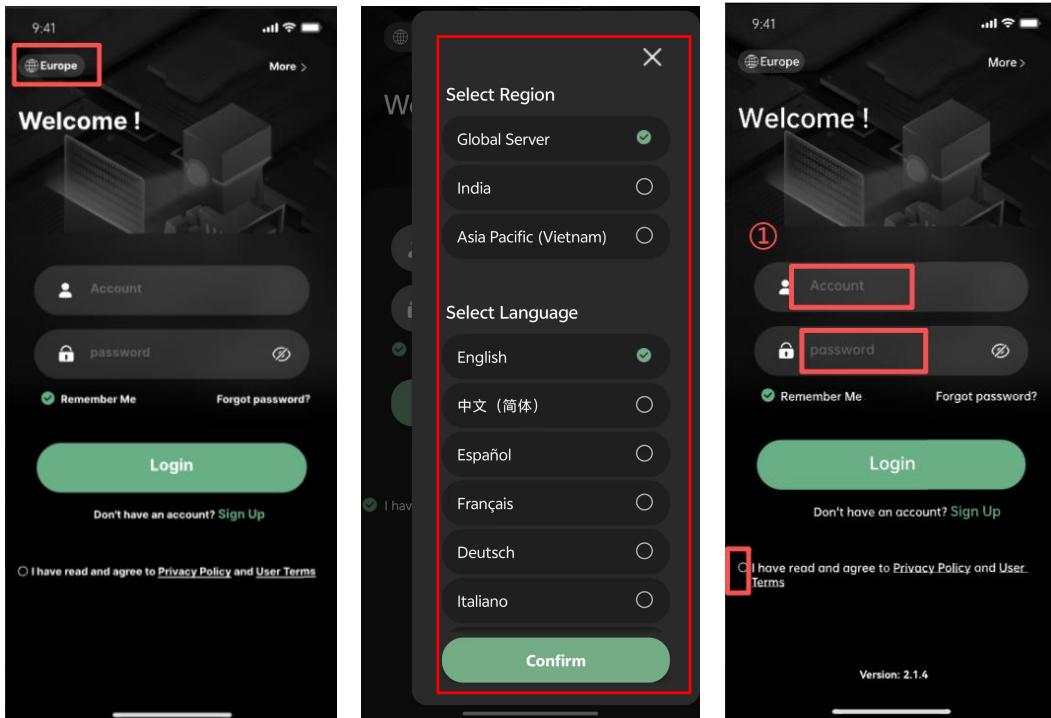
1. Ensure the App is updated to the **latest version** and launch **LuxCloud**.
2. On the **login page**, select **Sign Up**.
3. Choose your **country/region**; the system will **automatically assign the corresponding server** (manual selection is not permitted).
4. Follow the on-screen prompts to enter:
 - Installer Code
 - Username
 - Password
 - Email (and complete email verification)
5. Agree to the **Privacy Policy and User Terms** 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. Open the App.
2. Select your **region and language** at the top-left corner.
3. Enter your **Account** and **Password** in the Account / Password fields.
4. Check and agree to the **Privacy Policy**.
5. Tap **Login** to complete the sign-in process.

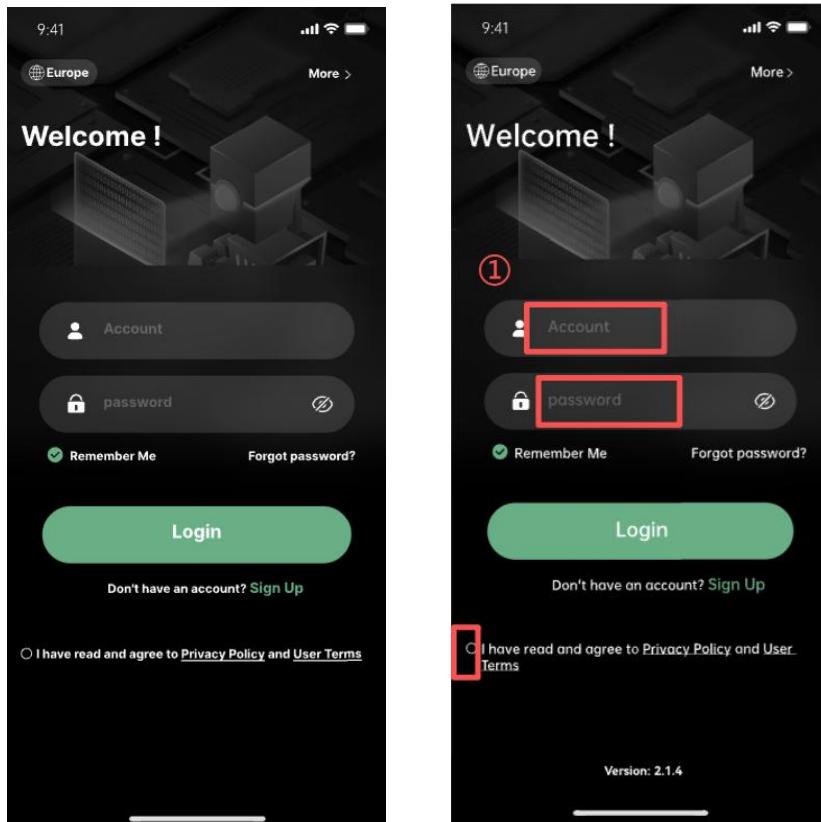


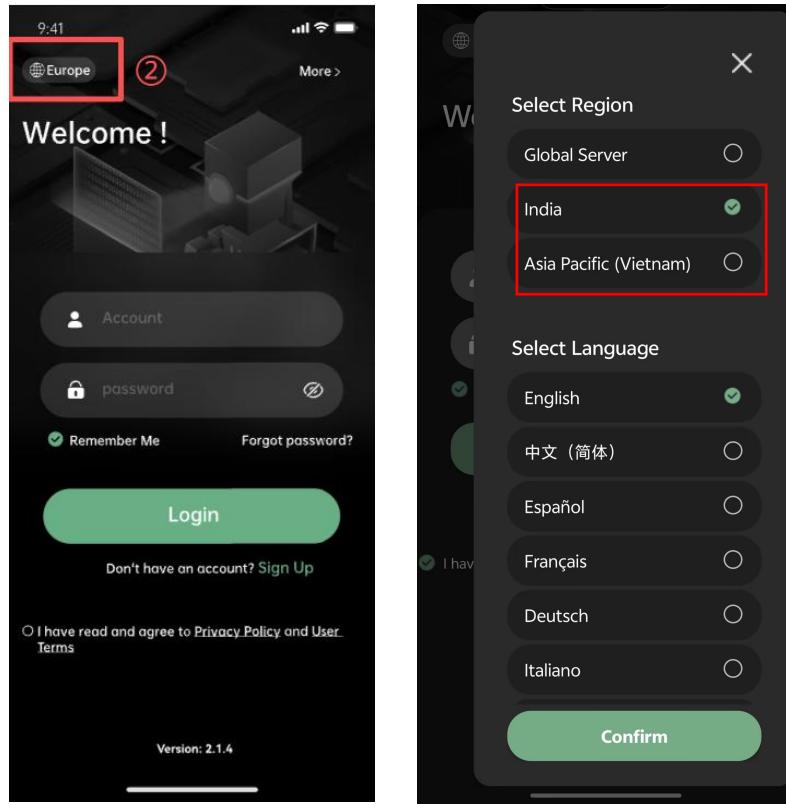
1.3.1 Login (India & Vietnam Users)

This App update adds local servers for India and Vietnam, providing users in these regions with a more stable and faster access experience.

If your account is registered in India or Vietnam:

1. Select the **language** and the corresponding **server** (India / Vietnam) in the upper-left corner.
2. Enter your **Account** and **Password**.
3. Check and agree to the **Privacy Policy**.
4. Tap **Login** to complete the sign-in process.





1.3.2 Login (Users in Regions Other Than India & Vietnam)

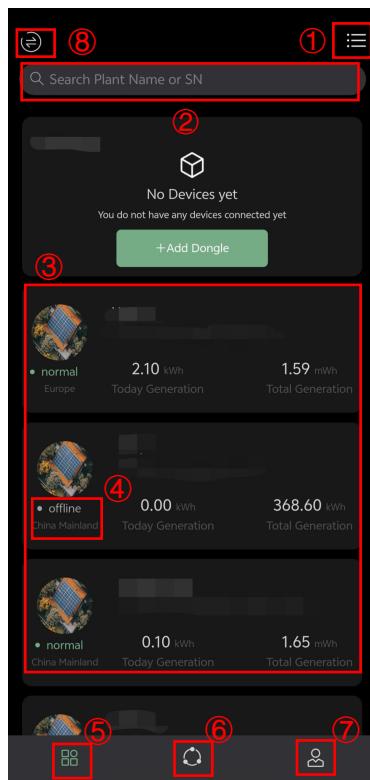
For accounts registered on App versions Android 4.3.2, iOS 3.1.1, or later:

- 1. India region:** All India-region accounts must select **India** when logging in (regardless of whether the account was registered on a new or old version).
- 2. Vietnam region:** Users registered on the new version should select **Vietnam** when logging in.
- 3. Vietnam region:** Users on the old version whose accounts have been migrated should select **Vietnam** when logging in.
- 4. Vietnam region:** Users on the old version whose accounts have **not** been migrated should select **Global** when logging in.
- 5. All other regions:** Users should select the **Global Server** when logging in.

2 Device Management

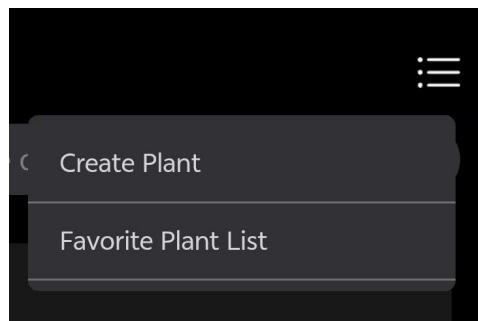
2.1 Home Page Overview

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



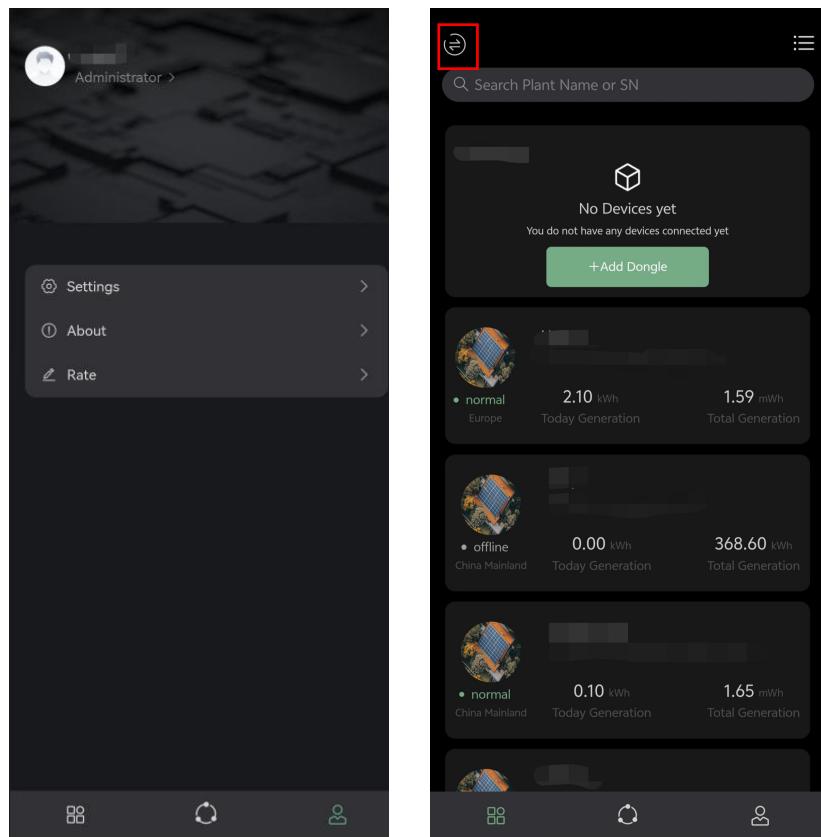
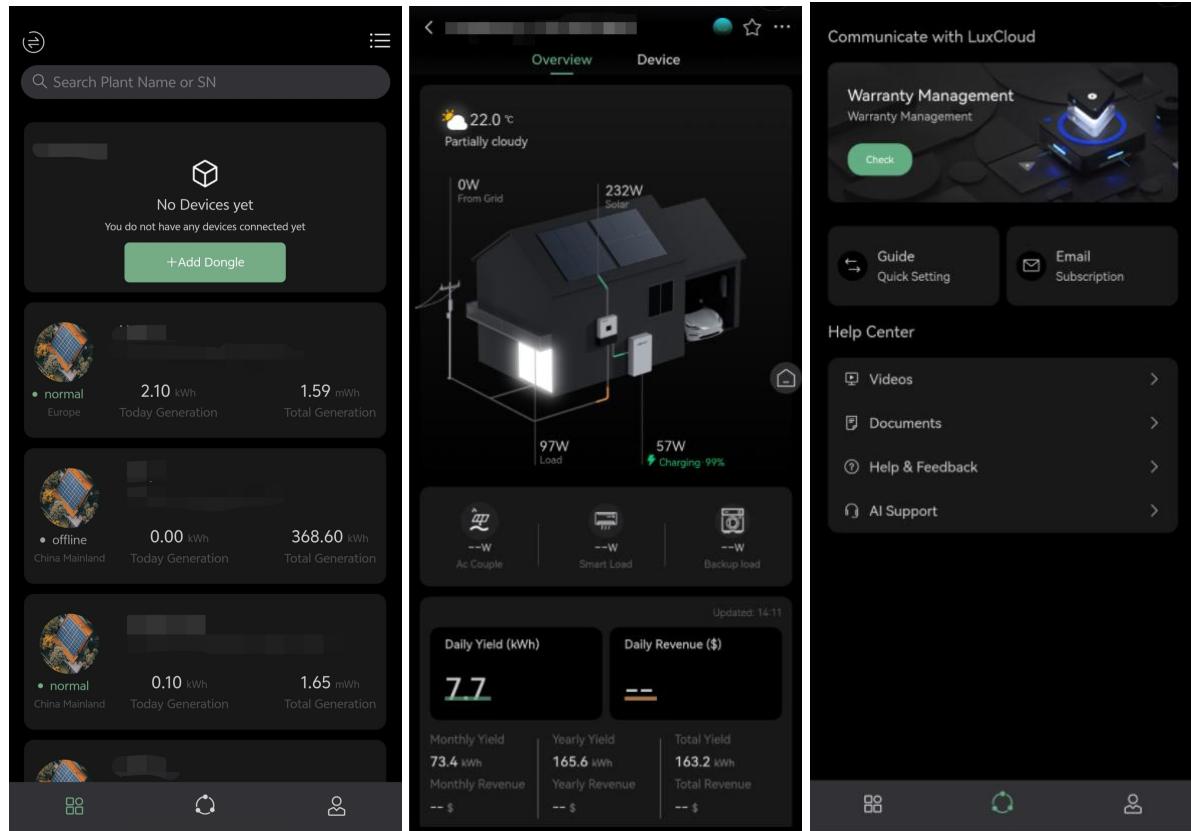
Key functions on the home page include:

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. **Plant Server :** This section displays the current server node to which the plant belongs.
 - If the status is shown as “Offline” and the server name is the same as the currently selected server, it indicates that the device is offline.
 - If the status is shown as “Offline” and the server name is different from the currently selected server, please go to Profile and switch to the corresponding server before checking again. Refer to Section 7.4.2 of this document for the server switching steps. At the same time, please check the device information on the Web monitoring backend interface.
 - If the status is shown as “Normal” and the server name is different from the currently selected server, it indicates that the device is under the current server, but the power plant is not.
 - If the status is shown as “Normal” and the server name is the same as the currently selected server, it indicates that the power plant devices are operating normally.
5. **Home:** Returns to the monitoring home page.
6. **Community:** Accesses community features.
7. **Profile:** Navigates to personal account and settings page.
8. **Version Switch:** Allows switching to the previous version interface

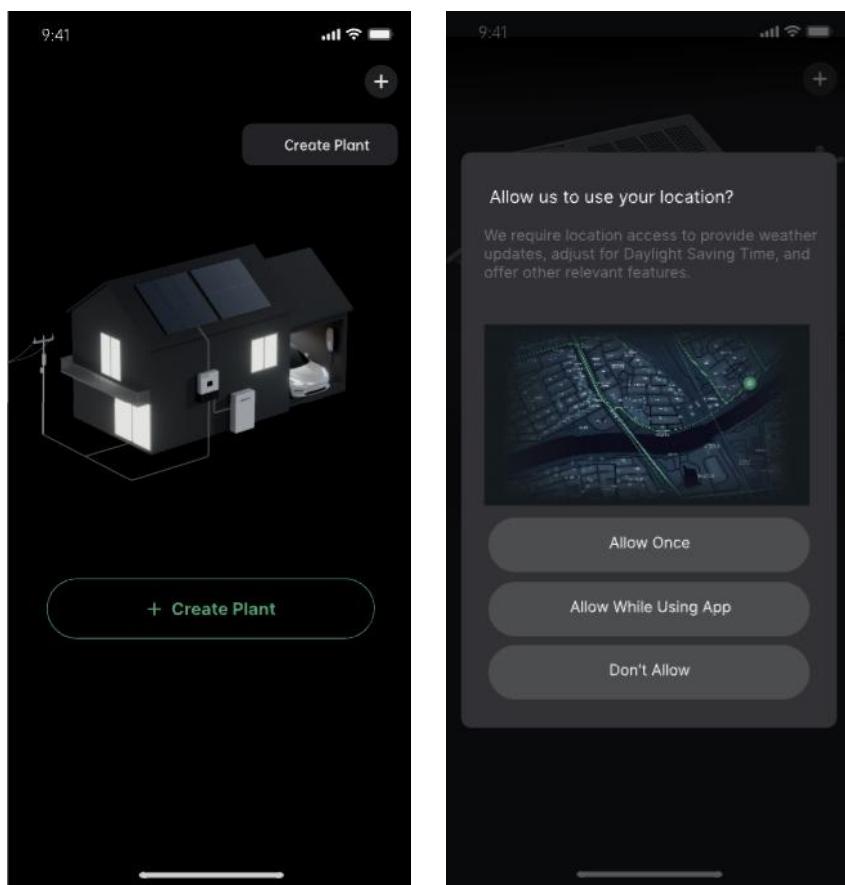


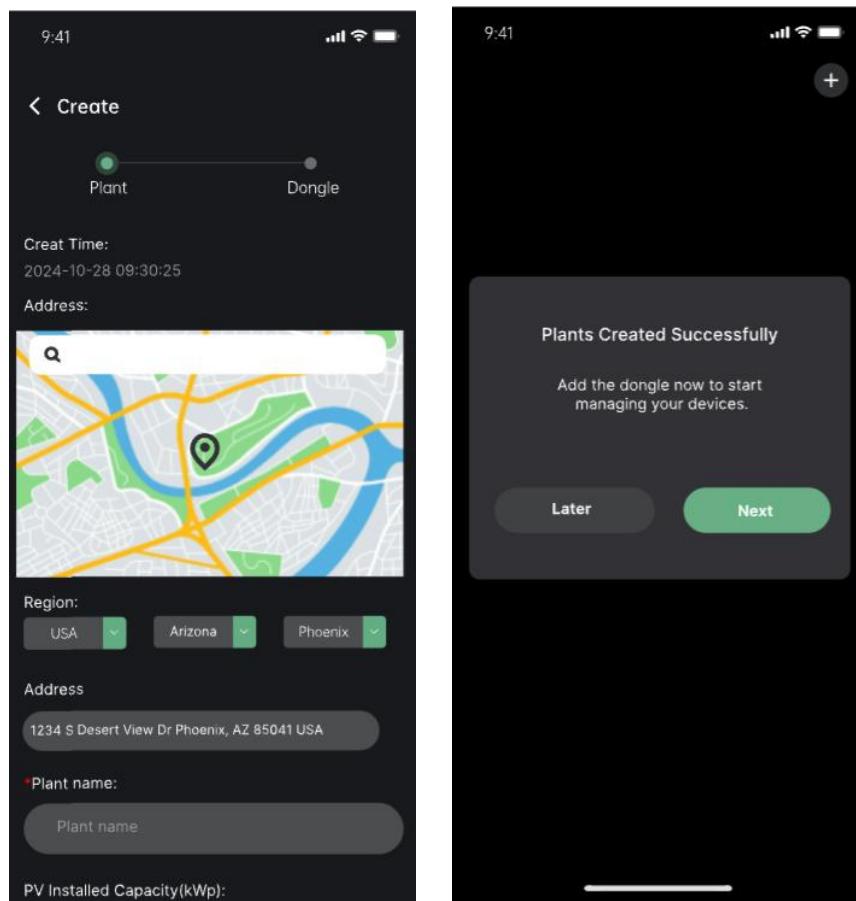
2.2 Create a Plant

If you are an end user, you can start creating your own plant after completing registration and login.

The creation steps are as follows:

1. Tap **Create Plant**.
2. Follow the prompts to allow the App to access location information (optional).
3. Enter the basic plant information.
4. After the plant is created, the system will proceed to the Dongle matching step (if **Later** is selected, you can add a dongle at any time by tapping **Add Dongle** on the power plant home page).

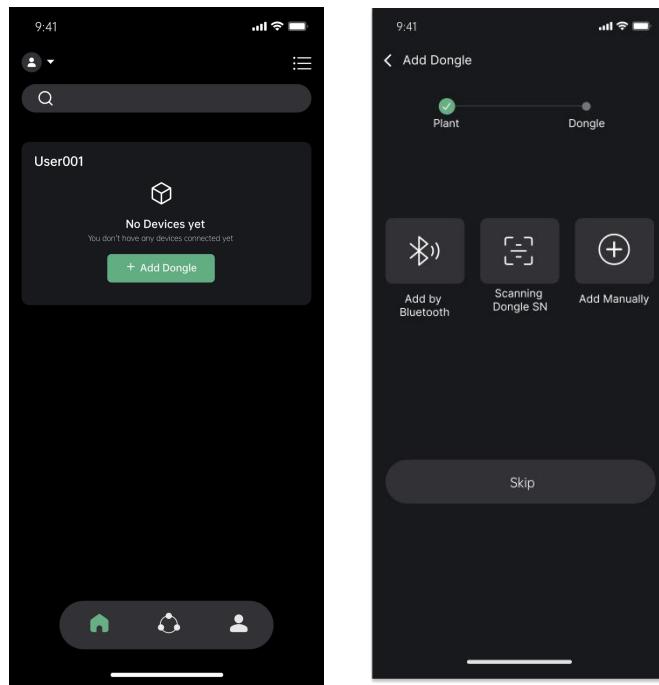




2.3 Add a Dongle

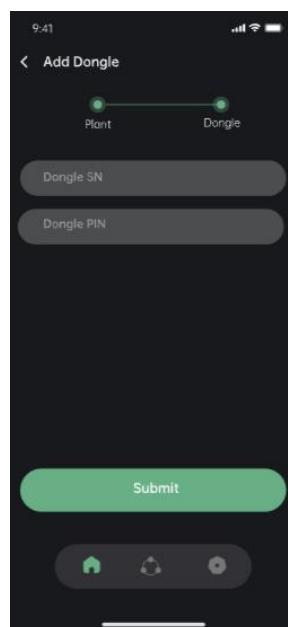
There are **Three Ways** to add a Dongle:

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.



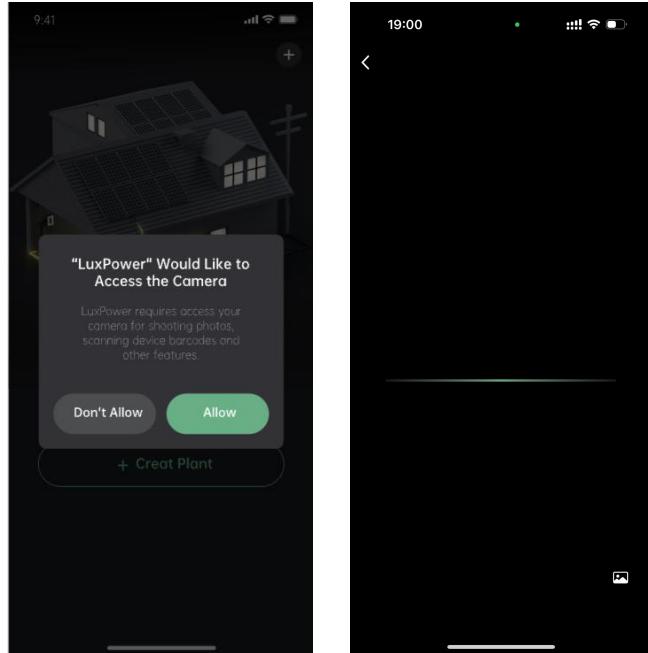
2.3.1 Add Manually

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



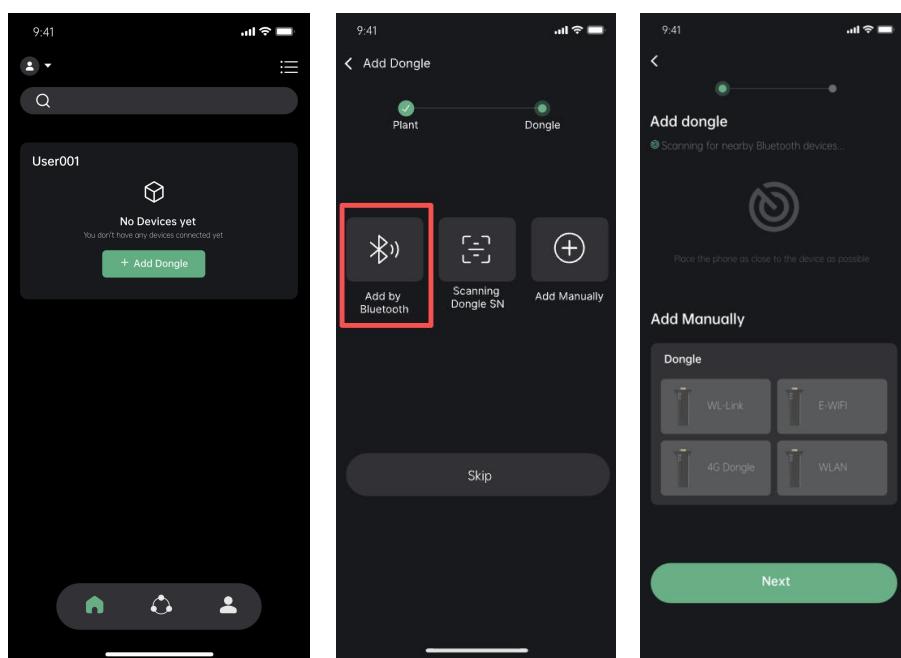
2.3.2. Scan QR Code

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

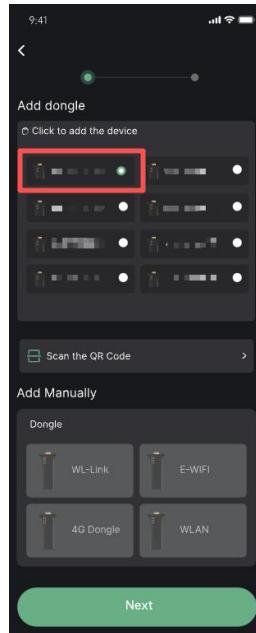


2.3.3. Connect via Bluetooth

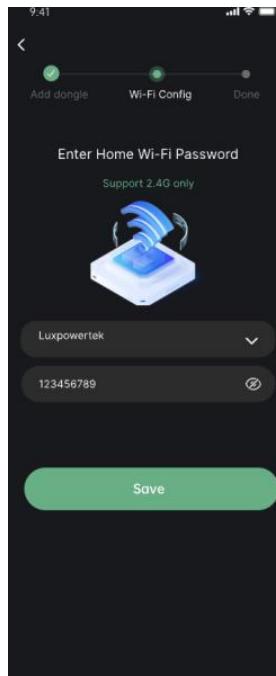
1. Enable **Bluetooth** on your mobile device.
2. Select **Add Dongle**, then **Add by Bluetooth**; LuxCloud will initiate scanning for nearby devices.



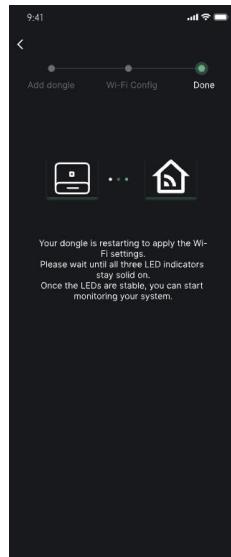
3. Choose the corresponding Dongle SN (multiple selections are possible for parallel systems).



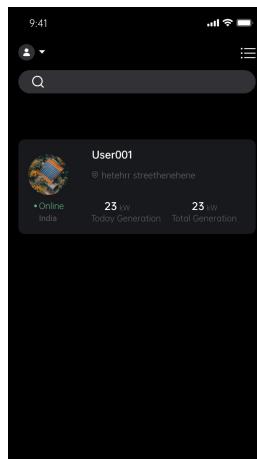
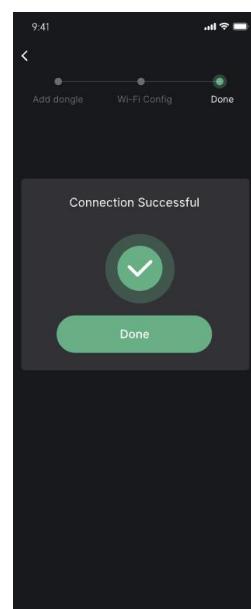
4. Select your home **Wi-Fi network**, enter the password, and select **Save**.



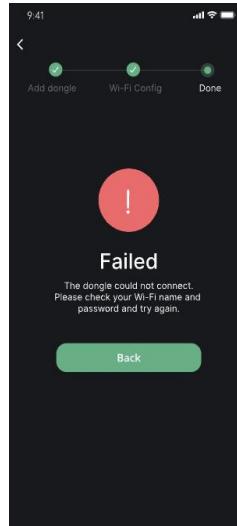
5. The Dongle will restart, and devices will connect.



6. When finished, tap Done to start monitoring.



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

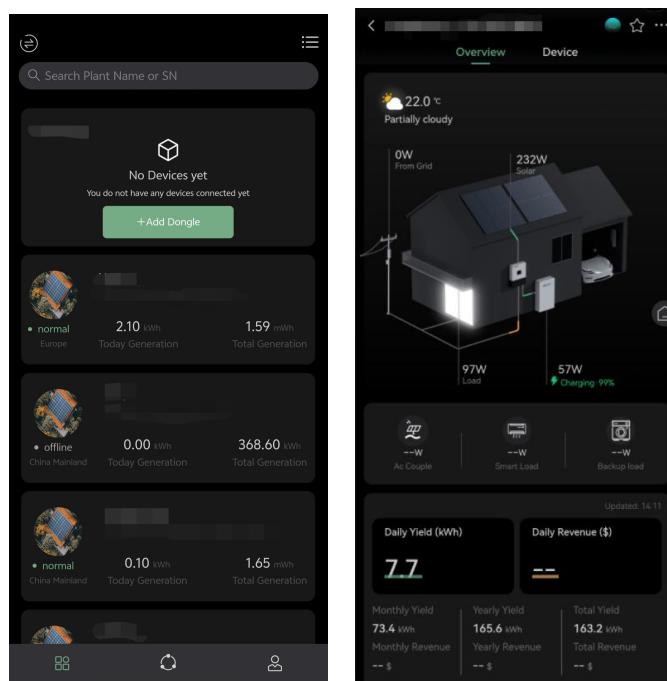


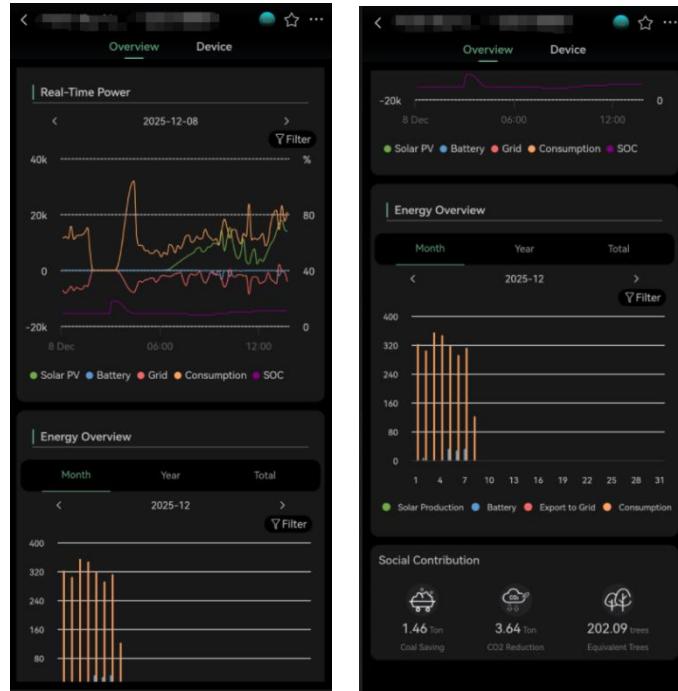
3 Plant Management

3.1 Plant Details

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

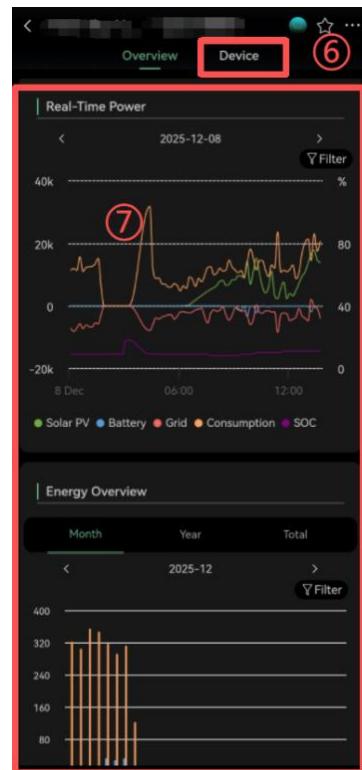
1. On the home page, select the corresponding plant.
2. Access the plant details page to view real-time energy consumption and generation.
3. Scroll down to view detailed visualized charts and historical records.





3.1.1 Plant Details Page Overview



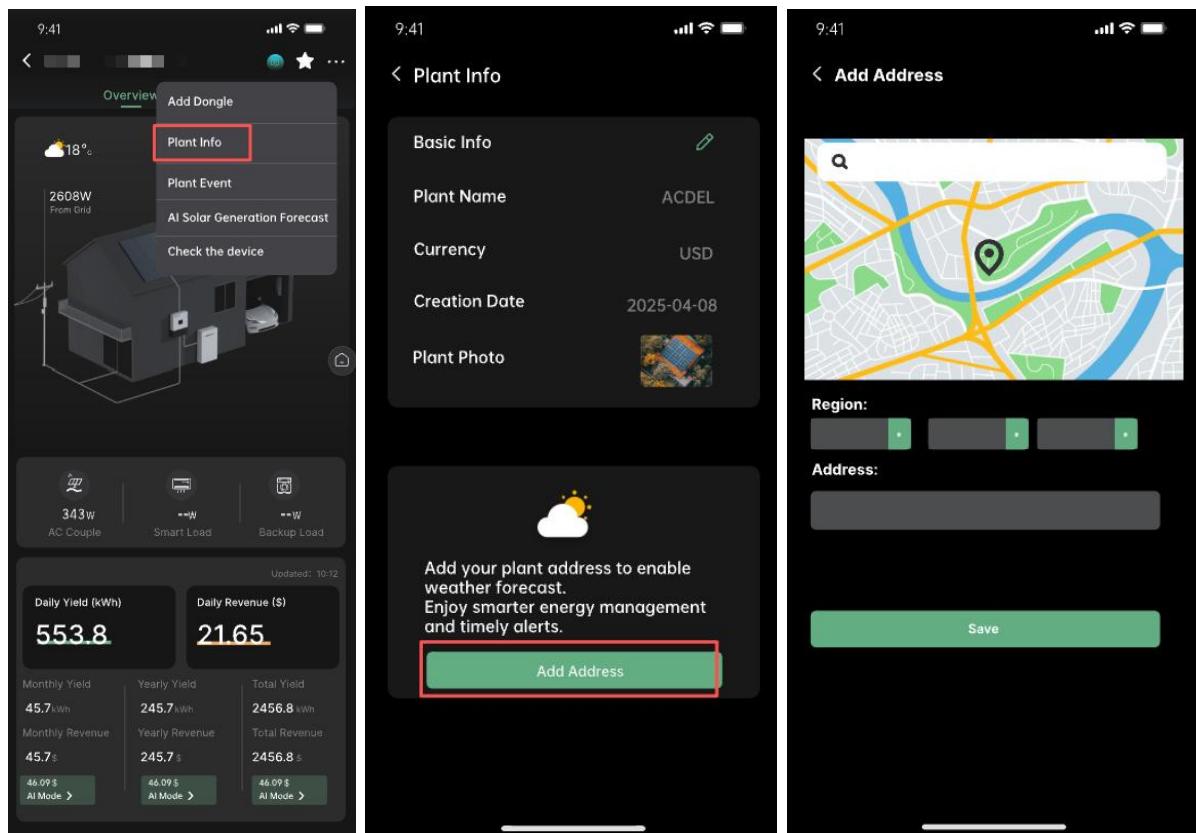


1. Weather Forecast

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

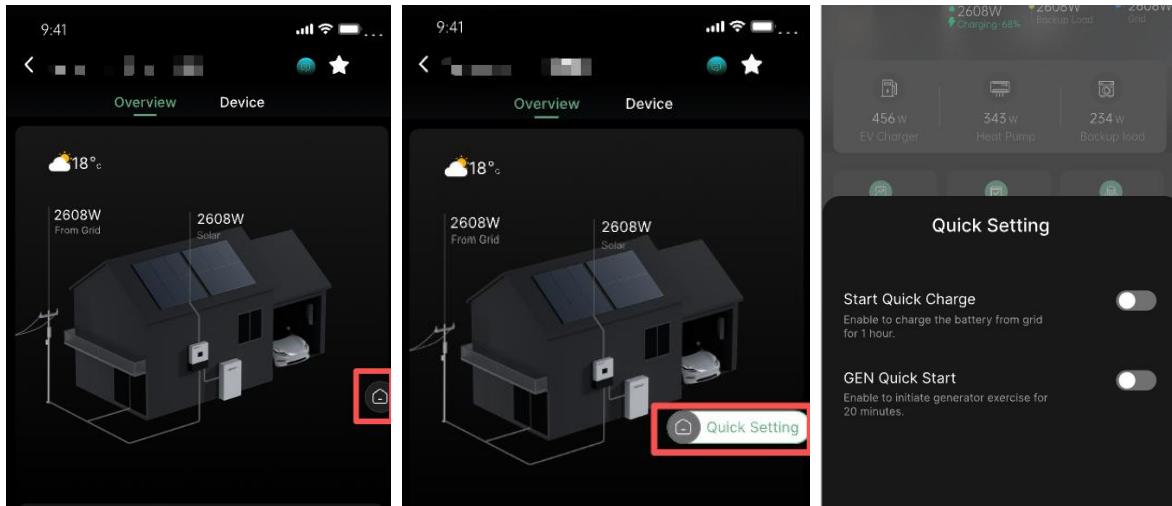


If weather is not visible on the plant details page, navigate to plant info and add the address.

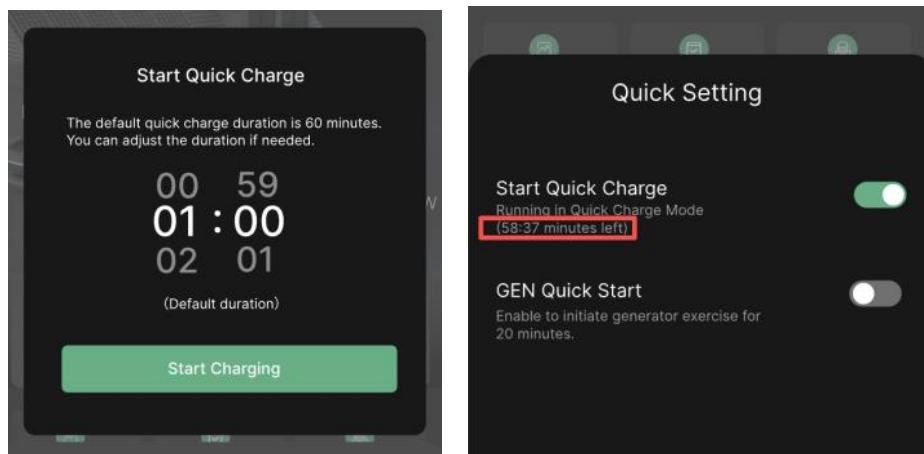


2. Quick Charge

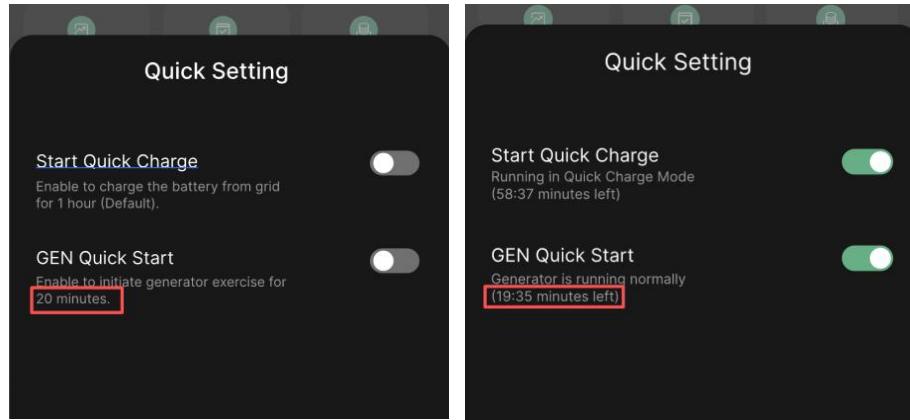
Enables quick charging and generator quick start; defaults are 60 minutes (charging) and 20 minutes (generator).



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.



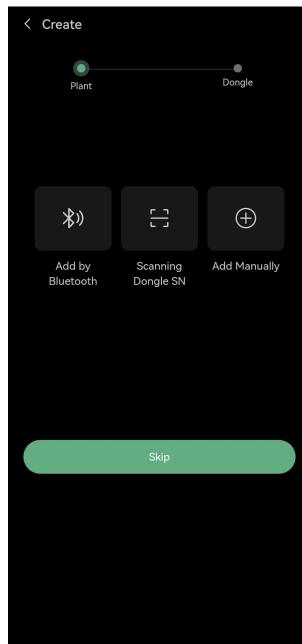
Enable GEN Quick Start: The generator will start exercising. The default duration is 20 minutes.



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 CO₂ emissions, and equivalent trees planted.

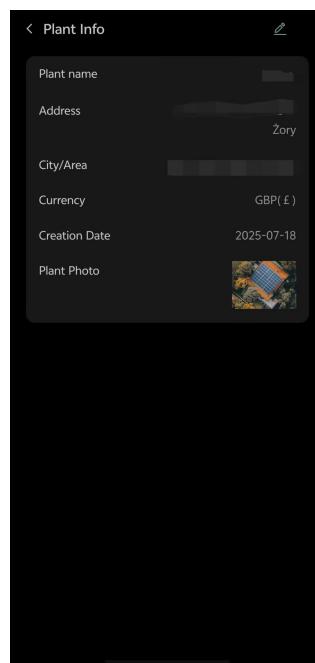
3.1.2 Add Dongle

For parallel (multi-inverter) power plants, you can add new inverters to the plant by entering the Dongle Serial Number (SN) and Password (PIN).



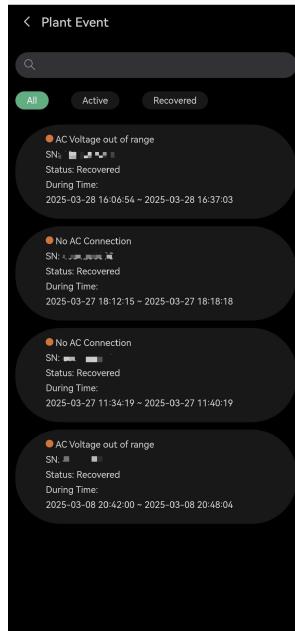
3.1.3 Plant Information

View the plant information. Tap the green icon in the upper-right corner to edit the plant details. You can also add the plant address to enable the weather forecast feature.



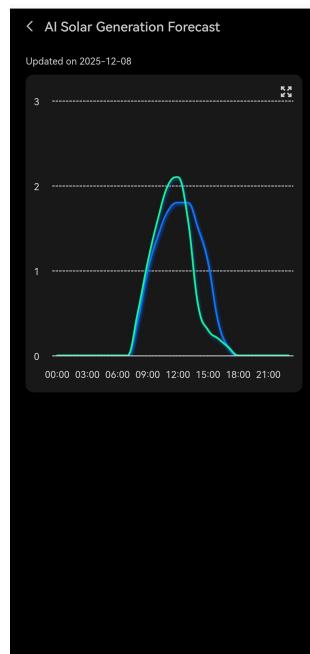
3.1.4 Power Plant Historical Events

View all activity events and recovered events of the power plant.



3.1.5 AI PV Power Generation Forecast

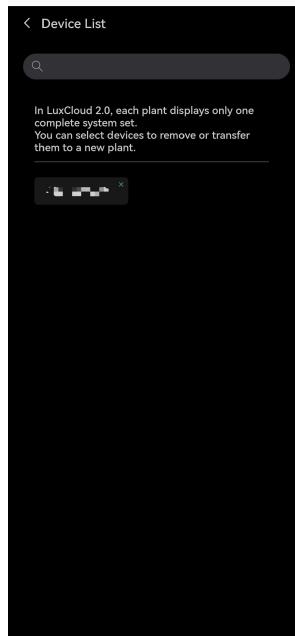
View the AI photovoltaic power generation forecast. After adding location information, the AI will predict the solar power generation for the next two days.



3.1.6 Device Check

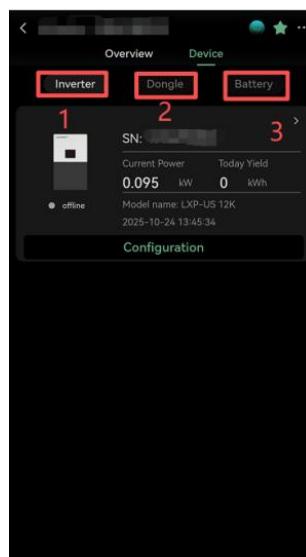
In LuxCloud 2.0, each power plant displays only one complete system. You can choose to transfer dongles that do not belong to the current system to a new power plant.

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 transferred to a new power plant.



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:

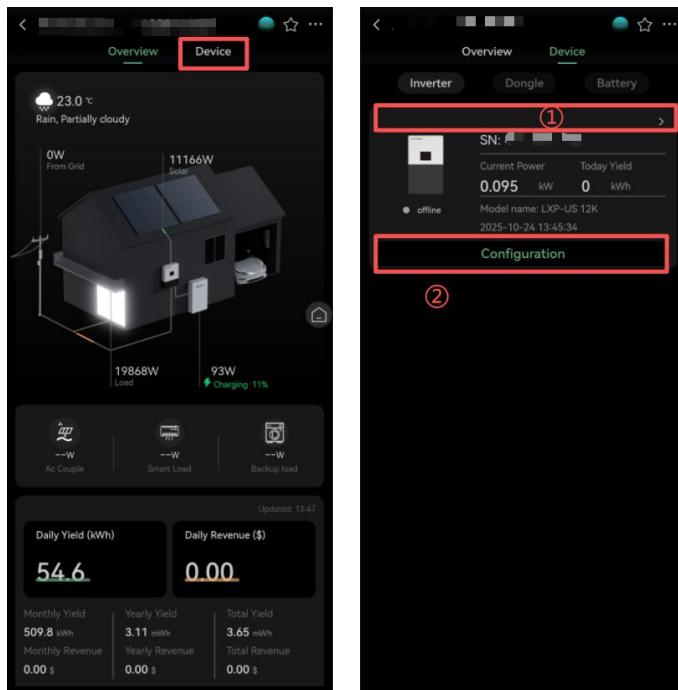


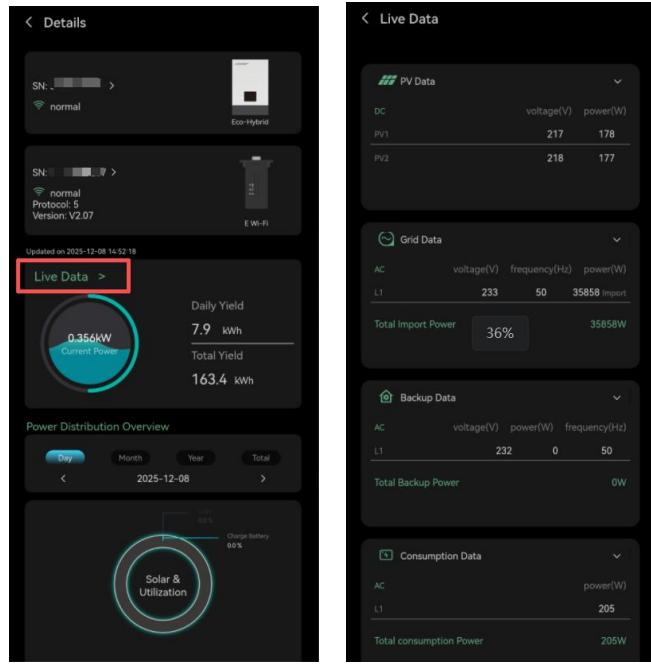
1. Displays bound inverters and related information (refer to 3.3 Inverter Operational Status).
2. Displays bound Dongles and related information.
3. Displays bound LuxPowerTek or HinaESS batteries and related information (refer to 3.4 Battery Charge/Discharge Status).

3.3 Inverter Operational Status

On the monitoring home page, tap **Device** at the top.

1. By default, the page opens on the Inverter tab. Tap ① Inverter to enter the inverter details page.
2. Tap **Live Data** to view real-time parameters of each port.
3. Tap ② to perform remote settings for the inverter and battery (for details, refer to Section 4: Remote Settings).





3.3.1 Inverter Details Page Overview



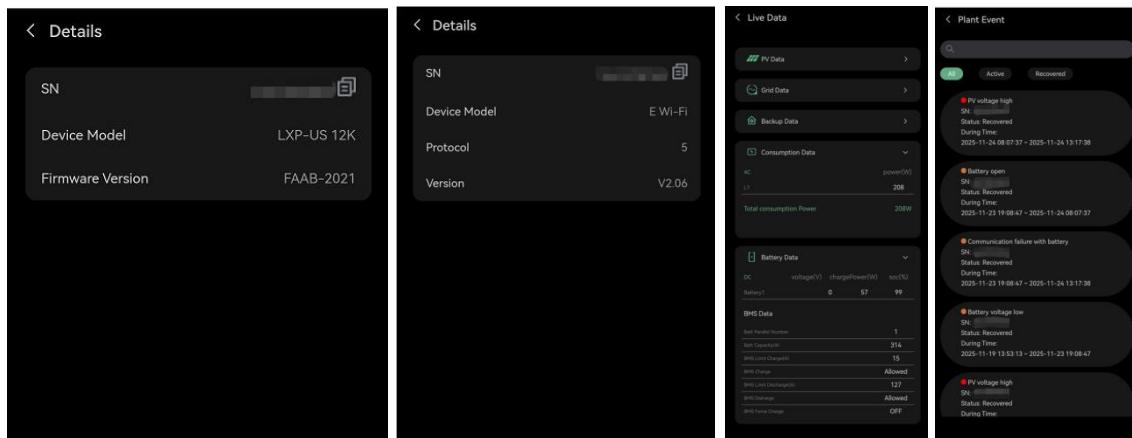
- Inverter Information:** Displays **serial number, status, and model**. Tap the serial number to view **detailed information**.
- Dongle Information:** Shows **Dongle serial number, model, communication protocol, and version information**.
- Real-Time Inverter Data:** Tap **Live Data** to view detailed 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**.

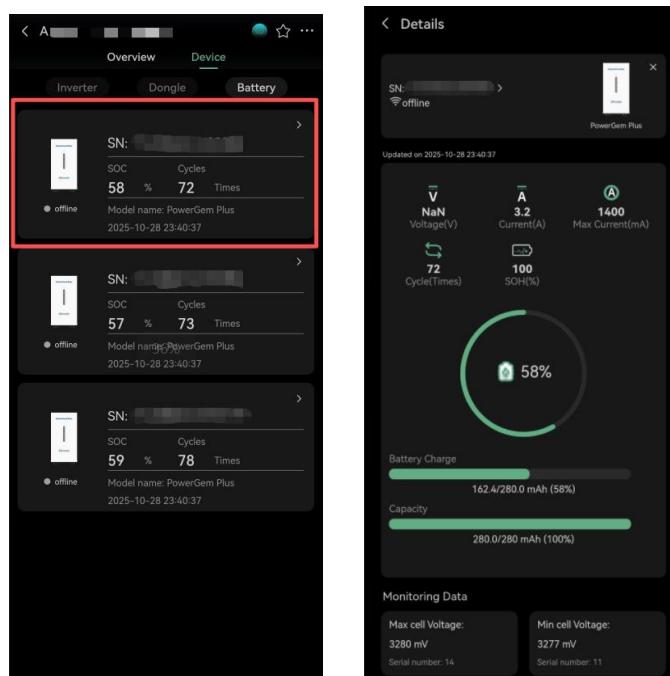
5. **Power Curve:** Visual representation of power output over time.

6. **Event Records:** Tap to view **all ongoing and resolved events**.

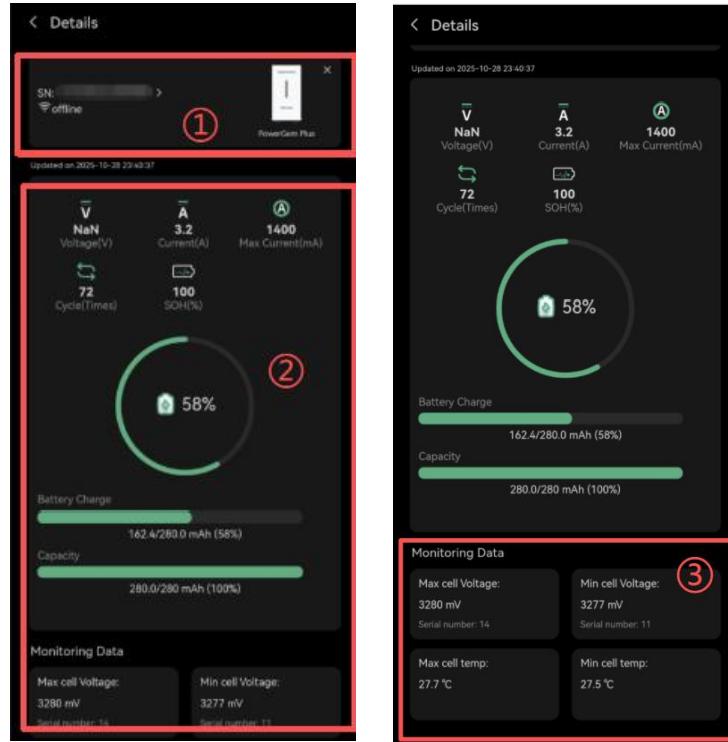


3.4 Battery Charge/Discharge Status

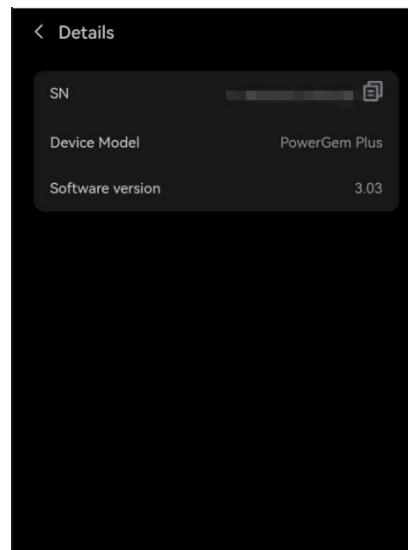
Select the **battery** to view the real-time charge & discharge status of the battery.



3.4.1 Battery Details Page Overview



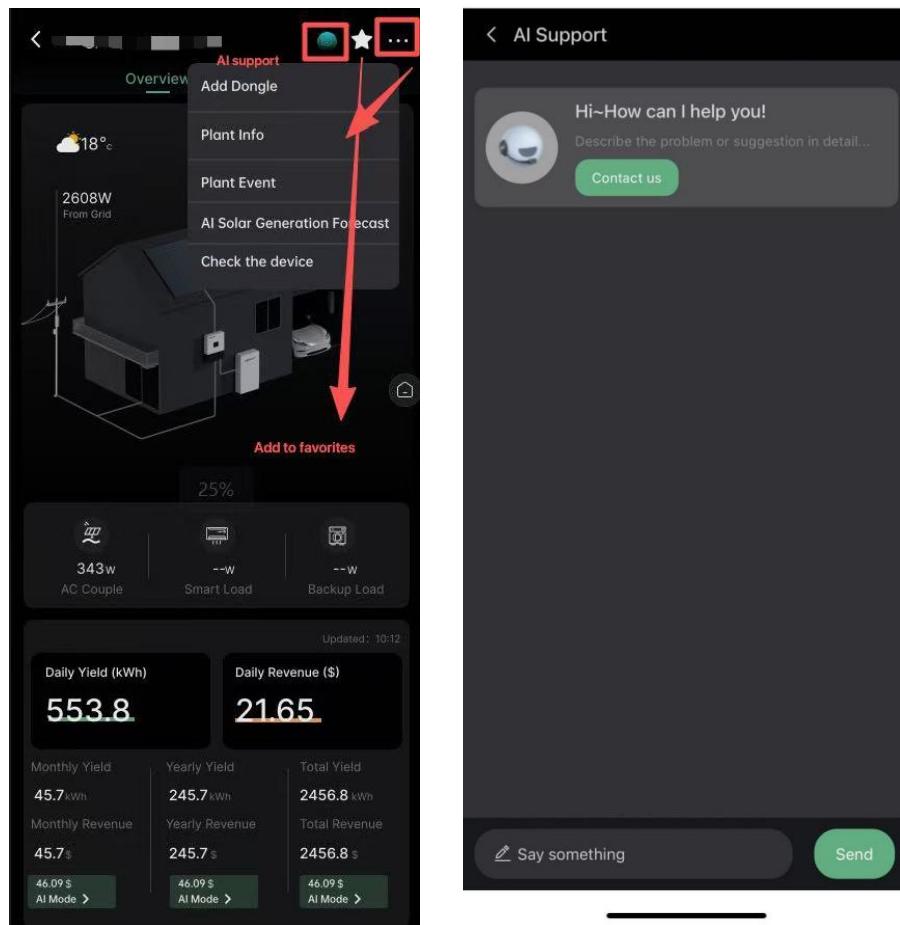
- Battery Information:** Displays serial number, status, and model. Tap the serial number to view detailed information.
- Battery Detailed Parameters:** Shows battery voltage, charge/discharge current, cycle count, battery health (SOH), state of charge (SOC) percentage, and capacity.
- Cell Information:**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



3.5 Plant Settings

On the monitoring home page:

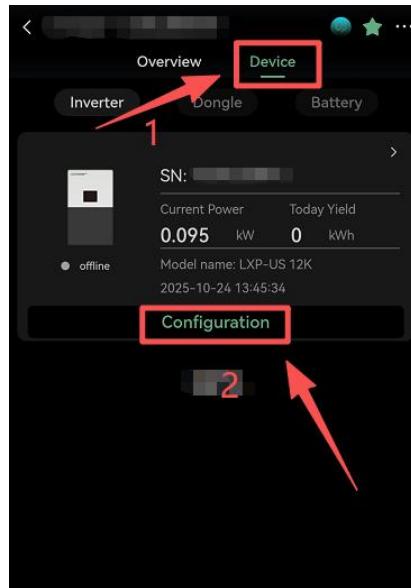
- Select the **first icon** at the top-right corner to enter the AI Support page.
- Select the **second star icon** to add the plant to your favorites.
- Select the **third icon** to access Plant Settings, which include: Add Dongle, Plant Information, Plant Historical Events, AI Solar Generation Forecast,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



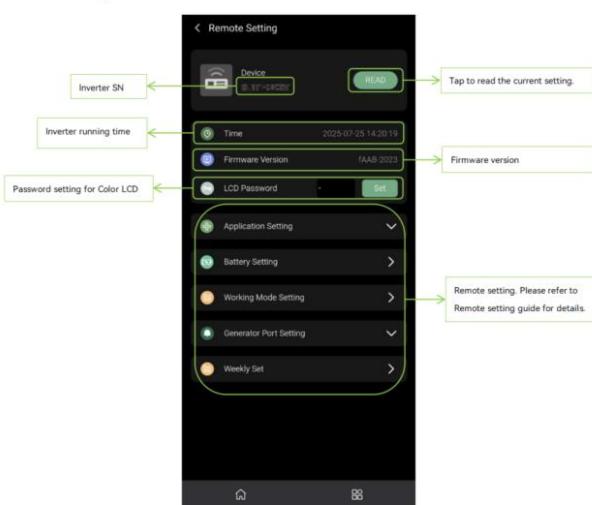
4 Remote Settings

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.



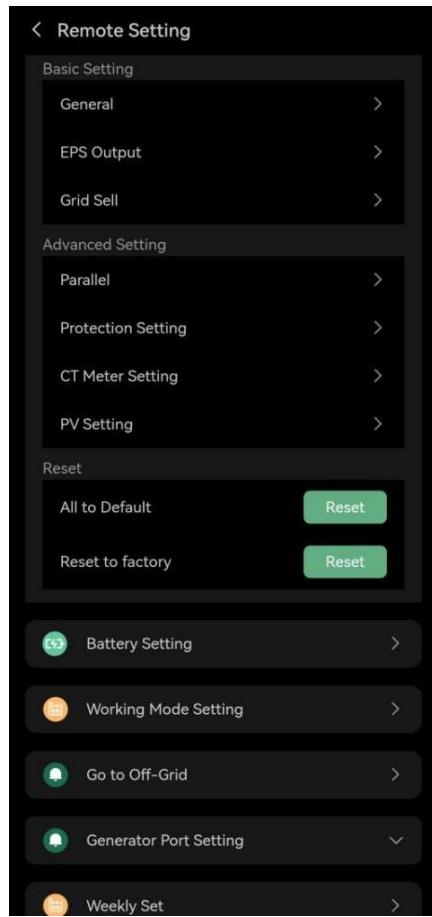
Remote Setting details:



4.1 READ

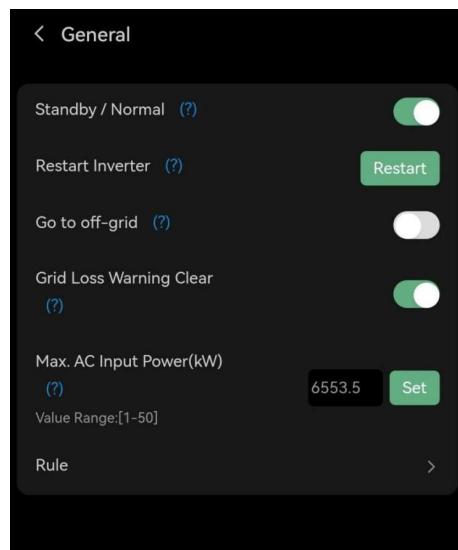
Select the READ button to retrieve current parameter settings.

4.2 Application Settings

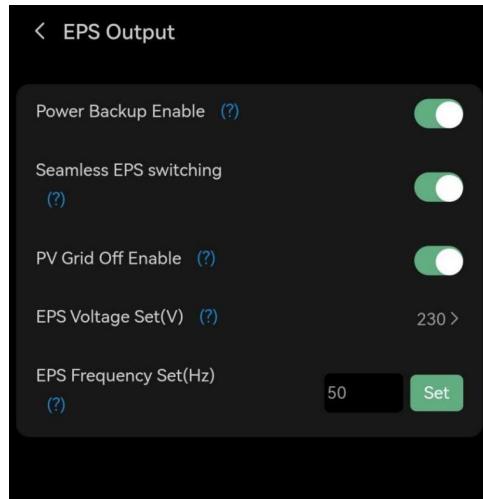


Basic Settings:

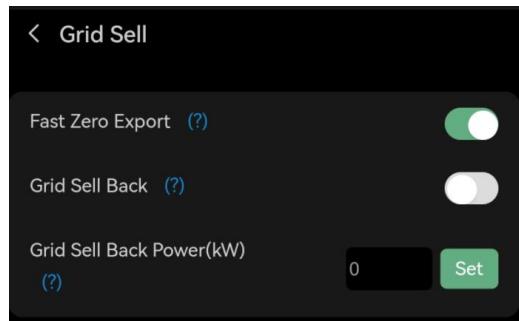
General



EPS Output

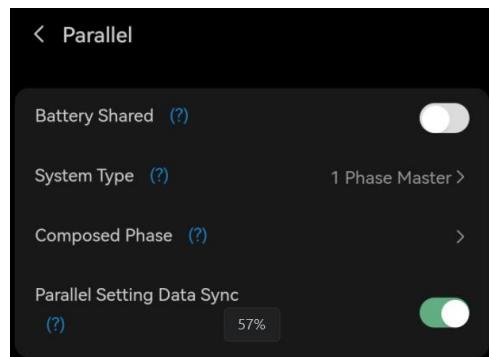


Grid Sell

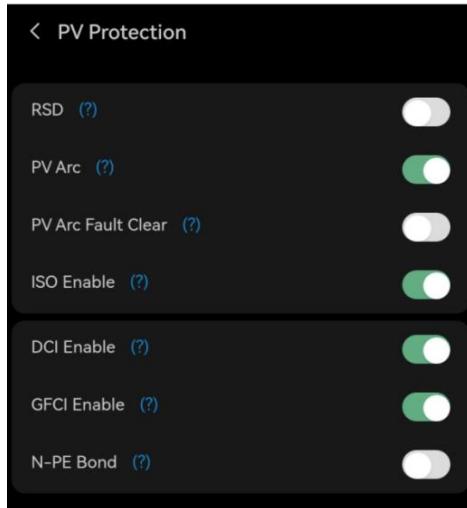


Advanced Settings:

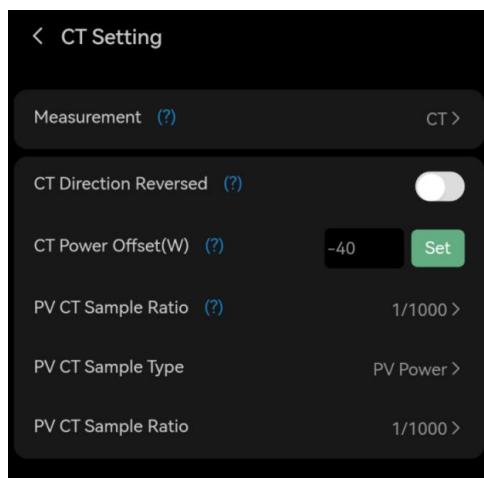
Parallel Settings



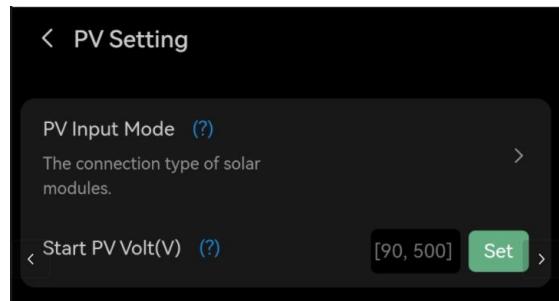
Protection Settings



CT/Meter Settings

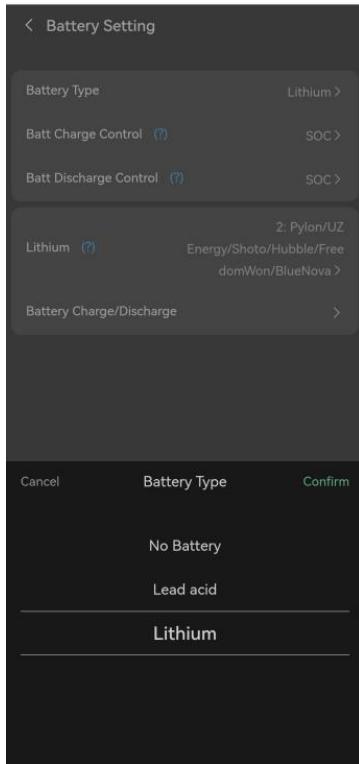


PV Settings

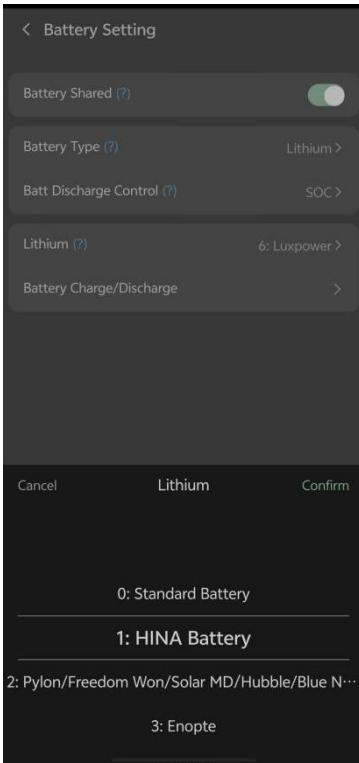


4.3 Battery Settings

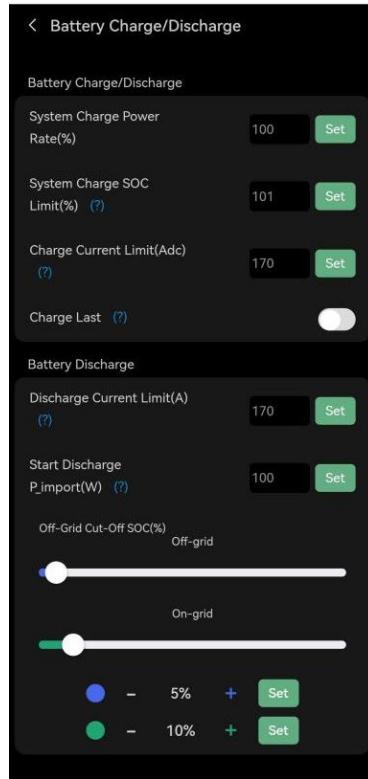
Battery Type



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.

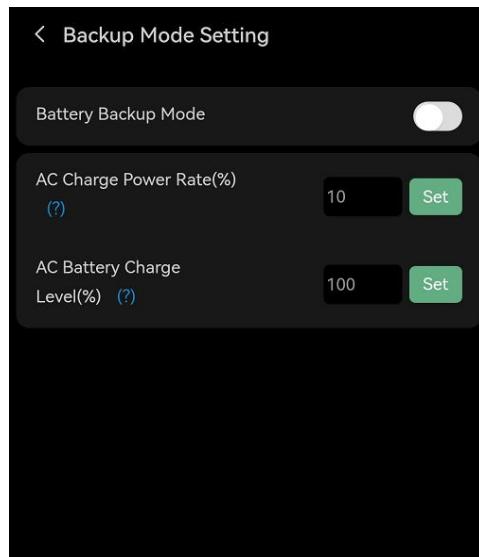
Configurable operating modes include:

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)

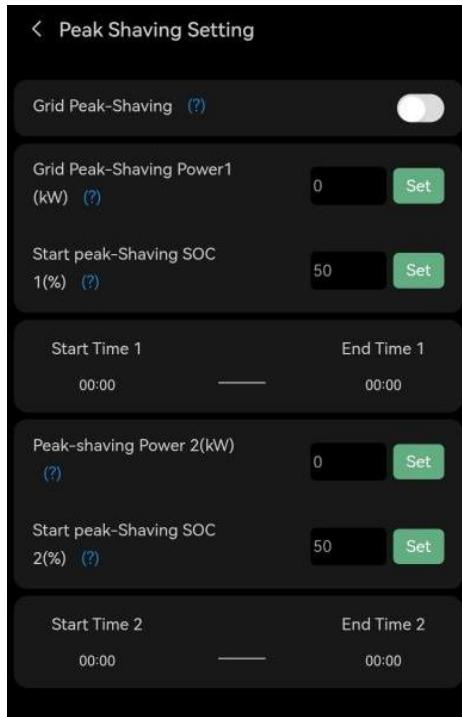
Users may select modes according to needs; the system schedules strategies automatically based on set time periods and priorities for optimal energy utilization.



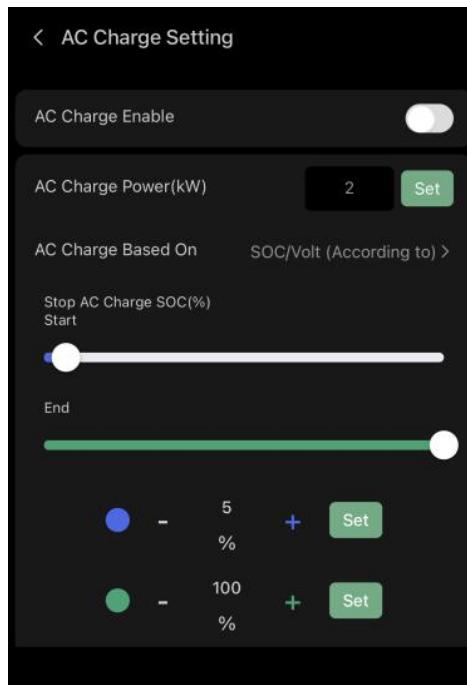
1. Backup Mode Setting



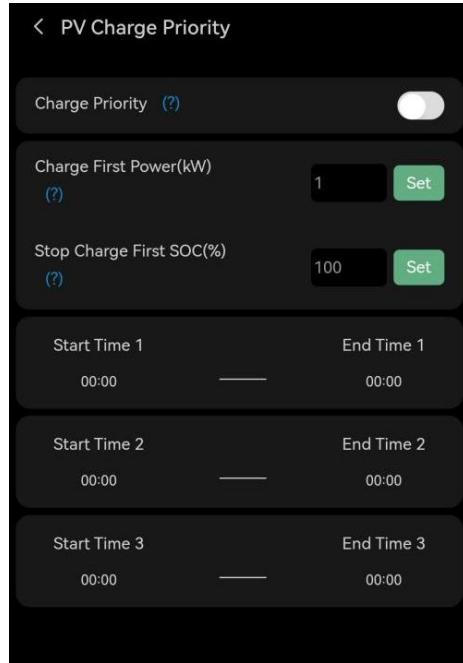
2. Peak Shaving Setting



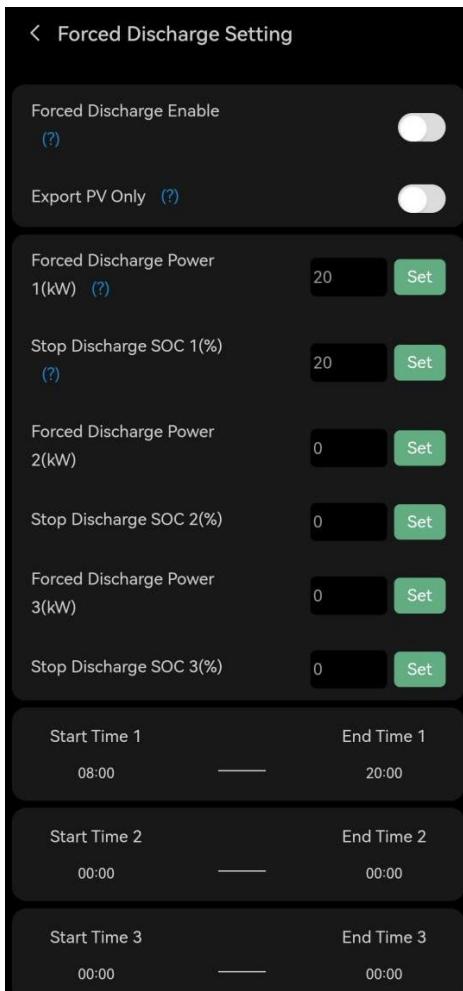
3. AC Charge Setting



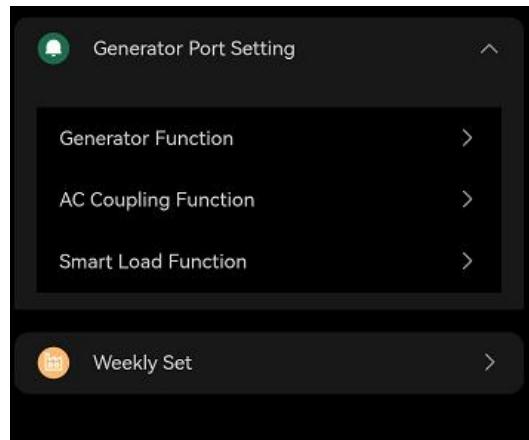
4. PV Charge Priority



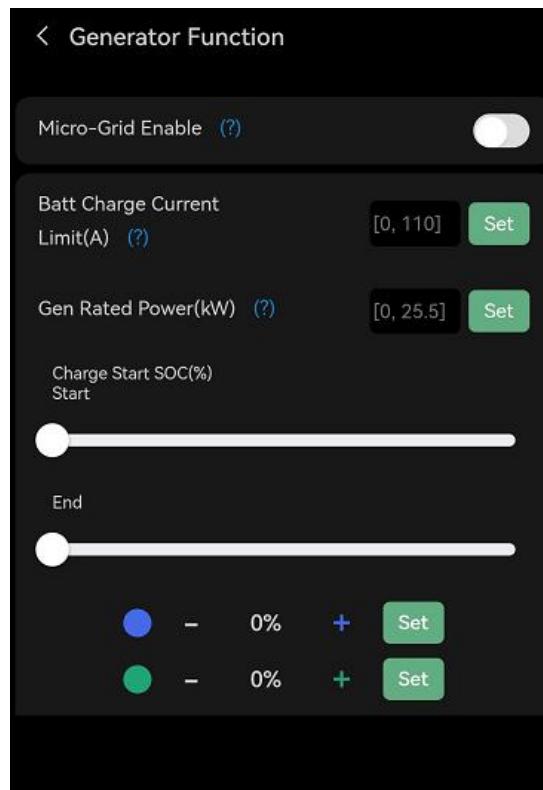
5. Forced Discharge Setting



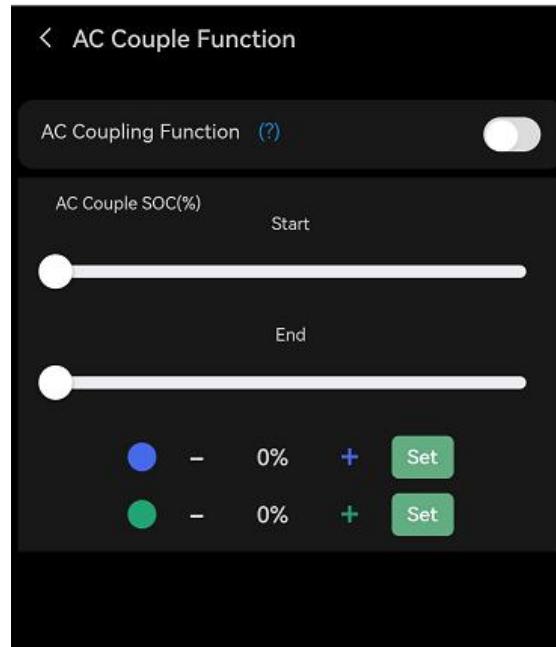
4.5 Generator Port Settings



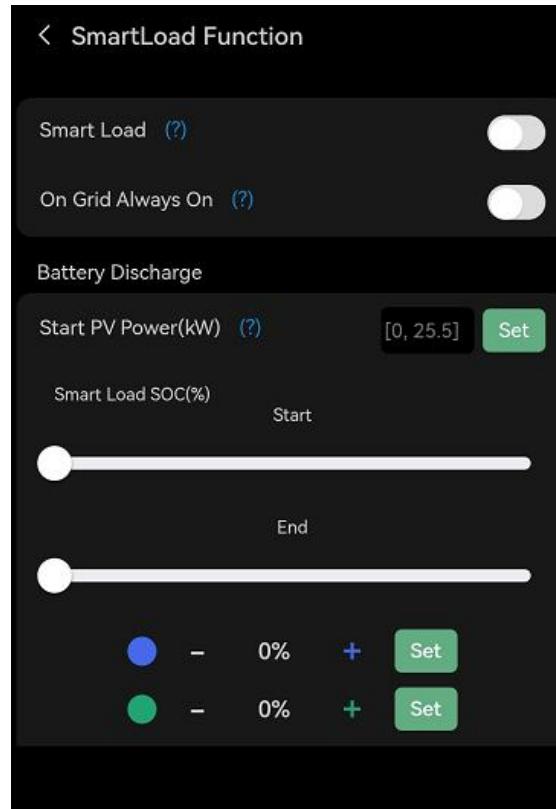
Generator Function



AC Coupling



Smart Load

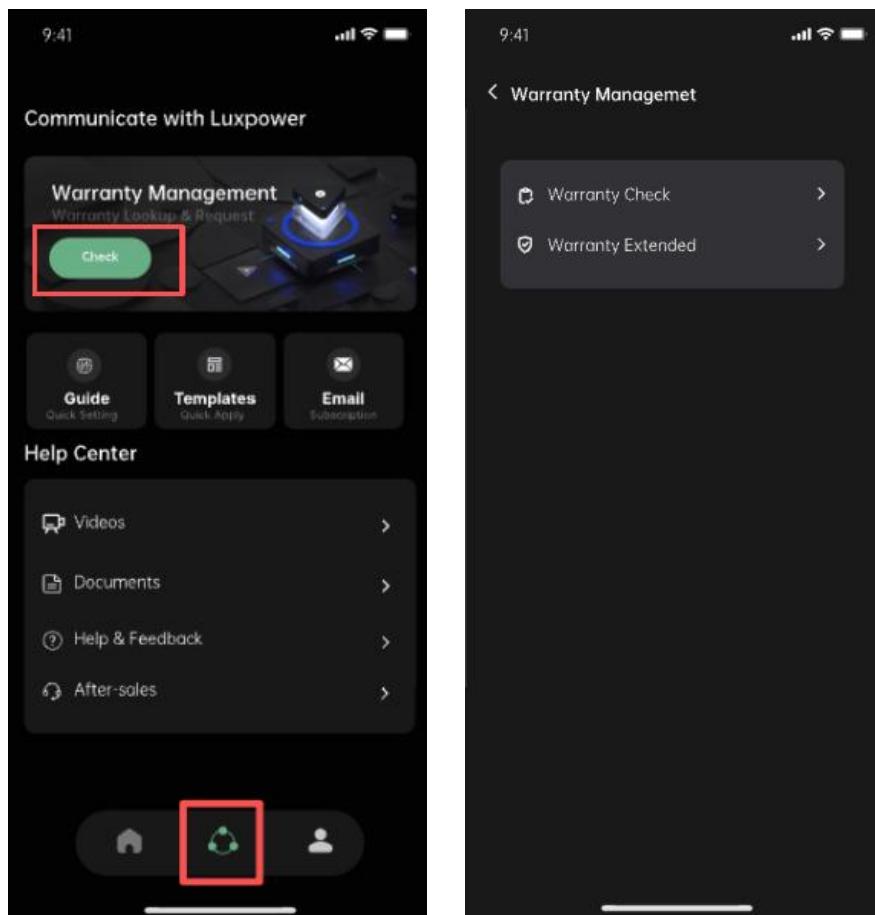


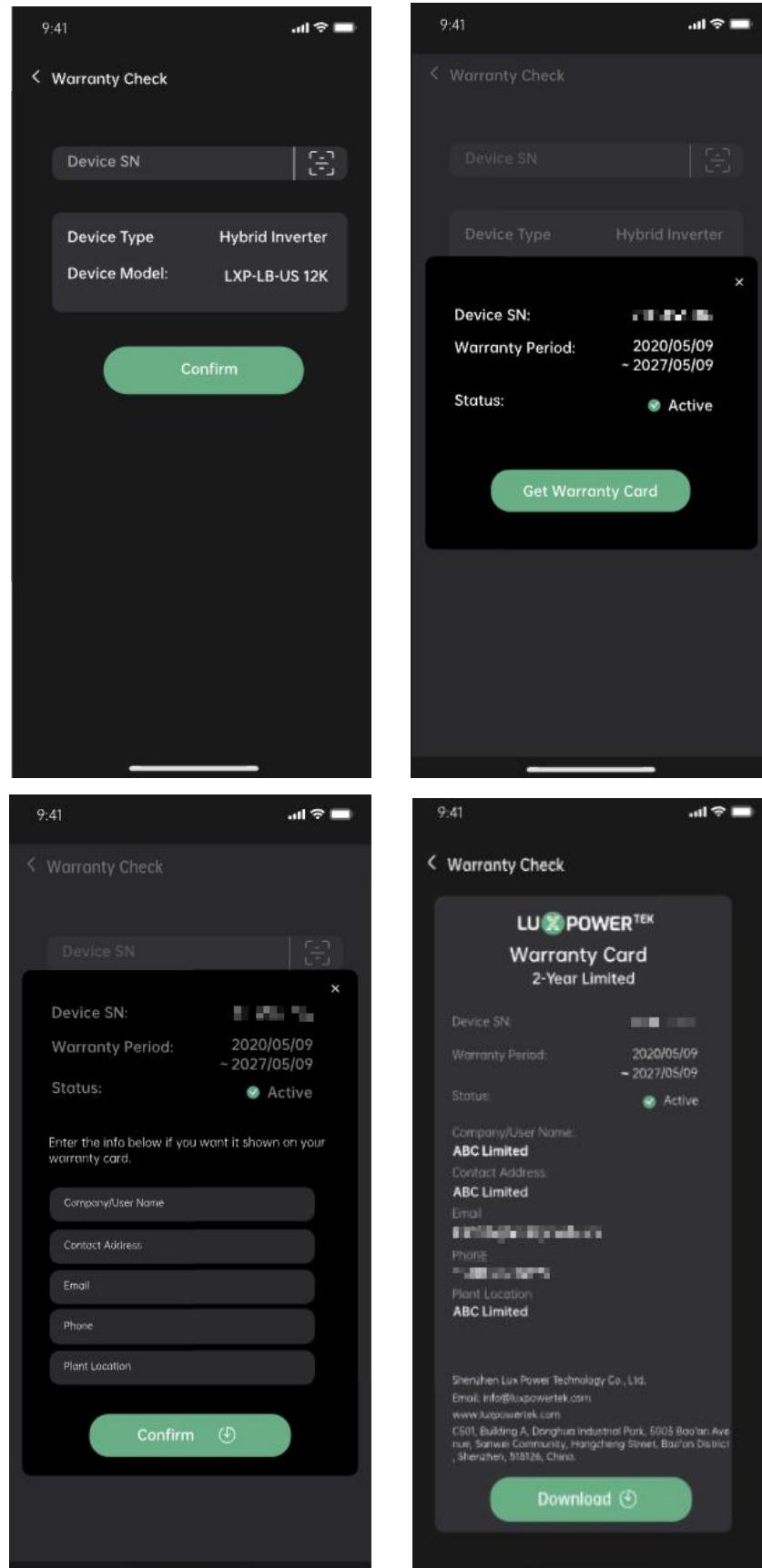
5 Warranty Information

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.

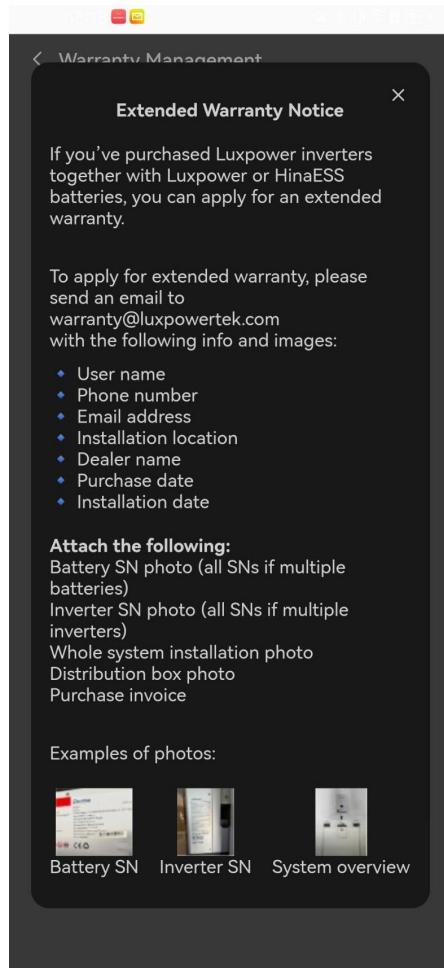




5.2 Extend Warranty

To extend the warranty period:

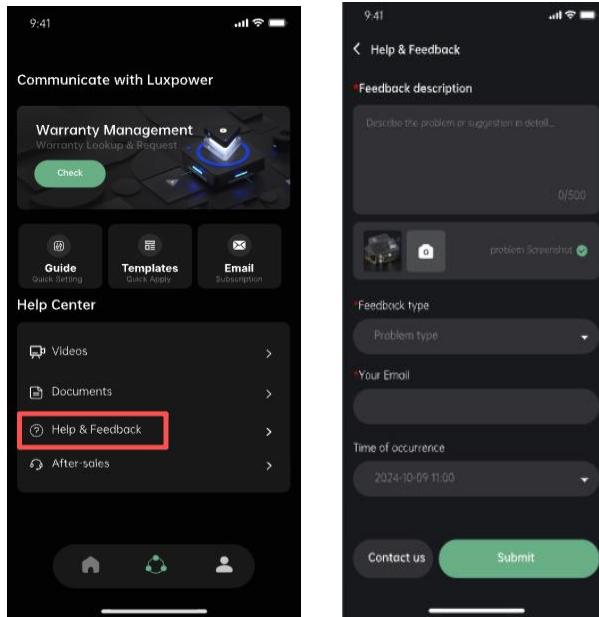
1. On the Warranty Management page, select **Warranty Extended**.
2. Prepare and submit required information to the email: warranty@luxpowertek.com.



6 Help

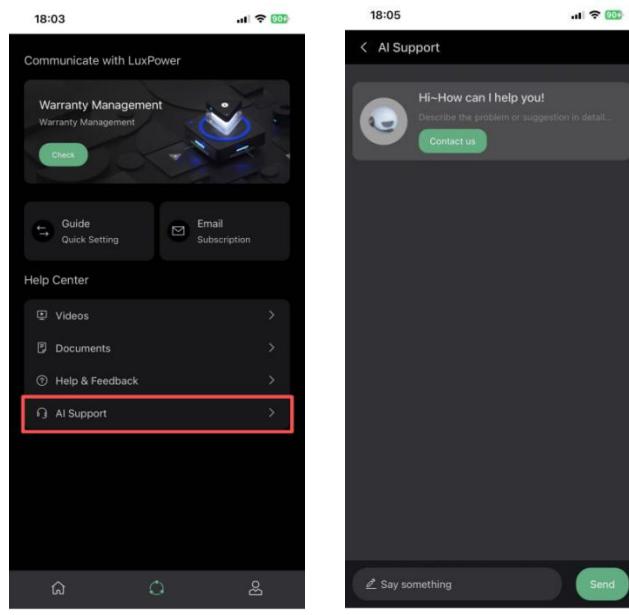
6.1 Technical Support

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.



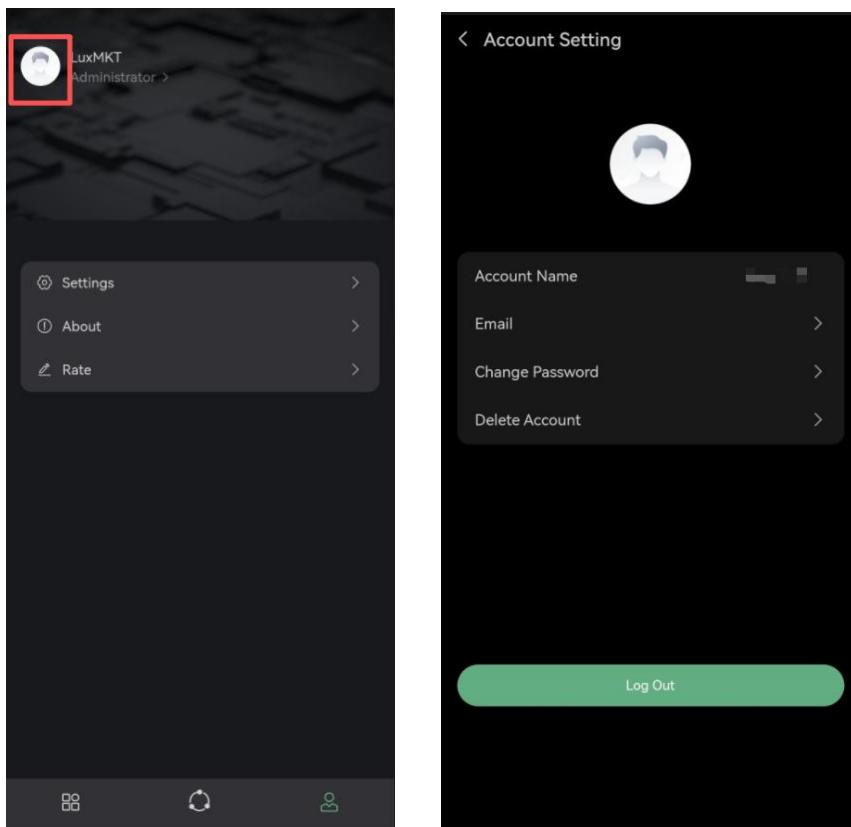
7 Profile Page

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:

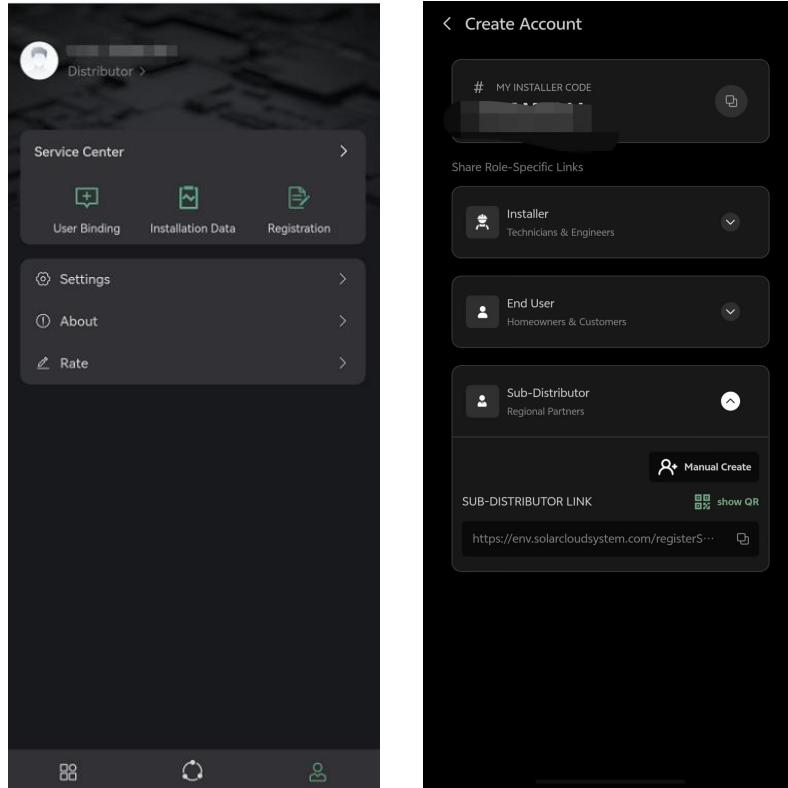
- Change your avatar.
- Update account name, email, or password.
- Delete the account if necessary.



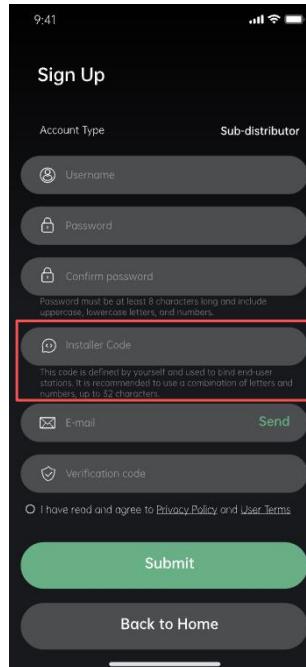
7.2 User Type & Installer Code

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.

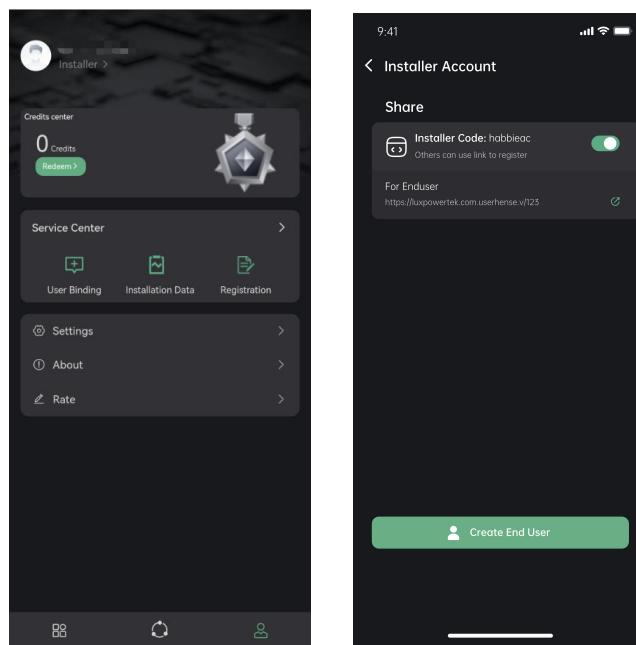


When creating distributor or installer accounts, customize a unique Installer Code in the registration interface. This code is used for subsequent registrations under that account hierarchy.



For Installer Accounts

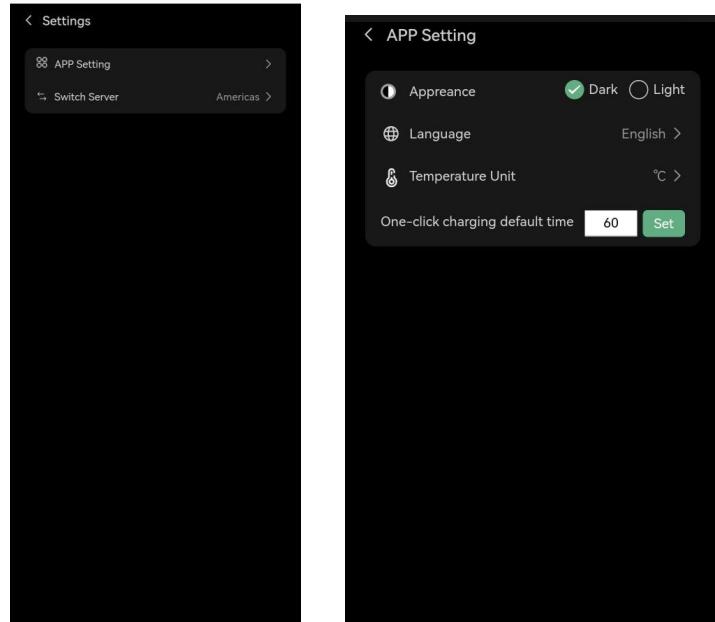
Tap your account type to enter the installer account page. You can create end-user accounts directly, or share the corresponding registration link with end users so they can complete the registration themselves.



7.3 Settings

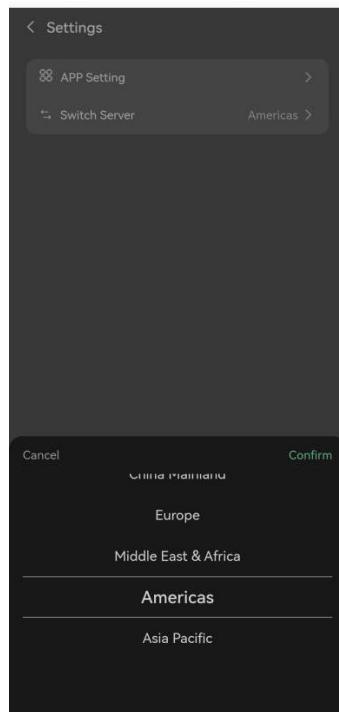
7.3.1 App Settings

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



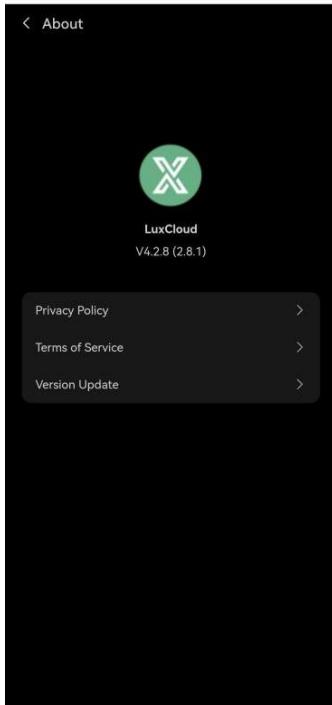
7.3.2 Switch Server

Users can manually change the server associated with their account.



7.4 About

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



7.5 Rate the App

Provide a rating for the LuxCloud app.

