



Application note

Operation mode when the product is disconnected

! Revision History

Version 1.0, July 2024 – Initial release

! Commitment to data privacy

Sigenenergy is committed to building safe, efficient, and smart products. After you start the device and network it, the device operation data will be uploaded to the cloud so that you can view the data remotely in real-time on mySigen App or Sigen Cloud. Meanwhile, Sigen Cloud adopts the advanced End-Edge-Cloud architecture, the data will be trained in the cloud, which facilitates the continuous evolution of Sigen AI and gives you a smarter experience.

Sigenenergy is committed to data privacy protection, all servers are deployed locally. We follow GDPR\ADPPA\CCPA\CPRA\ISO27001 and other data privacy protection clauses to guarantee your data privacy and security fully.

When disconnected, there is no guarantee that the ESS will always be on a newer, more secure software version. mySigen and Sigen Cloud functions cannot be used. At the same time, some or all of the product's functions may not be available after a period of time. This document will describe what happens to the product after the network disconnection

Tips

Sigenenergy products must have internet access to complete the Commissioning. Otherwise, it cannot be used.

! Technical Description

Product	Max duration before disconnection	Strategy
SigenStor BAT	90 days	Not working
SigenStor EVDC	90 days	Not working
SigenStor EC	90 days	Work as PV inverter
Sigen Hybrid	90 days	Work as PV inverter

Sigen PV	/	Normal
Sigen EVAC	/	Normal
Sigen Gateway	/	Normal

- For SigenStor BAT and SigenStor EVDC series products, it will stop working after 90 days of being disconnected from the network, which means that you cannot use ESS-related features or charge your EV.
- For the SigenStor EC and Sigen Hybrid series products, after 90 days of disconnection from the network they will become PV Inverter-only products, which can only convert PV DC to AC, but cannot be used as a PCS.
- For the Sigen PV and Sigen EVAC series products, they still work after disconnecting from the network, which means you can use the inverter as well as charge your EV as normal.
- For the Sigen Gateway series of products, they still work after disconnecting from the network, but since SigenStor cannot use the ESS function when disconnected from the network, Gateway makes less sense.

The above is the product operation strategy after Sigenergy products are disconnected from the network, the strategy may be subsequently changed according to market demand, please refer to the Sigenergy official website announcement shall prevail.

Disclaimer: The information on this file is provided on an "as is" basis. To the fullest extent permitted by law, Sigenergy Technology Co., Ltd. excludes all representations and warranties relating to this file and its contents or which is or may be provided by any affiliates or any other third party, including in relation to any inaccuracies or omissions in this file.